SECTION: A – OFFICE MANAGEMENT

CHAPTER – 1 : OFFICE PROCEDURES

(1.1)

Government of Nagaland Home Department Administrative Reforms (O&M) Branch

No.AR-11/4/75

Dated Kohima, the 19th July, 1976.

OFFICE MEMORANDUM

It has come to the notice of the Governor that officials just put their initials under the notes on files, instead of putting their full signature, and in some exceptions even the signatures are too illegible for senior officers to follow. The undersigned is, therefore, directed to request all officials of the Nagaland Secretariat to **put their full signature under notes on files**. In case where the signatures are illegible, the names of the official should be put down below the illegible signatures in block letters. The above instruction should be followed forthwith.

Sd/- I.LONGKUMER

Secretary to the Government of Nagaland (Home Department)

(1.2)

Government of Nagaland Home Department Administrative Reforms-(O&M) Branch

No. AR-1/1/76 (Pt.II)

Dt. Kohima, the 18th August, 1976.

OFFICE MEMORANDUM

Sub:- SPEEDY DISPOSAL OF GOVERNMENT BUSINESS.

The undersigned is directed to say that it has been noticed in the past that the interdepartmental consultation had been the cause the delay in disposal of certain Government business. The reason for delay is mostly due to the fact that the Department which makes a reference do not formulate its own views before the matter is referred to other Department for their advice or comments. The Department to which the reference is made, takes time to follow, on which point the initiating Department requires comment. It becomes necessary on the part of that Department to refer the case to the initiating Department for further details etc. Thus cases are delayed in this process of inter-departmental consultation. Speedy of disposal of Government business can be accelerated if the delays involved in the system of this inter-departmental consultation are minimised. The Department which makes a reference should formulate its own views at the initial stage itself and make a self-contained reference. Thereafter, a time limit may be prescribed within which the other Department must make its comments available, if the comments are not received within that time, it would be presumed that the Department have no comments to offer or views to express. If the file is endorsed to other Department, the initiating Department will have the right to re-call its file when other Departments makes inordinate delay in giving comments. The Administrative Departments should feel free to take its own decision except where the Rules of Business require concurrence of other Departments. The practice of unnecessary consultation with other Department to shift responsibility of the initiating Department should be avoided.

The above principle should be followed by all Departments while making any reference to other Departments for disposal of Government business.

Sd/- I. LONGKUMER

Secretary to the Government of Nagaland.

(1.3)

Government of Nagaland Personnel and Administrative Reforms Department (Administrative Reforms Branch)

No.AR.11/1/78

Dated Kohima, the 11th April, 1978.

MEMORANDUM

It has come to the notice of the Government that the present practice of typing D.O. letter is that the draft D.O. letter is drafted by Section/Branch and submitted to the officer in whose name the D.O. is again sent down to the Section/Branch in the file for typing. The fair D.O. is again submitted to the officer concerned for his signature and then the same is sent down to the Section/Branch for issue. This process involves delay in issuing such D.O. letter, which should have been typed by the concerned P.S/P.A. and signed by officer immediately after his approval.

In order to expedite disposal of cases in the file and also to reduce delay in movement of the files, it is brought to the notice of all concerned that henceforth all draft. D.O. letters submitted to the officer concerned by the Section/Branch after approval of the draft D.O. should be typed by the Private Secretary/Personal Assistant to the officer concerned. Thereafter, the Private Secretary/Personal Assistant concerned should obtain the signature of the officer in whose name the D.O. has been typed and send the file to the Section/Branch concerned for issue. This should come into force with immediate effect.

Sd/- H.ZOPIANGA

Chief Secretary to the Govt. of Nagaland.

OFFICE MEMORANDUM

NO. AR-8/34/76

Dated, Kohima, the 30th May/1978.

Sub:- <u>Forwarding of applications to Public Service Commission in respect of serving</u> candidates under the Government / Quasi- Government Organisations.

The undersigned is directed to say that the Nagaland Public Service Commission has brought to the notice of the Government that in certain cases applications submitted by the inservice candidates through proper channel for various service and posts were received in Commission's office after the recruitment to the posts were finalised and in the process the candidates suffered. Sometimes the Commission also was confronted with un-reasonable requests/proposals for a second date for interview for the candidates whose applications were received late due to no fault of them.

- 2. To obviate the above difficulties, it has been decided that the persons already in Government service/ quasi-government organisations who wish to appear at the competitive examination conducted by the Union Public Service Commission/Nagaland Public Service Commission, may send their completed applications in the prescribed printed form direct to the Commission after detaching the form of 'No Objection Certificate' by the Heads of Office/Department printed at the end of the application form. The form of 'No Objection Certificate' which will be used by the State Government offices for submission to the Nagaland Public Service Commission is enclosed. The form of certificate should be submitted immediately to the Head of Office/Department under whom they are employed for onward transmission to the Secretary, Union Public Service Commission/ Nagaland Public Service Commission after completing the entries therein of the closing date for receipt applications.
- 3. The Departments of the Government, Heads of Department/Offices are, therefore requested to comply with the above instructions for submission of, 'No Objection Certificate' to the Union Public Service Commission/Nagaland Public Service Commission/Nagaland Public Service Commission. The Quasi-government organization under their administrative control may also be asked to follow this procedure strictly.
- 4. The receipt this Office Memorandum may please acknowledge.

Sd/- L.L.YADEN

Secretary to the Government of Nagaland.

NO OBJECTION CERTIFICATE
(For the use of Government Servants only)

(The certificate must be issued by the appointing authority only and must reach the office of the Nagaland Public Service Commission, Kohima within 15 days of the closing date for receipt of applications prescribed in the advertisement).

Certified that Shri/Shrimati/K	umari (Name in full Block Capitals)
Whose date of birth is	in the records of this office, holds a
temporary/permanent post of	·
Class	Gazetted in the scale of pay of `
with effect from	under the Central/State Govt. in the
Office/Department of	·
There is no objection to hi	s/her application of his/her admission to the interview/
examination being conducte	ed by the commission for recruitment to the post of
	Class Gazetted/Non-
Gazetted under the Departmen	nt of
In the event of his/her selection	on for appointment to the post of
he/she will be released within	days/months from the date
of appointment to the post.	
No	Signature of the appointing authority
Date	Designation
Dlace	Office/Department

OFFICE MEMORANDUM

NO.AR-12/24/79

Dated Kohima, the 11th Oct' 1979.

Sub:- COLOUR INK FOR USE IN OFFICE WORK.

The undersigned is directed to refer to the subject noted above and to say that at present different colour of ink is used by different officers and staffs in office works according to the personal liking which is not desirable from the point of view of uniformity, Therefore, the following instructions are issued for observance in office works henceforward.

(1) Blue/Blue-Black;

Black Ink.

This colour of ink should be used in Notings in Files, Drafts, Orders, Endorsements in Files and Bills, Cheques, Entries in Registers, Cash-Books, Service-Books, and Annual Confidential Reports etc.

(2) Green Ink:

This colour of ink may be used only by Ministers, and Superior Officers such as Chief Secretary/Commissioners/Secretaries to the Govt. and the Office of equivalent rank and also the Heads of Departments a Treasury/Sub Treasury Officers to make small endorsements or orders such as proposed etc. and signing/initialing.

(3) Red Ink;

The Red Ink should be used for the following purposes;-

- (i) Making entries in the Register of Receipts in respect of letters received from Govt. of India;
- (ii) Docketing on Note-Sheets for letter received;
- (iii) Flag marking on notes and correspondence;
- (iv) Making payment orders on the body of bills;
- (v) Priority marking and marking for special attention;
- (vi) Page markings in referencing in P.U.Cs and drafts;
- (vii) Endorsement written by Treasury offices on bills passed;
- (viii) Marking" Pay orders" on vouchers by Drawing Officers;
 - (i) Drawing totals in the bills (both in figure and words) and in marking "Below Rupees....." in bills;
 - (ii) Making corrections in the entries in Service Books;
 - (iii) Preparing proforma (this is optional);
 - (iv) In all bills and vouchers for the drawal of moneys by way of advances from Contingency Fund; and
 - (v) Signature of dealing Assistant in putting up a note on a receipt more than 7 days old.

(4) Ball-Point Pens and Pen nibs:

This kind of pen is permissible subject to the following conditions;-

- (i) The colour used should confirm to the colour as prescribed in this O.M.
- (ii) The writing by such pens should be clear and distinct as with any other pens.

Sd/- IMTIKUMZUK

Deputy Secretary to the Govt. of Nagaland

(1.6)

Government of Nagaland Personnel and Administrative Reforms Department (Administrative Reforms Branch)

No. AR-12/34/80

Dated, Kohima, the 15th Dec'1980

MEMORANDUM

Sub:- Correspondence address of the Government Departments by Subordinate officers of the Directorate norms/procedure of:

The undersigned is directed to say that various correspondences made from the Directorates to the Governments the officers use to begin their letters with the words "I am to say or I am directed to say" etc and thus the correct procedure laid down in the Manual of Office Procedure by the Government is not followed. As such serial 69 item (v) under Chapter-VII of Manual of Office Procedure (Nagaland Secretariat) is reproduced below for guidance of all concerned.

- "69 (v) In official letters from Heads of Departments or officers or from Government but on their own authority the form I have the honour to is to be used instead of 'I am directed to or I am to say".
- 2. It is impressed upon all the concerned officers that henceforth the norms evolved for correspondences as quoted above should be followed strictly.

Sd/- IMTIKUMZUK

Deputy Secretary to the Govt. of Nagaland.

NO.AR-12/44/81

Dated Kohima, the 30th Nov, 1981

MEMORANDUM

It has been observed that Files/papers are endorsed to the P&AR Department (Administrative Reforms Branch) for their examination and comments without being studied by the different Departments concerned. Instances have come quite after to the notice of this Department that proposal. Be it for creation of new posts, upgradation of an existing one, dispute over seniority/ promotion/ supersession and other sundry matters are sent by the Administrative Departments exactly as they have been submitted by the Head of Departments without further examining it in the Department. In most cases the only sign of labour is "P&AR Department may examine" out of which it is difficult and time consuming for the Department to initiate any meaningful action, without necessarily knowing the views/ comments of the Department. It may be appreciated that all cases requiring clearance or comment of the P&AR Department should be explained clearly with recommendation or findings of the particular Department. Points on which views of the P&AR Department are sought should also be specifically spelt out in a self contained note approved by Secretary of the Department before the files/papers are marked to this Department.

The vignette cited above illustrates yet another point when cases are referred to the P&AR Department for obvious reasons which could have been conveniently examined and decided by the concerned Departments. Some departments are also in the habit of re-opening cases in a new file which have been earlier examined by this department and settled or treated as closed, in another file, such a trend-setter is unhealthy and results in suppression of earlier facts and amounts to jeopardizing justice and fair play.

Henceforth, all cases which are referred to the P&AR Department by various Govt. Departments for clearance or consultation should contain the following basic requirements:

- (i) The Departments should thoroughly examine the case and indicate their specific recommendations/ suggestions on the merits of the case with full justification
- (ii) Approval of the Secretary of the Department should be obtained before such cases are referred to the P&AR Department. Those cases which do not bear the approval or signature of the Department will be returned to the Department concerned by the P&AR Department.
- (iii) Cases which are clear and can be decided upon by the Department should not be referred to the P&AR Department.
- iv) Cases which had been earlier examined and decided after obtaining views of the P&AR Department should not be reopened and sent again unless supported by new facts justifying re-opening of the cases: and.
- v) A self-contained note should accompany all cases alongwith recommendation and the specific points on which clearance/comments/clarifications are required should be clearly spelt out.

This may please be brought to the notice of all concerned for strict compliance.

Kindly acknowledge receipt.

Sd/- Z. OBED

Chief Secretary to the Government of Nagaland.

MEMORANDUM

NO.AR.12/1/85

Dated Kohima, the 22nd March 1985.

Sub:- Toning of Administrative Machineries in the Government Departments:

Following the directive of the Chief Minister and proceedings of the Secretaries coordination meeting held on 19-3-85 under the Chairmanship of the Chief Secretary the undersigned is directed to forward an action plan to be strictly implemented by all the Govt. Departments for more effective control and better administration.

- 1. The Chief Secretary shall meet and report to the Chief Minister every morning by the first hour and apprise him of the latest situation generally obtaining in the State alongside the day to day functioning of the Govt. Departments including important correspondences and business transaction with the Central Govt. The Secretaries of the Departments concerned, likewise, shall keep the Chief Secretary constantly posted about the state of affairs in their respective Departments in those areas for proper coordination and finding solution to a problem. With this objective in view all files on basic policy matters shall also be routed through the Chief Secretary.
- 2. The Commissioner, I.G.P. shall meet the Chief Minister personally at least once a week and brief him thoroughly on the overall law and order situation, insurgency activities, political condition and other intelligence reports.
- 3. Commissioners/Secretaries of all important Departments shall report direct to the Chief Minister in person about the performance and achievement of their respective Departments in the first week of every month effective from April, 1985.
- 4. Henceforth, Commissioners/Secretaries shall restrict field tours and become more deskoriented in the Secretariat so that they remain more where they are wanted most to deliver goods to the people at the grass-root level. As delay breeds corruption speedy disposal of cases should take precedence over all other considerations.
- 5. Simultaneously telegrams, letters and other correspondences received from the Govt. of India should be promptly attended to and disposed of on top priority by all concerned.
- 6. Instructions have been issued from time to time that it is incumbent on senior officials to attend all official functions and parties on National or State Days or to meet visiting dignitaries but are not taken seriously on many occasions. In future such lack of seriousness on the part of any officer will be viewed with concern it deserves.
- 7. Home Department should initiate suitable procedures to enforce regular office attendance. Punctuality and discipline by the officers and staff and make appropriate arrangement to take basis of discussion in the meeting.

The above instructions may be brought to the notice of all concerned and actions taken on the matter may be communicated to the undersigned immediately.

Sd/- I. LONGKUMER

Chief Secretary to the Govt. of Nagaland.

Government of Nagaland Home Department : Nazarat Branch

NO.NAZ-5/85

Dated Kohima, the 16th September, 1985

OFFICE MEMORANDUM

Sub: Misuse of Typewriters and Duplicators:

It has been noticed that the Typewriters and Duplicators Machines attached to the Departments/Branches and P.A to officers in the Secretariat are mishandled by unauthorized people and as a result even the new machines go bad and ask for the services of the mechanics for constant repairs and replacements of the parts and even for replacements of the machines before the expiry of the life of the machines. The handles of the Typewriters, the handles and the feeder of the Duplicators cannot be broken but they are also broken very often. In some cases parts of the machines are missing. This is clearly due to the carelessness of the Departments/Branches and P.As to officers who does not take care to keep the machines in safe custody and allow the unauthorized people to handle them.

Therefore, it is impressed upon the Departments/Branches and P.As to officers to take utmost care to keep the machines in safe custody and do not allow unauthorized people to handle them.

Sd/- K. PIENYU

Deputy Secretary to the Government Nagaland

(1.10)

Government of Nagaland Personnel and Administrative Reforms Department (Administrative Reforms Branch)

OFFICE MEMORANDUM

NO.AR-8/3/92

Dated Kohima, the 20th July' 1992

Sub:- QUICK DISPOSAL OF OFFICIAL MATTERS.

It has been observed that official communications are inordinately delayed. Departments also do not submit certain information within stipulated period as desired. It is pointed out that this is a serious lapse and it has been decided that stern actions will be taken against such defaulters. It has also been noted those official letter taken days to reach from one building to an adjacent building. In some cases letters are being posted instead of sending it by the Dak Runners. This is also becoming a matter of serious concern. It is, therefore, hereby directed that all Department must make immediate review to ensure quick disposal of official matters and file movements as expeditiously as possible.

Sd/- ALEMTEMSHI JAMIR Secretary (P&AR) Department.

Government of Nagaland Personnel and Administrative Reforms Department (Administrative Reforms Branch)

MEMORANDUM

Dated, Kohima, the 28th June' 2001

NO.AR-12/3/89: It has been observed that at times Cabinet Memorandums are being submitted to the Cabinet Cell for consideration of the Cabinet without the prior approval of the competent authority, which is in violation of laid-down procedures.

- 2. All Administrative Heads of Department may please ensure that draft Cabinet Memorandums are submitted on file to the Chief Secretary and the Minister-in-charge for prior approval. The Memorandums should be sent to the Cabinet for consideration only after formal approval is obtained. In cases of extreme urgency and if the Minister-in-charge is not available, the draft Memorandum should be submitted to the Chief Minister through the Chief Secretary for approval.
- 3. Further, at the end of the Cabinet Memorandum the following should invariably be added as the last paragraph. "This has the approval of Minister (name of Department)"

All concerned may please note the above procedures for strict compliance.

Sd/-RAGHU MENON Additional Chief Secretary

(1.12)

Government of Nagaland Department of Personnel & Administrative Reforms (Administrative Reforms Branch)

NO. AR-12/3/89

Dated Kohima, the 5th April 2002.

MEMORANDUM

Sub:- Publication of Notifications in the Official Gazette.

The undersigned is directed to refer to the subject cited above and to state that as per extant rules in force, all Notifications regarding the promulgation or amendment of rules, byelaws and orders as well as appointments promotions, etc of gazetted officers are required to be published in the official Gazette of the State Further, the draft Notifications regarding promulgation or amendment of rules, bye-laws and orders of an important nature are also required to be vetted by the Law Department so as to ensure proper legal standing. The Committee on Subordinate Legislation of the Nagaland Legislative Assembly has also recommended to the Government that these instructions should be scrupulously followed by all Departments.

2. All Departments are therefore requested to strictly follow the afore-mentioned instructions with immediate effect. The receipt of this Memorandum may be acknowledged.

Sd/- RAGHU MENON

Addl. Chief Secretary to the Govt. of Nagaland.

(1.13)

Government of Nagaland Cabinet Secretariat (Cabinet Cell)

NO.CAB-1/99-2000

Dated, Kohima, the 18 August, 2003.

OFFICE MEMORANDUM

Sub:- Submission of Cabinet Memorandum.

Time and again it has been emphasized that the Cabinet Memos submitted by various department are not in accordance with instructions issued in this regard. Cabinet Memos are found to be sometimes sketchy, lengthy, unclear and incomplete and many important points are not mentioned. Some Cabinet Memos are even illegible and difficult to read. Cabinet Memos are one of the most important documents of the government which are classified as "Secret" Despite being secret documents, Cabinet Memos are sometimes being handled even by unauthorized persons/non-officials who carry copies personally to officers and Ministers. This is very serious violation of rule, which should not occur under any circumstances. The following are, therefore, once again highlighted for strict compliance;

- 1. The Secretary-in-charge of each department should ensure that the Cabinet Memo is properly drafted. The practice of Memo being signed by Junior Officer should be avoided, as it is not acceptable.
- 2. Cabinet Memo should be typed neat and clean in computer. Memo should have complete and clear information but the contents of the Memo should not normally exceed two pages. If it is voluminous, such information should be added as Annexure.
- 3. Subject matter of the Memo should be clearly indicated as title.
- 4. The clearance/views given by Department such as Finance, P&AR, Justice & Law should be invariably annexed
- 5. Points for decision/approval should be clearly focused.
- 6. The note should clearly indicate that it has the approval of the Minister-in-charge.
- 7. Memo should be marked 'Secret' on the top of every page. The name of Department and File number should also be given on the top of the memo.
- 8. No unauthorized persons/non-officials should be allowed to handle the Cabinet Memos.
- 9. Henceforth, all Heads of Administrative Department are requested to strictly follow the instruction as above while submitting the Cabinet Memo to the Cabinet Cell.

Sd/- R.S.PANDEYCabinet Secretary.

(1.14)

Government of Nagaland Home Department Secretariat Administration Branch 'A'

OFFICE MEMORANDUM

No. SAB(A)-12/5/2010

Dated Kohima, the 26th March 2010.

Sub:- Misuse/Abuse of Computers in the Office.

Computers are provided to the branches and to the officers in the secretariat to record, process and store Official information/data and to run the Office works efficiently and smoothly. However, during the recent surprise check, it was observed that more than 90% of the Office Computers were found misused by the staff for playing various games and other entertainment items. This gross misuse of Office Computers does not augur well not only in maintaining Office decorum of public offices but also in discharging the normal routine office works. Besides such cavalier use of computers by unauthorized staff affects the life of computers leading to unusual breakdown of systems.

It is therefore impressed upon all Administrative Heads and other supervisory Officers to ensure that the computers provided to the Officers and the Departments in the Secretariat are free from all entertainment games software and the staff are not allowed to play any games or entertainment programmes during the office hours. The assistance of the IT Department and the Computer Cell in the Home Department may be availed to mount check on this and to upkeep the system from time to time.

Sd/- C.J PONRAJ Principal Secretary, Home.

(1.15)

Government of Nagaland Cabinet Secretariat (Cabinet Cell)

No. CAB-1/2000

Dated, Kohima, the 27th March, 2015

OFFICE MEMORANDUM

Sub:- Submission of Cabinet Memorandum-instructions/guidelines thereof.

Cabinet Memoranda are among the most important documents in the Government, being part of the record of the decision taken by the Government of the day. It is the responsibility of Administrative Head of the Department to personally ensure that the Cabinet Memorandum is properly drafted. Guidelines for preparing Cabinet Memorandum were brought out vide O.M. of even number dated 09.02.2000 and dated 18.08.2003*. These guidelines are further revised as follows:

- 1. The Cabinet Memorandum should be so drafted as to present salient facts of the case required for decision on the matter with sufficient precision. The Memorandum should begin with introduction or background, followed by the proposed course of action with its rationale, comments of other Departments involved (including NPSC, P&AR, Finance and Justice & Law, wherever required), the proposal of the Department for decision of the Cabinet after such consultation, and finally, a statement that the Memorandum has the approval of Minister-in-charge.
- 2. The Cabinet Memorandum should be typed neatly in Arial font (12 size) with one and half line spacing on A4 size paper (as in this O.M). It should not normally exceed three pages. If the Memorandum relies on papers which must be included (such as report of a Committee), such information should be annexed to the Memorandum.
- 3. The subject matter of the Memorandum should be clearly indicated as title.
- 4. The Cabinet Memoranda should be marked "SECRET" on the top right corner on all pages as all Cabinet Memoranda are classified as 'secret'.
- 5. The Department should ensure that the clearance/concurrence/views given by Departments such as P&AR, Finance, Justice & Law and NPSC are invariably annexed. Failure to consult the Departments involved and mention such consultation in the Cabinet Memorandum would result in summary rejection of such Memorandum and its return to the Department under Rule 19 read with Rule 26 of the Rules of Executive Business. If the department has consulted other Departments, but there is disagreement, the case cannot be brought to the Cabinet except with prior approval of the Chief Minister under Rules 27 of the Rules of Executive Business.
- 6. Only in the event of extreme emergency, can a Cabinet Memorandum be accepted for consideration of the Cabinet without the comments of other Departments involved in terms of the exception provided under Rule 26 of the Rules of Executive Business. Before submission of such case to the Cabinet Cell, the Department must obtain the approval of the Chief Minister through the Chief Secretary and the Minister-in-charge explaining the circumstances. In such an event, the Departments whose views are required to be taken should be clearly mentioned in the Cabinet Memorandum. A copy of the Cabinet Memorandum should be sent in advance to these Departments with the request to furnish their views in the meeting of the Cabinet itself.
- 7. After giving the background and analyzing the issues involved, the last paragraph of the Cabinet Memo should clearly sum up the points on which approval of the Cabinet is required. If necessary, these points for decision should be marked (a), (b), (c) etc. in running order.
- 8. The Cabinet Memorandum should be signed by the Head of the Administrative Department. If the AHOD is not available due to unavoidable circumstance, the Cabinet Memorandum may be signed by an officer of the Department not below the rank of Additional Secretary. However, all efforts should be made to ensure that the

- Memorandum is signed by AHOD and the need for signing by another officer avoided save for exceptional circumstances.
- 9. Being secret documents, Cabinet Memoranda must never be handled by unauthorized persons and non-officials. This would be serious violation of rules.
- 10. The Department should ensure that 25(twenty five) sets of the Cabinet Memorandum are submitted to the Cabinet Cell after completion of all formalities.
- 11. It is important that the Cabinet Memorandum is submitted sufficiently in advance and not at the eve of the Cabinet meeting so as to enable its scrutiny properly in the Cabinet Cell and circulation to members of the Cabinet atleast two clear days before date of the Cabinet meeting. Only in case of emergent circumstances and with prior approval of the Chief Minister, the Cabinet Memorandum can be included for consideration of the Cabinet at short notice under Rule 20(2) of Rules of Executive Business.
- 12. All Heads of Administrative Departments are requested to ensure that the Cabinet Memos submitted to the Cabinet Cell are in accordance with the above instructions/guidelines.

Sd/- PANKAJ KUMAR
Cabinet Secretary

*Refer chapter 1.13