No. F.3 (4)/Misc./2016/S-III/1235

Dated: 06/05/16

To

The All Head of Office,
Govt. of NCT of Delhi,
Delhi -

Sub: Reg. duties and functions in r/o PPS/Sr.P.A./Steno, Gr-II & Gr-III

Sirs/Madams,

A number of references has been received from various departments of Delhi Government wherein it has been requested to provide the duties and functions of all stenographic cadre (including PPS/Sr. P.A.s/Steno, Gr-II and Steno, Gr-III).

In this regard, reference is hereby invited towards OM dated 01/11/1999 issued by DOPT, MoP Personnel Grievances and Pension, Govt. of India, New Delhi and MOP manual Chapter-III, wherein the duties and functions of PPS/Sr.P.A./Steno, Gr-II & Gr-II are clearly mentioned (copy of the same is enclosed herewith for reference).

In addition to the above, PPS can also be entrusted with the supervision of staff wherever admissible in the personal section of the officer to ensure punctuality, courteousness, neatness and discipline.

Yours faithfully,

(ANUPMA CHAKRAVORTY)
DY. SECRETARY-II (SERVICES)
Ph. No. 23392237
Subject:- Duties of Senior Principal Secretaries/Principal
Private Secretaries/Private Secretaries/P.As/
Stenographers -

Attention is invited to the Department's O.M.No.10/11/
87-CS-II dated 12.4.1986, O.M. No.7/32/88-CS-II dated 19th June,
1968 and O.M. No.15/20/66-CS-II dated 22nd March, 1977 regarding
proper utilisation of services of Stenographers.

2. The role and duties of Private Secretaries and
Stenographers were brought out in this Department's O.M. No.29/10/
57/GM dated 3.7.64. In the light of various instructions issued
on the subject, some of the more specific functions of Senior
Principal Private Secretaries/Principal Private Secretaries/
Private Secretaries/Personal Assistants/Stenographers are
enumerated below for facility of reference:-

Relieving the officer of much of his routine work and
generally assisting him in a manner as directed by him, such as -

i) Collection of information and files;
ii) Compilation of data in given form;
iii) Opening of files;
iv) Maintenance of current files;
v) Sending of routine reminders and acknowledgements.

Typing of essential or confidential/secret documents
including other typing work as considered necessary in
administrative interest.

Screening of telephone calls and the visitors in a
reactful manner.

Fixing up of appointments, and if necessary cancelling them.

Keeping an accurate list of engagements, meetings etc. and
reminding the officer sufficiently in advance of keeping
them up.

Maintaining in proper order the papers required to be
retained by the officer.

Keeping a note of the movement of files passed by him
officer and other officers, if necessary.

2/-
Destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued.

Carrying out the corrections to the officer's reference books.

To assist the officer in the manner desired by him/her.

Additional duties can be entrusted to Senior FFS and PPS as described under:

- Supervision of staff wherever admissible in the personal section of the officer to ensure punctuality, courteousness, neatness and discipline.

- Proper maintenance, upkeep and custody of all housekeeping items and equipment like computers, photocopiers, typewriters, telephone instructions, FAX machines etc. in the personal section with the officer.

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

( KARAN SINGH )
DIRECTOR (CS)

To

All Ministries/Departments etc.
CHAPTER III
MACHINERY OF THE GOVERNMENT

2. The President—The executive power of the Union formally vests in the President and may be exercised by him either directly or through officers subordinate to him, in accordance with the Constitution.

3. The Council of Ministers —
   (1) In the exercise of his functions, the President is aided and advised by a Council of Ministers headed by the Prime Minister. In actual practice the executive power of the Union resides in the Council of Ministers.
   (2) The Council of Ministers consists of three categories of Ministers, namely:
       (a) Cabinet Ministers;
       (b) Ministers of State; and
       (c) Deputy Ministers.
   (3) The Cabinet, which consists of Ministers of the first category only, is responsible for shaping the overall policies of the Government in discharging its responsibilities. It sometimes functions through its Committees.

4. Transaction of government business—
   (1) Among the rules issued by the President for the convenient transaction of the business of the Government, under Article 77 (3) of the Constitution, are:
       (a) The Government of India (Allocation of Business) Rules, 1961 (as amended from time to time); and
       (b) The Government of India (Transaction of Business) Rules, 1961 (as amended from time to time).
   (2) The Allocation of Business Rules allocates the business of the government among its different departments which are assigned to the charge of the Ministers by the President on the advice of the Prime Minister. In relation to the business allotted to a Minister, these rules also permit the association of another Minister or Deputy Minister to perform such functions as may be specifically assigned to him. A Minister without Portfolio may be in charge of a specific subject of great importance.
   (3) The Transaction of Business Rules seeks to define the authority, responsibility and obligations of each department in the matter of disposal of business allotted to it. While providing that the business allotted to a department will be disposed of by, or under the direction of, the Minister-in-charge, these rules also specify:
       (a) cases or classes of cases to be submitted to the President, the Prime Minister, the Cabinet or its Committees for prior approval; and
       (b) the circumstances in which the department primarily concerned with the business under disposal will have to consult other departments concerned and secure their concurrence before taking final decisions.
The details of Allocation of Business Rules and Transaction of Business Rules are available on the website of the Cabinet Secretariat (www.cabsec.nic.in).

5. Department —

(1) A Department is responsible for formulation of policies of the Government in relation to business allocated to it and also for the execution, monitoring and review of those policies.

(2) For the efficient disposal of business allotted to it, a Department is divided into wings, divisions, branches and sections/units/cells.

(3) A Department is normally headed by a Secretary to the Government of India who acts as the administrative head of the department and principal adviser of the Minister on all matters of policy and administration within the Department.

(4) The work in a department is normally divided into wings with a Special Secretary/Additional Secretary/Joint Secretary in charge of each wing. Such a functionary is normally vested with the maximum measure of independent functioning and responsibility in respect of the business falling within his wing, subject to the overall responsibility of the Secretary for the administration of the department as a whole.

(5) A wing normally comprises a number of divisions each functioning under the charge of an officer of the level of Director/Joint Director/Deputy Secretary. A Division may have several branches, each under the charge of an Under Secretary or equivalent officer.

(6) A Section is generally the lowest organizational unit in a department with a well-defined area of work. It normally consists of Assistants, Technical staff such as Investigators, Research Assistants, Technical Assistants, Data Entry Operators etc. and clerks supervised by a Section Officer. Initial handling of cases (including noting and drafting) is generally done by Assistants and aforementioned staff who are also known as the dealing hands.

(7) While the above represents the commonly adopted pattern of organization of a department, there are certain variations, the most notable among them being the Desk Officer system. In this system, the work of a department at the lowest level is organized into distinct functional desks each manned by two Desk Functionaries of appropriate ranks e.g. Under Secretary or Section Officer. Each Desk Functionary handles the cases himself and is provided adequate stenographic and clerical assistance.

(8) The other notable variation is the Integrated Headquarters of Ministry of Defence where, the Vice Chiefs of Staff, the Principal Staff Officers of the concerned branches and other appropriate authorities, exercise the powers delegated by the Raksha Mantri through various Branches and Directorates of Integrated Headquarters of the Ministry of Defence.

Functions of various levels of functionaries:

(a) Secretary — A Secretary to the Government of India is the administrative head of the Ministry or Department. He is principal adviser of the Minister on all matters of policy and the administration within his/her Ministry/Department, and his responsibility is complete and undivided.

(b) Special Secretary/Additional Secretary/Joint Secretary — When the volume of work in a Ministry/Department exceeds the manageable charge of a Secretary, one or more wings may be established with Special Secretary/Additional Secretary/Joint Secretary, in charge of each wing. Such a functionary is entrusted with the maximum measure of independent functioning and responsibility in respect of all business falling within his wing, subject to the general responsibility of the Secretary for the administration of the wing as a whole.

(c) Director/Deputy Secretary — Director/Deputy Secretary is an officer who acts on behalf of the Secretary. He holds charge of a Secretariat Division and is responsible for the disposal of Government business dealt within the Division under his charge. He should not only provide able leadership but also ordinarily dispose of the majority...
of cases coming up to him on his own. He should use his discretion in seeking orders of the Joint Secretary/Secretary on important issues either orally or by submission of papers.

(d) **Under Secretary**— An Under Secretary is in charge of the Branch in a Ministry/Department consisting of two or more Sections and in respect thereto exercises control both in regard to the disposal of business and maintenance of discipline. Work comes to him from the Sections under his charge. As Branch Officer, he provides the necessary leadership to the Sections under his control; he disposes of as many cases as possible at his own level, but he takes the orders of Deputy Secretary or higher officers on important cases.

(e) **Section Officer**—

A. **General Duties**

(i) Distribution of work among the staff as evenly as possible;

(ii) Training, helping and advising the staff;

(iii) Management and coordination of the work;

(iv) Maintenance of order and discipline in the section;

(v) Maintenance of a list of residential addresses and contact phone numbers of the Staff.

B. **Responsibilities relating to Dak**—

(i) to go through the receipts;

(ii) to submit receipts which should be seen by the Branch Officer or higher officers at the dak stage;

(iii) to keep a watch on any hold-up in the movement of dak; and

(iv) to scrutinize the section diary once a week to ensure that it is being properly maintained;

C. **Responsibilities relating to issue of draft**—

(i) to see that all corrections have been made in the draft before it is marked for issue;

(ii) to indicate whether a clean copy of the draft is necessary;

(iii) to indicate the number of spare copies required;

(iv) to check whether all enclosures are attached;

(v) to indicate priority marking.

(vi) to indicate mode of despatch;

(vii) to see that the telephone number, fax number and e-mail address of the signing authority have been indicated below the signature.

D. **Responsibility of efficient and expeditious disposal of work and checks on delays**—

(i) to keep note of important receipts with a view to watching the progress of action;

(ii) to ensure timely submission of arrear and other returns;
(iii) to undertake inspection of dealing hands’ table to ensure that no paper or file has been overlooked;
(iv) to ensure that cases are not held up at any stage;
(v) to go through the list of periodical returns every week and take suitable action on items requiring attention during next week.

E. Independent disposal of cases —

He should take action independently on the following—
(i) issuing acknowledgements, reminders and other routine communications;
(ii) obtaining or supplying factual/statistical information of a non-classified nature;
(iii) any other action which a Section Officer is authorized to take independently.

F. Duties in respect of recording and indexing—

(i) to approve the recording of files and their classification;
(ii) to review the recorded files before weeding;
(iii) to order and supervise periodic weeding of unwanted spare copies;
(iv) ensuring proper maintenance of registers required to be maintained in the section;
(v) ensuring proper maintenance of reference books, folders of office-orders etc. and keep them up-to-date;
(vi) ensuring neatness and tidiness in the Section;
(vii) dealing with important and complicated cases himself;
(viii) ensuring strict compliance with Departmental Security Instructions.

(f) Assistants & Upper Division Clerks—They are two separate categories of dealing hands, which work under the orders and supervision of the Section Officer and are responsible for the work entrusted to them. Where the line of action on a case is clear or clear instructions have been given by the Branch Officer or higher officers, he should put up a draft without much noting. In other cases, he will put up a note keeping in view the following points:—

(i) to see whether all facts open to check, have been correctly stated;
(ii) to point out any mistakes or incorrect statement of the facts;
(iii) to draw attention, where necessary, to precedents or Rules and Regulations on the subject;
(iv) to put up Guard file, etc., if necessary, and supply other relevant facts and figures;
(v) to bring out clearly the questions under consideration and suggest a course of action wherever possible.

(g) Personal Staff Members of Officers (PSMs) - Staff Officer, Senior Principal Private Secretary/Principal Private Secretary/Private Secretary/Personal Assistant/Stenographer—He will keep the officer free from routine nature of work by mailing correspondence, filing papers, making appointments, arranging meeting and collecting information so as to give the officer more time to devote himself to the work in which he
has specialized. The Personal Assistant will maintain the confidentiality and secrecy of confidential and secret papers entrusted to him. He will exercise his skill in human relations and be cordial with the persons who come in contact with his boss officially or who are helpful to his boss or who have dealings with the boss as professional persons. Some of the more specific functions are enumerated below:

(i) taking dictation in shorthand and its transcription in the best possible manner.
(ii) fixing up appointments and if necessary cancelling them;
(iii) screening the telephone calls and the visitors in a tactful manner;
(iv) keeping an accurate list of engagements, meetings, etc. and reminding the officer sufficiently in advance for keeping them up;
(v) maintaining, in proper order, the papers required to be retained by the officer;
(vi) keeping a note of the movement of all incoming & outgoing papers, files, etc.
(vii) destroying by burning the stenographic record of the confidential and secret letters after they have been typed and issued;
(viii) carrying out corrections to the Officer’s reference books and making fair copies of draft demi-official letters to be signed by the officer. During the office hours they can take the assistance of the source where the draft has been typed.
(ix) generally assisting the officer in such a manner as he may direct.

(h) Lower Division Clerks—Lower Division Clerks are ordinarily entrusted with work of routine nature, e.g. registration of Dak, maintenance of Section Diary, File Register, File Movement Register, indexing & recording, typing, comparing, photocopying, faxing, e-mailing, etc., despatch, preparation of arrears and other statements, supervision of correction of reference books and submission of routine and simple drafts, etc.

6.1 Integrated Headquarters of Ministry of Defence—Integrated Headquarters of Ministry of Defence comprising Army Headquarters, Naval Headquarters, Air Headquarters and Defence Staff Headquarters will be associated in the formulation of policies in relation to matters concerning the Defence of India and the Armed Forces of the Union. They would be responsible for providing executive direction required in the implementation of policies laid down by the Ministry of Defence. They shall exercise delegated administrative and financial powers. The role and functions of the Services Headquarters designated as Integrated Headquarters in all other respects remain unchanged.

6.2 Attached and Subordinate Offices

(1) Where the execution of the policies of the government requires decentralization of executive action and/or direction, a Department may have under it executive agencies called ‘Attached’ and ‘Subordinate Offices’.

(2) Attached Offices are generally responsible for providing detailed executive direction required in the implementation of the policies laid down by the Department to which they are attached. They also serve as a repository of technical information and advise the department on technical aspects of questions dealt with by them.

(3) Subordinate offices generally function as field establishments or as agencies responsible for the detailed execution of the policies of the government. They function under the direction of an attached office, or where the volume of executive direction involved is not
considerable, directly under a department. In the later case, they assist the Departments concerned in handling technical matters in their respective fields of specialization.

7. **Constitutional Bodies**—Such bodies which are constituted under the provisions of the Constitution of India.

8. **Statutory Bodies**—Such bodies which are established under the statute or an Act of Parliament.

9. **Autonomous Bodies**—Such bodies which are established by the Government to discharge the activities which are related to governmental functions although such bodies are given autonomy to discharge their functions in accordance with the Memorandum of Associations, etc., but the Government's control exists since these are funded by the Government of India.

10. **Public Sector Undertakings**—Public Sector Undertaking is that part of the industry which is controlled fully or partly by the Government. These undertakings have been set up in the form of companies or corporations in which the shares are held by the President or his nominees and which are managed by Board of Directors which includes officials and non-officials.

11. **Information and Facilitation Counters (IFCs)**—The Information and Facilitation Counter will provide the following services to the clients/customers of the organization:

   (1) information regarding services provided and programmes, schemes, etc., supported by the organization and the relevant rules and procedures, through brochures, folders etc;

   (2) facilitating the customer/client to obtain the services of the Organisation optimally, timely, efficiently and in a transparent manner and providing forms etc., for public usage;

   (3) information regarding the standards of quality of service, time norms, etc., evolved by the organization with reference to the services /schemes/functioning of the organization;

   (4) information regarding hierarchical set up of Public Grievances Redress Machinery of the organization; and

   (5) receiving, acknowledging and forwarding the grievances/application/request/form etc. (related to the services provided by the Organization) to the concerned authority in the organization and providing information on their status/disposal.

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