

APPENDIX 55

Inspection questionnaire for central receipt and issue section

[Vide para 135(1)]

Ministry/Department of

Date of present inspection

Date of last inspection

PART I – FACTUAL DATA TO BE FURNISHED BY SECTION OFFICER

A---Staff position

	S.O.	Asstt.	UDC	LDC	Others (to be specified)
1. Staff strength :					
(1) Present					
(a) sanctioned					
(b) actual					
(2) At the time of last inspection					
(a) sanctioned					
(b) actual					
2. Deployment of staff on :					
(a) receipt of dak					
(b) opening and stamping of dak					
(c) making a dak					
(d) sorting of dak					
(e) registration of dak					
(f) distribution of dak and preparation of invoices.					
(g) stamping of drafts					
(h) marking of drafts and maintenance of distribution chart					
(i) maintenance of issue diary					
(j) typing					
(k) comparing					
(l) despatch					
(m) night duty arrangements :					
(i) for receipt, registration & distribution of dak					
(ii) for issue work					

APPENDIX 55 contd.

B--State of work

3. (1) Total number of sections in the
Ministry/Department
- (2) Number of sections catered to for
centralised :
(a) receipt of dak
(b) typing and comparing
(a) despatch
4. Average daily volume of dak :
(a) received
(b) registered
5. Average daily number of :
(1) drafts/cases received for issue
(2) pages typed
(3) telegrams issued
(4) other communications
despatched:
(a) by registered/insured post
(b) by ordinary post
(c) otherwise, through
messengers
6. Average number of communications
received per day by resident clerk/
night duty clerk which were :
(a) distributed to officers/staff
on/late duty in office on the
same day
(b) sent to officer's residences
(c) held over for distribution on the
next working day
7. Average number of drafts received
per day by the resident clerk/night
duty clerk for issue outside office
hours.
1. Normal hours of distribution of
ordinary dak among sections
9. Office machines :
(1) No. of typewriters
(a) English
(b) Hindi
(2) No. of duplicating machines
(a) hand-worked
(b) power driven

(Signature of Section Officer)

APPENDIX 55-contd.

PART II-INSPECTION OFFICER'S REPORT

A-Detailed observations on compliance with procedural instructions

1. Are the following (a) maintained? (b) up to date? (c) handy?
 - 1) List of subjects dealt with in each section of the department
[*Vide para 9(5)*]
 - (2) List of residential addresses and telephone numbers of officers and staff of the department
[*Vide para 86(1)(a)*]
 - (3) List of departments having arrangements within central registry, for receipt of dak outside office hours (with name and telephone No. of the official in charge)

[*Vide para. 86(1)(b)*]
 - (4) List of officers designated by other departments to receive dak outside office hours and their residential addresses

[*Vide para 86(1)(c)*]
 - (5) List of telegraphic addresses of state governments and other outstation offices frequently addressed
[*Vide para 86(1)(f)*]
 - (6) Residential addresses and telephone numbers of officers of other departments designated to receive parliamentary papers
[*Vide para 86(1)(d)*]
 - (7) Postal addresses of all offices under it (attached offices, subordinate offices, autonomous bodies etc.) which deal direct with the departments
[*Vide para 86(1)(e)*]

8) Delhi Official Directory

[Vide para 86(1)(g)]

(9) Official Directory

[Vide para 86(1)(h)]

(10) List of India's representatives abroad

[Vide para 86(1)(i)]

(11) Diplomatic list

[Vide para 86(1)(j)]

(12) Schedule of postal rates

[Vide para 86(1)(k)]

2. *Dak registers* [Vide para 9(6)]

(1) Number Maintained?

(2) Basis of distribution?

(3) Basis rational? If not, improvement needed.

(2) Neat and tidy?

(3) Entries complete?

3. *Invoices* [Vide para 10(1)]

(1) Signed by recipients?

(2) Filed properly?

4. *Processing of dak*

Examine a sample of 50 items of dak entered in invoices, but awaiting distribution and indicate the number:

(1) not date-stamped

(2) not bearing identifying code of the dak register

(3) not marked correctly

(4) Received :

(a) on the previous working day

(b) two working days earlier

(c) 3 or more working days

earlier

5. *Distribution chart* (for typing work)

[Vide para 75(1)]

(1) Maintained?

(2) Distribution fairly even?

(3) Daily average number of pages :

(a) allotted to a typist

(b) typed by a typist

6. *Issue dairy* [Vide para 76(1)]

- (1) Neat and tidy?
- (2) Scrutinised by section officer daily?
- (3) Examine a sample of 50 more-than-one-month old entries and indicate the number (if any) of :
 - (i) incomplete entries
 - (ii) drafts returned to sections after issue:
 - (a) within 2 working days of their receipt
 - (b) within 3 to 5 working days;
 - (c) over 5 days.

7. *Typing and comparison* [Vide para 75(3) and 77] Examine a sample of 20 fair typed communications awaiting signature and indicate the number (if any);

- (i) not typed well
- (ii) not typed on paper of suitable size
- (iii) having enclosures but not indicating number of enclosures and oblique lines.
- (iv) of drafts not bearing initials of typists and compares.

8. *Despatch* [Vide para 79, 80, and 81]

- (1) Examine a sample of 50 communications ready for despatch and indicate the number (if any) where:
 - (i) covers actually used
 - (ii) covers needlessly used
 - (iii) covers used were not of appropriate size

- (iv) economy of slips, although required, not used
 - (v) addresses written:
 - (a) not neat/clear
 - (b) not complete.
 - (vi) window envelope used but addresses not visible through the window
 - (vii) an unduly large number of stamps of smaller denomination used
 - (viii) covers meant for despatch under service postage stamps not franked with facsimile impression of the signature of the officer in charge
 - (ix) covers marked for despatch by registered A.D. with AD cards not bearing reference No. of the communication.
 - (x) the reference No. of telegrams ready for despatch not indicated in the receipt portions of the telegrams
- (2) Receipts for telegrams, registered and insured covers filed properly?
- (3) Take a sample of 5 office copies of the communications issued by the resident clerk/ night duty clerk after the closing hours on the previous day and state the number (if any) that could have been held over for issue till the next working day.

Daily, Abstract of stamps used

9. Despatch register [Vide para 80(2)]
- (1) Separate despatch registers maintained for :-
 - (i) telegrams?
 - (ii) inland post?
 - (iii) foreign post?
 - (2) Neat and tidy?

- (3) Value of stamps of totalled?
 - (i) daily?
 - (ii) correctly?
- (4) Postal registration books used for registered post?
10. *Stamps account register* [Vide para 84(1)]
 - (1) Separate registers maintained:
 - (a) for ordinary postage stamps?
 - (b) for service postage stamps?
 - (2) Totals from despatch registers and postal registration books/posted:
 - (a) daily?
 - (b) correctly?
 - (3) Scrutinised by section officer daily?
 - (4) Inspection by the branch officer every month?
 - (5) Stock of stamps available tallies with the balance shown in the register?
11. *Messenger books* [Vide para 81(1)]
 - (1) Number of books in use?
 - (2) Number serially?
 - (3) Basis of allocation?
 - (4) Allocation rational?
 - (5) Time of despatch of urgent communications indicated?
12. General remarks
 - (1) Adequacy and condition of:
 - (a) typewriters
 - (b) duplicating machines
 - (c) furniture
 - (2) Seating arrangement
 - (3) Working conditions including lighting, ventilation etc.
- *13. Brief re-capitulation of defects or short-comings noticed.
- *14. Suggestions for improvements
 - (a) by the inspecting officer
 - (b) received from the section staff together with the comments of the inspecting officer thereon.
- *15. A general assessment of performance of the section including a comparative appraisal with particular reference to the picture revealed during the last inspection

Date.....

Signature of
inspecting officer

Designation.....

**Use a continuation sheet, where necessary.*

Instructions for answering the questionnaire

Reference to part,
section and item in
the questionnaire

Instructions

I-B 4 & 5

The daily average should be based on the information for the preceding week and should exclude information relating to work handled by resident/night duty clerk to be furnished separately vide S. Nos. 6 & 7.

I-B4(a)

To be worked out on the basis of figures contained in column 5 of the invoices maintained for different sections.

I-B4(b)

To be worked out with reference to the serial numbers assigned to the first and the last entries in the dak registers.

I-B5(1)

To be worked out with reference to the serial numbers assigned to the first and the last entries in the issue diary.

I-B5(2)

To be assessed from the distribution charts and typists' dairies.

I-B5(3)

To be worked out with reference to the serial numbers assigned to the first and the last entries in the despatch register for telegrams.

I-B5(4)(a)

To be worked out with reference to the serial numbers assigned to the first and the last entries in the despatch register for registered post/book of the postal registration receipts.

To be worked out with reference to the serial numbers assigned to the first and the last entries in the despatch register for ordinary dak.

I-B5(4)(b)

To be arrived at by counting the number of entries for a week in a sample of messenger books and projecting the result to the total number of messenger books in use for that week

I-B5(4)(c)

To be assessed on a test check to be carried out with reference to a new latest known changes.

To be answered with specific reference to para 9(7) of manual.

II-A1(b)

II-A 2(2)&(3)
