

BUREAU OF INDIAN STANDARDS

OFFICE MANUAL, Vol.I

**BUREAU OF INDIAN STANDARDS
MANAK BHAVAN
9, B.S. ZAFAR MARG
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1. INTRODUCTION

- 1.1 This Office Manual sets out the procedure for dealing with office work in the Bureau. BIS officials are expected to adhere to this Manual scrupulously. Amendments to the Manual will be circulated from time to time with the approval of the Competent Authority.
- 1.2 Consolidated abbreviations, names, designations and other abbreviations recognized for use in the work of BIS are listed alphabetically in Appendix A.
- 1.3 **Applicability** – The pronoun ‘he’, wherever used, includes ‘she’ also.
- 1.4 **Formation of BIS** – The Indian Standards Institution, as national standards body of India, was registered as a Society under the Societies Registration Act, 1860 in January, 1947 in pursuance of Government of India Resolution No. ISTD (4)/45 dated 03 Sept 1946 with the objective to prepare and promote standards. The Indian Standards Institution Certification Marks Act, 1952 covered the operation of the Certification Marks Scheme. Though considerable progress had been made by ISI in its multifarious activities like standards formulation, certification, setting up laboratories and promotional activities, need was felt for
- a) providing legal recognition and status to the organization to enable it to discharge its functions effectively and efficiently towards acceptance and promotion of Indian Standards;
 - b) according priority to the functions in line with the national priorities;
 - c) making a provision in the enactment for introduction of mandatory certification in the public interest;
 - d) extending outside India services of the Bureau for inspection, testing and similar other purposes;
 - e) providing more stringent punishment against misuse of Standard Mark.

Keeping these factors in view, the Bureau of Indian Standards was established with effect from April 1, 1987 under the provisions of the Bureau of Indian Standards, Act 1986. The Bureau took over the functions, assets and liabilities of the Indian Standards Institution. The affairs of the Bureau are governed by :

- i) Bureau of Indian Standards Act, 1986.
- ii) Bureau of Indian Standards Rules, 1987.
- iii) Bureau of Indian Standards (Certification) Regulations, 1988.
- iv) Bureau of Indian Standards (Advisory Committees) Regulations, 1987
- v) Bureau of Indian Standards (Powers and Duties of Director General) Regulations, 1987.
- vi) Bureau of Indian Standards (Terms and Conditions of Service of Employees) Regulations, 1988.
- vii) Bureau of Indian Standards (Recruitment to Scientific Cadre) Regulations, 1988.
- viii) Bureau of Indian Standards (Recruitment to Administration, Finance and Other Posts) Regulations, 1988.
- ix) Bureau of Indian Standards (Recruitment to Lab Technical Post) Regulations, 1988.

Note: The above Act, Rules and Regulations are available in BIS web site: [http:# www.bis.org.in](http://www.bis.org.in)

- 1.5 **Structure of the Bureau** – The Bureau is a body corporate consisting of members representing the Government, industry, consumers, scientific and research institutions and other relevant interest groups with Minister Incharge of the Ministry/Department having administrative control of the Bureau as its President and Minister of State or a Deputy Minister, if any, as Vice-President. The Secretary in the administrative Ministry/ Department and Director General of the Bureau are ex-officio members of Bureau. The Bureau is assisted in its functions by Executive Committee and the Advisory Committees on finance, certification, standards formulation, laboratories, planning & development, legal and consumer policy.

2. **RECRUITMENT AND CONDITIONS OF SERVICE** –

2.1 Appointments to various posts in the Bureau and related matters are governed by the following regulations made, and amended from time to time, in exercise of powers conferred under the BIS Act 1986:

- a) Bureau of Indian Standards (Recruitment to Scientific Cadre) Regulations, 1988.
- b) Bureau of Indian Standards (Recruitment to Administration, Finance and Other Posts) Regulations, 1988.
- c) Bureau of Indian Standards (Recruitment to Lab Technical Post) Regulations, 1988.

2.2 Service conditions of Bureau employees are laid down under the BIS (Terms and Conditions of Service of Employees) Regulations, 1988.

3. **RECEIPT & DESPATCH OF DAK AND MOVEMENT OF PAPERS** – The R&I Section of the Bureau at Headquarter shall receive all communications addressed to the Bureau and distribute them to various Departments. Similar arrangements shall be made at the Regional Offices (ROs) and Branch Offices (BOs) with the approval of DDG (Regions). The instructions/guidelines issued from time to time by the Competent Authority in respect of Dak received during office hours and outside office hours and in regard to the manner of opening, stamping, diarizing etc. shall be followed.

3.1 **Despatch of Dak** – A despatch register shall be maintained by and every communication issued, whether by post or by hand shall be entered in the despatch register. A record of letters sent in Hindi shall be maintained separately as per the directives of Government of India with regard to implementation of official language policy. The instructions/guidelines in regard to despatch of communications shall be laid down by the Competent Authority from time to time.

3.2 **Receipt of Dak and Movement of Papers** – With a view to have a uniform procedure for receipt of dak/papers/files in the department as also movement of papers/files from one department to another, the Competent Authority has decided to introduce the following procedure uniformly in the Bureau:

- i) All the dak/papers/files received (except journals, acknowledgement letters, thanks letter) in the department should be properly recorded in the Dak register. The format of the Dak register is given in Annexure I alongwith the instructions about its maintenance.
- ii) Important files/papers required to be sent to departments/sections may be sent through peon book as per format given in Appendix . The receiving department shall sign the peon book as token of receipt of the papers/files.

Departmental heads shall make arrangements for keeping records by designating suitable person(s) in the department for the purpose.

Note : i) Departments maintaining special/specific registers for keeping record of important papers, like applications for licences, Red Forms/TA/DA Bills, Complaints, etc may continue the same in addition to the Dak register.

ii) Peon books are available in the printed format with the Administration Department and may be got issued. Dak registers may be prepared as per the columns given in Annexure I.

PROCEDURE FOR RECEIPT AND DESPATCH OF IMPORTANT PAPERS/FILES/NOTES, ETC.

All departments shall follow the following format of Dak register with respect to the receipt and despatch of important papers from other departments/sections/branches etc. For making entry, each day should be started with the date on the top of the page. All the columns shall be properly filled up:

Date (the day starts)

Dy. No.	Recd. From	Ref No. & Date	Subject (in brief)	Marked to	Sent to (with date)	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

Explanation :

Col No.

1. Dy. No. to be given in continuation
2. Recd. From – from whom it is received
3. Ref. No. of file/document & the date
4. Subject in brief
5. Marked to – give the channel marked on the paper/file
6. Sent to – the deptt/section with date to which sent
7. Remarks – any specific point for remembering/action, etc may be recorded

NOTE : Each paper when received shall be entered in the Dak register and stamped for indicating Dy. No. and date of the register where entry has been made; for example –

ADGT Dy. No.
Dated

(BIS/ON: 40/2000 dated 04 December 2000)

4. **FILING SYSTEM** –

4.1 **General** – A uniform system of opening, numbering, maintenance, closing and recording of files shall be followed.

4.2 **Category of Files** – The files of the Bureau shall fall into three categories, namely, Technical, Certification Marks and Administrative.

4.3 **Opening of Files** – Filing is the placing of papers in a cover, in a Chronological order, according to a prescribed system so that any paper when required could be located quickly. Chronological order in the case of 'Receipt' would be date of receipt in the department/office.

A separate file shall be opened for each subject. Where a subject is divided into different parts, a separate file shall be opened for each part. Particulars of files opened in a department shall be entered in a file register as per the prescribed proforma (See Appendix B).

4.4 **Title of the File** – The title of file shall be as brief as possible, yet fully indicative of the subject matter of the file so as to identify it easily.

4.5 **Numbering System** – The number of the file shall be written on space provided on the file cover. The file shall be numbered as per the following procedure and the abbreviation of the department/section shall be the first part of file number, for example:

ESTT, FIN, ACCTS, TXD

Followed by the number of the subject allotted by respective departments/sections, followed by number of case under the subject matter (wherever applicable). Each file shall also have the year in which it has been opened. The year shall be Calendar Year for opening a file:

Example : Estt II/21/260/2000

(1) (2) (3) (4)

Explanation: (1) Name of the Department
(2) Number of subject matter Head
(3) Number of case under the subject matter
(4) Year of opening of the file.

The subject matter heads shall be decided by the Section Incharge. As regards files pertaining to grant of licences and formulation of standards, the file numbering shall be in accordance with the instructions laid down in the Activity Manuals of these Departments.

4.6 **Closing of Files** – When the subject matter under a file is finally disposed of, the file may be closed, a suitable entry being made in the file register. A closed file may be retained in the department/section concerned or sent to the Record Room.

- 4.7 Binding of Files** - Normally, a file shall be closed and stitched before it becomes too bulky and inconvenient in handling and given a volume number. The date on which a volume of a file is closed shall be written in red ink on the right hand bottom corner of the file as also in the file register. The next volume of the file shall show also the number of previous and latter volumes in the space provided for the purpose.
- 4.8 File(s) Retention Schedule** – The departments shall, with the approval of Activity Head (DDG/ADG), decide the retention schedule of closed files on different subjects. The closed files shall be retained/weeded out in accordance with these schedules. For easy reference and retrieval, the Departments shall maintain the lists of closed files, both for files retained and weeded out.
- 4.9 Disposal of Old Files** - The closed files shall be retained/weeded out in accordance with the file retention schedules. The disposal and destruction of weeded out files will require the written approval of the departmental head concerned. No file shall be destroyed before the minimum period for its preservation.
- 4.10 Filing in Two parts** – The files shall be maintained in 2 portions, namely noting portion and correspondence portion respectively except for matters requiring processing on standard process sheets. As regards files pertaining to certification and formulation of standards, the files shall be maintained in accordance with the instructions laid down in the Activity Manuals of these Departments.

Both noting and correspondence portions shall have different sets of page numbers. The correspondence portion (the right side portion) shall contain the correspondence, both received and issued. Each correspondence (first page only) shall also be given a Sl. No. such as Sl. No. 1 (R). Sl. No. 2 (I) and so on, “R” and “I” denoting communications received / issued. The Sl. No. shall be written at the top middle of the correspondence in red. The noting portion (left side portion) shall contain the processing of the matters. The page number(s) of the correspondence(s) referred to in the noting shall be given invariably on the left/right hand margin of the noting portion. The important correspondence shall also be flagged. The correspondence referred to in the letter shall be given their page numbers. **However guidance shall be taken from Chapter V `Action on Receipts’ from Swamy’s Manual on Office Procedure.**

Both the portions of the file, namely, noting and correspondence portions shall be properly and securely tagged.

PENDENCY MONITORING

- 5.1 **Time Limits** – Time limits shall be fixed for disposal of as many types of cases as possible handled in the department.
- 5.2 **Weekly Arrears Statement** – On the last working day of every week, each designated dealing hand shall prepare a weekly statement of pending receipts and submit to the Departmental Head through section incharge to review the progress and give suitable directions for expeditious action. The proforma devised for this purpose given at Appendix C & D shall be followed.
- 5.3 **Monthly Arrear Statement** – Every Department shall prepare, each month, a statement indicating briefly the position of each case pending disposal for over a month. The Section Incharge shall prepare such statement in the proforma as per Appendix (E & F) and submit to Departmental Head for instructions and expeditious action.
- 5.4 **Communication received from Members of Parliament and Ministry** – The Section Officer shall maintain a separate register of communications received from Members of Parliament and the Ministry in the form given in Appendix G. The serial number at which a letter is entered in this register will be prominently marked on that letter together with its date of registration, to enable (i) to keep a special watch on speedy disposal of communications received from Members of Parliament and the Ministry and (ii) mark out prominently those communications finally disposed of by rounding off the serial numbers of the register in red ink. On the 1st and 15th day of each month, the section officer will submit the register along with the report to the Head of the Department. Particulars of communications pending for more than a fortnight will be given in the form at Appendix H. The report, with the remarks of Head of Department, will be submitted to the D.G. through DDG/ADG concerned.). The personal sections of the DG/ADGs/DDGs shall monitor the submission of files on these receipts.
- 5.5 **Maintenance of Call Book** –
- i) If a current case has reached a stage when no action can or need be taken to expedite its disposal for at least 6 months (e.g., cases held up in law Courts), it may be transferred to the Call Book (Appendix I) with the approval of Head of the Department.
 - ii) Closed cases in which a review is contemplated after a period of 6 months or more may also be included in the Call Book.
 - iii) Cases transferred to Call Book vide (i) above, will be excluded from the monthly statement of pending cases mentioned in monthly arrear statement till they are reopened vide para (iv) below.
 - iv) When a case included in the Call Book becomes ripe for action or if action has to be restarted as a sequel to an unexpected development, e.g., receipt of a communication from the party concerned earlier than expected, it will be revived and its progress watched in the usual way through the monthly statement of pending cases. The date of commencement of such reopened cases, however, will be the date of occurrence of the development or that of the first note leading to the reopening of the case.
 - v) The Section Officer will scrutinize the Call Book in the last week of every month to see that the cases which become ripe for further action during the following month are brought forward and action initiated on due dates. The Call Book will be submitted to the Head of the Department once a quarter, i.e., during the months of January, April, July and October. He will satisfy himself that no case on which action could have been taken suffers by its inclusion in the Call Book and, in suitable cases, give directions for the action to be taken.

5.6 **Reminder Diary** –

- i) The dealing hands/officers shall maintain a Reminder Diary in which he will enter, date-wise, all cases marked for suspense or reminder and required to be brought forward on specified dates. Papers of files referred to other sections/departments will also be similarly entered.
- ii) Every morning the dealing hand/officer shall:
 - a) examine the Reminder Diary;
 - b) get hold of the files and papers, marked for that date;
 - c) send the files and papers to the supervisory officer concerned after scoring off the relevant entries in the diary; and
 - d) if any file entered in the diary for that is not available, report the fact to the Section Officer concerned who will ensure that appropriate action is taken in such cases.

5.7 **Check List** – To ensure timely receipt, preparation and dispatch of periodical reports, each Department will maintain two check-lists, one for incoming and the other for outgoing reports, in the forms at Appendices (J & K) . All periodical reports will be listed in Column 2 of the appropriate check-list in the order of their frequency, weekly reports being entered first fortnightly reports next, and so on. The check-lists will be prepared at the commencement of each year, approved by the Section Officer, with the knowledge of the Head of the Department. The Section Officer will go through the check-lists once a week to plan action on items requiring attention during the next week or so. After a periodical report has been received or dispatched the relevant entry in the date column of the appropriate check-list will be rounded off in red ink.

5.8 **System of Brought Forward** – The System of B/F(brought forward) shall be scrupulously followed in all departments, so that papers/files marked as such are brought forward on the due dates and submitted to the supervisory officers concerned by the dealing hands/officers for timely action.

5.9 **Responsibility of expeditious disposal of work** – The primary responsibility of expeditious disposal of work and timely submission of arrear and disposal statement rests with Section Incharge and/or the dealing officers and to this end, they shall take such actions as may be necessary to ensure :

- i) no paper or file has been over looked.
- ii) no receipt or case actually pending with the dealing hand/officer has been excluded from the relevant arrear statement.

RECOGNIZED ABBREVIATION

ADGT	-	Additional Director General Technical
ADGM	-	Additional Director General Marks
ACCTS	-	Accounts
ADMN	-	Administration
AD	-	Assistant Director
BMP	-	Building Maintenance & Planning
BPD	-	Basic and Production Engineering Department
BS	-	British Standards
BSI	-	British Standards Institution
Bull	-	Bulletin
CHD	-	Chemical Department
CE	-	Chief Editor
CC	-	Computer Centre
CL	-	Central Laboratory
Col	-	Column
Contd	-	Continued
CPF	-	Contributory Provident Fund
CSIR	-	Council of Scientific and Industrial Research
CAD	-	Consumer Affairs Department
CED	-	Civil Engineering Department
CMD	-	Central Marks Department
CVO	-	Chief Vigilance Officer
CRO	-	Central Regional Office
DD	-	Deputy Director
Distt	-	Distribution
Drg	-	Drawing
EC	-	Executive Committee
Enf	-	Enforcement
Enc	-	Enclosure
EMSD	-	Environment Management Systems Department
Estt	-	Establishment
ETD	-	Electrotechnical Department
FAD	-	Food and Agriculture Department
Fig.	-	Figure
Fin	-	Finance
FR	-	Fundamental Rules (Government of India)
HRD	-	Human Resource Development Department
HMD	-	Heavy Mechanical Engineering Department
IEC	-	International Electrotechnical Commission
IRD	-	International Relations Department
IS	-	Indian Standard
ISD	-	Indian Stores Department
ISI	-	Indian Standards Institution
ISO	-	International Organisation for Standardization
JD	-	Joint Director
LSC	-	Library Service Centre
LTD	-	Electronics and Telecommunications Department
MDD	-	Marks Department (Delhi)
MEA	-	Ministry of External Affairs

MED	-	Mechanical Engineering Department
MSD	-	Management and Systems Department
MHD	-	Medical & Hospital Equipment Department
MTD	-	Metallurgical Engineering Department
PC	-	Personal Computer
p.	-	Page
PA	-	Personal Assistant
para	-	Paragraph
pf	-	proforma
pm	-	per month
PR	-	Public Relations
PTD	-	Printing Department
Pub	-	Publication Department
P&C	-	Planning & Co-ordination
PCD	-	Petroleum, Coal & Related Products Department
QSD	-	Quality System Department
SEC	-	Security
SC	-	Sectional Committee
SO	-	Section Officer
SSC	-	Standing Selection Committee (Staff)
SPD	-	Standards Promotion Department
TA & DA	-	Travelling Allowance & Daily Allowance
TXD	-	Textile Department
TED	-	Transport Engineering Department
TISC	-	Technical Information Service Centre
UDC	-	Universal Decimal Classification
Vig	-	Vigilance
VPP	-	Value Payable Post

APPENDIX B
(Item 4.3)

Proforma of File Register

Sl. No.	File No.	Subject	Date of Opening	Date of Closing	Remarks

WEEKLY ARREAR STATEMENT
(for individual dealing hands)

Section _____

Name of dealing hand _____

Week ending (1)	NUMBER B.F. from previous week (2)	OF Received during the week (3)	RECEIPTS/ Total of cols. (2) and (3) (4)	CASES Dealt with during the week (5)	IN Total (6)	HAND Over 7 days (7)	Initials of dealing hand (8)

INSTRUCTIONS

1. Column (2) will repeat the figure shown in column (6) in respect of the preceding week.
2. Column (3) of the statement will also include 'come-back' cases and will represent the total number of receipts and cases as entered in the assistant's diary for the week under report.
3. The figure in column (5) can be ascertained by scanning through entries in column (4) of the assistant's diary in respect of receipts and cases:-
 - (a) received during the week under report and the preceding week; and
 - (b) included in the statement of more-than-one-week-old receipts/cases submitted with the arrears statement for the preceding week.
4. Column (6) will represent the difference between column (4) and (5).
5. The same form will be used to give a running account of the state of work, week by week, for the whole year.

WEEKLY ARREAR STATEMENT CONSOLIDATED FORM FOR THE SECTION AS A WHOLE

Name of Section _____

Week ending (1)	<u>NUMBER</u> B.F. from previous week (2)	<u>OF</u> Received during the week (3)	<u>RECEIPTS/</u> Total of cols. (2) and (3) (4)	<u>CASES</u> Dealt with during the week (5)	<u>IN</u> Total (6)	<u>HAND</u> Over 7 days (7)	Initials of Section Officer (8)

**CONSOLIDATED NUMERICAL ABSTRACT OF CASES PENDING/
DISPOSAL FOR OVER A MONTH**

Name of Department _____

Month Ending _____

Section (1)	<u>NUMBER OF CASES</u>						Number of cases transferred to call book (8)	<u>Variation previous</u> In the case of col. (7) (9)	<u>from month</u> In the case of col. (8) (10)
	Between 1 and 3 months (2)	Between 3 and 6 months (3)	Between 6 months and one year (4)	Between 1 and 2 years (5)	Over 2 years (6)	Total of cols. (2) – (6). (7)			

NUMERICAL ABSTRACT OF CASES PENDING DISPOSAL FOR OVER A MONTH

Section/ _____

Year _____

As on the last day of (1)	<u>NUMBER OF CASES</u>						Number of cases transferred to call book (8)	Initials of Section Officer/ desk functionary (9)
	Between 1 and 3 months (2)	Between 3 and 6 months (3)	Between 6 months and one year (4)	Between 1 and 2 years (5)	Over 2 years (6)	Total of cols. (2) – (6). (7)		
January								
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								

**REGISTER FOR KEEPING A WATCH ON THE DISPOSAL OF COMMUNICATIONS
RECEIVED FROM MEMBERS OF PARLIAMENT/VIPs**

Date (1)	No. and date of communication (2)	Name of M.P./VIPs (3)	To whom addressed (4)	Brief subject (5)	Section concerned (6)	Remarks (7)

PARTICULARS OF M.Ps./VIPs LETTERS PENDING FOR OVER A FORTNIGHT

Sl. No.	Name of M.P./VIP	Date from which pending	Brief Subjects	Reasons for delay	Remarks of Head of the Deptt.	Action taken on the remarks in Col. (6)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

CALL BOOK

Sl. No. (1)	File Number (2)	Date of commen- cement of file (3)	Subjects (4)	Reasons why no further action can be taken for over six months (5)	Date on which action is to be restarted (6)	Remarks of B.O./Divisiona l Head at the time of review (7)	Date of restarting (8)

APPENDIX J
(vide item No. 5.7)

CHECK-LIST FOR WATCHING RECEIPT OF INCOMING PERIODICAL REPORTS FOR THE YEAR _____

Department _____

Section _____

Sl. No. (1)	Title of the report and File No. (2)	Periodicity (3)	Due date of receipt											
			Jan. (4)	Feb. (5)	Mar. (6)	Apr. (7)	May (8)	June (9)	July (10)	Aug. (11)	Sept. (12)	Oct. (13)	Nov. (14)	Dec. (15)

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th January, April, July and October, only Cols. (4), (7), (10) and (13) will be filled by indicating the figure 15 under each.
2. If a report is to be received often than once a month, two or more entries depending on the frequency of the report will be made in Columns (4) to (15). Thus, for instance, fortnightly report will require two entries to be made under each month.

APPENDIX K
(vide item No. 5.7)

CHECK-LIST FOR WATCHING DESPATCH OF OUTGOING PERIODICAL REPORTS FOR THE YEAR _____

Department _____

Sl. No. (1)	Title of the report and File No. (2)	Periodicity (3)	Due date of dispatch											
			Jan. (4)	Feb. (5)	Mar. (6)	Apr. (7)	May (8)	June (9)	July (10)	Aug. (11)	Sept. (12)	Oct. (13)	Nov. (14)	Dec. (15)

INSTRUCTIONS

1. If the periodicity of a report is more than a month, the prescribed date(s) will be shown under the appropriate months only. For example, if a quarterly report is due on 15th January, April, July and October, only Cols. (4), (7), (10) and (13) will be filled by indicating the figure 15 under each.
2. If a report is to be received often than once a month, two or more entries depending on the frequency of the report will be made in Columns (4) to (15). Thus, for instance, fortnightly report will require two entries to be made under each month.