

behalf of the Minister, it shall be confirmed by him in writing immediately thereafter.

(2) If any officer receives oral instructions from the Minister or from his personal staff and the orders are in accordance with the norms, rules, regulations or procedures, they should be brought to the notice of the Secretary (or the head of the department where the officer concerned is working in or under a non-secretariat organization).

(3) If any officer receives oral instructions from the Minister or from his personal staff and the orders are not in accordance with the norms, rules, regulations or procedures, he should seek further clear orders from the Secretary (or the Head of the Department in case he is working in or under a non-secretariat organization) about the line of action to be taken, stating clearly that the oral instructions are not in accordance with the rules, regulations, norms or procedures.

(4) In rare and urgent cases when the Minister is on tour / is sick and his approval has to be taken on telephone, the decision of the Minister can be conveyed by his Private Secretary. In such cases, confirmation will be obtained on file when the Minister returns to Headquarter / rejoins.

**39. Confirmation of oral instructions.**—(1) If an officer seeks confirmation of oral instructions given by his superior, the latter should confirm it in writing whenever such confirmation is sought.

(2) Receipt of communications from Junior Officers seeking confirmation of oral instructions should be acknowledged by the senior officers or their personal staff, or the personal staff of the Minister, as the case may be.

**40. Examination and progressing of cases in which two or more authorities are consulted.**—Where two or more State Governments, Central departments or other authorities are simultaneously consulted, the examination and, where necessary, tabulation of the replies will ordinarily be started as soon as replies begin to arrive and not held over till the receipt of all the replies or the expiry of the target date.

**41. Filing of papers.**—(1) Papers required to be filed will be punched on the left hand top corner and tagged on to the appropriate part of the file, viz., notes, correspondence, appendix to notes and appendix to correspondence, in chronological order, from left to right.

(2) Both 'notes portion' and 'correspondence portion' will be placed in a single file cover. Left side of tag in the notes portion will be tagged onto the left side of the file cover and right side of the tag will remain as such, i.e., untagged. In the case of correspondence portion, right side of tag will be tagged onto the right side of the same file cover and left side of the tag will remain as such, i.e., untagged.

(3) Earlier communications referred to in the receipt or issue, will be indicated by pencil by giving their position on the file.

(4) (a) If the file is not bulky, appendix to notes and appendix to correspondence may be kept along with the respective note portion or the correspondence portion of the main file if these are considered as integral and important part.

(b) If the file is bulky, separate file covers may be maintained for keeping appendix to notes and appendix to correspondence.

(5) Routine receipts and issues (e.g., reminders, acknowledgements) and routine notes will not be allowed to clutter up the file. They will be placed below the file in a separate cover and destroyed when they have served their purpose.

(6) When the 'notes' plus the 'correspondence' portion of a file become bulky (say exceed 150 Pages), it will be stitched and marked 'Volume-I'. Further papers on the subject will be added to the new volume of the same file, which will be marked 'Volume-II', and so on.

(7) In Volume-II and subsequent volumes of the same file, page numbering in notes portion and correspondence portion will be made in continuity of the last page number in note portion/correspondence portion of the earlier volume.

(8) On top of the first page of the note portion in each volume of the file, file number, name of the Ministry / Department, name of branch/section and subject of the file will be mentioned.

**42. Arrangement of papers in a case.**—The papers in a case will be arranged in the following order from top downwards:—

- (1) reference books;
- (2) notes portion of the current file ending with the note for consideration;
- (3) running summary of facts;
- (4) draft for approval, if any;
- (5) correspondence portion of the current file ending with the latest receipt or issue, as the case may be;
- (6) appendix to notes and correspondence;
- (7) Standing guard file, standing note or reference folder, if any;
- (8) other papers, if any, referred to, e.g., extracts of notes or correspondence from other files, copies of orders, resolutions, Gazettes, arranged in chronological order, the latest being placed on the top;

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