

**No.46012/1/2006-O&M**  
**Government of India**  
**Ministry of Personnel, Public Grievances & Pensions**  
**Department of Administrative Reforms & Public Grievances**

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Room No.518, 5<sup>th</sup> Floor,  
Sardar Patel Bhawan,  
Parliament Street, New Delhi

Dated the 27<sup>th</sup> December, 2012

**OFFICE MEMORANDUM**

**Subject: Amendments, additions and re-iteration of instructions contained in the 13<sup>th</sup> Edition of Central Secretariat Manual Office Procedure.**

The undersigned is directed to refer to this Department's O.M. D.O. letter of No.46012/1/2006-O&M dated 16<sup>th</sup> February, 2012 (copy enclosed) forwarding therewith copies of the 13<sup>th</sup> edition of the Central Secretariat Manual Office Procedure (CSMOP) and to say that, with the approval of the competent authority, it has been decided to make the following amendments in the paragraph Nos. 32(11), 41(2) and 43(1) of the CSMOP:-

**AMENDMENTS**

**I. FORMAT OF THE NOTE**

Existing – 32(11)

“A note will be divided into serially numbered paragraphs of easy size, say ten lines each. Paragraphs may preferably have brief titles. The first few paragraphs will give the profile of the problem, position of rules, precedents and the position of resources with proper analysis and sequence and an indication of the evidence and the conclusions reached. The final paragraph should weigh the arguments and recommend the best course of action, with a supporting draft communication, if necessary”.

Revised-32(11)

“A note will be divided into serially numbered paragraphs of easy size, say ten lines each. Paragraphs may preferably have brief titles. The first few paragraphs will give the profile of the problem, position of rules, precedents and the position of resources with proper analysis and sequence and an indication of the evidence and the conclusions reached. The final paragraph should weigh the arguments and recommend the best course of action, with a supporting draft communication, if necessary. Sufficient space not less than one quarter of the page should be left below the last recorded note in the note sheet of the file”.

**II. MAINTENANCE OF FILES**

Existing – 41(2)

“Both ‘notes portion’ and ‘correspondence portion’ will be placed in a single file cover. Left end of tag in the notes portion will be tagged onto the left side of the file cover and right end 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.”

Revised- 41(2)

“Both ‘notes portion’ and ‘correspondence portion’ will be placed in a single file cover.

- (a) Both ‘right end’ and the ‘left end’ of the tag of the notes portion of the file will be kept free inside the file cover and not tagged to any hole.
- (b) 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.”

**III. PART FILE**

Existing – 43(1)

“Every page in each part of the file (viz., notes, correspondence, appendix to notes, and appendix to correspondence) will be consecutively numbered in separate series in pencil on the right top corner. Blank intervening pages, if any will not be numbered.”

Revised- 43(1)

“Every page in each part of the main file (viz., notes, correspondence, appendix to notes, and appendix to correspondence) will be consecutively numbered in separate series in pen on the right top corner and in pencil in the part files. Blank intervening pages, if any, will not be numbered.

The drafts of letters issued having crucial policy, financial and vigilance implications, where the drafts have been changed by Senior Officers in the process of movement of files upwards, barring grammatical corrections, should also form a part of the correspondence portion, which could be numbered in seriatim. If there is no change in the draft letter, it can be shredded ”.

**IV. FLAGGING**

Existing -43 (8)

“The reference slips will be attached neatly on the back of the papers so flagged. When a number of papers put up in a case are to be flagged, the slips will be spread over the entire width of the file so that every slip is easily visible”.

Revised – 43 (8)

“The reference slips will be attached neatly on the back of the papers so flagged. When a number of papers put up in a case are to be flagged, the slips will be spread over the entire width of the file so that every slip is easily visible. After the action on receipts under examination has been completed, such reference slips, used for flagging, will be removed.

MISCELLANEOUS

2. With the approval of the competent authority, it has also been decided to make four new additions in the CSMOP and reiterate the existing instructions of CSMOP for strict

adherence/compliance (especially the need for dealing with VIP/MP references). The details are as under:-


**V. ADDITIONS**

- (i) Wherever the file board or the file cover of a file gets torn, it should be replaced immediately [a new paragraph No.41 (9)].
- (ii) The torn note sheets and correspondence pages of the file should be immediately repaired. [a new paragraph No.41 (10)].
- (iii) New files should not be opened, when there is already a file existing on the subject. For every year, a miscellaneous file be opened where general papers can be kept.
- (iv) Name & designation of the government functionary should invariably be mentioned below the signature, on the note sheet.

**VI. RE-ITERATION**

- (iv) Each item of correspondence in a file whether 'receipt' or 'issue' will be assigned a Serial number which will be displayed prominently in red ink at the top middle of first page. Proper referencing and flagging will be done both in the notes and correspondence portion, wherever required [Paragraph No.43 (2) of CSMOP].
- (v) When the 'notes' plus the 'correspondence' portion of a file becomes bulky (say exceeds 150 pages) it should be marked 'Volume-I'. Further papers on the subject will be added to the new volume of the same file, which will be marked as 'Volume-II' and so on [Paragraph No.41 (6) of CSMOP].
- (vi) In Volume-II and subsequent Volumes of the same file, page numbering in notes and correspondence portion will be made in continuity of the last page number in notes portion/correspondence portion [Paragraph No.41 (7) of CSMOP].
- (vii) Communications received from Members of Parliament should be attended to promptly [Paragraph No. 63 (1) of CSMOP].
- (viii) Each communication received inter-alia from a Member of Parliament, will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent [Paragraph No. 66 (1) of CSMOP].

3 The above amendments, additions and re-iterations of instructions may kindly be brought to the notice to all authorities under the administrative control of the Ministry/Department and brought into practice by 01.01.2013.

  
( Arvind Suri)  
Director  
Tel: 23745472

To  
The Secretaries of all Ministries/Departments of the Government of India

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रमेश चन्द्र मिश्रा  
Ramesh C. Misra  
सचिव  
SECRETARY



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
प्रशासनिक सुधार और लोक शिकायत विभाग,  
सरदार पटेल भवन, संसद मार्ग,  
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GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES,  
SARDAR PATEL BHAVAN, SANSAID MARG,  
NEW DELHI-110001

D.O.No.46012/1/2006-O&M (Vol.II)

Dated the 16<sup>th</sup> February, 2012

The Central Secretariat Manual of Office Procedure (CSMOP), which was first published on 15<sup>th</sup> March, 1995, lays down various procedures for performance of Secretariat work by the functionaries in various Ministries / Departments of the Government of India.

2. The Department of Administrative Reforms & Public Grievances has come out with the 13<sup>th</sup> Edition of the Central Secretariat Manual of Office Procedure (CSMOP) by incorporating some of the significant recommendations of the Second Administrative Reforms Commission(2<sup>nd</sup> ARC), RTI Act-2005 and other important changes.

3. The major changes made in the 13<sup>th</sup> Edition of CSMOP are as follows:

3.1 The paragraph No.27 under the heading 'level of disposal and channel of submission' has been reworded according to the paragraph No.5.9.7 of the 13<sup>th</sup> Report of 2<sup>nd</sup>ARC titled "Organisational structure of the Govt. of India". Stress has been laid that number of levels through which a file passes through in Government of India should not exceed three and that the cases requiring the approval of the Minister should be initiated at the level of Deputy Secretary/ Director level officers.

3.2 The Ministry of Home Affairs administers the subject of 'Authentication of Govt. Orders'. This was earlier being administered by Authentication (Orders and other Instruments) Rules, 1958. At the advice of Ministry of Home Affairs, this has been changed into Authentication (Orders and other Instruments) Rules, 2002 in paragraph No.70 of the CSMOP.

3.3 The paragraph No.116 of the CSMOP relating to 'Communication of official information' has been reworded as per the recommendation made by the 2<sup>nd</sup> ARC in paragraph No.3.2.3 (a) of its first report titled 'Right to Information-Master Key to Good Governance', which states as under:

"Every Government Servant shall, in performance of his duties in good faith, communicate to a member of public or any organization full and accurate information,

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*o/c*



which can be disclosed under the Right to Information Act, 2005 (Nothing stated above shall be construed as permitting communication of classified information in an unauthorized manner or for improper gains to a Government Servant or others)."

- 3.4 An introductory note has been added over the existing material in the paragraph No.122 relating to "Handling of Public Staff Grievances".
- 3.5 A paragraph No.130 has been added mentioning about the RTI Act-2005. The paragraph No.146 of the CSMOP is on the subject of Citizen's/Client's Charter. The wordings in this paragraph have been phrased to take care of the recommendations of 2<sup>nd</sup> ARC on the subject contained in the paragraph Nos.4.6.10 and 5.7.4 of its twelfth report titled 'Citizen Centric Administration – The Heart of Governance'.
- 3.6 A specific paragraph No.147 has been inserted in the CSMOP relating to the subject of 'Consumer Protection'. This has been modelled on the lines of the recommendations of the 2<sup>nd</sup> ARC contained in the paragraph Nos.8.3.3 (Consumer Protection) of its twelfth report titled 'Citizen Centric Administration – The Heart of Governance'.
- 3.7 In order to be in line with the recommendations of 2<sup>nd</sup> ARC and for ensuring transparency, accountability and simplicity, the paragraph No.153 of the CSMOP states as under:

"A mechanism should be set up for review of measures already taken at least once every six months. The possibility of further simplifying forms and procedures will thus be explored so as to make them more transparent and ensure better enforcement of accountability. Clouding or confusion of issues and processes through which decisions are taken should be avoided. Forms and procedures should be simplified in order to make it more user/citizen friendly for removing scope of irregularities."

4. I am enclosing 5 copies of the 13<sup>th</sup> Edition of CSMOP. Broadly based on the procedure contained in the CSMOP, your Ministry/Department may like to issue revised Departmental Instructions for being followed in terms of Para 149 and Appendix 60 of the CSMOP. Ministries / Departments may also like to keep CSMOP for record/information in their Library and O&M/Work Study set up.

Yours sincerely,  
*[Signature]*  
 19/12/2012  
 (R.C.Misra)

To  
 As per list attached