



281

VB

439

To all offices

Sub 87x. 24. 15338

Their admission is subject to Govt. Order 16-81-79

They are required to circulate copies of this among all their sub-offices. *W. S. S.*

9122
GOVERNMENT OF KERALA

General Administration (Rules) Department

CIRCULAR

No.49886/Rules-2/79/GAD.

Dated, Trivandrum, 6th July 1979.

Sub:—Office Procedure—Role of oral instructions in the transaction of Government business—Further instructions issued.

Ref:—1. Memorandum No. 7546/60-1/PD. dated 3-2-1960.

In the memorandum cited following instructions were issued:—

“Heads of Departments and subordinate Officials should not, suo motu, seek to meet Ministers and discuss with them official matters. If, however, they are sent for by Ministers, they should attend as directed, but should invariably inform his immediate—superior or in the case of a Head of Department, the Secretary to Government concerned before proceeding to meet the Minister. In emergent cases, however, a report to the immediate official—superior or the Secretary to Government as the case may be, may be given after the interview is completed.

Heads of Departments and other officers should not take any action to implement the oral orders of Ministers unless those instructions relate to a matter of such emergent nature as to require immediate action until written confirmation is received from the Secretary of the appropriate Administrative Department. When verbal or telephonic orders are received from a Minister or other superior authority, the receiving officer shall, as soon as practicable, reduce the order into writing and report it to the Secretary for obtaining ratification.”

2. In continuation of the above instructions, the following further instructions are issued:

- (i) oral instructions should not, as far as possible, be issued by senior officers to their subordinates;
- (ii) if the oral instructions are issued by any senior officer they should be confirmed by him in writing immediately thereafter;
- (iii) if a junior officer seeks confirmation to the oral instructions given by the senior, the latter should confirm it in writing whenever such confirmation is sought;

GPT. 3/2722/MC.

E1. 15338/79 440

- (iv) a junior officer who has received oral orders from his superior officer should seek confirmation in writing as early as practicable;
- (v) whenever a member of the personal staff of a Minister communicates an oral order on behalf of the Minister it should be confirmed by him in writing immediately thereafter;
- (vi) if a junior officer receives oral instructions from the Minister or from his personal staff and the orders are in accordance with the norms, rules, regulations of procedures, they should be brought to the notice of the Secretary or Head of the Department, as the case may be for information;
- (vii) if a junior 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, they should seek further clear orders from the Secretary or the Head of the Department, as the case may be, 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. The case will be disposed of by the Secretary only after taking orders of the Minister also.

3. Members of the personal staff of Ministers are also directed to follow the orders outlined in the preceding paragraph.

G. BHASKARAN NAIR,
Chief Secretary to Government.

To

- All Heads of Departments and Offices.
- All Departments (all sections) of the Secretariat including Legislature, Law and Finance.
- The Secretary, Kerala Public Service Commission (with C.L.)
- The Registrar, High Court, Ernakulam (with C.L.)
- The Registrars, Universities of Kerala, Calicut and Cochin (with C.L.)
- The Registrar, Agricultural University, Trichur (with C.L.)
- The Secretary, Kerala State Electricity Board (with C.L.)
- The General Manager, Kerala State Road Transport Corporation, Trivandrum (with C.L.)
- The Advocate General, Ernakulam (with C.L.)
- The General Administration Department (S. C.)
- The Secretary to Governor.
- The Private Secretaries to the Chief Minister and Other Ministers.
- The Under Secretary to the Chief Secretary.

89
2/10

DESPA
Date 17-10-79