

GOVERNMENT OF KERALA

Abstract

Economy – Economy in Government expenditure – Official Telephone & Telephone charges – General Orders - Issued

FINANCE (WAYS & MEANS I) DEPARTMENT

G.O.(P) No.72/88/Fin.

Dated, Trivandrum 1st February, 1988.

ORDER

At present there are no specific guidelines for providing official phones in various Departments. The question of laying down general guidelines in the matter has been engaging the attention of Government for quite some time. As administrative necessity varies from Department to Department, it will be difficult to list out the offices eligible for office telephones and officers eligible for residential telephones in a general order. Generally, office telephones will be installed upto the level of Taluk Offices, Colleges, Police Stations, District Offices of special units of Police, Taluk Hospitals, District Educational Offices and similar offices. In the Secretariat, office telephones of Additional Secretaries and above will have STD facility. In respect of the offices of Heads of Departments, the phones of major Heads of Departments and Officers just below their level will have STD facility. The office telephones of the District level officers will not generally have STD facility except the District Collectors, District Superintendents of Police and District & Sessions Judges, Residential telephones will be sanctioned for senior officers purely based on administrative necessity consistent with the grade of the officers. Residential telephones will not be sanctioned generally to officers below the grade fixed by Government from time to time. For the present, the lowest grade is fixed as Rs. 2100-3040. The residential telephones of Chief Secretary, Secretaries to Government, Judges of the High Court, District and Sessions Judges, Major heads of Departments, District Collectors and Officers of similar status will have STD facility. The residential telephones of officers just below the grade of Heads of Departments etc., will not generally have STD facility. Government wish to impress upon all officers the necessity for reducing telephone charges in respect of office telephones and residential telephones. Government propose to review the case of each Department and to issue separate orders regarding eligibility for each department, based on administrative necessity in relation to the nature of duties and responsibilities assigned to various Government officers.

2. The following general orders shall be applicable to all Departments in the matter of installation of official telephones and payment of telephone charges, in supersession of all existing orders.

- (a) No authority subordinate to Government shall sanction installation of new telephones/extensions/parallel telephones/ plug and socket facility and restoration of STD facility. No such order shall be issued by the Administrative Departments of the Secretariat without the concurrence of the Finance Department. Every proposal for sanctioning telephone facility forwarded to Government should be accompanied by an Application in Annexure-L.
- (b) Except in the case of Heads of Departments and Heads of Offices, no independent phone will be provided to the officers working in the same building. Instead, extension phones from the main office telephone will be provided to the extent possible.
- (c) No shifting or reallocation of existing telephones shall be arranged in favour of officers ineligible for telephone facility.
- (d) Public utility phones (101, only in-coming calls) will be provided in Fire Stations in order to avoid delay in receiving in-coming calls. For better efficiency in administration. District Fire Stations and Sub Fire Stations will be linked with wireless net work.
- (e) Telephones rendered surplus may be either retained in the reserve pool of the department pending Government Orders in case the telephone is required for the Department, or surrendered forthwith.
- (f) Unless otherwise indicated, all fresh sanctions shall be deemed to be without STD facility and under Non-OYT general category. The authority who applies for the telephone shall be held responsible for any lapse on this account.
- (g) Extensions and or plug and socket facility in respect of residential telephones are not permissible.
- (h) Officers having official residential telephones provided with STD facility should certify whether bi-monthly calls in excess of the limit fixed by Government from time to time (the limit fixed now is 650 excluding free calls) are on account of STD calls and on official account or otherwise. If it is certified that the calls in excess of 650 are on official account the certificate should be countersigned by the Controlling Officers concerned who will look into cases where, in their opinion, the number of calls is too high. The excess calls other than those certified to be on official account will be paid by the officers themselves. The maximum limit of bi-monthly local calls chargeable to Government account in the case of officers having official residential phones without STD facility is also fixed for the present as 650 excluding free calls. Charges for local calls in excess of this limit should be paid by the officers themselves.
- (i) In cases where both husband and wife working in the same station are entitled to residential telephones, only one residential telephone shall be provided. In respect of such cases, STD facility will be allowed if either husband or wife is entitled to have STD facility. The maximum number of bi-monthly calls permissible at Government cost shall be fixed as double the number fixed for a single officer (i.e. for the present 1300 excluding free calls). The Officers should jointly certify whether bi-monthly

calls in excess of the permissible limit are on account of official or unofficial STD calls and the general procedure prescribed in item (h) will be followed. This special limit will cease and STD facility barred (if necessary) from the month following the quitting of office of one of them.

- (j) In cases where personal telephones are treated as official residential phones and where the officer concerned is not eligible for STD facility under the norms fixed for the Department, STD facility if available in respect of such telephones shall be barred so long as the phones are treated as official.
- (k) Telephones/STD facility provided for attending to specific items of work of temporary nature in respect of officers otherwise ineligible in the normal course shall be withdrawn as and when such items of the work.
- (l) Booking of lightning trunk calls in respect of office telephones shall be done only with the approval of the head of office.

3. Where re-organisation of offices/institutions within the Department involving deployment of staff is ordered, telephones rendered surplus shall be shifted to the offices/Institutions where telephone is necessary after obtaining Government Orders. If for technical reasons, shifting is not possible, such telephones rendered surplus shall be surrendered, in which case alone sanction of fresh telephone will be considered. In respect of officers of major Heads of Departments where large number of telephones are available and in premises where a number of offices are situated such as Civil Stations, Vikas Bhavan and Public Office Buildings, PBX/PABX system will be introduced, by replacing the existing independent telephones except in respect of Heads of Departments and other senior level officers. Chief Engineer (General) and District Collectors are requested to forward proposals in this regard to the Administrative Departments of the Secretariat within a month.

4. The Government are pleased to order that in the case of hospitals below the level of Taluk Hospitals having the facility of in-patient treatment and High Schools, sanction will be accorded by Government based on merits for installation of telephones if the Hospital Development Committees/Parent Teachers' Associations are willing to meet the cost of installation and recurring charges of the telephones.

5. The Heads of Departments shall maintain a consolidated register of telephones in the Departments in Annexure II. The Register should show the details of telephones District-wise. A Trunk Call/STD call Register of office and residential telephones shall be maintained in the Form in Annexure II by the Offices/Officers concerned. The inspecting Officers are requested to verify Trunk Call/STD Call Register during inspections.

By Order of the Governor,

R. NARAYANAN,
Commissioner & Secretary (Finance).

To

All Head of Departments and Offices.

All Departments and Sections of the Secretariat.

The General Manager, Telecom, Kerala Circle, Trivandrum (with C.L)

The Secretary, Kerala Public Service Commission (with C.L.)

The Registrar, University of Kerala/Cochin/Calicut (with C.L)

The Registrar, Mahathma Gandhi University, Kottayam (with C.L)

The Registrar, Kerala Agricultural University, Trichur (with C.L)

The General Manager KSRTC, Trivandrum (with C.L.)

The Secretary, Kerala State Electricity Board (with C.L)

The Accountant General, Kerala, Trivandrum

The Secretary to Governor.

All Commissioner & Secretaries, Secretaries, Additional Secretaries, Joint Secretaries,
Deputy Secretaries and under Secretaries to Government.

The Private Secretaries to the Chief Minister and other Ministers.

The Private Secretaries to the Leader of Opposition.

The Private Secretaries to the Government Chief Whip.

ANNEXURE I
APPLICATION FOR TELEPHONE

1. Name of Department :
2. Name of Office/Institution :
3. Place including Taluk & District :
4. Is STD facility available in the place where telephone connection is sought]
5. If the application is for office telephone/ extension the designation & Scale of Pay of the Officer for whom the connection is intended.]
6. Is the new connection required with or without STD facility? If the connection is to be with STD facility is the Officer for whom the phone is intended actually eligible for STD facility.]
7. The details of existing telephones in the office/same building with or without STD facility including the number of extensions from each phone.]
8. Is it possible to provide an extension telephone to the Officer from any of the existing telephones and if so, give full details.]
9. If the application is for residential telephones, name, designation & scale of pay of the officer (including station) for whom the connection is required.]
10. Is the officer eligible for STD facility for residential telephone.]
11. Is the wife/husband of the officer already having a residential telephone provided by the State Government. If so, give full details.]
12. If the telephone connection (office phone/ residential phone) is required under OYT category indicate the special reasons for it.]

Place:

Date:

Signature of Applicant

Remarks of the Head of Department

ANNEXURE III

TRUNK CALL/STD CALL REGISTER

Telephone No.....

Office/Officer

Station

Sl.No.	Date	Station called & Number	Trunk call or STD call. If Trunk call ordinary/ urgent/ lightning	Official or Persona (and the name of the officer who made the call)*	Remarks	Initials
(1)	(2)	(3)	(4)	(5)	(6)	(7)

*In the case of office telephones