



**GOVERNMENT OF ASSAM
GENERAL ADMINISTRATION DEPARTMENT
DISPUR :: GUWAHATI-6**

No. GAG(B)233/2021/25

Dated Dispur 6th October, 2021

OFFICE MEMORANDUM

Sub: Introduction of Desk Officer System in Assam Secretariat

Assam Administrative Reform Commission Report 2005 had recommended introduction of Desk Officer system for quick movement of files in the Government Departments which has been examined by the One-Man Committee constituted for this purpose and Governor of Assam is pleased to order the following arrangements to operationalise the Desk Officer system for Assam Secretariat.

1. Organization of Desk:

- A. Each Department will be divided into Branches and Sections. Branches invariably shall be headed by Secretary/ Commissioner & Secretary/ Principal Secretary, other than the Senior most Secretary. Under one branch, not more than two to three sections shall work. The initial identification of branches and sections will be done by the senior most secretary with approval of the Minister-in-charge of the department.
- B. Desk Officer will replace some of those sections for priority works and will be manned by Joint Secretary/ Deputy Secretary / Under Secretary depending on availability of Officers or gravity of subjects. The initial identification of the sections to be converted to desk will be done by the senior most secretary with approval of the Minister-in-charge of the department.
- C. The Sections which will be identified to work in Desk Officer mode shall submit cases/ files through single consolidated submission note to be signed by the Desk Officer with active assistance from Assistants assigned to the Desk. The section should comprise of one superintendent and two assistants. In case the number of Superintendents to be attached to a Branch are found insufficient in number, then senior most Assistant can officiate as superintendent in charge of the section, till more promotional posts of superintendent are created in future as per needs and functions of the government. The Desks however will be manned by the Desk Officer with 2 assistants only.

2. Channel of Submission for Desk Officer:

Desk Officer will submit files to Secretary/ Commissioner & Secretary/ Principal Secretary and Joint Secretary. Distribution of subjects in a Department will be made in such a manner that in no case there shall be more than three layers of submissions. An internal delegations of functions with clear channel of submission and levels of approval for a category of cases to be prepared by senior most secretary with approval of the departmental minister.

3. Function of Desk Officer:

- A. Desk Officer system will function as per the work assigned including crucial issues like augmentation or alteration of existing policy, Confidential Matters, Cabinet memos, Assembly questions. A Joint Secretary/Additional Secretary will invariably be Desk officer for Cabinet Memos. The Desk Officer shall also prepare policy notes for augmentation or modification of existing policies.
- B. Nature of such note will be the kind where level of disposal will be either the Departmental Minister or Hon'ble Chief Minister.
- C. Desk Officer will ensure that all important communications received by the Department for his work is processed expeditiously.

- D. There shall also be a system of Internal & External Link Officer in each Department and outside Department. The internal link will be decided by the senior most secretary and external by Personnel department in respect of senior most secretaries.
- E. The custody of the file in a desk officer system shall be with the Desk officer when the matter is under process and will be sent to Assistant for keeping in record when the case is concluded. On transfer each file will be handed over to the Superintendent of the Department/ Assistant as applicable by the Desk Officer for institutional memory.

4. Functions of Superintendent

- (i) To check paper under considerations and file notings of the assistant.
- (ii) Ensure maintenance of Guard File.
- (iii) Coordinate with Desk Officer to ensure processing of all communications received by the Department as per priority.

5. Functions of Dealing Hands

Senior Administrative Assistant:

- (i) Go through the receipts and ensure that the receipts, with urgency grading, are dealt with first
- (ii) Opening, maintenance and custody of files;
- (iii) Put up the file to Desk Officer mentioning precedents/facts, rule position, pointing out any mistake, incorrect statements of facts;
- (iv) Move the receipt to a file;
- (v) If a file exists for this receipt, add the receipt to the existing file;
- (vi) In case a file does not exist, a file will be opened;
- (vii) Will add the data/metadata required for creating a new file;
- (viii) Reproduce remarks on the notes portion of the file, if any, made by an officer on the receipt.
- (ix) To give a serial number and page number to all the letters received and issued.
- (x) To maintain a guard file in respect of major decision taken subject being dealt by the desk

Junior Administrative Assistant:

- (i) Registration of dak;
 - (ii) Maintenance of Section Diary and File Movement Register;
 - (iii) Typing, comparing, photocopying, faxing, emailing etc.;
 - (iv) Performing the task of a dealing hand i.e. initiate the process of placing a communication in a file;
 - (v) Any other official task assigned.
6. For smooth implementation of Desk officer System in all departments, Personnel Department and General Administration Department will ensure a rational deployment of officers and staff in each department so that every department shall have at least one Superintendent, Under Secretary, Deputy Secretary, Joint Secretary level officer and sufficient number of assistants as per work load of the respective department.

Sd/-

(M.S. Manivannan, IAS)

Commissioner & Secretary to the Govt. of Assam
General Administration Department


Memo No. GAG(B)233/2021/25-A

Dated Dispur 6th October, 2021

Copy forwarded for kind information to:

1. All Additional Chief Secretaries to the Govt. of Assam.
2. All Principal Secretaries to the Govt. of Assam.
3. All Commissioner & Secretaries to the Govt. of Assam.
4. The Head of One-Man Committee for implementation of ARC Report 2005.
5. All Secretaries to the Govt. of Assam.
6. The Staff Officer to Chief Secretary, Assam, Dispur.
7. The Principal Private Secretary to the Chief Minister, Assam, Dispur.
8. All Departments of Janata Bhawan.
9. The Private Secretary to all Ministers/Ministers of State/Parliamentary Secretaries, Dispur, Guwahati- 06.
10. P.S. to the Principal Secretary to the Govt. of Assam, Administrative Reforms and Training Department, Dispur, Guwahat-6.
11. Political (Cabinet Cell) Department, Dispur.

By order etc.,


Joint Secretary to the Govt. of Assam
General Administration Department

*For website GAD
S. J. S. S.
7/10/2021*