



दिल्ली विकास प्राधिकरण
DELHI DEVELOPMENT AUTHORITY
नीति एवम् समन्वय (कार्मिक)
POLICY & COORDINATION (PERSONNEL)
सप्तम तल , ब्लॉक-बी , विकास सदन , नई दिल्ली
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CIRCULAR

The issue regarding frequent loss of important DDA files and irregular opening of part files has been viewed with concern. Although there exist guidelines/orders on the subject but with a view to re-visit the issue, a Committee comprising Commissioner-cum-Secretary, Commissioner (Personnel) and Financial Advisor (Housing) was constituted vide Order No. F4(40)/2018/Naz./DDA/726 dated 15.11.2018.

2. After detailed discussions and deliberations, the members of the Committee observed that opening of part files and reconstruction of files where main files are not readily available/missing, are two separate issues. These issues have been discussed and covered in Para - 45 (Part-III) and Para-46 of Chapter-8 of the Swamy's Manual on Office Procedure.

i. 'Part File'

As far as opening of 'Part files' is concerned, it mainly concerns cases where main file on the subject is not likely to be available for some time and it is necessary to process a 'fresh receipt' or a note without waiting for its return, a part file needs to be opened to deal with it. Where two or more part files are opened, each will be identified by a distinct number, e.g. Part File-I/Part File-II, or Part File 'a'/Part File 'b' and so on. Once the main file returns, the part files will be merged with it after removing duplicate papers, if any. Further, when the "notes" + "correspondence" portion of file become bulky/voluminous or 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 as "Volume-II" and so on.

Instructions have already been issued to the effect that, whenever a file becomes bulky, the same needs to be replaced by a new volume or new file number giving reference of previous file number with new file number/volume on the front cover page, vide F&E Circular No. 22 dated 13th September, 2015 - File No. FE.98(11)/09/DDA/537, issued under the signatures of CAO and Director (Plg.), VC's Sectt. Note No. PS/VC/DDA/2015/303-N dated 11.08.2015.

ii. **'Missing Files' – 'Reconstruction of File'**

As far as irregular opening of part files in cases where main file has been reportedly missing is concerned, in such cases, action for reconstruction of duplicate file shall be initiated. In such cases, the word "part file" should not be used. For the purpose of reconstruction of duplicate files, various instructions/guidelines/ procedures have already been issued by different officers as well as by CVO and VC, DDA.

In the event any case of missing file comes to notice, then, immediate steps should be taken to trace the file and if the same fails, then the file should be got re-constructed by following the procedure prescribed in the 'Office Procedure manual' re-produced as under:-

"A file will be reconstructed if it is misplaced. The file number and the subject will be obtained from the file register and the copies of correspondence will be sought from the corresponding department and any other source as applicable. On receipt of all such papers they will be arranged in chronological order on the file and a self-contained note will be prepared on the basis of the copies of correspondence, and placed on the notes portion of the reconstructed file."

3. The instructions dealing with opening of 'Part file' are reiterated. All HoDs need to act strictly as per these instructions (Para 2 (i) above refers). This should not be linked with the cases where the 'main file' has been reportedly missing.

4. To deal with the cases where **the 'main file' has been reported missing**, various instructions have already been issued by different officers as well as by VC, DDA, i.e., (i) Circular No. F.1(1)2006/P&C(P)/13 dated 03.02.2006; (ii) CVO's Circular No. F.27(14)/2007/Vig./AVO-6/10076 dated 24.07.2013 for up-keep of records; (iii) Office Order No. PS/VC/DDA/2016/351-F dated 13.05.2016 on delay in lodging police complaint and fixing responsibility of the erring official; (iv) Office Memorandum No. PS/VC/DDA/2016/ 127-N dated 03.11.2016 to deal with the cases of missing/loss of main files; and (v) PC (Housing) Office Order on reconstruction of part file vide No. F.1(1)2016/LAB(H)/Coordn.(H)/1008 dated 25.09.2017.

5. The Committee deliberated on the issue at length concerning re-construction of file, where main file is reportedly missing and concluded that there exists sufficient and clear instructions on the issue and felt no need to issue any fresh guidelines and decided to re-iterate the same. However, the Committee observed that officers/officials may be facing difficulty in referring to the various instructions in the matter and felt it necessary to issue a single Circular covering all necessary instructions, in supersession of the previous Circulars/Office Orders. Hence, the following instructions are reiterated:

(i) Immediate steps should be taken to reconstruct the file by following the procedure prescribed in the Office Procedure Manual as re-produced in Para-2 (ii) above to the entire satisfaction of the Sectional Officer/Asstt. Director.

- (ii) To verify authenticity of the documents relied upon in processing the case, genuineness verification of all required documents and also the applicant, needs to be carried out by the Asstt. Director concerned, to his entire satisfaction.
- (iii) While processing conversion application in part file, the lease administering branches/allotment branches shall exercise due diligence to verify the allotment status from Awas Software and also that the lease/allotment of property is not cancelled by cross checking from the property registers maintained in the respective branches and from the concerned Estate Officers that no eviction proceedings in respect of the property in question is pending. It shall also be ensured that there is/was no misuse by carrying out a site inspection and local enquiry through the field staff and there is no dispute of title with respect to the property in question. An Indemnity Bond and Undertaking shall also be obtained to the effect.
- (iv) The concerned Director or equivalent officer should simultaneously examine whether there is any malafide intention for the reported case of missing file and, if so, then the case alongwith all the relevant records with the latest movement of the file as mentioned in the file movement register should be forwarded to the Vigilance Department for enquiring into the matter. The Vigilance Department shall complete the investigation within one month from the day the complete records are made available to them. For such identified cases of malafide intention, concerned department should also consider the feasibility of filing FIR in the matter as has been laid down in DDA's Circular No. F.1(1)/96/P&C(P)/13 dated 03.02.2006.
- (v) Director or equivalent officers should regularly review the number, trend and type of files being declared 'missing' in their Department and prompt remedial action should be taken in case any alarming development is observed.

6. However, the following additional instructions are also issued for strict compliance by all concerned:

- (i) At the time of transfer/posting of dealing assistants, a proper handing over/taking over of charge of files between dealing assistants should take place with a noting of the number of pages in noting and correspondence sides for each file and a proper record thereof be kept in the offices.
- (ii) The successor in case (a) above should ensure that the files being taken over by him/her is complete in itself and has proper and complete page numbers in the noting as well as in the correspondence sides and a note in noting side of each file be kept indicating the number of pages in noting and correspondence sides.
- (iii) A complete computer data base of files which are handed over to the Daftary for record, be kept in the custody of Branch Officer and the Daftary should also keep a manual record thereof.

- (iv) The records available in the branches and in the Record Rooms are maintained by the custodians, i.e., Dealing Assistants and Daftries separately. There is no system where the records are available in a Digitized Form/Indexed. Hence, officers have to rely on the reports from the custodians of the records, in case the files are not readily traceable. To have all the records on System / Digitized Form, it is mandatory that all files available in the Branches as well as in the Records Rooms, should be either scanned or indexed to have access by the officers on their system. It is gathered that though the Systems Department is already in the process of digitization of records but probably this would take time. Hence, it is proposed that all HoDs may get all the records available with the respective Branches and the Record Rooms indexed. Once the records are indexed, data of the files be made available to all officers/officials on their system which can be accessed with User-Id and Passwords. Systems Department should provide necessary assistance.
- (v) Presently, the records available in the Record Rooms are under the charge of Daftries, which is the lowest level post in the cadre. No responsible officer is involved in the process of retrieval of records from the Record Rooms. Hence, it is mandatory that an officer, at least of the level of Asstt. Director, be made Incharge of the Record Rooms. This can be split amongst 3-4 officials depending upon the need. All retrieval/proper upkeep of files in Record Rooms shall be through the designated Incharge only. All HoDs are also required to nominate a Nodal Officer, at least of Dy. Director level, for the Record Rooms. To ensure proper upkeep of records, the designated Nodal Officers should make periodic visits to the allocated Record Rooms and send a report to their respective Co-ordination Branch.
- (vi) Once the data of files is indexed, as per the format to be devised by the Systems Department, PCs should be provided in all Record Rooms. All movement of files, i.e., retrieval/upkeep of the files in the Record Rooms shall be through this System only. For the purpose, necessary manpower to the concerned Departments be provided by the Personnel Department.
- (vii) Reportedly, Old Records are being maintained by the Old Record Cell under the administrative control of Personnel Department. The number of records available with the Old Record Cell is around 1.0 lac files. Reportedly, the concerned officer has already fed the data of about 50,000 files on the system in Excel form and has been requesting the concerned branches to take over these records for future use. However, no department has come forward to take over these records in spite of repeated requests by the Old Record Cell. For proper upkeep of the records, it is desirable that all records are available with the concerned branches. Therefore, the Committee is of the view that the concerned departments, i.e., OSB, Finance & Accounts Wing, Vigilance Deptt., etc., to whom these records pertain to, should take over these records for their future use immediately.
- (viii) Sometimes, there are cases where the Dealing Asstt. joins a new place of posting upon issuance of SRO (Stand Relieving Orders) without proper handing over/taking over of the charge of his/her desk. In such a situation, it is mandatory that SRO stipulates that after assuming charge at the new place of

posting, he/she should hand over the charge of his/her previous assignment to the new incumbent within a fortnight. If he/she fails to do so, his/her present controlling officer should initiate action, as per rules. Simultaneously, the new incumbent who takes over charge of his/her desk, should prepare a list of all files under his/her charge and hand over a copy to his/her Asstt. Director so that there is no situation where the Dealing Asstt. submits that no proper handing/taking over of charge has taken place.

- (ix) To strengthen the system as well as to avoid further increase of cases of reconstruction of part files, the indexation of all the files lying in all the Record Rooms at Vikas Sadan, Vikas Minar, Sarita Vihar or any other Record Room, should be completed within a period of 3 months. To supervise the system, two separate Committees under the chairmanship of Pr. Commissioner (Housing) as well as Pr. Commissioner (LD)/(LM) needs to be constituted. In this regard, a progress report be sent to P&C (Pers.) fortnightly.
9. This issues with the approval of Vice-Chairman, DDA.

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(Rajiv Gandhi)

Commissioner (Personnel)

Copy for information and necessary action to:

- (i) Pr. Commissioner (Personnel, Horticulture & Landscape)
- (ii) Pr. Commissioner (Land Disposal, Land Management & Systems)
- (iii) Pr. Commissioner (Housing)
- (iv) Commissioner (Housing)
- (v) Commissioner (Lands Disposal)
- (vi) Commissioner (Land Management)
- (vii) Commissioner (Planning)
- (viii) Commissioner-cum-Secretary
- (ix) Commissioner (Sports)
- (x) Commissioner (Systems)
- (xi) Chief Architect
- (xii) Chief Account Officers
- (xiii) All Chief Engineers
- (xiv) Addl. Commissioner (Landscape)
- (xv) Financial Advisor (Housing)
- (xvi) Director (Systems, Training, RL, Old Scheme Branch, IL, CL, (Housing)- I, II, & III, Nazarat-I & II, RTI, Vigilance – I & II
- (xvii) Director Hort. (North & West) & (South & East).

Copy for kind information to:

- (i) OSD to Vice-Chairman
- (ii) Finance Member
- (iii) Engineer Member
- (iv) Chief Vigilance Officer

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(K.K. Sharma)

Director (Personnel)-II