

MANUAL -3
Procedure Followed in Decision Making Process
[Section-4 (1) (b) (iii)]

The procedure can be described both in narrative form and through flow process chart. In narrative form the stages through which a proposal passes. The levels of which it gets examined and the final authority to which it has to go for approval may be explained.

The flow process charts can give a comprehensive process as may be seen from the following illustration of preparing a food card.

Narrative Form

When a letter or file is sent to the Department, it is received by the Central Diarist of the Department in the first instance except in the case of letter or file addressed to the official concerned by name or by designation. The central Diarist is used to send the letter or the file to the concerned branch officer for kind perusal. The Branch Officer, in turn, send the same to the concerned section with his remarks if any for further section. The S.O. used to classify the letters or file as "A" "B" or "C" grade taking into consideration. The gravity and contents of the subjects and marks it in the name of the concerned D.A. on the same day with his remarks if any. There after, it is diarised by the Diarist of the section in the name of the concerned D.A. after making necessary entries in the Diary Register about the receipt, contents etc. of the letter of file so as to facilitate its reference at a latter date and hand it over to the concerned D.A. on the same day. The D.A. opens a new file if the case is a new one and submits the letter in the relevant file after examining the case in detail in accordance with the rules and regulations required their where with specific suggestion to the Section officer within a period of three days from the date of receipt by him. In case, it is of immediate in nature warranting instant attention of the higher authorities. The D.A. is required to submit the same on the same day of receipt of the letter or file. The S.O. after examining the case in detail submits the file to his Branch Officer with his views.

The decision making process begins from the level of the Branch Officer and onwards as per the delegation of powers made by the head of Department to it

Subordinates. Not time limit has been prescribed in the existing rules and Regulations and Executive instructions, in vogue for the authority in the process of decision making.

Flow Process Chart for issue of Food Card.

Sl.No.	Activity	Level of action	Time frame.
1	2	3	4
1	Marketing of receipts by Section Officer	Section Officer	Same day
2	Receipts are diarized and distributed to the dealing assistants.	Diarist	Same day
3	Opening of file, if it is a new case of letters are put up in relevant file after due examination with reference to existing rules and regulations and Submission to the Section Officer.	Dealing Assistant.	Three days.
4	Further examination made by the Section Officer with his own comments and submitted to next immediate authority either under Secretary, Deputy Secretary, Joint Secretary as per the arrangement.	Section Officer	Within one to Seven Days.
5	Decision making begins from the level of Branch Officer if the matter is within his competency as Delegated by Head Office.	Under Secretary/ Deputy Secretary / Joint Secretary	Within one to seven Days.
6	If the matter is beyond decision of the Branch Officer, the file is put up to Addl. Secretary/ Commissioner-cum-Secretary of the Department as per the delegation of power for fixed Orders.	Additional Secretary/ Secretary	Withing one to Seven days.

SL.No	Activity	Level of action	Time Frame
1	To receive application and a diary number	Counter Clerk	Same day
2	To mark application to concerned inspector	Do	Do
3	To visit premises of applicant and verify the facts	Inspector	2-3 days
4	To prepare report and submit to FSO	Do	Same day
5	To approve /reject application	FSO	1 day

6	To prepare food card if approved and submit to FSO	Counter Clerk	Same day
7	To sign and return card	FSO	Same day
8	To deliver card to applicant	Counter clerk	Same day

Such charts may be prepared for major functions