

**Ministry of Road Transport & Highways  
Office of JS (Highways/Estt.)**

Transport Bhawan, 1, Parliament Street, New Delhi-110001

No. JS/Misc./Establishment/2020

11<sup>th</sup> March 2020

**Subject: Office discipline in the Regional Offices of Ministry of Road Transport & Highways.**

It has been observed that most of the officers/staff members in Regional Offices of MoRTH are not maintaining the mandatory discipline and punctuality in adhering to instructions on observance of punctuality in Government office. Punctuality in attendance is to be observed by Government servants at all levels. This lack of discipline has been viewed very seriously. All officers/staff members must reach office at 9.30 AM every day. A weekly report in the prescribed format, may be e-mailed to the undersigned invariably.

2. It is also observed that the landline phones of ROs are not attended/answered properly. In case, RO is not available in the office then the next officer must take the call and a register of phone calls received must be maintained. The landline must be functional and properly manned.

3. It has also been brought to the notice that there is lack of discipline in handling the official files. At some places MTS (Multi Tasking Staff) who are not clerical staff are handling official files in place of officers/clerical staff/technical staff who have been posted in ROs. This shows a clear lack of control in the office. Hence in order to maintain accountability, the channel of submission of files should be clearly defined and files be submitted accordingly. Under no circumstances, the MTS, who is not a clerical staff, should be allowed to handle or keep custody of files. The custody of files should be with either the concerned officer or the concerned clerical/technical staff.

4. All ROs are directed to carry out an Annual Inspection of their office. A record of files and receipts must be maintained as per laid down office procedure. Reference is invited to guidelines already issued by the Ministry in this regard. The inspection report for the Annual Inspection 2019-20 must be submitted by 27.03.2020. A copy of the inspection report must be submitted to DG (RD) & SS as well.

5. RO, being the head of office, is expected to ensure that no adverse situation should arise due to lack of control over the subordinate officers and staff. It is clarified that the RO will be held responsible for any act of negligence and lack of discipline.

5. The above instructions may be brought to the notice of all concerned for strict compliance.

  
11.03.20  
(Amit Kumar Ghosh)  
Joint Secretary (Estt.)

To  
All Regional Officers,  
Ministry of Road Transport & Highways

Copy for information of: DG(RD) & SS, MoRTH

### Weekly Report

Week commencing from \_\_\_\_\_ to \_\_\_\_\_

S.No.	Name	Designation	Total days present	Total days came to office after 9.30 AM	Total days left office before 6.00 PM	Average Working Hours In a week	Remarks