

CHAPTER-19

465. Correspondence

General Rules

1. Notifications and orders including that addressed to members of the public, issued in the exercise of statutory powers, should be duly signed both on the office copies and the fair copies by the officers empowered to issue them and not by any other officers on their behalf
2. All communications addressed to Government or superior officers should be signed by the officers concerned or by the officers specially authorized to sign on behalf of the officer concerned.
3. The name as well as the official designation of an officer should be set out at the head of every letter or proceedings issued by him or from his office. However, an authorized subordinate officer may sign it, once the draft of the letter or proceedings has been approved on the file.
4. The use of facsimile signature stamps in lieu of manual signature in correspondence is forbidden. Official documents should be signed in a uniform and legible manner.
5. Initials and full signatures should always be dated, the year as well as the date and month being shown.
6. Complete address of the addressee should be written including the pin code. In case a particular officer has to see the letter, the letter should be addressed to the concerned office but caption added on the first page of the letter as: Kind Attn: Sri just below the official address. Wherever it is urgent and necessary to seek orders from DGP Office in any matter, Unit Officers should write letter and sent it in name cover to the concerned Officer dealing with the subject in DGP, Office.
7. When a large number of enclosures is sent with a letter, a list of these should be forwarded.

8. Telegrams and telephones should not be used when police communication networks or e-mail or fax machines can be used.
9. Wireless messages should be sent in the manner prescribed in Chapter relating to Police Communication.

Letters to be paid for

- 466.** The postage for all letters dispatched by Government officers in their official capacity in reply to communications of any kind received from private individuals or associations should be at government cost.

Classification of Correspondence

467. The official correspondence can be classified broadly as follows:-

- A. **Top Secret** - This marking is reserved for papers containing information of such a nature that for reasons of national security, it must only be disclosed to persons whose duty makes it essential that they should have knowledge of it. Such papers include references to current or future military operations, impending movements or dispositions of the armed forces and secret methods of warfare, to matters of high political policy and to methods of secret intelligence and cyphers.
- B. **Secret** - This marking is reserved for papers other than those marked top secret which are of such a nature that their disclosure to persons other than those whose duty is to have knowledge of them, would cause administrative embarrassment or difficulty or would be helpful to the enemy, without being gravely dangerous to the national interest.
- C. **Confidential** - This marking is reserved for papers containing information the circulation of which is desirable to restrict, for

administrative reasons and which do not disclose such vital information as to warrant their inclusion in the secret category.

- D. **Private** - It means, not to be placed in an official file or referred to in official correspondence'. Papers so marked should be kept by the recipient so long as they are required and then destroyed.
- E. **Personal** - It means not to be opened by anyone except the officer named on the cover and to be returned to the sender if the addressee is not available.

Dispatch of Papers

- 468-1. TOP SECRET and SECRET papers, when sent by post, must invariably be enclosed in double covers, the inner cover being marked TOP SECRET or SECRET, as the case may be, and addressed to the Officer for whom it is intended by name while the outer cover, which should be cloth lined, should bear only the usual official address and the frank of the dispatching office. Letters or packets containing TOP SECRET or SECRET PAPERS, when sent by post, should invariably be either registered and should be sent "acknowledgement due" or sent by speed post.
- 2. It is not necessary to use double covers for dispatching TOP SECRET and SECRET papers by hand, provided that, the single cover used is carefully sealed and clearly marked with the correct name, address and security marking, and the cover is entrusted to the hand of a reliable assistant or messenger who can take it direct to the officer addressed. When the hand of an attendant or similar messenger sends such papers, they should be enclosed in double covers.

Disclosure of the Identity of Sources

- 1. No record or information which relates to, or which leads or may

lead to the discovery of the identity of the source from which or of any agent or informant from whom any secret information has been or may be obtained shall be communicated by any Police Officer to any other member of the police force to which he belongs, except as provided below:

2. Officers of and below the rank of Inspector in the Special Branch shall not communicate, any record or information of the type described above to any Police Officer other than the Superintendent, or an officer of higher rank, if any of these officers require it.
3. Officers of and below the rank of Inspector in the Criminal Investigation Department shall not communicate any record or information of the type described above to any Police Officer, other than the Superintendent, or an officer of higher rank, if either of these officers require it.
4. Officers of and below the rank of Inspector in the district police shall not communicate any record or information of the type described above to any police officer, other than a superior officer of the district in which they serve if such an officer requires the information. Any superior police officer who is in possession of any record or information of the type described above shall not communicate it to any police officer, other than his immediate superior officer, if that superior officer calls for it.
5. No record or information which relates to, or which leads or may lead to the discovery of the identity of any Police Officer who has obtained or may obtain, any secret information or who is or has been employed or who may be employed on any secret enquiry shall be communicated by a Police Officer to another Police Officer,

other than his own immediate superior Gazetted Officer, if such superior officer requires such record or information.

6. No record or information which relates to, or which leads or may lead to the discovery of the identity of any source from which or of any agent or information from whom any secret information has been or may be obtained and no-record or information which relates to, or which leads or may lead to the discovery of, the identity of any Police Officer who has obtained or may obtain any secret information, or who is or has been employed on any secret enquiry shall be communicated by any Police Officer, otherwise than as provided in the preceding orders to any person except under the specific orders of the Director General which should be obtained in each case. Greatest care shall be exercised to avoid exposure when the source of information has to be transmitted to another Police Officer. Original report or a copy of any original report shall not be transmitted. Either the substance should be communicated or the report paraphrased.

Communication of Secret Information

469. No secret information of a type other than the one described above shall be communicated by any Police Officer to any person other than a member of the police force within the State except as provided below :-

- i. The State Special Branch as well as the CID may communicate secret information to such persons, other than members of the police force within the State as are approved by the Government, lists of whom shall be maintained in the State Special Branch and the CID respectively. In urgent cases, the Heads of the State Special Branch and CID may, in anticipation of approval of the DG communicate such information relating to their respective departments to members of a police force outside the State other than those mentioned in the

approved lists.

- ii. Secret information which has to be communicated to District Magistrate in the interest of maintenance of law and order may be sent by or under the authority of the Superintendent of Police of the district.
- iii. Communication of secret information by the District Police to any member of a police force outside the State should ordinarily be made through the State Special Branch or CID, as the case may be. In urgent cases, however, the Superintendents, may, in anticipation of approval, communicate such information to an officer of corresponding or higher rank in a police force outside the State, either in response to an enquiry from such officer or on his own initiative when the delay caused by communicating through the usual channel is likely to be prejudicial to the peace and security of the district concerned or the area to which the secret information is to be sent.

Radio Messages

- 470-1.** All officers issuing "Confidential" or "Secret" radio messages should mark them "Secret".
 2. The transmitting radio station will then transmit such messages promptly. After noting only a gist of relevant particulars in the log books, if necessary the message may be kept with them for 24 hours for purposes of verification.
 3. The receiving station, after receiving the message, should check it back with the transmitting station and then deliver the original copy itself to the addressee without retaining any copy. The receiving station will make only a very brief entry in the logbook omitting the text of the message.
 4. Secret matters, which even the operators need not know, should be

sent in code.

Demi-Official Communications

- 471-1.** Demi-official covers should ordinarily be addressed to the officer for whom they are intended by his name and official designation. When the Officer addressed by name has vacated his post, his successor or locum tenens (officer in charge) should open such covers and deal with the communications enclosed, if the latter is competent to do so. If not competent, he should return them to the sender with intimation to that effect and should treat any information thus obtained as confidential.
2. A demi-official communication which is intended to be opened by the addressee and by no one else should be enclosed in a cover addressed to him by name only and the words "to be opened by the addressee only" should be written on the cover. If he has vacated the appointment and the cover is delivered to his successor or locum tenens, it should be forwarded to him direct, if his address is known, and, if not returned to the sender.
 3. The following instructions may be used for writing demi-official correspondence guidance and observance.
 - A. A junior member of any of the All India Services, or Central Services, Group "A" should use the form "Dear Sri A...." or "Dear Mr. A....." in addressing a member of the same or any other All India Service who is senior to him. He may use the form "My dear A....." in addressing others.
 - B. A gazetted member of a State Service may use the form "Dear Sri A" or "Dear Mr. A" in addressing a member of an All India Service, who may be his colleague or who enjoys the same or similar official status as himself". In other cases, where he has to address a member of an All India Services, it would be appropriate for him to use the form "Dear Sir".

- C. As between members of the State Services, they may appropriately observe the convention followed by All India Services as laid down in clause (a) above.
- D As regards the form of address to be adopted in the case of women officers, the above instructions may be followed using "Srimati" or "Kumari" as the case may be in the place of "Sri".
- 4. When an officer has an occasion to address a Minister or Chief Minister demi-officially, the mode of the salutation should be "Dear Sir".
- 5. The subject of the letter should be indicated before the salutation and should not be ended with suffixes like "regarding" etc.
- 6. The letter should be closed with greetings like "with regards", "with best wishes" whichever is appropriate. The sender should type his full name under his signature.

Forms and Addresses

- 472-1.** In all official correspondence and Government records, only the following honorifics will be prefixed to the name of Indian Nationals, men and women, irrespective of their race or religion.
 - A. For men Sri, for women if married, Srimati, if unmarried, Kumari.
 - B. So far as men are concerned each name should have the honorific "Sri", for example "Sri Ramesh" and "Sri Sonam" and a plural for Sri should be "Sarvasri". For women "Srimatis" and "Kumaris" should, however, be used as plurals for "Srimati and Kumari", respectively.
 - C. As regards addressing companies, firms, etc., word 'Messers' may be used before the name of company / firm for example "Messers Khangri" or "Sri Tenzing and Company".

- D. Separate honorific prefixes for non-India nationals besides "Sri", "Srimati", or "Kumari" are unnecessary. As far as possible "Sri", "Srimati or Kumari", as the case may be, should be used as prefixes to all, except in the case of personalities of international importance, where prefixes appropriate to them (i.e., commonly used in their respective countries) may be used.
- E. The honorific "Srimati" may be used for widows also and "Sri" may be used for boys.
- F. Medical practitioners of the scientific system of medicine (except those who hold military ranks) whether in the service of the Government or otherwise, should be addressed by the courtesy title of "Dr." before their names and with their degree, licenses and service (in the case of Government servants) added at the end.
- G. For officers or other individuals who hold doctorate, the honorific " Dr " may be used with name of service added at the end No other degrees should be mentioned at the end.

Disposal of Applications/Petitions from the Public

- i. A letter or petition duly stamped in accordance with the law on the subject or where there is no such legal requirement, postage stamps are affixed, should be acknowledged within 24 hours of the receipt of the letter/petition. The acknowledgment should indicate the reference number in the office to enable all future correspondence to be addressed.
- ii. When a communication is received in an office, and the subject matter is such that it should be sent to another office for disposal, it should immediately be forwarded to the concerned office and the petitioner should be informed of it while sending

him an acknowledgment. When petitions are presented to Ministers while on tour, they may be handed over to the local officers concerned for necessary action. The officers receiving such petitions should take immediate action to acknowledge them in the following manner.

- a) Acknowledgment should not be granted in the following cases :-
 - b) Applications for appointment, but when the application is in response to an advertisement, the application may be acknowledged;
 - c) Applications repeating a request already disposed of and when the applicant has been told that further representations will not be considered;
 - d) When only copies of communications addressed to other offices are received, except when a communication received from a superior authority specifically asking for an acknowledgment neither may nor be acknowledge.
- iii. The acknowledgment may normally be in the prescribed printed card and the officers may, at their discretion, send acknowledgments in the letter form also. All communications other than the initial acknowledgment to non-officials including applicants and petitioners should invariably be in the form of a letter. Applications should be read carefully and dealt with promptly, expeditiously and satisfactorily. If delay in their disposal is likely to occur, the applicants should be informed suitably. It should be borne in mind that the public have a right to expect promptness, courtesy and care in the disposal of applications sent by them.

473. **Correspondence with Public Representatives**

- i. Whenever a member of legislature or Parliament writes on matters relating to the public or section thereof or an individual to whom the member thinks injustice has been done, the officer receiving such communication from the Member should give an acknowledgement to the Member concerned within seven days. The concerned officer should also examine the matter promptly and send a considered reply within a month as far as possible. If this is not possible, they should give interim replies indicating among other things, the probable date of the final reply and every attempt should be made to adhere to this date.
- ii. The Unit Officers should maintain a special register in this behalf showing the date of receipt of the letter from the Member of Legislature or Parliament, date of issue of acknowledgement, further stages of the case and the date of issue of final reply. This register should be reviewed once a month personally with a view to verifying that prompt action is taken at all stages. All sections of the Police Headquarter should likewise maintain the special register in each section and the registers should be put up before the Director General or chief of the section every month for his perusal.
- iii. With regard to the supply of information, to the members of the Legislature / Parliament, the unit officers concerned may furnish information on request made by the members subject to the following conditions :-
 - (a) The information is purely factual;

- (b) The information is readily available and special efforts to collect it from the number of sources are not required;
- (c) The information is not secret or confidential;
- (d) The information does not relate to individual cases, whether of government servants or otherwise;
- (e) Information on question does not involve a statement of opinion or general policy will not be furnished.

474. **Correspondence with Government**

- i. The Superintendents should invariably send replies to reference, received by them direct from Government, through the Director General of Police: The replies should invariably be accompanied by copies of the Government reference and its accompaniments, if any, and should, when necessary be submitted through the DIG, Range/IGP, Law & Order concerned.
- ii. All routine and urgent references relating to information collected by the criminal investigation department may be sent direct to Government by the Addl. Director General CID/ Training/ Special Branch copies being simultaneously forwarded to the Director General of Police. References on important and policy matters should be submitted to the Director General of Police and replies sent to Government either direct or through the Director General of Police according to the nature of correspondence.

Orders Issued by Ministers

475. The following procedure should be adopted in respect of oral orders issued to the Police Officers by Ministers:-

- i. Orders of Government should normally be issued only under the signature of Secretariat Officer and routed through the official channel.
- ii. Where, however, in special circumstances, directions are given to a Police Officer directly (e.g., a Minister may give certain directions orally during an inspection), it is the responsibility of the officer who receives the instructions to reduce such instructions to writing and send a copy thereof to his official superior, with a request to address the Secretary in the administrative department concerned through the Director General of Police to get those instructions confirmed in writing. This should be done promptly on the day the instructions are given or at least on the following day.

476. **Replies to Legislative and Lok Sabha, Rajya Sabha Questions, etc.**

- i. Replies to questions raised on the floor of the Legislative Assembly and the Lok Sabha, Rajya Sabha should be furnished on top priority basis.
- ii. When questions which rose on the floor of the Legislative Assembly or Council are referred to the Director General of Police, he should immediately furnish the required information if the information is available in his office. Where information has to be collected from subordinate officers, the Director General of Police will send copies of the question to the unit officers not below the rank of Superintendent of Police who should furnish draft replies, a note to answer supplementary and any other relevant information to the

- Director General at once or within the time-limit specified, as the case may be. The Director General will prepare a draft reply to the question (s) along with a note for replying possible supplementary and furnish the same to the Government within the prescribed time-limit.
- iii. If the questions are sent to the officers direct by Government i.e. Addl. DG of Police, IG of Police, DIG of Police or Superintendents of the districts and other unit officers, etc. such officers should furnish the replies to the Director General of Police, who will send the reply to the Government promptly after examining the same.
 - iv. Whenever the information is called for by fax with a view to avoid any possible delay the replies should also be furnished by fax.
 - v. Similar action should be taken in sending replies to Lok Sabha or Rajya Sabha questions.
 - vi. If, in spite of the best efforts, it is not possible to furnish a reply within the prescribed time-limit, an interim reply should be sent to the Government specifying the time-limit within which the reply could be sent, with specific reasons for the delay. This procedure may be adopted only in exceptional cases.
 - vii. All correspondence regarding Lok Sabha / Rajya Sabha / Legislative / Assembly questions should go in envelopes superscribed as " IMMEDIATE - LOK SABHA / RAJYA SABHA / LEGISLATIVE ASSEMBLY QUESTION".

477. Correspondence with Other States:

- i. Direct correspondence on routine and non-controversial matters may be carried on between officers of other States to facilitate matters in day-to-day administration. The Heads of

Departments and other officers authorized are permitted to correspond directly on routine and non-controversial matters.

- ii. Correspondence with police officers of corresponding ranks in other States is permitted in the cases detailed in the following paragraph subject to the restriction that it is confined to matters of routine and is not controversial in character. Inspectors and Sub-Inspectors may correspond directly with police officers of equal ranks in other States on the following matters being handled by them

pertaining to movements of criminals, enquiries as to antecedents and convictions of persons, circulating lists of property, information concerning crimes, soliciting assistance in cases or requesting statement of a person to be recorded. If wireless communication is required to be made, the prescribed message form should be adopted.

478. **Direct Correspondence with Foreign Countries**

- i. The Indian Union has its own diplomatic representatives in foreign countries including Pakistan. It is not permissible for Police Officers to enter into direct correspondence with their counterparts or with private companies, investors or manufacturers in such foreign countries. All correspondence intended for such persons in foreign countries must be routed through the Director General of Police, who will address the person through the State Government.
- ii. All references about the political crimes and all other references about policies and general information must, be routed through the Director, Intelligence Bureau, Ministry of Home Affairs, Government of India.

- iii. In case of a direct communication permissible under sub-order (ii), a copy thereof should be submitted to Government in the Home Department for transmission to the diplomatic representative of the Indian Union in the foreign country concerned.
- iv. The police authorities in India on the one hand and foreign countries on the other have to correspond in routine matters relating to the control of emigration or investigation of specific crimes of non-political nature, such as murder, dacoity, robbery, burglary, etc., through the Interpol unit of CBI.
- v. Any information required by any foreign police force concerning police in India should not be furnished direct; but the information together with a copy of the letter received should be sent to the Director General of Police for onward transmission through the Director, Intelligence Bureau, and Government of India. On no account should such information be furnished direct.
- vi. Whenever certificates or documents are issued by executive authorities in India for use in foreign countries at the instance of private parties, the following points should be kept in mind.
 - a) The document should be drawn on reasonable quality foolscap paper;
 - b) The paper or the form used should bear the name of the authority issuing it;
 - c) As far as possible the signature of the officer signing the certificate or the document should be supported by his official seal;

- d) In cases of documents and certificates required by the Government of India on behalf of foreign countries, these should be submitted to the competent officers of State Government for attestation, under his seal, of the signature of the local authority originally issuing the document or the certificate.

Correspondence with the Accountant General

479. The Superintendent may furnish direct to the Accountant General information on accounts matters required by him. In respect of matters requiring sanction of the Director General of Police or Government or involving interpretation of rules, etc., the Superintendent should make a reference to the Director General of Police.

Form of correspondence with Sub-Divisional Revenue Officer and Magistrates

- 480-1.** Correspondence between a gazetted police officer and a Sub-Divisional Revenue Officer or Magistrate may be by letter or in the form of endorsement, but the endorsement form should be used in preference to the letter form whenever possible. Proceedings or similar mandatory forms implying subordination should not be used. The letterform should be brief and in the simple, and most direct style.
2. Correspondence between Judicial Magistrates and Police Officers on all-important matters shall ordinarily be routed through the Chief Judicial Magistrate concerned.

Form of correspondence between Station House Officers and Officers superior in rank to them

- 481.** Sub-Inspectors and Station House Officers shall address Magistrates, Sub-divisional Officers and other Government Officers of the corresponding ranks by letter in Form 26 using the following format:

SIKKIM POLICE DEPARTMENT

From:
Station House Officer,
----- Police station,
East District
Gangtok

To:
District Magistrate,
East District,
Gangtok

June 2011

Ref. No.

Sub:-

Sir,

Yours faithfully,

(ABC.)

Encl: as above

Copy to:

Papers, which have to be sent through the Deputy Inspector General of Police/Range

482. All reports emanating from District Police on subjects of crimes, law and order, police operations, police functions, etc. internal security, coordination, internal management of police shall be routed through the DIG/Range of Police. A list of other subjects, the correspondence on which should pass through the DIGP/Range, is given below for guidance.

1. Re-allocation and change of headquarters or limits
2. Additions to or reduction of staff and proposals for new Police Stations or Units.
3. Application or interpretation of or amendments to rules and orders.
4. Proposals for the application of Acts and proposals for new laws, amendments to laws.
5. Induction or in-service training, or on-job training of all ranks in a training institution in the State or outside or abroad.
7. Correspondence relating to recruitment posting, transfers and promotions of Sub-Inspectors.
8. Modernization, New buildings, additions or improvements to them.
9. Recommendations for medals
10. Reward rolls
11. Reduction and withholding of pension.

12. Punishment of Gazetted Officers
13. Appeals and petitions
15. Papers regarding allegations of torture by the police
16. Reports of death
17. Sanctions for contingent charges of all kinds in cases, which are beyond the powers of the Superintendent of Police.
18. Changes in Dress and Equipment Regulations
19. New or revised scale of supply of clothing or other store articles.
20. Audit report on store accounts
21. Printing of new forms or revision of existing forms
22. References of general or unusual interest
23. Application for the grant of compassionate gratuity
24. All matters relating to all police duties and functions.

Note: Routine matters, periodical returns etc. need not be routed but wherever necessary, copies may be marked to him.

Prompt Submission of Reports to Head Quarter

- I. Whenever a report is called for from Police Headquarter it should be submitted within the time stipulated; if no time is stipulated, then the report should be sent within a fortnight.
- II. If, for any unavoidable reason, it is not possible to expedite

the report, the officer concerned should send an interim report within the time stipulated in Sub-Order (i) above, mentioning when he would be sending the report called for.

- III. If the officer concerned does not send a report as required in sub orders (i) or (ii) a reminder shall be issued from the Police Headquarter and the officer concerned should at once expedite his report without any delay.
- IV. If, in spite of the reminder, the report is not expedited, a second reminder will be issued and this will be a warning reminder.
- V. If, even after the issue of the warning reminder, the report is not sent, a final reminder on will be issued, stipulating a time limit within which the report should be sent. This reminder will have a counterfoil in which the officer concerned should acknowledge the receipt of the reminder on the day he receives the reminder, and send it by post to the Police Headquarter. The officer concerned should then send the report within the time stipulated in this reminder and if he still fails to do so, he will be held personally responsible for his failure to comply with the above instructions.

483. Delay in the Disposal of Official Correspondence

- i. It is the duty of every Government servant to contribute his utmost towards quick and efficient disposal of correspondence entrusted to him, and if he fails to do so it will be presumed that he is either indifferent or incompetent.
- ii. Heads of offices should take very severe notice of any

unreasonable delay in the disposal of the work entrusted to an officer subordinate to him.

- iii. At the same time the practice of members of the staff taking Government files home with a view to keeping their work up to date should be deprecated. No member of the staff should be allowed to take Government files home, except in special circumstances and then only after the permission of the officer concerned has been obtained.

Unpaid Letters

- 484.** Unpaid letters prescribed as on public service, even though unsigned by a person authorized to frank, must be accepted.

Orders on Petition

- 485-1.** Petitions received from persons outside the department should not be returned in original but an order should be communicated to the sender.
2. Petitions and communications received from private individuals or organizations should be acknowledged forthwith and a reply sent in due course. The Inspecting Officers should invariably verify whether the above instructions are being complied with.

Nil returns

- 486.** Printed forms of returns should not be used when the return is a "NIL" one. A quarter sheet of paper can be used.

Payment for telegrams

- 487.** All telegrams and other communications from officers of the

Government regarding their leave, pay transfer, leave allowances, fund subscriptions and analogous matters are private and not official and should not be sent at public expense. If a telegraphic reply to any such communication is desired, it should be prepaid.

Corrections

- 488.** All corrections and alterations in police records should be made by drawing a line across the original entry so as not to obliterate it and writing the required alteration above and attesting it.

Correspondence to be in Official Language of the State

- 489.** Since the official language of the State is English all correspondence within the State should be in the official language. While addressing the Central Government Organizations or other States English or Hindi should be used. English may be used in correspondence with the courts. The station records may be maintained in English. The instructions of the Government and the Official Language Commission on the subject issued from time to time should be complied with in all correspondence.

