



**DIRECTORATE GENERAL
LOCAL GOVT. & RURAL DEVELOPMENT DEPARTMENT
KHYBER PAKHTUNKHWA**

Dated Peshawar April 19, 2023

NOTIFICATION

No. Director(LG)3-41/Notification/2022-23/ ²⁵⁰⁹⁻¹⁴ In order to ensure good governance, transparency and expeditious disposal of official business of the Directorate General Local Government & Rural Development Department, Khyber Pakhtunkhwa, and in supersession of all previous notifications, orders, circulars or instructions issued from time to time to this effect, the following Standing Operating Procedure (SOPs) are hereby notified for compliance by all the officers and officials of the Directorate General Local Government Khyber Pakhtunkhwa with immediate effect and in the best public interest: -

Standing Operating Procedure (SOPs):

1. All official files, reports or correspondence received from the Administrative Department, field formations or any other department or organization must be properly entered in the Diary Register being maintained in the “**Dairy and Dispatch Branch**” of Directorate General which shall be properly marked, stamped and placed in the “**Fresh Dak Folder**” of Director General Local Government for his perusal and passing any order or direction deemed appropriate.
2. Once marked by the Director General Local Government, the same shall be passed on to the Director of the concerned branch/section, who shall in turn process the same through respective branch/section on relevant file with supporting documents and references with clear proposal and recommendation.
3. In case of matters warranting urgent action, the same shall be disposed off but immediately brought into the notice of Director General or head of the branch as the case may be for his/her information or seeking appropriate order there on.
4. Every section concerned with the subject matter shall initiate a self-contained note, by giving proper references of the laws, rules and government notifications or instructions applicable to the subject matter, with clear views and recommendations while initiating the file for obtaining appropriate orders.
5. Cases examined/processed by the concerned branch/section are required to be further examined and cross-checked by each officer in hierarchical order with relevant Laws, Rules, Regulations and Policies and point out any deficiency or shortcoming before the same is brought up before the Director General LG&RDD for decision or approval.
6. It must be ensured that all cases/files brought before the Director General LG&RDD for decision, are clear in terms of Laws/Rules and the papers and annexures referred in the note are duly flagged and cross-checked for their relevancy and accuracy.

7. All files and record must be maintained in hard cover file in the respective branches of the Directorate General LG&RDD as per the Manual of Secretariat Instructions 2008 by ensuring filing of any fresh correspondence or letter added to the record as soon as possible. If the file becomes too bulky to handle, part file may be opened by the branch.
8. On the front page of each file at top right corner, brief title of the matter/subject may be inscribed to clearly show the branch or section a particular file is related to or initiated by.
9. In case any file is mistakenly marked to any other branch or section, the concerned section in charge must return the same to the concerned branch with words "file mistakenly marked to this branch and returned to relevant branch for further action and record".
10. Files processed on File Tracking System (FTS) shall be properly entered into the FTS system by the respective section and upon disposal, status shall be updated accordingly.
11. All official letters meant for issuance by any branch or section of the Directorate General LG&RDD, must be dispatched from the main diary/dispatch branch with a default copy to PA to Director General LG&RDD in addition to endorsement which may be required as per nature of the cases. No section or branch shall maintain separate diary and dispatch registers.
12. Any branch or section of the Directorate General LG&RDD requiring views or comments of any other branch or section may move the case through the respective Directors or head of the section. The section to whom such file or case is marked shall render his/her views or comments within a reasonable time through the same channel.
13. In a section or branch where an Office Assistant is posted, he shall be responsible for maintenance and custody of the official record and shall ensure internal file movement diary for proper tracking of any file and fixing responsibility in case of any delay or missing of record. In a section or branch, where fulltime Office Assistant is not available, then the Senior Clerk and in his absence the Junior Clerk or any other official duly authorized by the concerned head of the branch shall be the record keeper of that branch/section. Assistant Director of the concerned branch or section shall ensure that record keeping duty is clearly defined for each individual working under his/her command.
14. The Director General LG&RDD, through an office order, shall nominate a care taker from amongst the officers/officials of the Directorate General LG&RDD who shall be responsible for maintaining a Stock Register of all movable or immovable properties/assets of the Directorate General LG&RDD as per General Financial Rules and show all items of furniture, fixture, vehicles or any other item, issued to any officer or officials of the Directorate General LG&RDD with proper handing/taking certificate for record and audit purpose.
15. Any official letter or correspondence received via email, WhatsApp or other means of electronic communication must be immediately printed and diarized and placed before the Director General LG&RDD for perusal and necessary action. All such correspondence must be placed on the relevant file for record and future references as and when required.

16. All official files containing confidential information such as NAB, ACE, PIT, GIT cases or inquiry reports must be kept under proper lock and key by the concerned branch and only authorized officers and officials shall have access to such record for official work.
17. No correspondence, having legal, financial, administrative or political implications for the Directorate General LG&RDD or its field formation shall be made without prior approval of Director General LG&RDD or officers specifically authorized by him to this effect.
18. Instead of initiating fresh file for every case, note shall be initiated on the main file containing previous history, past references and precedents to enable quick and informed decisions.
19. Cases warranting urgent or time-bound response or action must be affixed with "Red colour Immediate or Urgent Flag" and in case the immediate reporting officer is not available in office due to any reason, the file shall be marked to the next higher officer in order of hierarchy, with the words "officer is on leave or away", therefore submitted for necessary action. However, after disposal of the case, the file shall be routed through such officers for his/her information and updates.
20. All notes meant for Director General LG&RDD, as a matter of principle, shall be initiated by the support staff in the respective branch/section and usually shall pass through the Assistant Director, Deputy Director and Director Concerned. Each officer is supposed to add his/her views or proposal, but without compromising the standard timelines required for the disposal of a particular matter.
21. All files or cases required action on the part of the Directorate General LG&RDD shall be replied or disposed-off within three working days. Any officer, tasked with the subject matter, shall seek special permission from the Director General LG&RDD or head of Section or Branch, in case such matter needs additional time for disposal.
22. The file containing original summaries for Chief Minister, and referred by the Administrative Department for views or comments of the Directorate General LG&RDD shall be disposed-off on "top priority basis" as per Manual of Secretariat Instruction 2008 by developing an internal note sheet and upon disposal, retaining a copy of the same for future reference and record.
23. Every section or branch of the Directorate General LG&RDD must maintain their official record in proper order and take all possible measure for their safe custody and confidentiality under all circumstances. In case of posting/transfer, the incoming and outgoing officials or officers must ensure proper handing taking over of all record.
24. All meetings in the Administrative Department or any other department/office shall be attended by the Officers duly authorized by the Director General LG&RDD to attend on his behalf. A record note shall be immediately submitted by the officer attending the meeting, highlighting the key action points discussed and agreed during the meeting.
25. Director General LG&RDD may hold periodic internal review meetings to assess the performance of different branches or officers of the Directorate General LG&RDD and may pass such orders as may be necessary for expeditious disposal of official business from time to time.

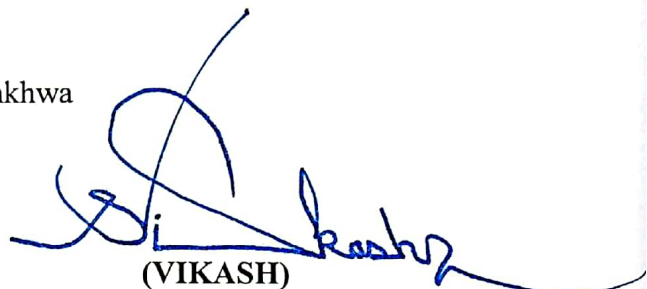
Note: Provided that the Director General LG&RDD shall have the power to call for any case/file for consideration and issue appropriate directions prior to final disposal;

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**Director General
Local Government & Rural Development
Department**

Copy for information and further necessary action:

1. All Directors in Directorate General LG&RDD Khyber Pakhtunkhwa.
2. All Deputy Directors in Directorate General LG&RDD Khyber Pakhtunkhwa.
3. All Assistant Directors in Directorate General LG&RDD Khyber Pakhtunkhwa.
4. All Assistant Directors LG&RDD in Khyber Pakhtunkhwa.
5. PS to Secretary LGE&RDD, Khyber Pakhtunkhwa
6. PA to Director General LG&RDD, Khyber Pakhtunkhwa



**(VIKASH)
ASSISTANT DIRECTOR (ADMIN/HR)
LG&RDD**