

**STATE INNOVATIONS IN FAMILY  
PLANNING SERVICES PROJECT  
AGENCY**

**ADMINISTRATION MANUAL**

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 Background**

State Innovations in Family Planning Services Project Agency (SIFPSA) is a society registered under Societies Registration Act, 1860. This manual provides guidelines for administration of the SIFPSA's activities.

### **1.2 Purpose and Scope of the Manual**

This manual will provide the guidelines and procedures for administration of SIFPSA. SIFPSA would thus be able to introduce and maintain proper systems and procedures in this cell. This manual could also be used as a guide for personnel who may wish to understand the system.

### **1.3 Structure and Functions of the Administration Cell**

The Administration cell will be headed by a General Manager (Human Resources, Administration and Procurement) (GM-HAP) assisted by a Manager (Administration and Procurement) and an Administration Officer (AO).

## **CHAPTER 2**

### **SECURITY AND VIGILANCE**

#### **2.1 Overview**

This chapter details the procedure for security of the SIFPSA's premises in case it decides to appoint security staff for its premises. The chapter covers prevention of fire, accidents, theft and pilferage.

However, in case the management feels that this activity could be contracted out to an agency, then the details mentioned here could be ignored. In such cases, the details spelt out in the contract would have to be followed by the contracting agency. These details may be based on the following sections.

#### **2.2 General Security**

The AO will be responsible for other security arrangements at the office premises like checking outside visitors to ensure prevention of carrying any classified documents outside without proper authorization.

The details of the incoming visitors would be noted in the Incoming Movement Register. In case of casual visitors seeking to meet SIFPSA official on personal basis, the security staff will inform the concerned official and ascertain whether the visitor should be granted entry or to provide any other explanation. The entry details will however be noted in the movement register.

The visitor will be provided a Visitor's Pass which will have to be returned by him or her duly signed by the concerned official of SIFPSA. All the visitors will be directed to the reception, where the concerned official would meet him or her.

The details in the visitor's slip would be entered in the movement register, once the visitor leaves the premises. In case, the visitor is carrying certain items/documents,

the security will ensure that the concerned society official has prepared a gate pass or has sent an authorization note with the visitor.

### **2.3 Incoming Materials**

The security staff appointed at SIFPSA's premises will ensure that all the goods and materials delivered by suppliers or brought by employees or visitors are thoroughly checked as soon as they arrive at the premises.

The incoming materials will be stopped at the gate to ascertain the kind of material and its storage requirements. The security staff would verify the documents raised by SIFPSA and the supplier pertaining to the supply of this material and the proof of authorization if any. It will also identify the specific department or destination where the goods are to be sent.

The security staff will then inform the Procurement Officer about the arrival of the material. The security staff would then endorse the challan/invoice accompanying the material as an acknowledgement of it coming inside the premises.

In case of materials coming against a Returnable Outward Gate Pass (ROGP) the security staff will carry out the necessary checks and forward to it the procurement/indenting department, as the case may be.

### **2.4 Outgoing Materials**

For outgoing material, the security staff will verify Material Gate Pass (MGP) for all outgoing materials. This pass will be issued by the AO respective departments duly authorized by the MAP. Further, any other document/certificate relevant to the purpose for which goods are moving out will also be verified by the security staff.

The security staff will then verify the goods with the documents, ensure their proper packing and compare the details mentioned in the MGP with the materials. They would then endorse the gate pass and the identity of the person by asking him to sign

on the face of the gate pass in his/her presence. The security staff will retain a copy of the MGP and enter the details of the carrier on it.

The security staff would call the office of the General Manager (HAP) and the AO in case of goods not properly supported by documents, and ascertain the authenticity of movement of such goods out of premises.

## **2.5 Vigilance**

The vigilance activities to be carried out by the Security relate to protection of movable and immovable properties from fire, theft, damage and ensuring employees' safety.

### **2.5.1 Fire**

The internal telephone number of the security section will be displayed at all points in the premises. The AO will be immediately informed about the occurrence of fire. He or she would be aware of the functioning of the fire system and the fire fighting equipments maintained at different areas. He or she would also initiate the steps to prevent fire immediately and call for any external help, if required.

The AO would maintain the log of fire fighting security system and take necessary steps of inform the management regarding the renewal and maintenance of such system.

The employees of SIFPSA would be provided a formal training on operation of fire fighting equipment and techniques.

### **2.5.2 Theft**

In case of theft in the SIFPSA premises the concerned GM will inform the details of the theft to the AO immediately on knowledge of missing items from his or her department after ascertaining the fact that it is a case of theft.

The MAP would make necessary investigations and submit the report to the AED (Additional Executive Director) through the GM (HAP). He or she will state in categorical terms, the status and reasons for such incident. If necessary, he or she may lodge a complaint with the police authorities with concurrence of AED for further action and investigation.

### **2.5.3 Accidents**

In case of accidents the concerned GM will inform the AO immediately about the accident. He or she would arrange for first aid action and necessary medical aid.

The MAP will maintain the details about injuries and admissions to hospitals for treatment. He or she will also ensure that information of the nearest hospitals/doctors is available, who could be reached, in case of accidents. If required, an ambulance would be deputed immediately to shift the personnel to the hospital for immediate necessary treatment. A prior agreement on long-term contract basis would be arrived with such doctors/hospitals, by the him or her. A detailed report on the accident will be given by the AO to the MAP who would then forward it to the AED.

It will be SIFPSA's responsibility to provide all medical attention and rehabilitation for its employees in the event of their meeting with an accident while on duty. Employees on tour would also be covered under this provision.

### **2.6 General**

The necessary support in respect of organizing and making arrangements for conferences, seminars and meetings would be rendered by the AO in coordination with MAP and the concerned department. Necessary imprest may be drawn by the AO to meet the expenses. However, in major heads like seminar/conference venues, the bills may be forwarded to the Finance and Accounts Department by the AO.

Signboards, name boards, direction indicators, etc., may be affixed at appropriate locations as per the instructions of the society officials. The AO would also be

responsible for necessary storage of old records, books, stationery etc. of the society for a period of five years or as may be decided by the society.

The MAP would liaison with some of the government departments such as sales tax, excise, water supply, power supply etc. on the case to case basis. The AO would render required assistance and support to other department as and when the need arises.

## **CHAPTER 3**

### **TRAVELING AND CONVEYANCE**

#### **3.1 Overview**

This chapter details the procedures for transport and travel for employees of SIFPSA.

#### **3.2 Traveling**

The AO would make arrangements for traveling outside the city for SIFPSA officials and guests.

Initially, the person scheduled for travel outside the city would raise a travel requisition on a prescribed format. This would be to organize ticket and boarding and lodging arrangement. This form would be approved by the concerned GM. However, in cases of special permission to fly, approval by the AED would be mandatory.

Subsequently the tour schedule would be submitted to the AO who would initiate necessary action on it, in terms of getting reservations for train, airplane and stay.

If the journey has to be made by bus then the official would arrange for the ticket(s), however arrangement for the stay may be made by the AO.

The AO would also make adequate arrangements for stay and comfort of society's guests during their visit to SIFPSA as informed by and in coordination of the other concerned department(s). Such requests will have to be approved by the AED. The bills for such arrangements would then be forwarded to the Finance and Accounts department for further action.

#### **3.3 Local Transport**

The AO will also look after local transport. This would include conveyance for Senior Executives and external visitors to the district committees or sites. SIFPSA staff will arrange their own conveyance for coming to the office.

The AO will maintain the list of senior executives for whom the local conveyance is to be arranged which will be authorized by the ED. A daily log of all such trips made by society owned or hired vehicles would be maintained.

The AO will make necessary arrangements for conveyance for official work based on Vehicle Indent given by the user, duly authorized by the GM (HAP). The administration department would ensure that the mode is as applicable to the grade of the official. The indenter will provide a prior notice of at least half an hour to the AO for arranging conveyance. The AO would arrange to hire vehicles from about a panel of 2 or 3 agencies on terms, which will be fixed on an annual contract basis.

In case of conveyance for people other than officials of SIFPSA the AO would ascertain the receipt of authorization from AED before making such arrangements. He or she will be kept informed about visits of external people and their duration of stay, through an official circular.

### **3.4 Security**

The drivers of society owned vehicles will maintain a car log book which will maintain information on opening and closing reading the odometer, name of person traveled and the purpose of the visit. The AO will countersign each entry in the log book which will be sent to the Administration cell at the close of every day. The person using the vehicle would initial at the space provided in the log book against the corresponding entry.

## **CHAPTER 4**

### **MAINTENANCE**

#### **4.1 Overview**

This chapter details the procedures for the housekeeping, maintenance of the equipment and vehicles belonging to SIFPSA.

The AO would be responsible for the maintenance of all assets of the society like building, office equipment and vehicles.

#### **4.2 Maintenance of Building**

The AO would supervise the housekeeping and upkeep of the premises, furnishing and other assets of the society. He or she would be also responsible for the smooth functioning of its fittings such as electrical systems and plumbing. In case of anything going out of order he or she would call the concerned mechanic and get it set right.

#### **4.3 Maintenance of Office Equipment**

The AO would maintain with him or her a list of service agencies for the equipment. The MAP would negotiate these contracts with the agencies. The AO would contact the appropriate agencies for repair and maintenance of these equipment.

#### **4.4 Vehicle Maintenance**

The AO will organize to maintain all the vehicles owned by society. The MAP will ascertain the maintenance requirements for the concerned drivers and would invite quotations from the regular workshops frequented by society and put up the proposal to GM (HAP) for concurrence. The MAP will identify 2 or 3 mechanics or workshops who would be authorized by SIFPSA to carry out maintenance work.

The MAP will subsequently, assign the work to the concerned workshop recommended by GM (HAP) after evaluating their proposals. The AO will maintain an imprest account for fuel, carrying out minor repairs and any other activity of urgent nature and report such expenses to the Manager (FA) periodically.

The AO will ensure that the insurance of company owned vehicles are renewed before they expire. He or she will also carry out the necessary paper work and liaison with insurance company in case of any accident to the vehicle.

The AO will maintain a vehicle maintenance record for each vehicle. This record will contain the quantity of fuel purchased, description of spares changed, the reasons thereof and the expenses incurred, and any other activity such as routine service carried out. The drivers of the vehicles would also enter the odometer reading at the time of filling up the vehicle with fuel.

At the end of every month, the AO will submit a monthly performance report to the GM (HAP) through the MAP on each vehicle. The report will contain opening and closing odometer reading, the fuel consumed and its cost, the expenses incurred on account of repairs and service.

The AO will also maintain records on each driver's license and its expiry date, vehicle insurance, periodic tax payments of vehicles, vehicle permit related records and vehicle maintenance records. The AO will initiate necessary steps prior to expiry of above documents, to ensure their timely renewal.

## **CHAPTER 5**

### **COMMUNICATION**

#### **5.1 Overview**

This chapter details the procedures for use of various communication services.

#### **5.2 Communication**

The AO will be responsible for identifying SIFPSA's communication needs, ensuring the procurement of the appropriate equipment and ensuring all communication equipment function properly. The AO will obtain from the Procurement Officer an inventory list of all equipment purchased and its location. He/she will update from time to time and notify procurement. The AO will maintain a log of all the telephones installed in society and those provided to the employees at their residence.

The AO will ensure renewal, bill payment and submission of statutory documents periodically as per the requirements of the department of telecommunication for Telex, Telephone, Fax and Telegram. He / she will also review all bills, verify charges and send the same to the MAP for approval prior to submission to the finance.

The telex and fax facilities will be maintained in a common room. In case of international fax or fax of 6 or more pages, the concerned GM would authorize the requisition. No personal STD or ISD call would be permitted from these phone lines.

Access to STD facility will be available in select installations, as decided by the ED. Employees desiring to make STD calls for official work will forward a communication indent duly authorized by the concerned GM to the AO.

A common operating pool would carry out the photocopying activities after verifying the authorization. The AO will ensure maintenance of the equipment. A Xerox machine log would be maintained to ensure control.

The AO will prepare a monthly report relating to expenses incurred on account of Fax, Telex, Telephone and Xerox/Duplicating and forward it to the GM (HAP) through MAP for information. In case of significant deviation from the budget, the reasons for same will be highlighted.

The postage and courier activity will be carried out by the AO. All the outgoing and incoming mail will be routed through AO. The AO will maintain an Inwards and Outwards Register. Personal letters will be sent directly to the employees by the AO. In the employee's absence, it would be retained by the AO and handed over to the employee on his arrival.

A separate register for STD, fax and telex would be maintained in the form of a Communication Log Book. The copies of the fax and telex would be sent to the concerned department after entering them in the register.

In case of a post box having blocked by society with a post office, the AO will ensure that mail is collected twice in a day in the morning and afternoon as per stipulated time set by the post office. He or she would also ensure timely renewal of the same before the contract lapses, every year.

## **CHAPTER 6**

### **PRINTING AND STATIONERY**

#### **6.1 Overview**

This chapter details the procedures for printing & stationery requirements for SIFPSA.

#### **6.2 Procedure for Issue and Procuring of Stationery Items**

The AO will be responsible for planning and maintenance of stationary related items. The stationery items would include customized items specific to the society such as pre printed stationery and off the shelf items. The AO will assist the Procurement Officer in planning and procuring readily available items, while similar aspects related to customized items would be looked after by AO.

The procurement Officer will store the stationery items and the AO will withdraw its requirements from its periodically for issue to various users. The Procurement Officer will not issue any stationery to the users directly. The Procurement Officer will keep track of the stock level of these items.

The users will prepare a Stationery Indent for request of stationery items and forward the same to the AO. In case of requirement of large quantities, the indent will be routed through the concerned GM. The requirements of service centres such as telex, fax, Xerox and duplicating will be withdrawn by the AO in bulk against the stationery indent.

The AO will ensure a minimum stock of 15 days requirement with it at any point of time. In case of pre printed stationery, the AO will obtain the requirements of such stationery from each department duly authorized by the HOD. It will obtain the frequency of requirement and order for printing in a manner most economical to the society.

The Procurement Officer will have arrangements with 2 or 3 printing organizations for carrying out different types of printing work. The pre-printed stationery will be standardized in terms of paper type, size and printing quality. Details like quality, quantity and size will be verified by the AO.

### **6.3 Letter Heads**

SIFPSA's letterhead will be in bond paper of A4 size. The letter heads will be of ordinary offset print for normal use and screen printed for specific use by ED or AED. The letterheads will carry the address of the head office at the bottom. The access to the letterheads will be given to senior officers only.

### **6.4 Continuation Sheet**

These are the accompanying sheets of a letter which runs into more than a page. The continuation sheets will be in similar type and size of paper as for letter head. The continuation sheet will carry the logo of society on the top right hand corner in offset and screen print.

### **6.5 Inter Office Memo**

The Inter Office Memo (IOM) will be used for correspondence between various departments within society. The IOM will be in a coloured manifold paper (pink or blue) in A4 and demi (half A4) size. The IOM will be pre printed for date, from, to and subject headings.

## **CHAPTER 7**

### **FIXED ASSETS**

#### **7.1 Allocation of Fixed Assets**

The assets purchased would be under the direct control of the MAP and it would be their duty to allocate these assets in a judicious manner.

#### **7.2 Acquiring Premises on Rent**

For acquiring premises on rent a committee, comprising the AED, GM (HAP), GM (FA) and two persons as nominated by the ED, would be appointed. The committee would specify broad parameters for identification of the premises.

The inquiries of invitation for premises would be floated by the AO in consultation with the committee. All the responses to the inquiries would be scrutinized by the committee and bidders would be short-listed. These bidders would be called for negotiations with the committee and minutes of the proceedings of these negotiations would be kept.

The committee would select the most economical bidder. The name of the selected bidder along with the reason for selection would be mentioned in the committee's minutes. The contract for such services would be signed by the GM (FA) or any other person authorized by the society, for a period of two years. If the society is satisfied with the premises then with and on mutual consent of SIFPSA and the owner, the contract may be renewed for a period of two years.

The AO would make necessary arrangements such as packaging, transportation, loading, unloading etc., for shifting of the premises.

#### **7.3 Scrap Contracts**

As and when the scrap is accumulated a rate quote of various scrap items may be taken from the scrap lifters and it may be sold to the bidder with the highest quote.

## **CHAPTER 8**

### **CLEARANCE AND TRANSPORT CONTRACTS**

#### **8.1 Overview**

This chapter specifies the procedures to be followed while entering into contracts with transporters with a view to streamlining and expediting clearance and delivery of goods.

#### **8.2 Responsibilities of Transport Contractor**

Transport contracts should be responsible for clearing and delivering consignment from the supplier's godown to the society's premises.

#### **8.3 Registration of Transporters**

Advertisement should be inserted in at least two local dailies once in three years for registering the transporters asking them to indicate the following among other things their fleet size and capacity, current nature of operations and major clients.

Applications received should be thoroughly screened. After making inquiries with the present clients of the applicants, their potentialities should be ascertained. All unreliable and unsuitable applications should be rejected. Other parties should be registered.

#### **8.4 Awarding Contract for Transporting**

Inquiries should be sent to all registered parties outlining materials to be transported, place of loading, expected volume of operations and specific terms and conditions. Transporters may be asked to furnish a Security Deposit in all cases. The value of the Security Deposit may however, be decided by the management of SIFPSA.

On receipt of offers from the sources giving the distances and rates, the procurement officer should prepare a CSAM for forward to MAP. The subsequent procedure would be similar to that outlined in the Procurement System.

### **8.5 Renewal of contract**

After completing a year, if the performance of the contractor is satisfactory, purchase could renew the contract for one more year with the approval of the HOD (P&A).

A second renewal at the end of two years could be done if the services are found to be satisfactory and beneficial to the company with the approval of ED/AED. If the contractor's services are found to be unsatisfactory, the A&P cell should select a new contractor by getting fresh offers.

### **8.6 Awarding Contract for Custom Clearance**

Procedure for selecting customs clearing agent should be similar to the above except that inquiries should be sent only to those clearing agents authorized by Port Trust.

### **8.7 Awarding Transport Contract for Customs Cleared Goods**

For transporting imported goods from port, same procedure should be followed for selection of contractor. Preference may be given to such contractors who are customs clearing agents themselves.

The procedure outlined above will apply to this case also. In addition, terms pertaining to:

- a. Clearing of goods from various transporter's godowns, Railway stations and airports;
- b. Follow up of wagon movement and
- c. Taking open deliveries and lodging claims should also be added.