

# OFFICE DISCIPLINE (Paper II)

## **Working hours of KSFE employees except PTS**

Normal branch        **10 am to 5pm** in all working days

Evening branch        **1 pm to 7 pm** in all working days

## **Working hours of PTS**

Normal branch        **8 am to 1 pm** in all working days

Evening branch        **11 am to 4 pm** in all working days

## **Lunch break**

**45 minutes** fixed between **2 pm and 3 pm**

## **Attendance Register format**

Special Grade Assistant

Senior Assistant

Junior Assistant

Peon

PTS

Assistant Manager

Manager

## **Charge of Attendance Register**

Branches---**Assistant Manager (General Administration)**

RO        ---**Authorized employee by AGM (Region)**

HO        ---**AGM (P &HR)**

## **Uniform (for subordinate staff only)**

Eligible only after **6 months** of service

**3 sets** of uniform is given for the first year    And then after **2 sets** every year

# Points to remember

**Punctuality** in attendance is compulsory

**Managers work diary** should be properly maintained

Maintenance of **office key register** should be done properly

**Transfer of charge** of employees in key position seats

**Half hour** permission can be availed

It is responsible for all employees to keep the office premises **neat and tidy**

Paste the notices of **the recognized unions** in the spaces provided for them

The office should be opened on or **before 8 am (normal branches) & 11 am (evening branches)**

An employee found absent from his seat during office hours for a duration exceeding **5 minutes** except with the permission of the authorized officer, called upon to explain his absence and if it continues, disciplinary action should be taken

Late leave for coming to office by more than **40 minutes** is not normally allowed

Late leave up to maximum **half an hour** limited to **2 occasions** in a calendar month may be sanctioned **casual leave**

Late leave in excess of this limit will entertained forfeiture of eligible leave at the rate of **1 day for each date**

The **Managing Director** whose terms of appointment and remuneration are determined by the **Governor of Kerala** under **Article 26 of the Article of Association of the company**

The **Managing Director's** decision shall be final and binding subject to the provision of the **Industrial Employment Standing Orders Act, 1946**

The appointing authority of all the officers under classes A, B, C & D shall be the **Managing Director**

Every officer appointed in the company shall be produced the certificate of health not below the rank of **Assistant Surgeon**

If a newly appointed officer reports for duty **after noon**, his/her service shall be deemed to commence from **the next working day**

The period of probation of every employee is **1 year**

A confirmed employee who intends to resign from the service of the company must give

**3 months** notice in the case of **classes A & B** and **1 month** notice in the case of **classes C & D**

Every employee shall retire on attaining the age of **58 years**

The retiring employee will be permitted to **encash Earned Leave** at credit at the time of retirement subject to the maximum of **300**

The entries in the record of service will be attested by

**Managing Director**---- of classes A & B

**Secretary** ---- of classes C&D

In determining seniority of an employee the provision in **RULE IV of KSFE Ltd Recruitment Rules** will be followed

An employee is absent without permission should write to the concerned authority within **5 days** of such absence

An employee is placed under suspension shall be paid **subsistence allowance** prescribed under **Kerala Payment of Subsistence Allowance Act, 1972**

An appeal shall be filed within **30 days** of receipt of order imposing a penalty on him/her to the

**Managing Director**---subordinates to the MD

**Board of Directors**--- MD

An officer is entitled to perform the duties of a higher position draw an amount not exceeding the

**Minimum of the Basic Pay of the Higher Position OR**

**Pay of the lower position+20% thereof whichever is higher**

The leave earned by an employee lapses on the date of which he/she ceases to be in service subject to **Regulation 19**

Application for **Earned Leave** shall be submitted in the prescribed form at least **15 days** before the date from which leave is required

The power to grant extra increments in our company is **Managing Director**

The maximum limit of extra increment granted by the **MD** with the approval of **Chairman** is **Rs. 1000/-**

## **COMMUNICATION**

Communication derived from the Latin word	--Communicare
Communication is the process of transmitting	--Information and understanding
In management communication is a mixture of	--Personnel attributes & Organizational Aspects
Effective management is a function of	--Effective communication
Communication helps in fostering	--Motivation
Communication aids in the function of	--Control
Communication provides information for making	--Decisions
-----Gives vent to ones feelings	--Communication
Communication helps in the satisfaction of	--Social needs

## **PROCESS OF COMMUNICATION**

Sender to message	--Encoding
Message to receiver	--Channel
Receiver to sender	--Feed back

## **CHANNEL OR MEDIUM OF COMMUNICATION**

Physical presence	--Face to face talk
Interactive channels	--Telephone, Electronic media
Personnel static channel	--Memos, Letters
Impersonal static channel	--General Reports, Circulars etc
The richest channel is	--Face to face talk
The leanest channel is	--Impersonal static channel
---Contributes 45% of our communication	--Verbal communication



----Taken place between employees who are in same level in the organization---

### **Horizontal Communication**

----- states that" Communication is the process of passing information and understanding from one person to another"-----

**Keith Davis**

## **COMMUNICATION IN KSFE**

Communication issued by a superior for complaints by his subordinates—**Office order**

--- Is issued by HO to communicate instructions and decisions--- **Circular**

--- Is issued by a superior to a subordinate to communicate some decision, information or calling for explanations etc --- **Memo**

Routine internal communication upward and downward ---- **Notes**

The notes communicated upward will be --- **for getting some orders**

The notes communicated downward will be --- **for getting things done**

---- are letters addressed by name should be written in the event of urgency and importance and for personal attention --- **Demi Official Letters**

Letters meant for circulation requiring general attention on some subject---**Circular Letter**

Usual means of communication---- **Ordinary letter**

Sent in urgency---- **Telegram/Telegram**

Oral communication---- **Telephone**

System which can transmit letter, document etc--- **Fax**

Allows computer users locally and globally computer messages--- **E-mail**

The latest communication device is --- **Speaking tubes**

## **OFFICE MANAGEMENT**

Primary function of an office is---- **Making, using & preserving records**

Who acts as an office supervisor in a small company---- **Accountant**

An open office has the advantage of--- **Economy**

Office layout aims at --- **Optimum utilization of space**

A good layout results in--- **smoother flow of work**

Decentralization of authority means--- **Departmentalizing activities**

The main benefit of decentralization is ---**Top executive is relieved of much of his burden**

Franking machine is used for --- **Stamp fixing**

Inward mail means--- **Mail received in office**

Outward mail means--- **Mail sent out to customers**

Internal mail means--- **The written messages transmitted within the organization**

The method of filing in which files and folders are kept in a horizontal position---**Box files**

Files and folders kept in a standing upright position--- **Vertical files**

Indexing is an important method of --- **Filing**

Mimeograph is a ---**Stencil duplicator**

Xerography is a ---**process of electrical photography**

Blue printing is also known as ---**Diazo**

O & M refers to---**Efficiency of office and administrative work**

## **GENERAL ADMINISTRATION**

Who will maintain the stock register and stationary distribution register---**Despatch Assistant cum Record keeper**

### **PERIOD OF PRESERVATION OF RECORDS**

Casual Leave Register ---- **3 years**

Cash book, General ledger, all records relating to chits/loans, sugama, payment vouchers and receipts----**12 years**

Personal files, minutes of board meetings, payrolls, service books, asset register, FD register and counterfoils of FD receipts---**permanent**

All records except above---- **8 years**

## **DELEGATION OF POWERS OF PURCHASE SANCTION**

In HO, Officer in charge of general administration has the power to sanction expenditure on purchase up to---- **Rs. 25000/- at a time**

Managing Director can be sanctioned the expenditure exceeding ---**Rs. 25000/-**

Unit Head can be sanctioned the expenditure up to ---**Rs. 2000/-**

## **TENDER SYSTEM**

**The Open Tender System**---- value of orders exceeds **Rs, 20000/-**

**The Limited Tender System**----Value of orders exceeds **Rs. 10000/-** and less than **Rs.20000/-**

**The Single Tender System**---- Value of orders exceeds **Rs. 100/-** and less than **Rs. 200/-**

## **PRINTING AND SUPPLY OF FORMS, REGISTERS ETC**

Request should be in the requisition form--- **No. 409**

Requisition form should be prepared in ---**Quadruplicate**

At least --- days should be expected for getting supply at branches----**15 days**

The requirement of first quarter of the next financial year should reach the HO on or before---**31 st march**

Next quarters on or before---**30 th June, 30 th September, & 31 st December**

## **MAINTENANCE OF LOG BOOKS**

As for the local trips of company vehicles, a permission slip in the form prescribed has to be got signed by the ---**Controlling Officer**

## **USE OF COMPANY VEHICLES**

Used **for official purpose** only

Only **the chief executive** can use the vehicle **for non-official purposes** subject to the terms and conditions laid down by **the Government** from time to time

## **USE OF TELEPHONES AND ITS EXPENDITURE PER ANNUM**

Major Branch                      **Rs 20000/-**

Medium Branch                      **Rs.16000/-**

Small Branch                      **Rs.12000/-**



### **COLLECTION, CUSTODY AND TRANSFER OF CASH**

Distance between unit and Bank/treasury **exceeds 300 meters** and up to **6 km or less**, engage **an autorikshaw** and **actual auto charges** may be paid **with the support of voucher with the auto number**

**Actual bus fare** may be paid for **the return journey** after remittance of cash

In areas where **autorikshaws** are not operating, **taxi cars** may be engaged and procedure same as above

For transfer of cash of **Rs. 1 lakh and above**, a **permanent assistant** should accompany the **permanent employee** irrespective of the distance

The existing insurance coverage for cash in transit is **Rs. 20 lakhs**

### **OPERATION OF BANK ACCOUNT IN HO**

Category A                    **Managing Director, GM (Finance) & GM (Business)**

Category B                    **Senior Manager (Finance) & other delegated senior officers of HO**

Up to **Rs. 25000/-** any two members of the above categories

Above **Rs. 25000/- & up to Rs. 1 lakh** one each from above categories

Above **Rs. 1 lakhs** jointly by any two members of category A

### **DISPOSAL OF USED WASTES AND SCRIPTS IN THE COMPANY COMPOUND**

Disposed through open auction during the month of April every year

**QUESTIONS FROM PREVIOUS AM/MANAGER PROMOTION TESTS FROM 2012-2020**

In the case of part time employees, office hours will be from ----- in regular branches. **8 am to 1 pm**

Every Employee of KSFE shall be on probation for a period of ----- from the date of joining duty initially and also on promotion to a higher position. **1 year**

The Managing Director of KSFE may suspend an employee who is detained in custody on a criminal charge or otherwise for a period exceeding ----- from the date of detention. **48 hours**

In KSFE, the period of preservation of Stationery Register is ----- years. **8**

The Limited tender System may be adopted wherever the estimated value of the order to be given is less than ----- **Rs. 20000/-**

A systematic assessment of an individual performance in order to assess the changing needs, potential for promotion or salary review, etc is called---- **Performance Appraisal**

Circular issued from each department of the Head Office shall be given serial number \_\_\_ from the Control Register kept with MD's secretariat before issue. **Year-wise**

\_\_\_\_\_ is a communication issued by a Superior for compliance by his subordinates **Office Order**

Copies of all the circular issued from the various departments of the Head Office shall be filed serially in the master file maintained by the--- **MD's Secretariat**

Demi officials letters are letters addressed by--- **Name**

Which of the following is most appropriate in a Business Letter----**Yours Sincerely**

----- is the process of getting results accomplished through others----- **Delegating**

The office hours prescribed for part time employees in KSFE evening branches is from -----  
**11 am to 4 pm**

Manual of Office Procedure of KSFE strictly prohibits smoking-----

**In and around of the office premises**

An employee who is confirmed in the permanent establishment of the company means a-----  
Permanent employee

Whenever petitions or memorandum or any other written communications from general public are received in any of the offices of KSFE, final decision taken on that should be communicated to the party within a period of ---- at the earliest. 3 months

In all types of written communication, the emphasis should be on ----- You

The response given to a message is called----- Feedback

Semantic barrier refers to ----- meaning of words

The difference between memo and letter is called----- Tone and style

Communication network of an organization is ----- Internal and external

Biased listening is a result of ----- Prejudices

----- are letters that ask for more information about a product or service—Inquiry letters

For a persuasive letter, the tone has to be ----- Convincing

----- is a skill that is absolutely necessary to effective listening----- Paraphrasing

Gang-Plank means----- Quick communication

Informal and unofficial communication is----- Grapevine communications

A good report should be -----oriented. Reader

Tone of voice is extremely important in ---- conversations. Telephonic

-----is a short summary of an applicant's background. Resume

Communication through movements of the body or body parts----- Kinesics

The simplest method of performance appraisal is---- The ranking method

One fundamental principle of effective writing is to put the key information at the -----  
Beginning

Special words and phrases which are used by particular groups of people especially in their work are known as----- Jargon

Stressing the 'You' attitude in a business letter shows----- Consideration

A good business letter is simple and straightforward without being artistic or -----Patronizing

Business letters produce immediate effect because they are-- Informal

Simplicity in writing means essentially-----Plainness

Modern business letters are usually written in-----Full-block style

Editing involves checking a document for factual accuracy, logical flow, conciseness and -----Clarity and tone

Which of the following is normally not part of a memo? Salutation

In issuing instructions, one should avoid the-----Passive voice

Technical accuracy of language means-----

Correctness of grammar, spelling and punctuations

Body of a letter is divided into ----- parts. 3

----- of the letter consist of main message. Body

The inside address in a business letter should be written-----Above the salutation

Post script appears in a letter-----Never appears

The official records of the proceedings of a meeting is-----Minutes

Which of the following is not part of a covering letter?-----References

The ----- of business letter is called layout-----Pattern

The form of communication used most of the time for written messages to persons inside the organization is called----- Memorandum

Which of the following is not an external business letter communication?---Memo

The minute books are the ----- book of the company---Statutory

Communication channel is shared by all the machines on the \_\_\_\_\_ network---Broadcast

Appeals and representations are used in ----- communications \_\_\_\_\_ Upward

----- is a document that outlines the contents of a forthcoming meeting \_\_\_\_\_ Agenda

The formal greeting in a business letter is----- Salutation

The correct dateline for a business letter is-----November 2, 2020

**The Regional Managers or Unit Heads are not authorized to issue the following type of communication on behalf of the company----- Circulars**

**The Unit Head/Regional Manager/ Officer-in-charge of General administration of KSFE will inspect the record room and record his/her remarks in a running note file at least once in----  
A month**

**Communication in writing by a Banker stating that the bank guarantees payment of an invoiced amount if all the terms of the underlying agreements are met is----- Letter of credit**

**A Memorandum (Memo) is considered a brief form of written communication for ----  
Internal use**

**----- in the business letter makes a record on the copy which serves to identify the letter for filing purposes----- Inside address**

**----- is not a type of business letter---- Reference letter**

**The communication method in which transmission is Bi-directional is----- Full duplex**

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