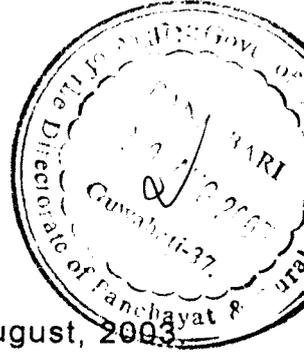


**GOVERNMENT OF ASSAM
OFFICE OF THE CHIEF SECRETARY
ASSAM SECRETARIAT DISPUR**



Memo No. CS/MISC/2002/35

Dated Dispur 12th August, 2003

OFFICE MEMORANDUM

Subject: Improving work culture.

As you are aware, the people of Assam as well as the State Govt. and all of us are seriously concerned over the deteriorating work culture, i.e. poor office attendance, unpunctuality, indiscipline, delay in delivery of public services etc. in various offices. You will agree that improving the work culture in the Government and other public offices has become an imperative need. Measures have been initiated in this regard in the Assam Secretariat to ensure better governance. These initiatives, however, need to trickle down to the grass-roots that is to each and every field office of the Government in every corner of the State. All Secretaries to the Government, Heads of Departments, Divisional Commissioners, Deputy Commissioners and Heads of Offices as also the Heads of Public Organisations/Public Autonomous Bodies are requested to initiate measures to ensure better work culture in their respective jurisdiction.

To start with, it needs to be ensured that all the officers and staff are regular and punctual and discharge their duties honestly, efficiently and sincerely. A little attention can be given to keep the office premises neat and clean and to ensure that works are not hampered due to paucity of basic items like stationery and like wise. The Senior Officers are expected to set themselves as role models for others to emulate from. It is also absolutely necessary that the members of the public visiting various offices are treated decently and their grievances are looked into expeditiously. The programme RPRS launched by the present Government should be taken to the door steps of the rural community in particular in an efficient and effective manner, keeping in mind the five principles enshrined in "CARES", both in letter & spirit. Suitable supervision and monitoring mechanism also needs to be built up to sustain the new work culture.

Each one of us can also innovate ways to improve the team working with us. It is hoped that with a little imaginative effort, we would be able to improve the efficiency and effectiveness of the Government and at the same time raise the image of the bureaucracy in the minds of the common people. You may also like to offer your suggestion on the subject, apart from yourself making new initiatives thereon.



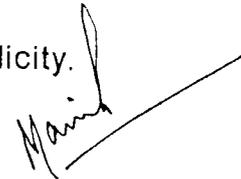
(J. P. Rajkhowa)
Chief Secretary
Government of Assam

Memo No. CS/MISC/2002/

Dated Dispur, the 12th August, 2003.

Copy to:

- 1) All Addl. CS/Pri. Secretaries/Commr. & Secretaries/Secretaries.
- 2) All Divisional Commissioners.
- 3) All Heads of Departments.
- 4) All Deputy Commissioners.
- 5) Heads of All Public Sector Organisations/Autonomous Bodies including GMC, Municipalities etc.
- 6) PPS to CM
- 7) PS to All Ministers
- 8) PS to All Ministers of State
- 9) Director, Information & Public Relations for publicity.



Staff Officer to Chief Secretary,
Assam, Dispur.