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3 : 6 : 2 One officer should ordinarily be appointed in every office to deal with all the confidential work of the office.

3 : 6 : 3 Care must be exercised to ensure that the contents of confidential paper does not become known to any person other than those for whom it is intended.

3 : 6 : 4 No reference to confidential correspondence should be made in open correspondence.

3 : 7 Any package containing a Court record or other important document such as a deed, transmitted by post must be registered.

3 : 8 Any communication received from a member of the Public or another Government Department should be replied to promptly. An interim reply on Form General 108 should be sent within one week of the receipt of the communication if it is not possible to send a final reply by that time. If further delay is unavoidable, an interim reply should be sent from time to time explaining the action that is being taken and stating when a reply may be expected.

4. Taking or Issue of Copies of Official Correspondence and Official Documents

4 : 1 An officer is prohibited from taking for his own purpose any copy of a letter or a report referring to himself or to any other unpublished official document.

4 : 2 A copy of a letter sent by one Government Department to another should not ordinarily be issued by the latter Department to any private person. If the contents are intended to be communicated, they should be embodied in a separate letter addressed to the person concerned.

4 : 3 A certified copy of a letter or a reply to it should not be issued to any person other than the writer of that letter except on an order of Court and on payment of the prescribed copying fees.

5. Representations from Public Officers

5 : 1 Any officer may address an application or appeal to any duly constituted authority on any matter directly affecting his personal interests. His superior officer is bound to forward every such application or appeal.

5 : 2 Such an application or appeal should not be forwarded if it is couched in impolite, improper or insulting language.

5 : 3 If it is accepted, it should be acknowledged at once and the officer should be informed that the communication will be forwarded to its proper destination.

5 : 4 An application or an appeal must be forwarded through the Head of the Applicant's Department and any other appropriate authority.

Any such from an ex-public officer should, except when addressed to the Public Service Commission, be forwarded through the Head of the Department in which the officer last served.

5 : 5 An appeal regarding a disciplinary matter should conform to the rules in Chapter XLVIII.

5 : 6 The provisions of Section 6 will, in addition, apply to an application or an appeal made by a public officer.

6. Representations from a Member of the Public or from a Public Officer in his Private Capacity

6 : 1 A written representation or "petition" should, as far as possible, conform to the following rules :—

(a) It may be in manuscript, typescript or in print ; if in manuscript, it must be legibly written and if it is not in the handwriting of the petitioner, it must bear the signature, in legible characters, of the person by whom it is prepared in addition to the signature or thumb impression of the petitioner. A petition must in all cases contain the full address of the petitioner or principal petitioner, and of the petition drawer, if any :

(b) It should contain every material statement and argument relied upon by the petitioner ; be confined to representations on one subject ; be addressed to the recipient's official designation and not personally and should end with a specific request.

6 : 2 Representations will not be entertained in the following cases :—

6 : 2 : 1 When they contain an appeal against an order made more than six months before and no satisfactory explanation is furnished in it for the delay ;

6 : 2 : 2 If one such appeal has been made earlier to the same or higher authority and rejected ; a second appeal may be entertained unless otherwise provided for, if the authority receiving the appeal is satisfied on the face of it, that there are new and material facts which might have affected the original decision and that there is sufficient reason for failure to disclose them at an earlier date ;

6 : 2 : 3 When it is against a decision which is declared to be final by any law or regulation ;

6 : 2 : 4 When the law prescribes a particular mode of redress e.g. by appeal to the Supreme Court ;

6 : 2 : 5 where the relief asked for is from a judgement of a Civil action or from any order in a Civil Court, in a case to which the Government or a Public Officer, in his capacity as such, was not a party ;

6 : 2 : 6 When the request is for an inquiry or an investigation into a matter that is **pending before a court of Law** ;

6 : 2 : 7 If they are illegibly written, unintelligible or couched in improper or impolite language ;

6 : 2 : 8 When they are made in the first instance to the Secretary and it appears that they have not first been made to the Head of the Department concerned.

6 : 3 The President will entertain a petition only if it relates to a subject on which he may properly be addressed under the Constitution. A petition addressed to the President on a matter falling within the functions of a Minister will be referred by him to the relevant Minister.

6 : 4 A letter or telegram which merely invites attention to a previous petition presented within the preceding ten days need not be answered, unless the matter is sufficiently urgent and calls for early attention.

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6:5 These rules do not supersede those relating to any mode of application expressly provided by the law.

7. Reports

7:1 A reporting officer is required to state his own opinion and recommendation when forwarding a communication of his subordinate or of any other person to the Secretary/Head of Department.

7:2 A recommendation made by a reporting officer on representations addressed to Government, whether by a member of the public or by a public officer, should be treated as confidential.

7:3 A report on representations from a public officer or from a member of the public must indicate, as briefly as possible, the material allegations made in the petition, the redress asked for, and the facts of the case as ascertained by the reporting officer.

The reporting officer should add such observations and remarks as he thinks necessary or relevant to the issues and he must conclude with a suggestion as to the answer which he considers should be given to the petitioner.

7:4 A report on a petition and other representations should be made promptly and in any case not later than a month.

8. Diaries and Reviews

8:1 A diary or a review should be type-written on both sides of the paper with paragraphs numbered.

8:2 It should form a record of work done, it should not be used as a medium for criticism, nor should it be encumbered with a recapitulation of facts and opinions which have already been communicated in the ordinary course of official correspondence.

8:3 They should be bound up periodically and preserved.

9. Custody, Preservation and Destruction of Official Documents

9:1 A Head of Department or the "Responsible Officer" as defined in section 24 of the National Archives Law 48 of 1973 is responsible for the safe custody, management and preservation of all documents or papers in such public office under his charge.

9:2 Transfer of public records not less than 25 years old from the date of their creation, from public office to the National Archives, and the destruction of valueless and ephemeral records in public offices are governed by the National Archives Law, No. 48 of 1973 as amended by Act. No. 30 of 1981 and by regulations made thereunder.

9:3 A Head of Department should, in consultation with the Director, National Archives, prepare and up date from time to time, schedules of records which should be transferred to the National Archives for permanent preservation and schedules of records which should be destroyed as valueless or ephemeral records.