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MOST IMMEDIATE/TIME BOUND

No.21/5/2010-CS.I(P)  
Government of India  
Ministry of Personnel, P.G. & Pensions  
(Department of Personnel & Training)

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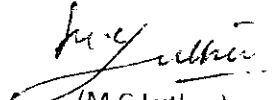
2<sup>nd</sup> Floor, Loknaya Bhawan, Khan Market,  
New Delhi, dated the 7<sup>th</sup> April, 2010.

OFFICE MEMORANDUM

Subject: Result Frame Document- questionnaire for stakeholders-regd.

The undersigned is directed to say that one of the action points envisaged under the Result Frame Document (RFD) of the Ministry of Personnel, P.G. and Pensions includes DoPT holding meetings with stakeholders in its capacity as the cadre controlling authority for the 3 Central Secretariat Services, namely CSS/CSCS/CSSS.

2. Accordingly, all Ministries/Departments/cadre units are requested to furnish the information called for in the enclosed questionnaire to this Department **by 12<sup>th</sup> April, 2010 positively** to be followed by a meeting by JS(AT&A) with all the Ministries/Departments/ cadre units. Date, time and venue for the meeting will be intimated separately. It may kindly be ensured that the questionnaire is sent back by the deadline indicated.

  
(M.C.Luther)

Deputy Secretary to the Govt. of India  
Tel:24629411

To

Director/Deputy Secretary (in-charge of administration) of all Ministries/Departments as per standard mailing list.

Name of Ministry/Deptt. ....

**Questionnaire in respect of services rendered by CS Division of DOPT handling cadre matters of CSS/CSSS/CSCS (Please tick one).**

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- 1. Based on your experience are you satisfied with the response received from CS Division of DoPT on various issues?
  - (a) Yes, completely
  - (b) To a large extent
  - (c) To some extent
  - (d) Not adequate
  
- 2. Were your queries replied satisfactorily?
  - (a) Yes, completely
  - (b) To a large extent
  - (c) To some extent
  - (d) Not clearly at all
  
- 3. Are you satisfied with the time taken in getting response?
  - (a) Yes, completely
  - (b) To a large extent
  - (c) To some extent
  - (d) Not at all
  
- 4. Are the officials in CS Division, DoPT accessible?
  - (a) Always available
  - (b) Most of the time
  - (c) Sometimes
  - (d) Not at all
  
- 5. Do you maintain time schedule for reporting vacancies for various grades of CSS, CSSS and CSCS?
  - (a) Always
  - (b) Most of the times
  - (c) Sometimes
  - (d) Not at all
  
- 6. Do you regularly circulate various service matters to your employees so that they are aware about their service particulars?
  - (a) Always
  - (b) Sometimes
  - (c) Not at all

7. Do you have a system of online reporting of service matters?

- (a) Yes
- (b) No
- (c) For some matters

8. Of late, as a practice almost in all personnel matters, before physical issue of correspondence, these are posted on the web site of CS Division, DoPT, such as promotion/postings/transfer/seniority/missing ACRs etc. Are you satisfied with the information available on the web site of CS Division of DoPT?

- (a) Yes, completely
- (b) To a large extent
- (c) To some extent
- (d) Not at all

9. Has your Ministry/Department issued & circulated/uploaded annually the Seniority List of all Grades of CSS/CSSS/CSCS personnel in respect of decentralized cadres..

Grade	CSS/CSCS	Yes	No
SO			
Assistant			
U.D.C.			
L.D.C.			

CSSS Grade	Yes	No
Private Secty.		
P.A.		
Steno. 'D'		

10. With reference to the Cadre Training Plan laid down for various employees, are you satisfied with the periodicity and content of the programme?

- (a) Yes, completely
- (b) To a large extent
- (c) To some extent

11. Do you have any suggestion for modifying the periodicity and content of the Training Programme? If yes, give specific suggestion in not more than 50 words.

12. Do you have any suggestion for improving the work culture? If yes, write in at least 50 words.