



## PROCESS DOCUMENT FOR MARKETING, INPUTS AND CONSUMER DIVISION

DOC. NUMBER.

NCDC/PD(MI & Con.)-09

DATE OF ISSUE

01.08.2016



### National Cooperative Development Corporation

4, Siri Institutional Area, Hauz Khas, NEW DELHI - 110016

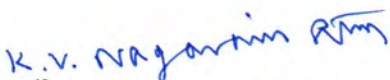


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# Process Document for Marketing, Inputs & Consumer Division

Document ID : NCDC/PD(MI & Con.)-09

Revision No. : 01

Prepared By:	Reviewed By:	Approved By:
 K.V. Nagarajan Chief Director (MI & Con.)	 S. Maehotra QMS Documentation Committee	 Managing Director (MD)





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### DOCUMENT CONTROL PAGE

#### 1. REVISION HISTORY



Revision No.		RELEASE DATE	AUTHOR	SECTION / PAGE NO. CHANGED	DETAILS OF CHANGES	REVIEWED BY
FROM	TO					
00	01	08.09.2014	CD(MI &C)	-	Initial	MR
00	01	01.08.2016	CD(MI &C)		Title of document, Input & Output included, process controls and risk management incorporated as per the requirement of ISO 9001:2015	QMS Documentation Committee

#### 2. DOCUMENT AVAILABILITY

HARD COPY / SOFT COPY	LOCATION AND WHERE AVAILABLE
HARD COPY	Chief Director(MI&C)
SOFT COPY	<a href="http://ncdc.in/Internal_files/Page399.htm">http://ncdc.in/Internal_files/Page399.htm</a>

#### 3. CONFIDENTIALITY

- The Process Document ('PD') contain confidential and proprietary information. The materials, ideas and concepts contained herein are the property of NCDC ('the corporation') and neither these, nor any other contents of NCDC may be copied, distributed or disclosed to any third party, by any means in any form, without the express written permission of NCDC.
- The procedures listed here are a facilitator to smooth functioning and a means of spreading common process knowledge and understanding across the Corporation.

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### 1. DIVISION STRUCTURE

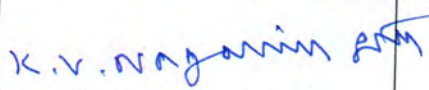

Annexure-I

### 2. RESPONSIBILITIES & AUTHORITIES

Annexure-II

### 3. ABBREVIATIONS

ACSTI	Agricultural Cooperative Staff Training Institute
AMI	Agricultural Marketing Infrastructure
BISCOMAUN	Bihar State Cooperative Marketing Union
BOM	Board of Management
CAMPCO	Central Arecanut Marketing and Processing Cooperative Ltd.
CICTAB	Centre for International Cooperation and Training in Agricultural Banking
DMI	Directorate of Marketing & Inspection
DAC	Department of Agriculture and Cooperation
DSC	Divisional Screening Committee
DY.MD/DMD	Deputy Managing Director
EEC	European Economic Community
E&S	Evaluation & Statistics
FCI	Food Corporation of India
FPS	Fair Price Shops
FSS	Farmers Service Societies
GA	General Administration
GC	General Council
GOI	Government of India
HRD	Human Resource Development
IFFCO	Indian Farmers Fertilizers Cooperative Ltd.
IDA	International Development Association
IDBI	Industrial Development Bank of India
IFCI	Industrial Finance Corporation of India
IFFDC	Indian Farm Forestry Development Cooperative
ICICI	Industrial Credit & Investment Corporation of India

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ICA	International Cooperative Alliance
IRDP	Integrated Rural Development Programme
ISC	Internal Screening Committee
KRIBHCO	Krishak Bharti Cooperative Ltd.
LAMPS	Large Sized Multi-purpose Cooperative Society
MOAFW	Ministry of Agriculture & Farmers Welfare
NABARD	National Bank for Agriculture & Rural Development
NCCF	National Cooperative Consumer Federation
PACS	Primary Agricultural Cooperative Society
POA	Programme of Activity
PSC	Pre Screening Committee
SRDB	Sanction Release Database

#### 4. PURPOSE/ OBJECTIVES

To plan, promote and provide financial assistance to Cooperatives for undertaking activities relating to Marketing of agricultural produce, distribution and manufacturing of agricultural inputs and distribution of consumer articles either directly or through State Govt.

#### 5. SCOPE

To provide financial assistance in the form of (i) Working capital/Margin money for marketing of agricultural produce and distribution of consumer articles,(ii) Term loans for purchase of Transport Vehicles,Establishment of Farmers' Service Centers, Establishment of Agro Custom Hiring Centers, Establishment of Agril. Inputs Mfg. & Allied Units, Establishment of Bio-fertilizer Units and infrastructure facilities for distribution of consumer articles etc. (iii) Investment loan to State Governments for participation in the share capital of cooperatives for development of business activities.

To Coordinate with various divisions of the Corporation and DMI regarding utilization and claiming subsidy under the Scheme for Agricultural Marketing Infrastructure (AMI – other than Storage Infrastructure component)

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### 6. PROCESSES

#### 6.1 Preparation of Yearly Programme of Activities (POA)

Process Input	Source
(i) Spillover sanctions at the beginning of the year.	(i) SRDB, Files of the Divisions
(ii) Proposals under consideration.	(ii) Regional Offices, Files of the Divisions
(iii) Feedback from Regional offices.	(iii) Regional Offices
(iv) Potential Proposals.	(iv) Cooperatives /State Government

##### 6.1.1. Preparation of State-wise/Activity-wise financial and physical annual targets

Process Output	State-wise/activity-wise physical & financial annual targets
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#### 6.2 Generation of proposals

Process Input	Source
(i) Finalised Programme Outlay along with physical & financial targets	(i) As per approved POA
(ii) Scheme circulars	(ii) Division

6.2.1 The schemes of the M,I & Consumer Division for financial assistance are circulated among all the State Governments/ Union Territories/Cooperative Federations to advise the societies to formulate suitable proposals and avail financial assistance including benefits available under various schemes.

6.2.2 On receipt of the proposal from State Government/Cooperative Society, it is diarized in the Division.

Process Output	Receipt of proposal
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### 6.3 Examination of Proposal

Process Input	Source
Receipt of proposal	Cooperative Societies/State Government



6.3.1 The proposal is preliminarily examined as to whether it is furnished in the prescribed format and all the relevant information/documents such as (i) copies of last 3 years audited/ chartered accountant certified financial statements, (ii) business activities during the last 3 years (iii) membership & share capital position, (iv) composition of Board of Directors, (v) Dates of last Annual General Body meeting & election to the Board of Directors, (vi) no default certificate in case of direct funding proposal, (vii) requirement of assistance with justification, (viii) details of the project such as (a) project cost with break up details, (b) proposed funding pattern, (c) cash flow projections, (d) project implementation schedule etc., in case of proposals other than working capital loans/Margin money assistance.

6.3.2 Request State Government / Cooperative to furnish additional information / clarification in case all the required information / documents are not furnished. On receipt of the additional information, the details are entered in SRDB and proposal is examined.

6.3.3 If the cooperative is not found to be eligible for assistance, the same is communicated to the concerned cooperative/ State Govt. alongwith reason for rejection.

6.3.4 After preliminary scrutiny, the proposal is placed before Divisional Screening Committee (DSC), if it is above 80.00 lakhs and upto Rs.100.00 lakhs. Direct funding proposals involving NCDC assistance above Rs. 100.00 Lakh that are placed before Pre-screening Committee (PSC) for its consideration. In case of proposal to be funded through State Govt. involving assistance more than Rs 100.00 Lakh the proposal is preliminarily examined. With the approval of competent authority the proposal is either desk appraised or field appraised.

6.3.5 Based on the desk appraisal / field appraisal, agenda note is prepared by the Division for approval of the Divisional Head for placing before the Divisional

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Screening Committee/Internal Screening Committee, depending upon the quantum of assistance involved for sanction.

- 6.3.6 In case of proposals involving NCDC assistance more than Rs.5.00 crore, on the recommendations of ISC/CSC, draft agenda note is prepared for placing before the Board of Management for its consideration. In case of proposals for sanction of working capital loans to cooperatives which fulfill the Direct Funding criteria, Managing Director has been delegated powers to sanction working capital assistance upto Rs. 100.00 crore and to the Chairman, BOM, NCDC in case of loan above Rs.100.00 crore. Accordingly on the recommendation of ISC, proposals involving working capital loan assistance more than Rs.100.00 crore, are put up on file to Chairman, BOM, NCDC for consideration. Such sanctions are placed before the BOM for information in the immediate ensuing meeting.

Process Output	Approval/rejection of assistance
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### 6.4 Sanction of Proposal

Process Input	Source
Control number for sanction in SRDB system	SRDB (Sanction Release Data Base) System

- 6.4.1 After the approval from ISC/CSC/BOM, the draft sanction letter containing details of financial assistance including pattern of assistance, schedule for release of assistance, period of loan, validity of sanction letter etc. and other terms and conditions is sent to Finance Division for vetting and allotment of Control Number.

- 6.4.2 After allotment of Control Number by the Finance Division, Sanction letter is issued. If proposal is not considered by ISC/BOM, rejection letter is issued for the same.

Process Output	Sanction Letter / Rejection letter
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### 6.5 De-sanction Process (wherever applicable)

Process Input	Source
Proposal for de-sanction / Non compliance of terms & conditions of sanction	Cooperatives/State Government and Sanction Letter



- 6.5.1 In case there is no progress in the project even after considerable time after sanction or request for de-sanction is received from the State Govt./ cooperative, file for de-sanction is put up to the competent authority.
- 6.5.2 After approval of the Competent Authority, draft de-sanction letter is prepared and sent to Finance Division for allotment of control number.
- 6.5.3 In case of partly unavailed sanction, after a considerable time after sanction or on request by the State Govt./Cooperative, partly unutilized sanction assistance is de-sanctioned as per procedure stipulated above.
- 6.5.4 After allotment of Finance Control No., de-sanction letter is sent to State Govt./Cooperative.

Process Output	De-sanction Letter
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### 6.6 Release of sanctioned assistance

Process Input	Source
Request for release	Cooperatives / State Governments

- 6.6.1 In case of project assisted directly, legal documentation for creation of security is done prior to release of assistance either by Regional Office or Head Office. In case of security involving mortgage of fixed assets, services of empanelled advocate are availed for investigation of the title deeds and execution of legal documents. In case

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of legal documentation done by Regional Office, original documents are retained in the RO and copies of the documents are sent to HO. In case of documentation done by HO, the original documents are sent to Legal Cell in the Finance Division for safe custody and the photocopies of the documents are retained in the concerned file of the division.

- 6.6.2 After execution of the legal documents, copies of the legal documents/original documents are sent to Legal Cell of the Finance division for vetting and acceptance.
- 6.6.3 Proposals for release of assistance received from state governments/cooperatives are examined with reference to terms and conditions of sanction and the eligible assistance for release is assisted. Draft release letter for disbursement of eligible assistance is sent to Finance division on file for approval and allotment of control number.
- 6.6.4 After approval of release and allotment of control number by the Finance Division, one ink-signed copy of release letter alongwith 4 copies are sent on file to Loan Cell of the Finance Division for disbursement of funds.
- 6.6.5 In case of release of assistance within purview of delegation of powers of Regional Director, copies of release letters alongwith one ink-signed copy are sent by RD directly to Finance Division for disbursement of funds and a copy of the release letter is also endorsed to the division.
- 6.6.6 In case of disbursement of funds to state governments, a copy of the release letter is also endorsed to the concerned beneficiary cooperative.

Process Output	Release letter
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### 6.7. Extension of validity of sanctioned Projects

Process Input	Source
Request for extension of validity period of sanction	Cooperatives/State Government

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- 6.7.1 Proposal for extension of validity period of sanction is received from the State Govt./cooperative. The same is examined in the Division against terms & conditions of sanction.
- 6.7.2 In case of extension of validity period for the projects sanctioned by Head Office, Divisional Head is delegated powers to extend validity upto one year for NCDC assistance upto Rs. 10.00 crore except (i) subsidy from Corporation resources and (ii) Direct funding. Financial Advisor is delegated powers for extension of validity period of NCDC sanction upto two years in all cases and beyond two years for projects with NCDC assistance upto Rs.10.00 crore. Managing Director has powers to extend validity of sanction in all cases.
- 6.7.3 In case of extension of validity period for the projects sanctioned by Regional offices, Regional Director is delegated powers to extend validity upto two years and Divisional Head is delegated powers beyond two years for the same.
- 6.7.4 If request for extension of period of validity of sanction is required with proper justification, the request for extension is agreed to with the approval of the Competent Authority. In case there is no sufficient justification, the request of extension of validity period is not agreed to.
- 6.7.5 After approval/rejection by the Competent Authority, letter for extension of validity period/rejection is issued and a copy of the same is endorsed to finance division to make necessary entry in SRDB system.

Process Output	Letter communicating extension/ rejection of validity period
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### 6.8. Monitoring of sanctioned Projects

Process Input	Source
Release of assistance	Sanction Letter / Release letter

- 6.8.1 Progress report in the prescribed proforma is called for from the beneficiary cooperatives during implementation of the sanctioned projects.

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- 6.8.2 These progress reports are examined with particular reference to utilization of funds and physical progress of implementation of the project.
- 6.8.3 The beneficiary cooperatives are advised to speed up implementation of project in case the project is not being implemented as per schedule.
- 6.8.4 Monitoring is also undertaken by field visits to the cooperatives implementing the sanctioned projects, as and when required.

Process Output	Review of project implementation
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### 6.9. Return of legal/ security documents

Process Input	Source
Request for return of legal/security documents after repayment of entire loan	Cooperatives

- 6.9.1 After repayment of entire loan assistance and interest thereon, the beneficiary cooperative requests for return of legal/security documents viz. FDR/PDC/Original title deed of property pledged/mortgaged to the Corporation.
- 6.9.2 After confirmation about repayment of loan and upto date interest thereon by the Finance Division, in case of documents in the safe custody of legal cell, the same are obtained from legal cell and sent to cooperative. In case where the documents are with RO, Regional Directors are advised to return the documents.

Process Output	Return of original documents to the beneficiary
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### 6.10 Reporting

Process Input	Source
Requisition for information	P&C Division/ Finance Division/ Other Divisions of NCDC, DOAC & FW, Other departments/ ministries of GOI & State Governments, RTI applicants etc.

6.10.1 Information/reports required from GOI/State Govt./Government agencies, other divisions of the corporation etc. are compiled and furnished as and when required.



6.10.2 After close of the financial year, draft annual report portion pertaining to the division is prepared and sent to P&C Division.

6.10.3 Quarterly progress report on use of Hindi in the prescribed format, is furnished to Hindi Section of the Corporation after end of the quarter.

Process Output	Submission of requisite information (statutory/regulatory & others) to the concerned
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### 7. PROCESS MEASUREMENTS

S. No.	Process	Measurable indicators	Monitoring frequency	Frequency monitored by
1.	Preliminary scrutiny, request for additional information, if required and entry in the SRDB system.	Within 15 working days after receipt of proposal	Monthly	Director
1.	Placement of proposal before PSC if required	15 days from the date of receipt of proposal or additional particulars whichever is later.	Quarterly	Director
3.	Field Appraisal of	Within 20 working days		

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	Projects	from the date of constitution of appraisal team.	Quarterly	Director
4.	Preparation of Appraisal report	15 working days of completion of field appraisal	Quarterly	Director
5.	Preparation of agenda note for ISC/ CSC/BOM	7 working days after submission of appraisal report and receipt of minutes of ISC/CSC meeting	Quarterly	Director
6.	Preparation and submission of draft sanction letter to Finance Division for vetting and allotment of Control Number.	5 working days after approval of proposal by ISC/CSC/BOM	Quarterly	Director
7.	Issue of sanction / rejection letter	5 working days after allotment of control number by the Finance Division	Quarterly	Director
8.	Submission of release proposal to Finance Division.	3 working days on receipt of request from of the cooperative/ State Govt. and meeting all the terms & Conditions	Weekly	Director
9.	Issue of Release Letter	Within 2 working days after receipt of control no from Finance Division	Weekly	Director
10.	Review of progress report of the project	Within 7 working days of receipt of progress report	Quarterly	Director
11.	Extension of validity of Sanction	Within 5 working days on receipt of request with proper justification	Weekly	Director

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### 8. RISK AND OPPORTUNITIES IDENTIFIED

- Refer NCDC's Risk register

### 9. PROCESS CONTROLS

S.no	Process	Process step	Controls established
1	Generation of proposal	Receipt of proposal	Schemes of NCDC assistance.
2	Examination of proposal	Operational obligation of the society	Bye-laws of the Cooperative Society.
		Receipt of relevant information for analysis of operational / financial performance	As prescribed in common loan application form.
3	Sanction	Appraisal of the proposal	Field appraisal only in case of necessity as decided by PSC / Competent Authority
		Constitution of field appraisal team	Approval from Competent Authority
		Approval of sanction in case of working capital loans	Latest circular on delegation of powers for sanction of Working Capital (WC) loans
		Approval of sanction in case of term loans	Latest circular on delegation of powers for sanction of term loans.
4	Release	Fulfilment of terms & conditions of sanction	Sanction Letter

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		Security cover against sanctioned assistance (Direct funding)	Latest guidelines for direct funding issued by Finance Division from time to time
		Legal documentation work (Direct funding)	RO/HO and empanelled advocate (in case of mortgage of fixed assets)- Guidelines for legal documents.
5	Reporting	Compliance to statutory/regulatory queries	<ul style="list-style-type: none"><li>Official Language Act, 1963</li><li>RTI Act, 2005</li><li>Requisite information within stipulated time.</li></ul>

## 10. DETAILS OF DOCUMENTED INFORMATION RETAINED

S. No	Record	Identification	Location	Maintained by	Retention Period	Disposition
1	Files					
	A. Project files	By Title	Division (Almirah- 1 & 2)/ Rack	Sr.Assistant.	8 years after project completion or till loan is repaid whichever is later.	Tearing/ Shredding after digitization
	B. Other Misc. files				5 years	
2	Sanction/Release/ Desanction Registers	By Title	Division (Almirah- 3)	Sr.Assistant.	15 years	-do-
3	CSISAC Subsidy Register	By Title	Division (Almirah- 3)	Sr.Assistant	15 years	-do-
4	Diary and Despatch Register	By Title	Division (Almirah- 3)	Sr.Assistant	5 years	-do-

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5	Peon Book	By Title	Division (Almirah-3)	Sr.Assistant	5 years	-do-
6	Attendance Register	By Title	Division (Almirah-3)	PS to DD/Director (MI & Cons)	2 years	-do-
7	File Register	By Title	Division (Almirah-3)	Sr.Assistant	Permanent	NA
8	File Movement Register	By Title	Division (Almirah-3)	SPS/PS	2 years	Tearing/ Shredding after digitization
9.	Customer Feedback Register	By Title	Division (Almirah-3)	SPS/PS	5 years	-do-
10.	Complaint Register	By Title	Division	SPS/PS	5 years	-do-
11.	Process Measurement Register	By Title	Division	SPS/PS	5 years	-do-

### 11. DETAILS OF DOCUMENTED INFORMATION MAINTAINED

S. N o.	Title	Identificati on	Location	Prepared by	Approved by	Revision no.
1.	Loan Application Forms	By Title	Division (Rack) & NCDC web site at <a href="http://www.ncdc.in/index_files/Downloads.htm">http://www.ncdc.in/index_files/Downloads.htm</a>	Finance Division & P&C Division	MD	-----
2.	Quarterly Progress Report forms	By Title	Division (Rack)	MI& Cons. Division	HOD	-----

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3.	Guidelines for Direct Funding	Guidelines	Division (Rack) & NCDC web site at <a href="http://www.ncdc.in/index_files/Downloads.htm">http://www.ncdc.in/index_files/Downloads.htm</a>	Finance Division	BOM	-----
4.	Policy Circulars	By Title	Division (Rack)	Division	MD	-----
5.	Check List of Guidelines for assistance	Check List	Division (Rack)	Finance Division	MD	-----

### 12. References

- NCDC Act, Rules & Regulations;
- NCDC's latest circular on Rate of Interest, Service Tax, Record retention etc.;
- NCDC's latest guidelines for direct funding;
- NCDC's latest loan application form for submission of proposals;
- Relevant decision of Board of Management (BOM) / General Council (GC) of NCDC;
- Schemes/ Guidelines issued by concerned Ministries/GOI from time to time;
- NCDC's schemes/ Schematic pattern of assistance;
- NCDC's latest circular on delegation of financial and administrative powers.

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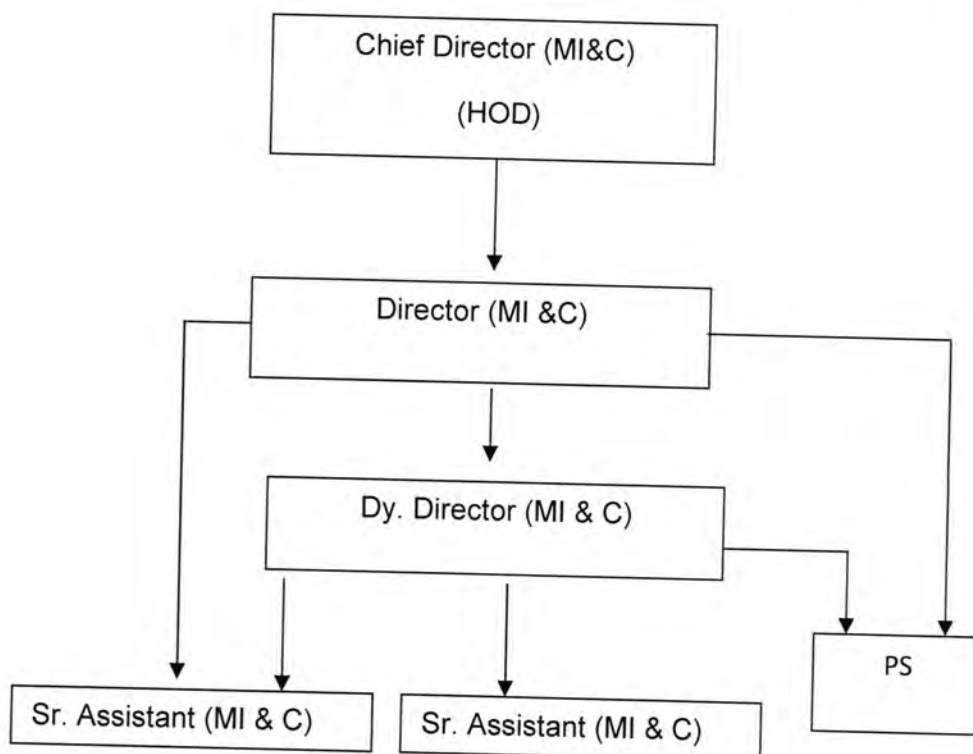
## Annexure to NCDC/PD(MI & Con.)-09

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Annexure No	Title
I	Division Structure
II	Responsibilities and Authorities

1.

**DIVISION STRUCTURE (as on 01.08.2016)**



2 MTS will report to all Officers/Staff of the Division.



**RESPONSIBILITIES AND AUTHORITIES**

**Annexure-II**

<b>Designation</b>	<b>Responsibilities</b>	<b>Authorities</b>
Head of the Division (Chief Director)	<ul style="list-style-type: none"> <li>• Overall management of entire functions of the Division.</li> <li>• Co-coordination with Govt. of India/State Govts. and all concerned relating to activities of the Division.</li> <li>• Forwarding the request to the Competent Authority for approvals beyond delegated powers through proper channel.</li> <li>• Administration &amp; Supervision.</li> <li>• Planning and policy matters.</li> <li>• Act as designated PIO under RTI Act 2005 for the Division.</li> <li>• Handling Customer enquires, complaints and feed back.</li> <li>• Attending to Parliamentary Question.</li> <li>• Attending to VIP References.</li> <li>• Attending to Audit Question.</li> <li>• Appraisal and Monitoring of projects.</li> <li>• Attending to meetings of concerned federations and other Institutions.</li> </ul>	<ul style="list-style-type: none"> <li>➤ According approvals within defined delegation of powers.</li> <li>➤ Sanction/recommending leave of officers/staffs.</li> </ul> <p>To allocate the work of division among the officials of the division</p>
Director (M&I.)	<ul style="list-style-type: none"> <li>• Examination of proposals including seeking information from State Govts./ Cooperatives, preparation of notes for Pre-screening Committee/Divisional Screening Committee/ Board of Management and other related work.</li> <li>• Preparation of Sanction and Release letters.</li> <li>• Monitoring implementation of the Project.</li> <li>• Review of working of cooperatives after implementation of the project</li> <li>• To attend any other work assigned by Senior Officers' from time to time.</li> <li>• Work related to concerned</li> </ul>	<ul style="list-style-type: none"> <li>• To examine the issues pertaining to the work assigned and recommending the course of action.</li> </ul>

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	federations and other Institutions	
Dy. Director (M&I.)	<ul style="list-style-type: none"> <li>• Examination of proposals including seeking information from State Govts./ Cooperatives, preparation of notes for Pre-screening Committee/Divisional Screening Committee/ Board of Management and other related work.</li> <li>• Preparation of Sanction and Release letters.</li> <li>• Monitoring implementation of the Project.</li> <li>• Review of working of cooperatives after implementation of the project</li> <li>• To attend any other work assigned by Senior Officers' from time to time. W</li> <li>• Work related to concerned federations and other Institutions</li> </ul>	<ul style="list-style-type: none"> <li>• To examine the issues pertaining to the work assigned and recommending the course of action.</li> </ul>
Sr. Assistant	<ul style="list-style-type: none"> <li>• He/She shall assist Director/Dy. Director and maintain files and records for Marketing &amp; Inputs.</li> <li>• Enter the new proposal in SRDB system.</li> <li>• Examination of Release Proposals</li> <li>• Putting up letters for seeking information.</li> <li>• Diarizing fresh receipts/proposals and opening new files.</li> <li>• Dispatching letter to GOI, State Govts./Societies/ROs. By Post/Fax etc.</li> <li>• He/She shall maintain/compile the data pertaining to sanction and release.</li> <li>• To attend any other work assigned from Senior Officers (verbally/in writing) from time to time.</li> </ul>	<ul style="list-style-type: none"> <li>• To examine the issues pertaining to the work assigned and recommending the course of action.</li> </ul>
PS	<ul style="list-style-type: none"> <li>• Taking dictation &amp; typing</li> <li>• Submission of papers for meetings.</li> <li>• Maintenance of file movement register.</li> <li>• Attending official telephone calls.</li> <li>• Sending E-mails and check the receiving mails and printout the same.</li> <li>• Sending &amp; receiving FAX messages.</li> <li>• Scanning work.</li> </ul>	<ul style="list-style-type: none"> <li>• Need based support to the Reporting Officer.</li> <li>• Authority as assigned by Reporting Officer.</li> </ul>



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	<ul style="list-style-type: none"><li>• Filling up of TA Bills</li><li>• Miscellaneous work assigned from time to time.</li></ul>	
MTS	<ul style="list-style-type: none"><li>➤ Moving files from one officer to another.</li><li>➤ Photocopy of the important documents required by Division.</li><li>➤ Delivery of approved information to other divisions.</li><li>➤ He/ she shall attend to any other work assigned (verbally/in writing) from time to time.</li><li>➤ Dispatch of letters/circulars.</li><li>➤ Dak distribution in the division.</li><li>➤ Any other work assigned from time to time</li></ul>	<p>To get photocopied of documents; To make sets/ distribute the circulars etc.; To carry file/document from one officer to other officer within division/ outside division Need based access to files &amp; records</p>