

Manual 3
Procedure followed in decision-making process
[Section 4 (1) (b) (iii)]

The procedure can be described both in narrative form and through Flow process Chart. In narrative form the stages through which a proposal passes, the levels at which it gets examined and the final authority to which it has to go for approval may be explained.

The Flow process Charts can give a comprehensive process as may be seen from the following illustration of preparing a food card.

Flow Process Chart for issue of Food Card : Not related to this office.

Sl. No.	Activity	Level of action	Time Frame
1	To receive application and put a diary number	Counter Clerk	Same day
2	To mark application to concerned Inspector	-do-	-do-
3	To visit premises of applicant and verify the facts	Inspector	2-3 days
4	To prepare report and submit to FSO	-do-	Same day
5	To approve/reject application	FSO	1 day
6	To prepare food card if approved and submit to FSO	Counter Clerk	Same day
7	To sign and return card	FSO	Same day
8	To deliver card to applicant	Counter Clerk	Same day

Such charts may be prepared for major functions.