

Appendix - F

Role of Scale II and Scale III executives when working in
Branches as functional managers.

1. To pool specialised information and build a strong information base for the department.
2. To analyse study and submit the factual position of cases referred to him along with his comments.
3. To attend to customers in his functional area.
4. To scrutinise various documents and verify the correctness of information and ensure proper house keeping in the department.
5. To take proper follow up measures on all current cases and develop systems for it.
6. To ensure proper maintenance of records, documents and letters and take measures for updating or keeping them alive.
7. To assess the workload in his department and arrange for resources and manpower.
8. To develop a motivated competent team and provide necessary leadership.