

**ADMINISTRATION BRANCH**  
**FREQUENTLY ASKED QUESTIONS (FAQ)**

1. What is the role of the administration branch in relation to maintenance and upkeep of the office?

The following are the work of Administration branch in relation to maintenance and upkeep of the office :

- General cleaning/ janitorial services
- Furniture inspection and repair
- Office equipment servicing and repair (photocopiers, shredders, water coolers, etc.)
- General inspection and maintenance
- Firefighting systems inspection and maintenance
- Water treatment and supply services
- Security and physical access control
- Hiring of the 24x7 Security manpower, Electrician
- Maintenance of Telephone lines, PRI lines,
- managing the day-to-day operations of the office, including managing office supplies and equipment,
- Digital Record keeping of old files, File maintenance,
- Canteen maintenance , hygiene .

2. What is the role of the administration branch in relation to provision and managing the vehicles to the officer and the officers visiting to the office from Ministry and other places?

- Providing vehicles to Officers as per their entitlements
- Offering Transportation to all employees for official duties within the limits of the city
- Providing the logistic support to officers visiting from Ministry and other places
- Upkeep and maintenance of the vehicles
- Take efforts in saving fuel

3. What is the role of the administration branch in welcoming the guests and arranging the meetings?

SOP has been formed with detailed check list for welcoming the guests and arranging the meeting.

The same is enclosed for ready reference

4. What is the role of the administration branch in maintaining the records and supply of the hard copies of the file to the different branches and wings?

Administration branch maintains the records by scanning digitally and also kept safely with Safe lockers with vendor and supply of the hard copies of the file to the different branches and wings are made as and when required by them.

5. What is the role of the administration branch in relation to celebration of the national important days and giving the oaths to the all the officer and staff during various important days?

Administration branch celebrates the national important days viz. National Maritime Day, Seafarers Day etc . also the oaths are being given to the all the officer and staff during various important days viz. vigilance day, Ekta diwas etc.

6. What is the role of the administration branch in maintaining the records of visitors?

Administration branch maintains the records of visitors through Access Control System. Every visitor has to manually register themselves and their details are recorded and maintained. The High resolution CCTV recordings of various cameras installed at strategic locations are captured and retained for certain timeline as per the Govt policy. Hence intruders are avoided.

7. What is the role of the administration branch in liasioning with the landlord i.e. IRS for upkeep and maintenance of the office?

Administration branch on the regular basis liaise with the landlord i.e. IRS for upkeep and maintenance of the office . The matter relating to minor repairs, rationalization of space required for additional staff are taken up. The recent initiative of rodent and insect control yield good result.