



**Institute of Human Resources Development
Chackai, Thiruvananthapuram-24**

PROCEEDINGS

IHRD - Establishment- Maintenance of Service Records of regular staff- Detailed Instructions issued

No. IHRD/1212/2025/EA4

Dated, Thiruvananthapuram, 10-11-2025

Read:- 1) G.O (P) No. 281/79/Fin dated 16.03.1979
2) G.O (MS) No. 159/89/H.Edn dated 10.08.1989
3) Circular No. IHRD/592/2025-EB2 dated 05.05.2025

ORDER

As per the Government Order read as 1st paper above, a Service Book in the form prescribed therein shall invariably be maintained for every employee in service. As per Rule 2 (18) of the Service Rules of IHRD, the Institute shall maintain a Service Book of every regular employee in its rolls and periodic reports of performance appraisal with reference to every employee shall be recorded in his Service Book and inadequate performance can be a ground for termination of the services of an employee as contemplated under Rule 2.16 (2) of the Rules.

2. However, certain instances contained in reports have been brought to notice that the scrupulousness required in maintaining the service records properly is on the descend over time in IHRD. Applications for duplicate copy of Service Books have also been received. Missing of pages in Service Books has also been reported pointing to the recklessness being followed by some in the maintenance of service records. In the circumstances, the following detailed instructions are issued for strict future guidance regarding maintenance of Service Records.

- i. A record of service of an employee of IHRD will be kept by the Head of Office (the term Head of Office wherever it occurs shall alternatively include Head of Institution also and vice versa) in such form as prescribed in the Government Order read Ist above. When an employee passes from one office / institution to another, a record of his past service should be passed on by the Head of Office whose circle he leaves, to the new Head of Office to whose circle he is transferred.
- ii. The Service Book must be supplied by the employee at his own cost, on his first appointment to IHRD Service. It must be kept in the custody of the Head of the Office where he is serving and transferred with him from office to office. The Service book shall not be returned to the employee on the termination of his service by retirement, resignation, dismissal or discharges from service without fault, as the case may be. It shall be retained by the Head of Office in which the employee last served

for periods as under:

(1)	Service Book of employee who has resigned	5 years from the date of resignation
(2)	Service Book of employee who has been removed /dismissed.	(a) 5 years, if no case is pending in any court. (b) 3 years after final judgement under the normal course of law i.e. the last judgement of the highest court as established by law – where the court has upheld the IHRD's decision to remove/ dismiss the employee.
(3)	Service Book of employees who retire from service / dies while in service / have been retrenched.	25 years from the date of retirement/ death/ retrenchment.
(4)	The Service Book of an employee who has been reinstated after dismissal.	Should be returned to the Head of the Office/Institution in which he is reemployed, on requisition.
(5)	Service Book of an employee who has been discharged without fault or resigns and is subsequently re-employed.	Should be returned to the Head of the Office in which he is re-employed, on requisition.

iii. Every step in an employee's official life must be recorded in his Service Book, and each entry must be attested by the Head of his Office, or, if he himself is the Head of an Office, by his immediate superior. The Head of the Office must see that all entries are duly made and attested, and that the book contains no erasure or overwriting, all corrections being neatly made and properly attested.

iv. The entry in the Service Book regarding date of birth should indicate on what evidence the date of birth was accepted. Birth Certificate issued by the Registrar of Births & Deaths shall be regarded as proof of date of birth. In the absence of original Birth Certificate, the School Leaving Certificate or an authenticated extract of the admission register of the school or college where the employee last studied shall be regarded as proof of date of birth.

v. Temporary and officiating promotions, reductions (with reasons), probation, increments, transfers and leave should be regularly and concurrently recorded, each entry being duly verified with reference to orders/proceedings, pay bills, etc., and attested by the Head of the Office.

vi. All examinations passed, both general and special, including departmental tests, should be recorded in the Service Book. In respect of departmental tests, a reference to the part and the date of the Gazette and roll number of the candidate should be recorded.

vii. All certificates produced as proof of educational or other qualifications or additional qualifications while on entry in service or subsequently acquired shall be verified by the Head of Institution in consultation with the issuing authority, before their entry in Service Records/Service Book, and the communication from the issuing authority recorded therein.

viii. Leave of all kinds except casual leave should be recorded in detail by the official entrusted with the preparations of the pay bill of the establishment and the entries verified and attested by the Head of the Office.

ix. Every period of suspension from employment and every other interruption of service

must be noted, with full details of its duration, in an entry made across the page of the Service Book and must be attested by the attesting officer. It is the duty of attesting officer to see that such entries are promptly made.

x. When an employee is reduced to a lower post, dismissed or removed from service or suspended from employment or when the probation of the employee is terminated, the reason, for the reduction, dismissal, removal, suspension or the termination of the probation, as the case may be, should always be briefly stated; 'Reduced for inefficiency', 'probation terminated on grounds of unfitness', etc.

xi. Interruptions in service and leave not counting for qualifying service for terminal benefits should specifically be recorded in the Service Book. The details of all penalties and rewards should also be recorded in the service Book. In all the above cases the number and date of orders of competent authority should be recorded against the relevant entries in the Service Book along with which copies of the orders should be filed. The Head of Office should make efficient arrangements for these entries being made with regularity. The duty should not be left with the employee concerned.

xii. No vacation duty to vacation staff shall be assigned by the Head of Office without there being issued a proceedings specifying the nature, grounds and necessity of duty, clearly mentioning each day of duty performed. Number and date of the proceedings shall be recorded across the right hand side page of the Service Book. The practice, if any, of recording the vacation duty in periodical form shall be dispensed with immediately. Unnecessary expenditure, if any, meted out to IHRD on account wrong entries shall be the liability of Head of Office.

xiii. Personal certificates of character must not, unless the appointing authority so directs, be entered in the Service Book, but if an employee is reduced to a lower substantive post, the reason of the reduction must be briefly shown.

xiv. It is the duty of every employee to see that the Service Book is properly maintained in order as prescribed in Rules that there may be no difficulty in verifying his service for terminal benefits on retirement. The Head of the Office should therefore permit an employee to examine his Service Book should he at any time desires to do so.

xv. Each employee may be required to produce an extra copy of blank Service Book at his cost. On production of the book, the Head of Office will make available to him his original Service Book for copying the entries in the blank register then and there. The duplicate prepared by the employee will be arranged to be carefully checked with the original and each entry attested by the Head of Office. The words "DUPLICATE COPY" will be recorded in red ink at the top of the first page and attested by the Head of Office and thereafter it will be handed over to the employee for safe custody. The annual verification of Service Book is made in April every year and the annual report regarding verification is submitted to IHRD Headquarters by the 1st June. The employee may, therefore, make the duplicate copy of the Service Book with him up to date by reference to the original at any time after the 1st June but before the end of August every year and get the entries attested by the Head of Office. A certificate to the effect that "the duplicate Service Book has been compared and found to be true and complete copy" should be recorded by the Head of the Office at the time of copying the certificate of annual verification.

xvi. The original Service Book will continue to be the primary record for all official purposes. It is only when the original is lost that reliance will be placed on the entries in the duplicate. Even in such contingency, doubtful entries will be verified to the extent possible

with reference to relevant records. A note to this effect will be recorded in the duplicate Service Book and attested by the Head of Office.

xvii. In cases where the entries in the duplicate Service Book have been relied upon for determining the title of the employee to payment of any kind, an undertaking should be obtained from the employee concerned to the effect that he agrees to refund any over-payment of pay etc., found to have been made on the basis of entries in the duplicate Service Book.

xviii. The Head of Office is responsible for the safe custody of the original Service Book and as such, he will ensure against the disappearance, loss, destruction or damage of the Service Book due to carelessness or negligence.

xix. Every case of loss of the original Service Book and consequent resort to the duplicate Service Book for regulating payments etc., should be reported to the Headquarters of IHRD with a detailed explanation of the circumstances, and in such cases personal responsibility for the loss of the original service Book will be fixed and where necessary, disciplinary action taken against the employees responsible.

xx. If an employee is transferred to foreign service, the Head of his Office must send his Service Book to the IHRD Headquarters. On return to parent service from foreign service, the Service Book will be forwarded to the Head of Office where he is posted afresh. No entry relating to the time spent in foreign service may be attested by any authority other than the Director of IHRD.

xxi. **Annual Verification-** The Service Books in each office should be taken up for verification in April of every year by the Head of the Office, who after satisfying himself that the services of the employee concerned are correctly recorded in his Service Book in conformity with the above instructions and that there are no liabilities against the employee during the period, should record therein a certificate in the following words over his signature:- "**Services verified up to(date) from**" (pay bills, acquaintance rolls and similar records to be specified by reference to which the verification was made). The Head of Office in recording the annual certificate of verification should, in the case of any portion of service that cannot be verified from office records, distinctly state that for the excepted periods (to be specified). A statement in writing by the employee as well as records of evidence of his contemporary employees is attached to the Book. Head of Offices may delegate the duties imposed upon them to their assistants, if any. They should, however, inspect at least 10 per cent of the Service Books and initial them in token of having done so unless the Director, IHRD specially fixes a lower percentage in any case.

xxii. Each Head of Office should send to IHRD Headquarters on the 1st June each year an annual report that the annual verification of service Books of all subordinate employees has been completed. This report should include a certificate to the effect that the Service Books of all persons due to retire within five years have been forwarded to the Audit Wing of IHRD for super check. If there are any exceptions they should be mentioned in the reports with the reasons for the delay. In the same report they should also certify that no liabilities have been brought to notice against the several employees of his office during and up to the end of the previous year except in the cases (to be mentioned) where the action taken to settle the liabilities should be reported. For this purpose they may obtain the necessary reports from their subordinate officers and consolidate the report and send them to Headquarters in duplicate.

xxiii. **Periodical Inspection-** It is the duty of officers inspecting subordinate institutions

either for Audit or otherwise, as deputed from Headquarters, to inspect all the Service Books maintained there. They should see that they are maintained up-to-date, that entries are properly made and attested, that verification has been properly carried out and the necessary statement and evidence secured and verification certificates have been properly recorded by the Head of Office. The audit team of IHRD inspecting every institution shall invariably verify all Service Books kept in the office to ensure that the above principles and procedures have been followed in the office and a certificate in that respect shall be submitted to the Director of IHRD immediately on return.



Dr. V A ARUN KUMAR
DIRECTOR

To,

1. All Head of institutions of IHRD
2. Administrative Officer
3. Financial Consultant
4. Finance Officer
5. Executive Engineer/Accounts Officer
- 6 S/F
7. O/C