

INTRODUCTION
TO
NOTING & DRAFTING
SKILLS

BY DEEPAK RAJ KN

IMPORTANCE OF A NOTE



In 1922, Einstein travelled to Tokyo for a lecture tour.

The story goes that, soon after he had settled in his quarters at the Imperial Hotel, a bellboy arrived to deliver a message to him.

It was then that one of two things happened: either Einstein realized that he had no small change with him to tip, or the bellboy refused any compensation in accordance the local custom.

So instead, Einstein scrawled two messages on the hotel stationery before handing them to the bellboy. “If you are lucky,” he said, “the notes themselves will someday be worth more than some spare change.”

Indeed, those notes sold for \$1.3 million in 2017.

What’s relevant is not the monetary value of the notes themselves, but what was inscribed upon one of them. In a way, it’s what we could call Einstein’s “theory of happiness.”

TO SET THE MOOD

Accountability

There were four people and an important job to be done.



Everybody



Anybody



Somebody



Nobody

Nobody knew that Everybody was not going to do it.
Everybody was sure that Somebody would do it.
Anybody could have done it.
In the end, Nobody did it.

STORY OF FOUR PEOPLE

There were four People in an Office named **EVERYBODY, SOMEBODY, ANYBODY & NOBODY**. There was an important work to be done and **EVERYBODY** was sure that **SOMEBODY** would do it. **ANYBODY** could have done it, but **NOBODY** did it. **SOMEBODY** got angry about that because it was **EVERYBODY's** job. **EVERYBODY** thought that **ANYBODY** could do it, but **NOBODY** realized that **EVERYBODY** would not do it.

It ended up that EVERYBODY blamed SOMEBODY WHEN NOBODY DID WHAT ANYBODY COULD HAVE.

WHO WANTS CHANGE

- Once there were four people named **Everybody**, **Somebody**, **Anybody**, **Nobody** who wanted change.
- So, **Everybody** said "I want change".
- **Somebody** said "If only anybody would start to change, I will join."
- But nobody said "I will change."
- Finally **Everybody** stayed same, blaming **Somebody** for waiting for **Anybody** to start changing. So, nobody changed.

Office is a work place where teams of people work together, mostly in a hierarchy. People are paid for their efforts by the organization.

An office is a kind of control tower where information is processed to facilitate a competent authority to take decisions to achieve organizational goals

COMMON OFFICE FUNCTIONS

COLLECTING INFORMATION

STORING
INFORMATION

CLASSIFYING INFORMATION

MONITORING
INFORMATION

PROCESSING INFORMATION

INFORMATION | TAKING DECISION
COMMUNICATING

FUNCTION	TOOLS WHICH HELP TO PERFORM FUNCTIONS
COLLECTION OF INFORMATION	INCOMING COMMUNICATION
CLASSIFICATION OF INFORMATION	FILING SYSTEMS
PROCESSING OF INFORMATION	NOTING
COMMUNICATION OF INFORMATION	DRAFTING OF OUTGOING COMMUNICATION
MONITORING OF ACTION TAKEN	REPORTS AND RETURNS
STORING OF INFORMATION	PRINCIPLES AND TECHNIQUES OF RECORD MANAGEMENT

POINTS TO SET THE MIND

- **Become a role model:** If you want people to act responsibly, you have to be accountable. Your team and your company look to you for direction.
- **Don't make assumptions:** Don't assume that others know instinctively what to do and when to do it, or even what you expect from them. Before people can take responsibility for their work they require clear communication. The more you communicate, the better the results are likely to be.
- **Set the standard:** If you expect excellence, it's up to you to set the standards for results and performance. Give people a clear target and they'll work to reach it—and maybe even surpass it.

.

POINTS TO SET THE MIND...Contd

- Get the buy-in to go the distance: You need people to buy in and commit if you want to succeed. You need people to feel compelled, inspired and motivated to take responsibility
- Encourage candour (Open & Honest) : Make sure everybody has the training and resources they need to be successful, and provide help in resolving any issues that may arise.
- Concentrate on solutions and not only problems: Build a culture of candor so that people know it's the norm to tell the truth, even when it's difficult or awkward.
- Praise performance: raise people for good results and be specific with your acknowledgment. Let them know what they did well and how their work is affecting others
- *To avoid having your team become **Everybody, Somebody, Anybody and Nobody**, commit to becoming the kind of leader who takes responsibility for your own life and well being*

- *Good writing is a prized skill.*
- *It reflects*
- *ability to think well*
- *To analyze information*
- *Weigh alternatives*
- *Make recommendations or decisions*
- *And create good will.*

UNDERSTANDING NOTING AND DRAFTING

- NOTING

- IT IS A PROCESS THROUGH WHICH ONE GOVERNMENT OFFICER SHARES HIS VIEW ABOUT THE ISSUE ON A FILE WITH ANOTHER GOVERNMENT OFFICER.
- IT IS THE MOST BASIC AND DAILY FUNCTION PERFORMED IN GOVERNMENT OFFICES AT EVERY LEVEL OF HIERARCHY.

- DRAFTING

- IT IS A PROCESS OF CREATING A ROUGH SKETCH OF COMMUNICATION THAT IS TO BE SENT AFTER APPROVAL OF THE COMPETENT AUTHORITY.
- IT CAN HAVE A VARIETY OF PURPOSES FROM CONVEYING ORDERS TO REQUESTING MORE INFORMATION.

IMPORTANCE OF NOTING AND DRAFTING

- A LINK BETWEEN PRESENT AND FUTURE OFFICIALS
- OFFICIALS COME AND GO BUT A GOVERNMENT SYSTEM, DOES MUST AND WILL ALWAYS KEEP MOVING FORWARD
- THE KNOWLEDGE OF NOTING AND DRAFTING HELPS, ESTABLISH A SYSTEM THAT CAN ABSORB SUCH CHANGES WITHOUT THE WORK GETTING AFFECTED.

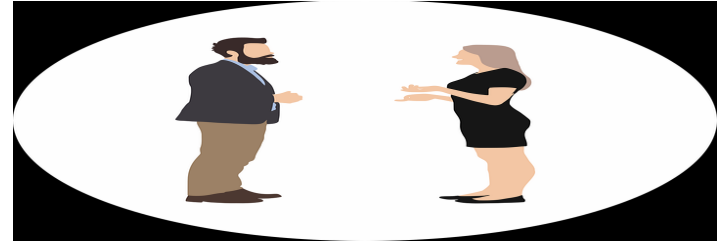
- *Notes are the Live-wires in the decision making process. Snap them and you are plunged in darkness.*
- *Noting shows how and why a particular decision was made and what had been the contribution of the functionaries in the decision making chain.*

STRUCTURE OF NOTE

- 1/3rd Margin
- Page No and File. No on top
- Subject/ title
- Reference
- Double spacing(More white space)
- Broken into short paragraphs dealing with single point

- *The process of noting can be divided into five sections.*

a) Write the way you talk.



b) Streamline your writing

FOCUS ON THE
STEP IN FRONT
OF YOU, AND NOT
THE WHOLE
STAIRCASE.

c) Check for

i) Completeness



ii) Clarity



iii) Conciseness



iv) Correctness



Continuing.... check for.....

v) Coherence

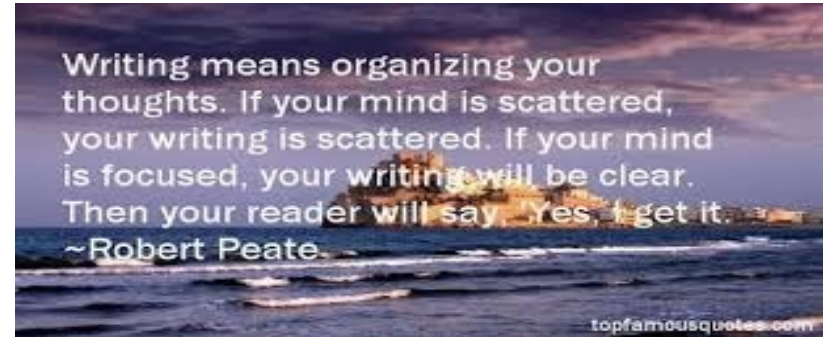


vi) Courtesy

Courtesy costs nothing
but buys everything

Continuing.... the Process.....

*d) Organize
your writing*



*e) Present your writing
and meet the deadline.*



Parts of a File

<<<

Noting
this
Side

>>>

Correspondence
this
side

FILING OF PAPERS

- *Both notes portion and correspondence portion should be placed on a single file.*
- *Notes should be filled from left to right in chronological continuous series.*
- *Correspondence portion should also be filled in chronological order with a different series.*

Types of Noting

- ***ROUTINE CASES-***
- These cases are regular and repetitive in nature the quantum of noting required is often minimal.
- ***Correspondence Handling Cases-***
- A paragraph of noting usually suffices to dispose of correspondence handling cases. Here, the noting states the information about the correspondence received and the reply to be sent.

- ***Problem Solving and Policy and Planning Cases-***
- Like the name suggests, these types of cases involve dealing with a problem, creation, or implementation of a new policy. Since a problem can be solved in more ways than one, these are the types of cases that require a good amount of noting.
- In fact, these cases are can be so complicated that even the most accomplished officers with the best noting and drafting skills in the department can have trouble with them. This could mean that you don't see these cases as often as the routine and correspondence handling cases.

GUIDELINES FOR NOTING

- SHOULD BE CONCISE TO THE POINT
- VERBATIM REPRODUCTION OF EXTRACTS OR PARAPHRASING OF THE P U C OR ANY OTHER PART OF CORRESPONDENCE OF THE SAME FILE SHOULD BE AVOIDED.
- RELEVANT EXTRACT OF A RULE OR INSTRUCTION WILL BE PLACED ON THE FILE AND ATTENTION TO IT WILL BE DRAWN IN THE NOTE.
- IT WILL BE DIVIDED INTO SERIALY NUMBERED PARAGRAPHS , PREFERABALLY WITH BRIEF TITLES.

GUIDELINES FOR NOTING.

- WHEN A NOTE IS SUBMITTED, IT SHOULD ,AS FAR AS POSSIBLE CONFINE ITSELF TO-
- (a) THE ISSUE IN QUESTION;
- (b) CIRCUMSTANCE LEADING UP TO IT, IF NECESSARY;
- (c) RULES AND PRECEDENTS BEARING UPON IT; AND
- (d) SUGGESTION FOR ACTION

GUIDELINES FOR NOTING

- RAISING OF RELEVANT SIDE ISSUES IS NOT PROHIBITED BUT IT WILL USUALLY BE FOUND CONVENIENT TO START A NEW FILE FOR SUCH MATTERS.
- IN SOME CASES , PERUSAL OF THE PAPER UNDER CONSIDERATION WILL BE SUFFICIENT AND NOTHING IS REQUIRED BEYOND A BRIEF SUGGESTION FOR ACTION.....

NOTING SKILLS

- Check up :
 - Supply :
 - Refer :
 - QUOTE :
 - Suggest :
 - Assess :
- FACTS
 - MISSING FACTS
 - RULES/REGULATIONS
 - PRECEDENT
 - ALTERNATIVES
 - IMPLICATIONS

ACTIVITY



PUT UP
NOTE BASED ON THIS PICTURE

PUC



STANDARD
OPERATING
PROCEDURE IS
FOLLOWED ?????



O M ON PREVENTIVE
MEASURES TO BE TAKEN TO
THE SPREAD OF NOVEL
CORONA VIRUS –
ATTENDANCE REGARDING

DRAFTING



**NOW THAT THE NOTE
HAS BEEN APPROVED
WE NEED TO DRAFT A
COMMUNICATION AS
PER THE DIRECTIVES IN
THE NOTE**

Searching Questions ...

Is a draft necessary?

- **Who should be addressed & who will sign?**
- **What is the relationship?**
- **What should be the form?**
- **What is the intention of the decision?**
- **What details to call for?**
- **Should a proforma be prescribed?**

DRAFTING

- **A draft is rough copy of the communication which is intended to be issued to convey decision or decisions or views of the competent authority.**
- **Drafting is the process of preparing rough copy.**
- **It is prepared on behalf of the competent authority.**

OBJECTIVES

□ TO BE ABLE TO :

**➤ MAKE A SYSTEMATIC APPROACH
TOWARDS DRAFTING**

**➤ DESCRIBE VARIOUS FORMS OF
COMMUNICATION & THEIR TARGET
GROUPS**

➤ MAKE A DRAFT EFFECTIVE.

GUIDELINES FOR DRAFTING

- A DRAFT SHOULD CARRY THE MESSAGE SOUGHT TO BE CONVEYED IN A LANGUAGE THAT IS CLEAR AND CONCISE. INCAPABLE OF MISCONSTRUCTION
- REPETITION OF WORDS/ IDEAS/ OBSERVATIONS SHOULD BE AVOIDED.
- BE LUCID, BRIEF AND COMPLETE
- BE DIVIDED INTO PARAGRAPHS, ACCORDING TO THE LOGICAL SEQUENCE OF IDEAS EXPRESSED. HAVE COHERENCE OF FLOW OF IDEAS

GUIDELINES Contd.....

- CONTAIN REFERENCE TO PREVIOUS CORRESPONDENCE, IF ANY.
- ALL DRAFTS PUT UP SHOULD HAVE THE FILE NUMBER.
- SHOULD CLEARLY SPECIFY THE ENCLOSURES WHICH ARE TO ACCOMPANY THE FAIR COPIES
- RESULT IN THE DESIRED RESPONSE FROM THE RECIPIENT

- **Commands**

- Identify

SENDER

- Adopt

RIGHT FORM

- Visualize

RESPONSE

- Express

CLARITY, CONSISTENCY

UNIFORMITY

- Avoid

REDUNDANCY, VERBOSITY

CIRCUMLOCUTION,

REPETITION

- Summaries

COMPLEX & LENGTHY

• **CHECK LIST FOR DRAFTING**

- A draft should indicate
- File No.
- The name, designation, telephone number, fax number and complete postal address of the sender organization
- The name/designation of the addressee with complete postal address
- Salutation (i.e. Sir, Dear.....etc.), where required
- Subject
- Number and date of the last communication in the series (from the addressee or from the sender)

FORMS OF COMMUNICATION AS PER MOP APPENDIX - 9

- Letter
- D.O. Letter
- O.M.
- I.D.Note
- Telegram
- Office Order
- Order
- Resolution
- Notification
- Press
Communique/ Note
- Endorsement
- Circular
- Advertisement

FORMS OF COMMUNICATION..Contd..

LETTER

- This form is used for corresponding with Foreign Governments, State Governments, heads of attached and sub-ordinate office, members of public etc.
- A letter begins with the salutation Sir/Madam as may be appropriate and end with 'Yours faithfully'

➤ **DEMI-OFFICIAL LETTER**

- (a) This form is generally used in correspondence between Government Officers for an inter-change or communication of opinion or information without the formality of prescribed procedures.
- It may also be used when it is desired that the matter should receive personal attention of the individual addressed. Since Demi official letter is written in the first person in a personal and friendly tone, it should be addressed by an officer in a Ministry/Department who is ordinarily not more than one or two levels below the - officer to whom such communication is addressed.
- Note: For the purpose of determination of level, Secretary/Additional Secretary and Director/Deputy Secretary will be considered as one level.
- (b) Communications to non-officials can also take the form of a demi-official letter.

➤ OFFICE MEMORANDUM

- This form is generally used for corresponding with other departments or In calling for (formation from or conveying information to its employees. It may also be used in corresponding with Attached & Sub-ordinate Offices.
- It is written in third person and bears no salutation or supersession except the name, and designation of the officer signing it.

➤ **NOTIFICATION**

- This form is mostly used in notifying the promulgation of statutory rules and orders, appointments and promotions of Gazetted Officers, etc. through publications in the Gazette of India.

➤ **CIRCULAR**

- This form (same as in case of Office Memorandum) is used when important and urgent external communications received or important and urgent decisions taken internally have to be circulated within a department for information and compliance by a large number of employees.

➤ **RESOLUTION:**

- FOR PUBLIC ANNOUNCEMENT OF IMPORTANT GOVT. DECISIONS

➤ **PRESS NOTE/COMMUNIQUE:**

- FOR WIDE PUBLICITY TO GOVT. DECISION THROUGH MEDIA

➤ **TELEGRAM**

- NOT IN USE PRESENTLY

➤ **Office Order**

- OFFICERS/SECTIONS WITHIN DEPTT

➤ **Order**

- FINANCIAL SANCTIONS
- DISCIPLINARY CASES

➤ **NOTIFICATION:**


(I) STATUTORY RULES/ORDERS

(II) APPOINTMENTS/PROMOTIONS

LET US RECAPTULATE



LETTER


 GOVERNMENT OF INDIA
 DEPARTMENT OF ATOMIC ENERGY

Telephone :
 EX : 0222 304
 Telegrams : "ATOMIND"

आणविक शक्ति
 अणुशक्ति विभाग
 अणु शक्ति अनुसंधान विभाग,
 144-ए-1/1,
 कलकत्ता 2 (पूर्व भाग), नया
 दिल्ली-401002

No. 13/1/88-G/Vol.III October 7th, 1991.

The Registrar
 Tata Institute of Fundamental Research,
 Homi Bhabha Road
 Colaba, Bombay-400005.


**Sub: Setting up of the Centre for Fundamental
 Research in Biological Sciences at Bangalore
 at a cost of Rs. 18.00 Crores.**

Sir,

I am directed to refer to TIFR revised proposal no:TIFR/181(11)/
 dated October 5, 1989 on the subject cited above and to convey the
 sanction of the President to incur an expenditure of not exceeding
 Rs. 18.00 Crores (Rupees Eighteen Crores only) for setting up of a
 Centre for Fundamental Research in Biological Sciences at Bangalore
 as detailed below:

		(Rs. in crores)
Cost of land and development	-	1.5
Equipment and facilities	-	4.5
Laboratories	-	4.5
Housing and Hostel	-	2.5
Recurring expenses	-	5.0
Total	-	18.0

The expenditure is debitable to the sub-head "C.1-Research and
 Development C.1(6)-Grant in aid to Tata Institute of Fundamental
 Research" subordinate to the Major Head "23401-Ce Atomic Energy
 Research" for which the corresponding grant number is "80-Atomic
 Energy Research, Development & Industrial Projects".

Yours faithfully,

 (R. Narayanan)
 Under Secretary to the Govt. of India

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DEMI OFFICIAL LETTER



Dr. John Joseph
Special Secretary & Member

भारत सरकार
GOVERNMENT OF INDIA
वित्त मंत्रालय/राजस्व विभाग
MINISTRY OF FINANCE / DEPARTMENT OF REVENUE
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS
उत्तर ब्लॉक, नई दिल्ली-110 001
NORTH BLOCK, NEW DELHI-110 001

F.No.IV (34)/1/2019-Systems

Date: 11th Oct, 2019

My Dear Colleagues

Sub: Review of online refund functionality in the CBIC-GST Application -reg.

Please refer to the Advisory No 29 dated 26.09.2019 from DG Systems, Chennai on the above subject.

2. The advisory explains various processes and functionality for backend handling of refund claims by CBIC officers in the Refund module in the system. It is suggested that the proper officer in your zone may be sensitized to go through the advisory and appropriately handle the refund applications being filed online w.e.f 26.09.2019.
3. The present status of refund claims Zone wise filed online in RFD 01 as on 11 Oct, 2019 is enclosed. It is expected that either Acknowledgement or Deficiency Memos is issued within 15 days of filing of refund claims. Out of the 5383 refund claims filed so far, it is noticed that 706 number of Acknowledgements RFD 02 and 304 number of Deficiency Memos RFD 03 have been issued. It is also noticed that only two RFD 05 Payment Order have been issued. Hence, it is requested that the Zonal Pr. Chief Commissioners/Chief Commissioners may review the disposal and pendency of refund claims on regular basis.
4. It is proposed to conduct a Video Conference (VC) on processing of refund claims in the newly launched online refund module on 16.10.2019 from 10:30 AM onwards from NACIN ZTI, New Delhi. It is requested that all the AC/DC who are proper officer for processing of refund claims may attend the VC. The concerned supervisory officer also may participate. Officers from GSTN would be briefing about the GSTN frontend facility of filing of Refund claims on Common portal. Officers from DG Systems, Delhi & Chennai would be briefing about backend handling of the Refund claims. The officers from the Zones may raise queries, clear doubts and also give feedback/suggestions on the module. Accordingly, you are requested to give directions to your officers.

With warm regards

Yours Sincerely

To:-
Pr. Chief Commissioners/Chief Commissioners, All CGST Zones.

Copy to:-

1. Pr DGL, NACIN Paridabad/Pr ADG, NACIN ZTI Saket, New Delhi.
2. CEO, GSTN, New Delhi.
3. ADG, DG Systems, Delhi & Chennai.

E-mail : john.joseph@gov.in, drjohnj55@gmail.com
Tel. No. +91-11-23094788, Fax No. +91-11-23093020


(John Joseph)
Member (IT)

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OFFICE MEMORANDUM

F.No.11013/9/2014-Estt.A.III
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Personnel and Training)

North Block, New Delhi
Dated the 5th June, 2020


OFFICE MEMORANDUM

Subject: Preventive measures to be taken to contain the spread of Novel Coronavirus(COVID-19) – Attendance regarding.

The undersigned is directed to refer to OM of even number dated the 17th March, 2020, 18th May, 2020 and 19th May, 2020 whereby advisory for well-being of Government employees and attendance in Government offices with staggered timings were issued by Department of Personnel & Training (DoPT).

2. Kind attention is also drawn to Ministry of Home Affairs' Order dated 30.05.2020 whereby 'Additional Directives for Work Places' have been prescribed. Further, the Ministry of Health & Family Welfare (MoH&FW) on 4th June, 2020 has issued Standard Operating Procedure on preventive measures to contain spread of COVID-19 in workplace settings (copy enclosed).

3. It is emphasized that strict adherence to the practices of social distancing norms and health & hygiene practices, as enunciated in these guidelines, is of paramount importance and the Government servants as responsible employees should abide by these practices so that the Government offices function in the most efficient manner in the given situation. All the Ministries/Departments/offices as well as the Central Government employees are, therefore, directed to ensure strict compliance of instructions issued by DoPT as well as MHA and MoH&FW.


(Umesh Kumar Bhatia)

Deputy Secretary to the Govt. of India

To,

1. All the Ministries/Departments, Government of India
2. PMO/Cabinet Secretariat
3. PS to Hon'ble MOS(PP)
4. PSO to Secretary(Personnel)
5. Sr. Tech. Dir., NIC, DoP&T

} For Information

LET US RECAPTULATE



CIRCULAR

Circular No. 26/2020-Customs

F. No.473/02/2020-LC
Government of India
Ministry of Finance
Department of Revenue
(Central Board of Indirect Taxes & Customs)

North Block, New Delhi
Dated 29th May, 2020

To,
All Principal Chief Commissioners/ Chief Commissioners of Customs/ Customs
(Preventive),
All Principal Chief Commissioners/ Chief Commissioners of Customs & Central tax,
All Principal Commissioners/ Commissioners of Customs/ Customs (Preventive),
All Principal Commissioners/ Commissioners of Customs & Central tax,

**Subject: Review of Circular No. 17/2020 dated 03.04.2020 namely,
'Measure to facilitate trade during the lockdown period- section
143AA of the Customs Act, 1962'- reg.**

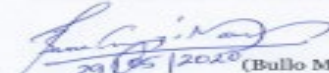
Madam/Sir,

Kind attention is invited to Board's Circular No. 17/2020 dated 03.04.2020 on '**Measure to facilitate trade during the lockdown period- section 143AA of the Customs Act, 1962**' wherein relaxation was given, in the context of lockdown announced by the Government due to COVID-19 pandemic, to accept an undertaking in lieu of a bond required during customs clearance, subject to conditions as underlined in the circular. The facility was extended till 30.05.2020 vide Circular 23/2020 dated 11.05.2020.

2. In reference to MHA order 40-3/2020-DM-I(A) dated 17.05.2020, wherein the lockdown was further extended for two weeks with effect from 18th May, 2020, and taking into consideration that it might take sometime after the end of the lockdown for the situation to normalise, the Board has decided to further extend the facility of accepting undertaking in lieu of bond for the period till **15.06.2020**. Consequently, the date for submission of proper bond in lieu of which the undertaking is being temporarily accepted is extended till **30.06.2020**. This relaxation will be reviewed by the Board at the end of the lockdown period.

3. The conditions underlined in Circular No.17/2020 dated 03.04.2020 stand as they are.

4. Suitable Trade Notice/ Standing Order may be issued to guide the trade and industry. Difficulty, if any, faced in implementation of this circular may be brought to the notice of Board immediately.


29/05/2020 (Bullo Mamu)
OSD (LC)



- In view of Government's commitment to economy in expenditure and holding down the budget deficit, prepare a draft D.O Letter informing your (Head of Finance Division) Headquarters Office indicating the effective economy measures taken .

The points-

- All entertainment costs cut down
- Meetings and Conferences held through VC
- Purchase of Vehicles, Furniture & AC's put on hold
- Deputations and Delgations abroad stalled
- Expenditure on Overtime for the remaining part of the financial year reduced to an extend of 10%

➤ It takes **Vision** to perceive
Opportunities

• Eg: Eagle



➤ It takes **Momentum** to reach
Targets

• Eg: Cheetah



➤ It takes **Teamwork** to achieve
Goals

• Eg: Ants



POSITIVE NOTE

- OFFICIAL NOTING AND DRAFTING HAS BEEN CALLED AN ART FORM BY MANY IN THE GOVERNMENT SETUP.
- JUST LIKE YOU MUST BE ABLE TO TALK BEFORE YOU CAN SING AND WALK BEFORE YOU CAN FLY, YOU NEED TO MASTER THE BASICS BEFORE BECOMING AN EXPERT OF NOTING AND DRAFTING.



THANK YOU VERY MUCH

TAKE CARE

STAY SAFE