

# FORMS OF COMMUNICATION

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# OBJECTIVES

## On completion, you will be able to

- State the formats of written communications used in government offices
- List out the important components of any communication
- Describe the format of Letter
- Describe the format of Demi-official letter
- Describe the format of Office Memorandum
- Describe the format of U.O. Note
- Describe the format of Telegram
- Describe the format of Circular
- Describe the format of Endorsement
- Describe the format of Press Communication/Note
- Describe the format of Notification
- Select suitable form of communication for the given data

# What is a communication?

- The main purpose of an office is information receiving, processing, communicating and its retrieval.
- An office note is prepared for facilitating to take a decision on a communication received in the office.
- Once a decision is taken an appropriate format has to be selected to communicate the decision to the person who sent the communication to us.
- In Government offices also many types of formats are used in correspondence.

# Forms of written communication in Government offices

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**Letter**

**Demi-official letter**

**Office Memorandum**

**Telegram**

**U.O. Note**

**Endorsement**

**Circular**

**PressCommunication**

**Notification**

**/Note**

**Officer order**

## Important Components in the format of Communication

Any correspondence, communication will contain certain components Whether, it is official or personal. In our personal correspondence also we give date, place, the reference of the sender i.e. from whom we have received the communication etc. The communication is to serve a defined purpose. The components of an official communication are:

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1. File Number
2. The names and complete postal address of the sender organization
3. The name/designation of the addressee with complete postal address
4. Salutation (sir or Dear)
5. Subject of the communication
6. Number and date of the last communication in the series (from the addressee or from the sender)
7. The enclosures, which are to accompany the fair copy  
( A short oblique line in the margin will indicate that enclosures are to be sent along with the fair copy)
8. Subscription (yours faithfully, yours sincerely)
9. Urgency grading, by registered post, by special messenger indicated at the top right corner
10. Name, designation, signature of the sender

## How it should be written?

1. The name, designation and telephone number of signatory must be mentioned in the from address on the left side top.
2. The address entry of the person to whom it is intended is indicated at the right side top
3. Then it must commence with sir/madam, (Dear sir/madam) This depends on the person to whom it is addressed.
4. The letter Number will be given here. This is the file number as indicated in the note file and the date of approval of the communication indicated.
5. After the words the “subject” be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
6. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
7. Body of the letter in convenient paras comes next.
8. A letter is written in first person.
9. Finally it ends with yours faithfully on the right end of the body of the letter.
10. Signed by designation of the officer approving it.
11. Indication of Enclosures at the left end of the body of the letter.
12. Grading i.e. Urgent, Priority be indicated on the right side top corner of the letter
13. Similarly the mode of dispatch if required by registered post, under certificate of posting or by special messenger etc. indicated on the rightside top corner of it.

# Specimen of Letter

## Specimen of Letter



By Regd. Post

FROM

TO

Sir,

Letter No.

dt.

Sub:  
Ref:

(Body of the letter)

No. of paras as required

Yours faithfully

Enclosures:

Director, General

# D O LETTER

D O stands for Demi Official. It is used in correspondence between government officers to draw personal attention of the addressee officer.

- Addressed to the officers of the same rank of the addressee being not more than one or to levels above the officer who is writing.
- But, it is also written to junior and senior officers depending upon the need.
- To a non-official for an inter change or communication of information or opinion without the formality of prescribed procedure.



## How it should be written?

- The name, designation of the sender on the left hand side top corner just below the emblem of the government to be typed. (Generally you will be finding printed D.O. letter formats of the officer in the office and will help you in this regard)
- The department name, address of office and telephone number of signatory must be mentioned in the left side top opposite to the name and designation.
- The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the D.O.letter.
- Then it must commence with salutation. Unlike in the letter here different salutations are used. Depending upon the level of the officer to whom it is addressed the following salutations be used:
  - For Senior level officers : Dear Sir/Madam
  - For Equal level officers : Dear Sri./Smt (here the name of the officer in his own handwriting be given)
  - For junior level officers : My Dear ( here the name of the officer in own hand writing be given)
- It is writing in the first person and in a personal and friendly tone
- The subscription “yours Sincerely” comes last on the right end of the body of the letter.
- Signed by name of the officer approving it.

# MEMORANDUM

➤ Memorandum commonly called memo is one of the commonly used form of communications in government offices.

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## ➤ To whom?

➤ Addressed to all subordinates. Suppose in an office various categories of officers are there, memo format can be used to all except the top boss.

1. Unlike in the letter, no salutations are used.
2. The memo Number will be given then. This is the file number as indicated in the note file and the date of approval of the communication indicated.
3. After the words the “subject” be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
4. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
5. Body of the memo in convenient paras comes next.
6. **It is written in third person passive voice.**
7. Bears no subscription except the designation of the signatory.
8. Signed by Designation of the officer approving it.

## U.O. Note

➤ This form of communication is used with in the office

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➤ One way is to send the file to the concerned section for their remarks.

➤ The other way is we obtain the information by sending a U.O.Note.

### **Purpose**

➤ To obtain the advice, views, concurrence or comments on a proposal or to seek clarification of rules, instructions this form of communication is addressed to other sections

➤ Though the name is Un-official note, it is used to obtain information with in the organization and it is not something un-official.

# Telegram

➤ Though we have today more advanced modes of communications like fax, e-mail etc. the importance of a telegram can not be under estimated.

➤ It is necessary that when you write short and pointed language, keeping the economy in view, you should also take care of the punctuation.

➤ Look at the following:

➤ **Hang not Leave Him**

➤ What do you understand by the above sentence? Before we say something about what does it mean, we would like to give you some background of it.

➤ “A person was convicted by the court of law and he was about to be hanged on a particular day. The person submitted a mercy petition to the Governor of the state. Considering the shortage of time, the Governor sent a telegram to the Jailor of the prison with the message.

**STOP, NOT HANG HIM (.)**

**STOP NOT, HANG HIM (.)**

# Circular

**The “Circular” is mainly addressed to several departments or persons simultaneously.**

- The circular form should be used whenever the substance of the communication does not require the formality of proceedings or letter.
- In other words it is a form of memorandum to be issued to large number of people at the same time.

# Endorsement

This form is made use of when a paper is returned in original to the sender or is referred to another department or section for information, remarks or disposal.

- Also used where a copy of communication is to be forwarded to others in addition to the original addressee
- In such a case, the following types of endorsements you will be finding:
  - “ A copy (with a copy of the letter to which it is a reply) is forwarded to \_\_\_\_\_for information and guidance/ for necessary action/ for favour of reply/ for early compliance”.
- “Copies of financial sanctions issued by the departments, where required to be communicated to the audit authorities through the accounts department are also sent by endorsement”

## Press Communication/Note

- A press communication or press note is issued when it is sought to give wide publicity to the decision of the government/department.
- Press communication is more formal in character than a press note and generally reproduced by the press.
- Communications like events that are taking place in the office, brief reports intended to be appeared in the press comes under this category.
- On the other hand, a press note is intended to serve as a handout to the press. They may edit, compress or enlarge as they may choose.

# Notification

- We are sure that you are familiar with this. Probably you might have joined the present service after seeing a notification, applying and later selected to the post.
- Notifications are used for publishing rules and orders passed under legal enactments by the government.
- Also used for making announcements about appointments, postings, transfers, etc. In the departments/offices it is mostly used for publishing matter in government gazette under provisions of any law. It is also used to notify.



THANK YOU