



# **District Office Manual**

**-OFFICE PROCEDURES  
-FILE MANAGEMENT  
-DISPOSAL OF FILES**

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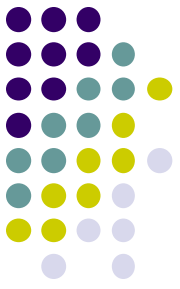
# Office Procedures

## WHAT IS AN OFFICE ?

### Office is:

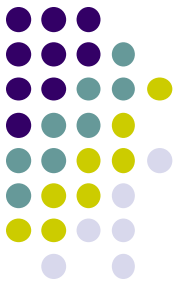
- **A work place where teams of people work together in a hierarchy.**
- **A kind of control tower where:**
  - **information is processed**
  - **to facilitate competent authority to take decisions**
  - **to achieve organizational goals**

# What is Office Management ?



- **An essential feature to any department.**
- **It is a “System” of doing things methodically by following certain procedures laid down with a clearly defined roles and responsibilities for smooth and effective functioning of the office.**
- **It is known that the decisions and correspondence in the Government are being done through files. A particular system is being followed in all Government Offices.**

# **"Tottenham" system of Office Procedure**



- **Tottenham System of Office Procedure - Andhra Pradesh**
- **Introduced through Go.Ms.No.1825 G.A.D(O&M) Department dated 26-12-1959, to all offices of the Heads of Departments.**
- **Sir Richard Tottenham was a British I.C.S officer. He worked as the District Collector of North Arcot district (1945-46). The district of Chittoor was a part of North Arcot district in those days. The office system developed by Sir Richard Tottenham is being called in his name as "Tottenham System of Office Procedure".**
- **"Maclean's Disposal Number System", was in existence prior to Tottenham system**

Contd..

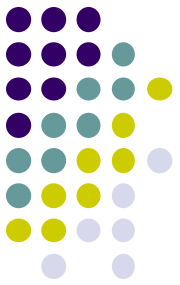
# TOTTENHAM SYSTEM



- **Division of Labour (Office Staff)**
- **Span of control**
- **Office divided into Sections**
- **Section consists of Section Heads & Clerks.**
  - Allotment of duties & responsibilities
  - Accountability
- **Monitoring**
- **Evaluation**

# GENERAL DISCIPLINE

- **Quiet & dignified**
- **Courteous – Humble - Modest**
- **No wastage of time**
- **Perfect silence**
- **Official secrecy**
- **Non acceptance of presents**
- **Remuneration**
- **Promptness**
- **Punctuality**
- **Tidiness**
- **Cleanliness**
- **Discipline**



# Inward



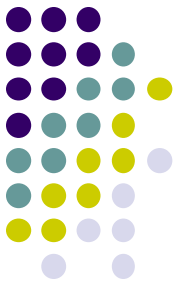
# Outward



**Tappals**

**Registration**

**Referencing &  
arranging of  
File**



# Stock File

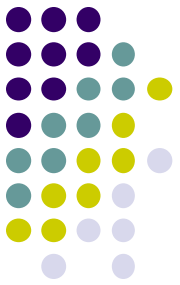
- **Maintained subject wise**
- **All important orders of Government and kept in chronological order**
- **All pages numbered**
- **Index**
- **Weeding of repealed orders**

# Economy in the use of Stationery



- **Indents:** Careful scrutiny, cut down to minimum stocks checked before indenting
- **Enclosures:** Avoided if necessary with main letter

# FILE MANAGEMENT

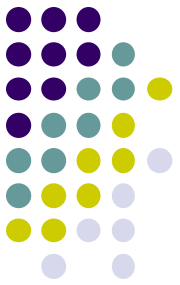


## Current File

**Papers in the current file are arranged:**

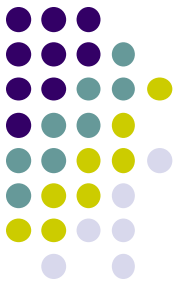
- **In Chronological order**
- **Previous papers on the top**
- **Neatly tagged together**
- **Both sides of the page of C.F. Nos. in Red Ink starting with one**

# Note File



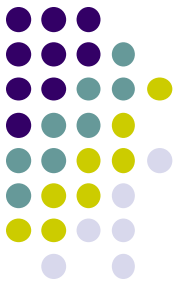
- **1/3<sup>rd</sup> Margin**
- **Page No. and File No. on top**
- **Subject/ title**
- **Reference**
- **Broken into short paragraphs dealing with single point**

# Noting



- **How it should be?**
- **Recorded on a note sheet (even at least one word should be carried over to the next page, instead of ending the note at the extreme bottom of the page at least extra black courtesy sheet should be added for further noting)**
- **Concise (comprehensive)**
- **Precise (businesslike and to the point)**
- **Objective and unbiased (3<sup>rd</sup> person passive voice and double negative without being too prolix/clumsy)**
- **Polite (temperate language, even when pointing out obvious mistakes statements)**

# Content of a note

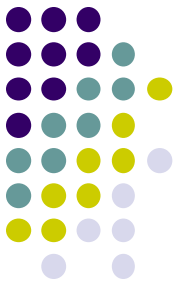


- **Statement of the case of problem**
- **Relevant facts and figures**
- **Procedure prescribed and precedents**
- **Law /rules etc. on the subject and their application**
- **Views/advice of others if any consulted**
- **Possible course of action**
- **Implications(legal, social administrative, financial) of the various options available**
- **Suggested course of action**

# How to Write a note



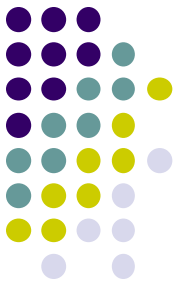
- **Simply worded (logically sequenced and with good readership appeal)**
- **Factually correct(fact based)**
- **Non repetitive (by drawing attention through references on the margin or in the body of the Note esp. for those which can be referred by Nos. and dates)**
- **Referenced(to achieve economy of words and comprehensiveness)**
- **In short, numbered paragraphs of a few sentences(of about 10 words) each**
- **Signed in full and dated by the dealing hand (on the left hand bottom) and by the officers on the right hand bottom without wasting much space in between**



## **Avoid while writing a note**

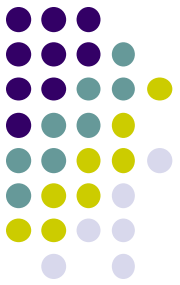
- **Verbosity**
- **Long and complicated sentences**
- **Reproduction of rules/regulations**
- **Intemperate language**
- **Bias**

# Drafting



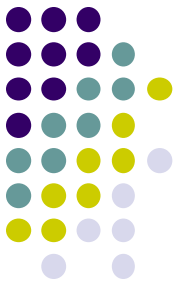
- **A draft is a rough sketch of communication to be issued after approval by the Officer concerned.**
- **Draft can be any format of communication intended to send, may be a Memorandum (Memo.), Office Order, Circular, U.O. Note Letter, D.O. Letter, Proceedings etc. This depends on the circumstances.**
- **The language to be used is simple and intelligible.**

# Essentials of a Draft:-



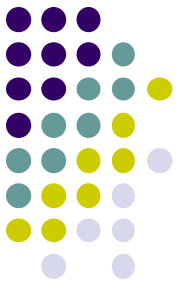
- **Lucid, brief, complete**
- **Facts, direction, guidance**
- **Unit of idea**
- **Coherence of flow**
- **Should carry the exact messages sought to be conveyed**
- **Should result in the desired response from the receiver.**
- **Should be divided into proper paragraphs duly numbered according to the logical sequence or order of ideas expressed in the draft.**

# Avoid



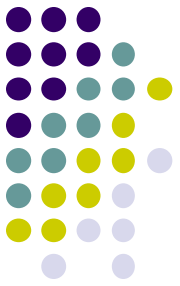
- **Lengthy sentences.**
- **Repetition of words.**
- **Offending, discourteous language.**
- **The words “Proximo”, “idem” and “ultimo”**
- **The word “same”**
- **The words “therein”, “thereof”**
- **Foreign classical words.**

# Various types of Communications



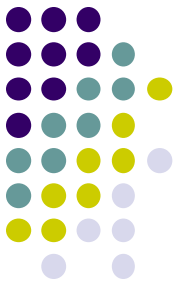
- **Office Order**
- **Memo.**
- **U. O. Note**
- **Circulars**
- **Letter**
- **D.O. Letter**
- **Proceedings**
- **Endorsement**

# DISPOSAL OF FILES/ RECORDS



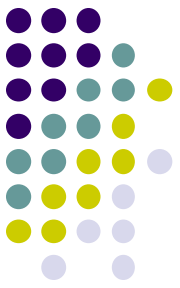
- **Why disposing of files / Records?**
  - Any issue that arises in the office either with a letter or representation from public or with in the office needs to be settled. If it is not settled, it becomes a cause of dissatisfaction. Even the very purpose of establishing an office is to solve or settle issues. Hence, it is essential to dispose the files at the earliest possible opportunity.

# What is a disposal?



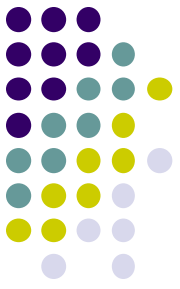
- The dictionary meaning of the word ‘dispose’ is:
  - “to apply to a particular purpose”.
  - “to settle things”
- The word ‘disposal’ is the noun form of dispose and it means
  - “the act of disposing” or “arrangement”
- Disposal means settling things. In official parlance it is the act of settling the issues that arise in the office.

# FILES/ RECORDS MNGT. & RTI ACT 2005



- Section 4(1) (a) – Every Public Authority shall maintain all its records duly catalogued and indexed in a manner and the form which facilitates the right to information under this Act and ensure that all records that are appropriate to be computerized are, within a reasonable time and subject to availability of resources, computerized and connected through a network all over the country on different systems so that access to such records is facilitated.

# GO Ms. No. 639 (RTI/GPM & AR) Dept Dt.02.12.2011



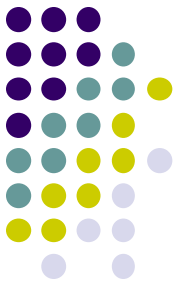
- The instructions under the RTI Act do not require the Public Authority to retain the records for indefinite period
- There is no need to retain the entire record beyond 20 years so as to provide information under Section 8(3)
- The Record Retention Schedule applicable to the concerned Public Authority shall be followed.

# GO Ms. No.639 Contd..



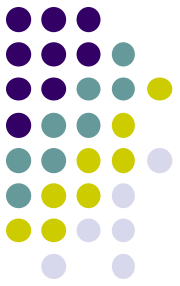
- Information generated in a file may survive in the form of a G.O. or a letter or in any other form even after the destruction of the file /record.
- The information so available and that need to be preserved under the record keeping procedures of the Respective Public Authorities for such a period shall be provided to the applicants after lapse of 20 years, even if such information was exempt from disclosure under Sub-section (1) of section 8 except under clauses (a) ( c ) & (i)

# Nature of Disposals under District Office Manual



- **L Dis- Lodge disposal –1 year**
- **D Dis- Destroy disposal- 10 years**
- **R Dis- Retain Disposal- Permanent**
  
- **F Dis- To be filed**
- **N Dis- To be returned in original with endorsement**
- **XL Dis- To be filed without numbering**
- **X N Dis- To be returned without numbering**
- **K Dis- 3 years/ 5 years of retention**

# L Dis- **Lodge disposal** –1 year



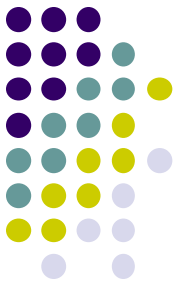
- ‘L’ means “Lodged”. The retention period of L. Dis. is one year. It will be destroyed after one year. Files which do not required to be retained for longer periods such as Leaves, routine information etc. come under this category.

## D. Dis- **Destroy disposal**- 10 years

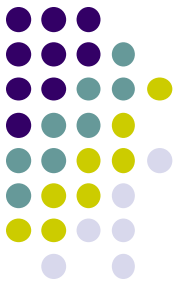


- The files disposed under D. Dis. are retained for a period of 10 years. People normally call it as a “Decade Disposal”, because of its retention period. But, “D” refers to “Destroy” and D.Dis. Is the “Destroy Disposal”. The word destroy refers to that it is to be destroyed after 10 years.
- D.Dis. should be reviewed at the end of retention period before it is finally destroyed.

# R. Dis – Retain Disposal - **Permanent**



- The letter “R” represents “Retention”. The full form is retention disposal. The file disposed or closed under this disposal is to be retained permanently. Files dealing with very important matters like Lands, Buildings, Service Matters etc., which are required for reference at any time are required to be disposed under this category.



## R. Dis. contd...

- The intention is that the loss of it will effect the Government unduly. However, presently this has been changed as 50 years. After 50 years, the State Archives department has to be take up a review and if the file is still required to be microfilmed and retained.

# F Dis- To be filed



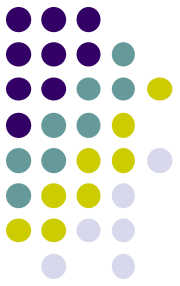
- “F” indicates “File. It means that papers marked “F” are to be simply filed and no action need to be taken on them. Papers marked “F” need not be registered.
- **N Dis- To be returned in original with endorsement**
- Like retention for R, destroy for D no indication is available for a ‘Nil’ disposal i.e full form of N is not known.

# DISPOSALS



- Great care has to be taken while marking the nature of disposal on the paper and the Section Head will be responsible for the marking
- Irrespective type of disposal, there will be a need to review and to decide to preserve them furthermore duly changing the type of disposal for to destroy under proper certification
- R.Dis requires scrutiny after 50 years to see whether that Disposal requires to be preserved or otherwise (GOMsNo.351GA(Ser.C) Dept., dt.27-12-1981).

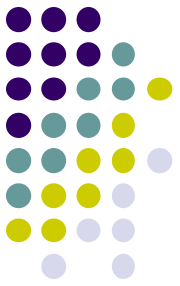
# DESTRUCTION OF RECORDS



● **The Registers / Records mentioned below will be destroyed after the periods prescribed herein:-**

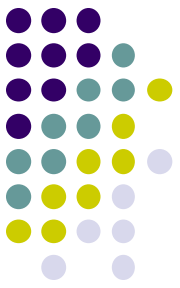
- **Distribution Register : after 5 years**
- **Personal Register : ” 10 Years**
- **Fair-copy Register : ” 3 Years**
- **Dispatch by post and local delivery book : ” 3 Years**
- **Stamp account : ” 3 Years**
- **Periodical Register : ” 3 Years**
- **Call book : ” 10 Years**
- **Security Register : ” 10 Years**
- **Record issue Register : ” 3 Years**
- **Arrear list : ” 3 Years**
- **Run-on-note file : ” 3 Years**

# Records of Service Matters

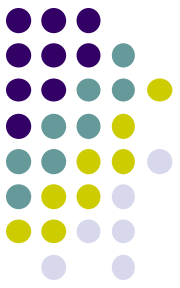


- | Sl. No. | Register                    | Retention period |
|---------|-----------------------------|------------------|
| 1.      | Service Register            | Permanent        |
| 2.      | Register of Service Records | 35 yrs           |
| 3.      | Register of Increments      | 10 yrs           |
| 4.      | Register of Probationers    | 10 yrs           |

# Records of Financial Matters

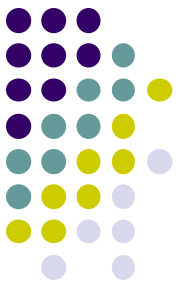


Sl.No.	Register	Retention period
1.	Cash Book	10 years
2.	Contingent Register	5 years
3.	UD Pay Register	10 years
4.	Register of Valuables	Permanent
5.	Office copy of Pay Bill Register	35 yrs
6.	Register of Revenue	10 yrs
7.	Register of Deposits	5 yrs
8.	Register of Purchases	5 yrs
9.	Bills & Budget Control Register	–10 yrs



## Records of Financial matters. contd..

- 10. Treasury Bill Register - 10 yrs
- 11. Register of cheques - 10 yrs
- 12. Registers of various advances- 10 yrs
- 13. Register of Cash Receipts - 5 yrs
- 14. Register of Cheques (Books)- 10 yrs
- 15. Stock Register of expendables -10 yrs
- 16. Dead Stock & Machinery - 10 yrs
- 17. Register of Library Books - 10 yrs



## Records of Financial matters contd..

- 18. Muster Roll - 5 yrs
- 19. Measurement Books - 10 yrs
- 20. Register of L.P.C's issued- 5 yrs
- 21. Register of Current Account – 10 yrs
- 22. Register of Audit Objections - 5 yrs



Records Management

What is Records Management?

Field of Management

Responsible for Systematic Control

Records

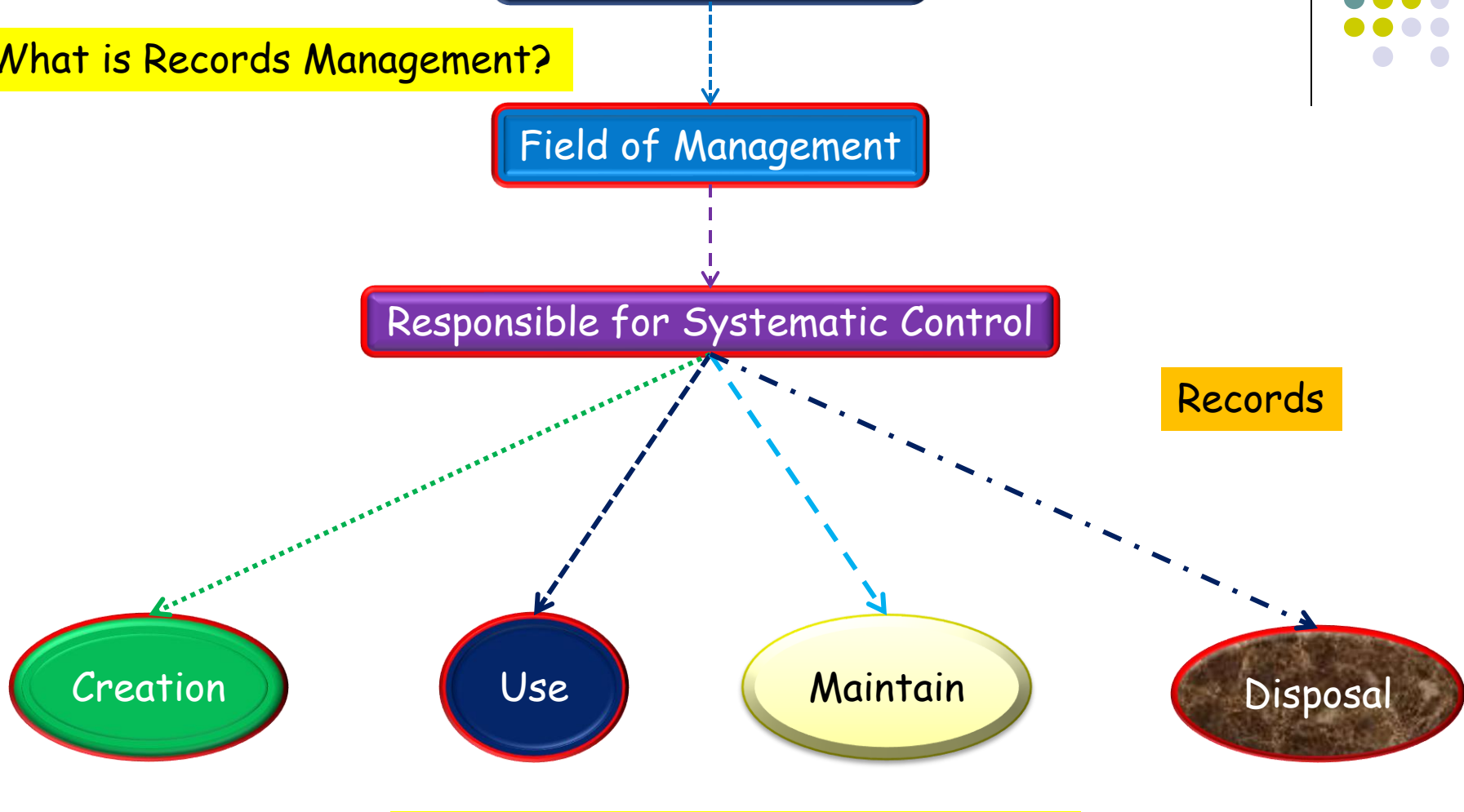
Creation

Use

Maintain

Disposal

Life Cycle Approach of the Records



Records



Hand Book of Financial Accountability  
3<sup>rd</sup> Edition - August 2008

Department  
Manuals

PIO

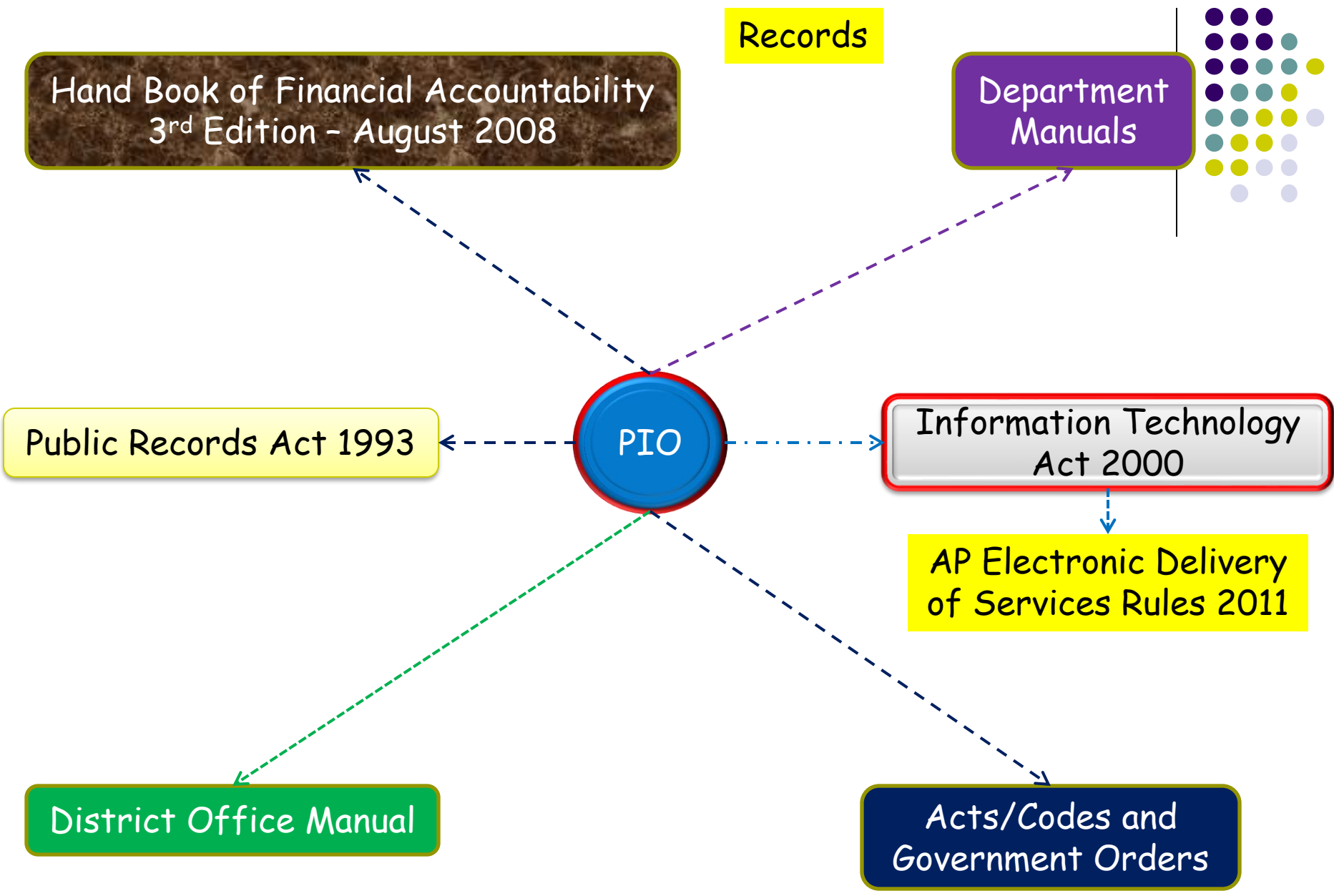
Public Records Act 1993

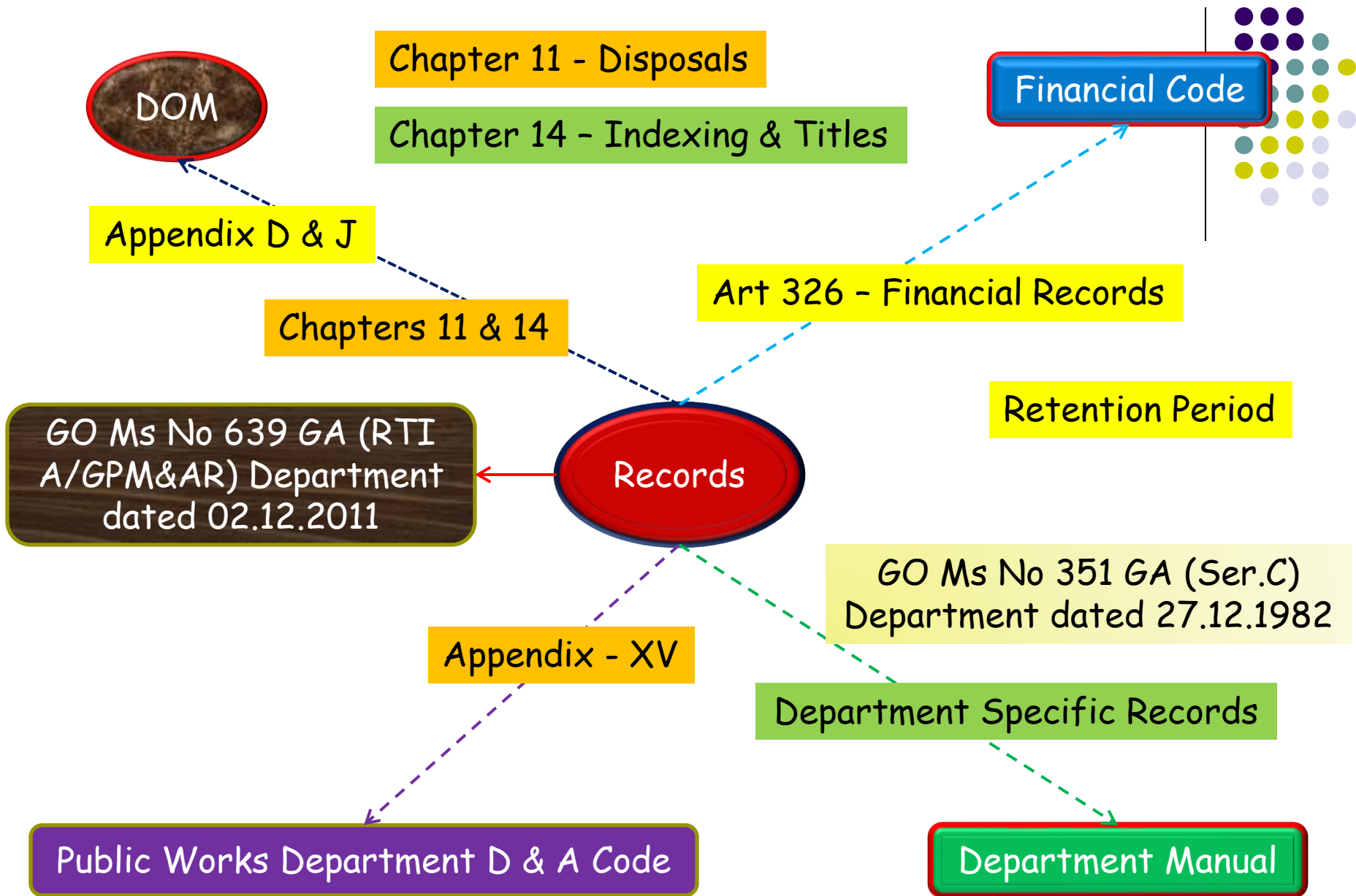
Information Technology  
Act 2000

AP Electronic Delivery  
of Services Rules 2011

District Office Manual

Acts/Codes and  
Government Orders







**Disposal/Destroy of Records**

Para 97 of DOM

**Destruction of Records should be done punctually with Disposal Number System**

Calendar Year

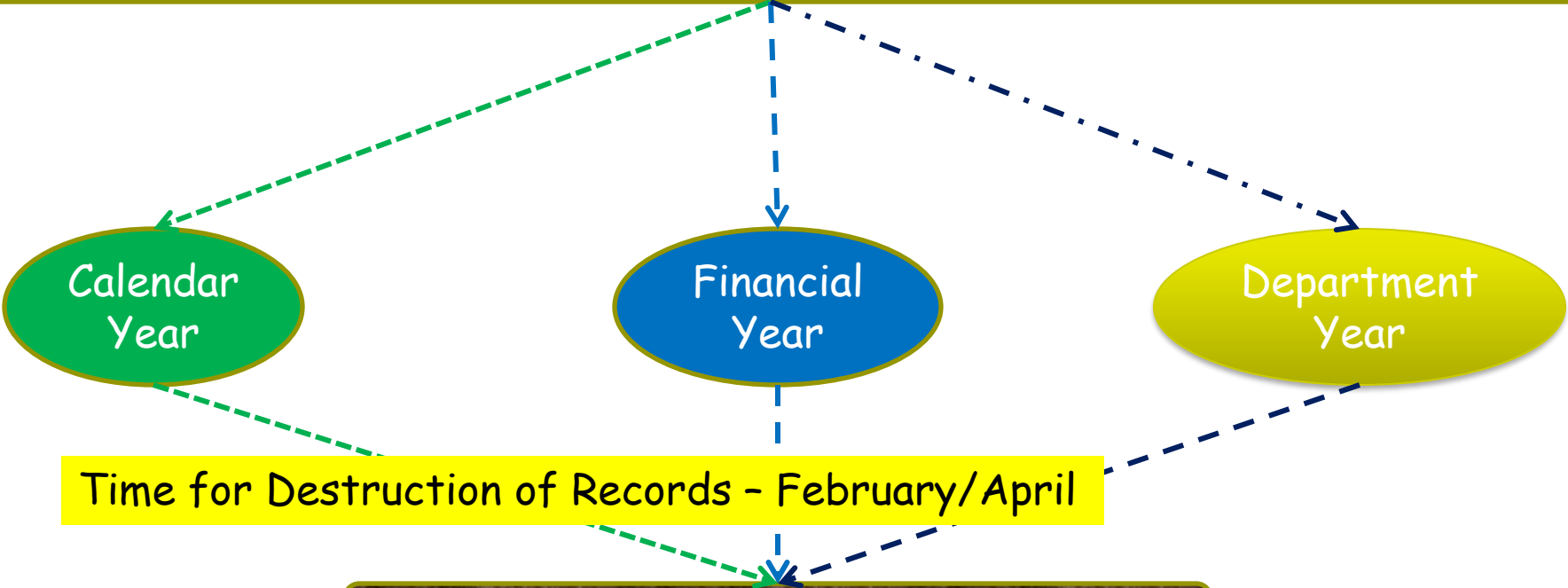
Financial Year

Department Year

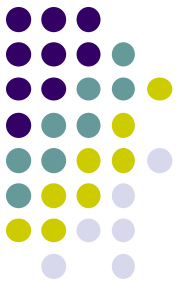
Time for Destruction of Records - February/April

List of Destroyed Records with details

Permanent Record



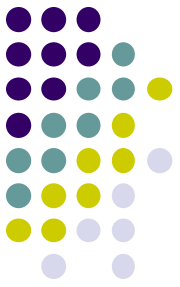
# Docket of disposal



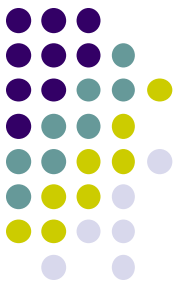
- **The docket sheet of each disposal to be sent to the record room carry a certificate**

**“To be destroyed straight away/sent back or rescrutiny /in the year.....after the prescribed retention period”**

# Arrangement of records after disposal



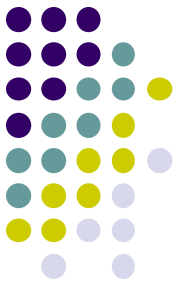
- The record keeper acknowledge it in new case register and verify the record is in proper order and properly numbered (pages will not be renumbered after disposal)
- Generally current file should be numbered in red ink and note file in black ink



# Disposal bundles

- **Separate series of bundles for “R” , “D” , “L”, disposals respectively and in these the files will be arranged in order of their current numbers, of course they do not form continuous series**

# Records

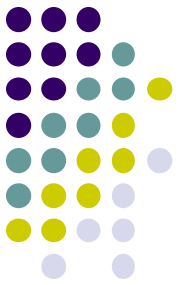


- Record Room keeping

## Role of a record keeper :

- **Verification of disposals received**
  - Arrangement, No.of pages
  - Proper marking on the docket
  - back and forward No.on the inside of the jackets
  - Index slip
- **Arrangement of Records:**
  - XL disposals: To be arranged chronologically
  - Year wise bundles based on the year of disposal in order  
- L.Dis/ D.Dis/R Dis

# Issue of Records



- Register in Printed form to be used
- Entry in record issue register before issue
- Ensuring return
- Send arrear list to sections and follow up
- Update the arrear list based on the response from the section clerks
- Submit both the arrear lists to the Head of office on 10<sup>th</sup> of every month
- If needed for more than three months, the concerned clerk should send a new requisition slip
- In case of document sent to court etc in column 10 of the record issue register and on the requisition slip it should be mentioned sent to --- vide current no. and it need not be renewed

# Precautions against Fire

- The precautions against fire to be observed in public offices are given in appendix – c of District Office Manual.
- Required fire fighting equipment should be kept and they should be maintained in good condition. Office staff should be given practical drill. The Head of the Office should nominate an Officer in his Office for conducting the drill.



**THANK YOU**

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[venkateswararaosaka@gmail.com](mailto:venkateswararaosaka@gmail.com)