

Office Procedures

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WHAT IS AN OFFICE ?

Office is:

- A work place where teams of people work together in a hierarchy, for fulfillment of objectives of an Organization.
- People are paid for efforts / services
- A kind of control tower where..
information is processed..
to facilitate competent authority
to take decisions..
to achieve organizational goals


What is Office Management ?

- **Office Management is an essential feature to any department, irrespective of its size and nature as well as the area of operation.**
- **No human activity could be organized without systems, procedures and rules.**

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- It is known that all the decisions and correspondence in the Government are being done through **files** and a particular **office Procedures** is being followed in all Government Offices.

What is Procedure ?

- Procedure is a set of sequential and logical steps followed to do a job in an efficient and effective manner.
- Doing things methodically by following certain procedures laid down with a clearly defined roles and responsibilities for smooth and effective functioning of the office.
- A set of precise instructions to accomplish a task.

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- This is a story about four people named Everybody, Somebody, Anybody, and Nobody.
 - There was an important job 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 Anybody could do it, but Nobody realized that Everybody wouldn't do it.
 - It ended up that Everybody blamed Somebody when Nobody did what Anybody could have.

"There is no subject more important than administration. The future of civilized Government and even, I think, of civilization itself rests upon our ability to develop a Science and Philosophy and practice of administration, competent to discharge the public functions of civilized society".

("Role of Administration in Government " by Charles A. Beard)

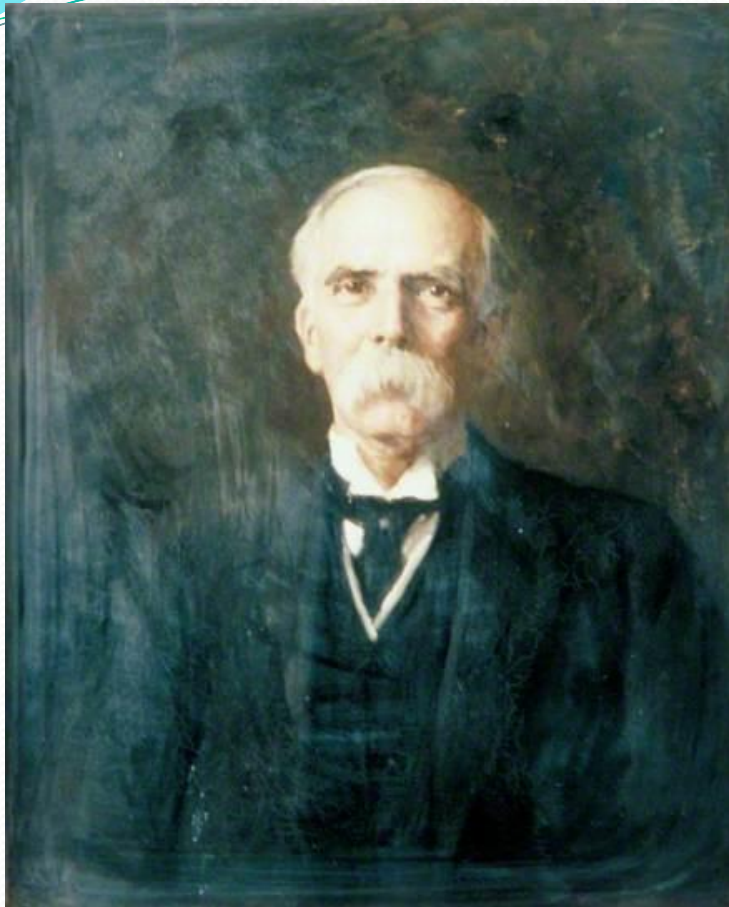
**What is the
base?**



"Totten ham" system of Office Procedure

- **Totten ham System of Office Procedure
- TELANGANA**
- **Introduced through Go.Ms.No.1825
G.A.D(O&M) Department dated 26-12-
1959, to all offices of the Heads
of Departments.**

Contd..



- **Sir Richard Tottenham was a British I.C.S officer who worked as the District Collector of North Arcot district (1945-46) in pre-Independent India which is in the State of Tamilnadu now.**

- **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".**

“Totten ham” system of Office Procedure

- **The system which was in existence in Telangana State , prior to introduction of Totten ham system, is called ”Maclean’s Disposal Number System”,**

TOTTENHAM SYSTEM

- **Division of labour**
- **Span of control**
- **Office divided into sections**
- **Section consists of Section Heads & clerks.**
- **Allotment of duties & responsibilities**
- **Accountability**
- **Monitoring**
- **Evaluation**

COMMON OFFICE FUNCTIONS

COLLECTING INFORMATION



CLASSIFYING INFORMATION



PROCESSING INFORMATION



TAKING DECISION



COMMUNICATING DECISION



MONITORING INFORMATION



STORING INFORMATION

FUNCTIONS

- 1. Collection of information
- 2. Classification of Information
- 3. Processing of information
- 4. Communication of decision
- 5. Monitoring
- 6. Storing information

TOOLS WHICH HELP TO PERFORM THE FUNCTION

- Incoming communication
- Filing system
- Noting
- Drafting of outgoing communication
- action taken Reports and Returns
- Principles and techniques of records management

GENERAL DISCIPLINE

- **Quiet & dignified**
- **Courteous – Humble**
- **Perfect silence**
- **Official secrecy**
- **Non acceptance of presents**
- **Additional Remuneration**
- **Promptness**
- **Punctuality**
- **Cleanliness**
- **Discipline**



Inward



Outward

Tappals

Registration

**Referencing
& arranging
of File**



THANK YOU