

Training Programme on Office Procedures

WELCOME

INTRODUCTION

- NAME
- DESIGNATION
- DEPARTMENT
- EXPERIENCE
- EXPECTATIONS - ORGANISATIONAL
- PERSONAL

TRAINING PROGRAMME

ON

OFFICE PROCEDURES

OVERVIEW

The Basic Issues

- Why is the REQUIREMENT for developing a course on OP?
- What is the RATIONALE of OP course/ design ?
- What is its RELEVANCE to the officers, staff and Others?

Who is Responsible For Maintaining Discipline?

- Organisation Head
- Supervisory Officer
- Vigilance Officer
- Various organizations involved in Vigilance
- Every employee
- General public

Aim of Training on OP

- To equip the participants with knowledge and skills on Office Procedures

Objectives of Course on OP

- Describe the salient features of Tottenham system of Office Procedures
- Describe the items involved in General discipline in Office Administration
- Describe duties & responsibilities of Superintendents and Assistants
- Describe the significance and procedure in maintenance of Personal Register
- Explain the procedure of File Management
- Describe the salient features in preparation of an office note
- List out the types of communications commonly used in offices
- Describe the procedure in drafting
- Prepare note and draft with given case
- Identify the strengths and weaknesses in the given file/case
- List out the kinds of disposals
- Describe the procedure of Record maintenance
- Describe the checks needed to prevent delays

Broad Contents

- Office Management - Office Definition – Rules governing Men, Material and Money Management
- Salient features of Tottenham System –Attendance and General discipline - Duties and responsibilities
- Common Office Functions – Tappals, Inward, Distribution and Registers to be maintained
- File Management
- Fundamentals of Noting – guidelines for writing a Note
- Forms of Official Communications, Drafting various communications
- Disposals and Records maintenance
- Tools for effective functioning

Workshop Methodology

1. INTENSIVE PARTICIPATION
– INDIVIDUAL & GROUP ACTIVITIES– EXERCISES, CASE STUDIES
2. TRAINING MATERIAL
3. JOINT LEARNING – RESPONSIBILITY
– INDIVIDUAL – GROUP
RESOURCE FACULTY
4. ROLE OF FACULTY – FACILITATING
5. FULL TIME COMMITMENT
6. ACTION PLAN
7. Time Management

Training/Reference Material

- Comprehensive set of reading/reference material
- Case Studies
- Exercise Material

Relevance/Significance

- **Increasing emphasis on following Procedures prescribed in day to day functioning**
- **Building capabilities to discharge duties without delay**
- **Support government initiatives on**
 - + Improving delivery of public services**

Expectations

- Set aside Hierarchical levels / designations
- Free-flow of communications
- Participate, without hesitations
- Avoid Pre-conceived solutions
- Don't be defensive
- Openness to suggestion
- Receiving feedback constructively

THANK YOU