

District Office Manual

ENJOY THE STORY OF FOUR PEOPLE

- THIS IS A STORY ABOUT FOUR PEOPLE NAMED EVERYBODY, SOMEBODY, ANYBODY & NOBODY.
- THERE WAS AN IMPORTANT WORK TO BE DONE
- 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 REALISED THAT EVERYBODY WOULD NOT DO IT.
- IT ENDED UP THAT EVERYBODY BLAMED SOMEBODY WHEN ACTUALLY NOBODY ACCUSED ANYBODY.

Manual of Office Procedure ?

- The efficiency of an organization depends on evolution of adequate processes and procedures and following them
- An attempt to balance the conflicting considerations of speed and propriety

WHAT IS AN OFFICE?

Office is:

- A work place where teams of people work together in a Hierarchy.
- 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

PROCEDURE

is a way of doing something
especially one that is
formally or conventionally
accepted as being correct.

ADMINISTRATION

- Management
- Direction
- Running
- Government
- Supervision
- Organisation
- Paper work
- Admin

OFFICE MANAGEMENT SYSTEM

MEN

PUB. ADMN
SALARY ADMN
WELFARE ADMN
MOTIVATION
MORALE
DISCIPLINE

1. GOOD COMMUNICATION
2. MAINTENANCE
3. PUBLIC RELATIONS

MGT.

MATERIAL

MONEY

RECEIPTS
EXPENDITURE
BUDGETTING
ACCOUNTING
AUDITING

LAND
BUILDINGS
FURNITURE
STATIONERY
MACHINES
APPLIANCES

TOTTENHAM SYSTEM

- HIERARCHY
- OFFICE DIVIDED INTO SECTIONS
- SECTION CONSISTS:
 - SECTION HEADS & CLERKS
 - FIXING UP DUTIES & RESPONSIBILITIES
 - ACCOUNTABILITY
 - MONITORING
 - EVALUATION

Duties of Section Officer

- **General Duties:**
 - Distribution of work
 - Training, helping and advising
 - Management & Coordination of the work
 - Maintenance of order and discipline in the section
 - Maintenance of list of residential addresses
- **Responsibilities relating to Dak:**
 - To go through the receipts
 - Submit receipts to be seen by higher officers
 - Keep a watch on any hold up in movement of Dak
 - Scrutinise the section Diary
 - Maintenance of list of residential addresses

Duties of Section Officer

- Issue of a Draft:
 - Corrections & clean copy, Spare copies
 - Enclosures, priority marking, mode of despatch
- Efficient & Expeditious disposal of work
- Checks on delays:
 - Keep a note of important receipts
 - Ensure timely submission of arrear and other returns
 - Inspect Assistant's table to ensure nothing is overlooked
 - Ensure cases are not held up at any stage
 - Weekly check on periodical returns
- Independent disposal of Cases:
 - Issue of reminders
 - Obtaining & supply of factual non-classified information

Duties of Section Officer

- Recording and Indexing:

- Approve recording of files and their classification
- Review recorded files before destruction
- Supervise periodic weeding of unwanted spare copies
- Ensure proper maintenance of registers
- Ensure proper maintenance of reference books, OOs
- Ensure neatness and tidiness
- Ensure strict compliance of departmental security instructions

- Duties of Clerk:

- While disposing the cases:
 - To see whether all facts open to check have been stated
 - To draw attention, to precedents or rules and regulations
 - To put up Guard file and supply other relevant facts
 - To bring out clearly the question under consideration and suggest a course of action wherever possible

GENERAL DISCIPLINE

- QUIET & DIGNIFIED
- COURTEOUS
- NO WASTAGE OF TIME
- PERFECT SILENCE
- OFFICIAL SECRECY
- NON ACCEPTANCE OF PRESENTS
- REMUNERATION
- PROMPTNESS
- PUNCTUALITY
- TIDINESS
- CLEANLINESS
- DISCIPLINE

ATTENDANCE & LEAVE

1. HOURS OF ATTENDANCE
2. GRACE TIME
3. LATE ATTENDANCE
4. LATE PERMISSION
5. FORFEITURE OF LEAVE
6. WORK OUT OF OFFICE HOURS
7. TURN LISTS - REGISTER
8. CASUAL LEAVE
9. OPTIONAL HOLIDAYS
10. CASUAL LEAVE GRANTED UNDER F.R.7
& DOM P 7

CASUAL LEAVE & COMPENSATORY LEAVE

Dos

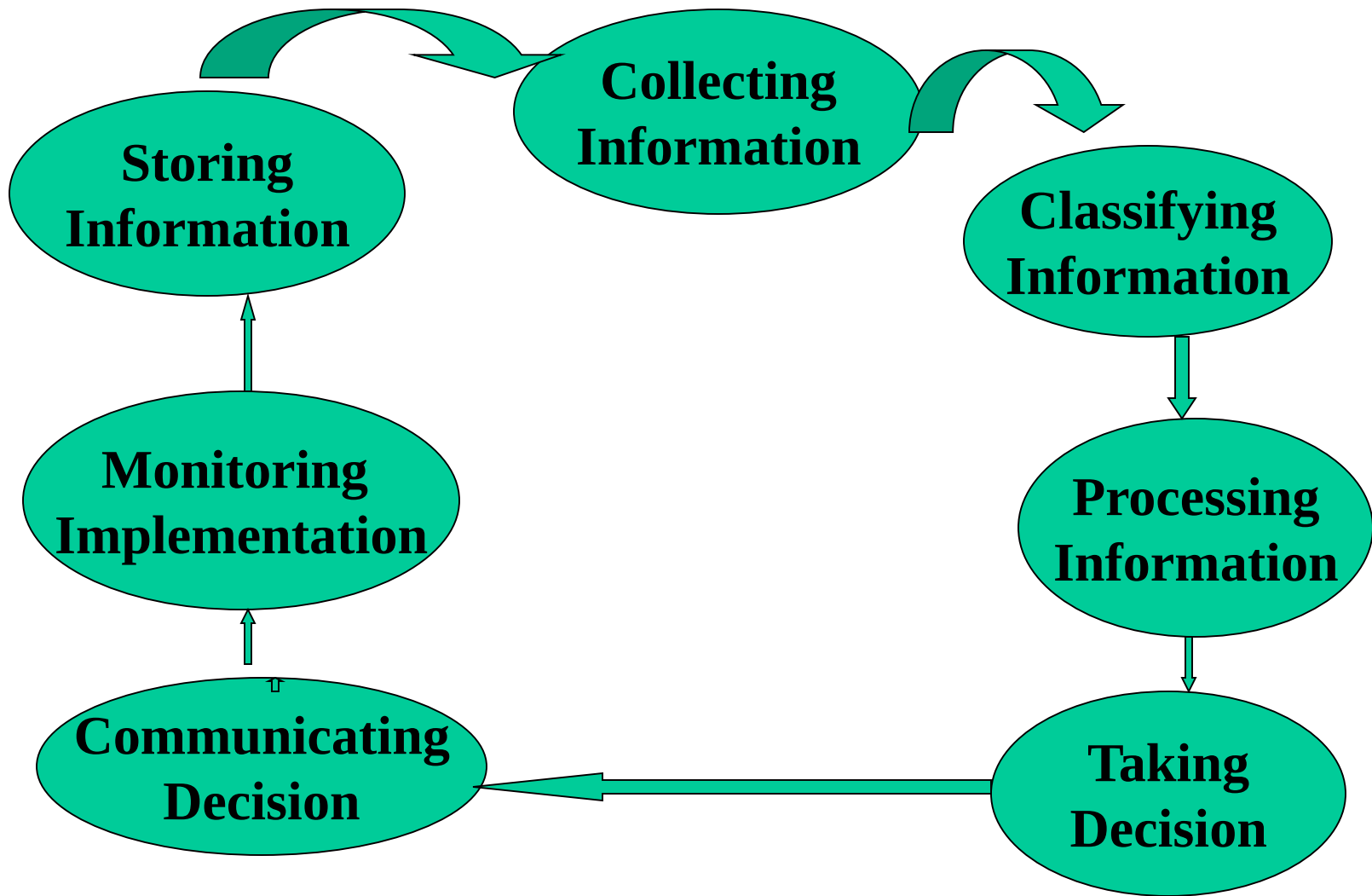
- WHEN THE LEAVE APPLICATION IS MADE PURPOSE MUST BE STATED DEFINITELY
- OBTAIN PRIOR PERMISSION AND ORDERS
- HAND OVER KEYS – SECTION HEAD
- PROCESS THE LEAVE APPLICATION THROUGH PROPER CHANNEL

DO NOT

- STATE VAGUE REASONS
- GIVE UNSAVOURY MEDICAL PARTICULARS
- ABSENT IN ANTICIPATION OF SANCTION

***REMEMBER “LEAVE IS NOT A RIGHT”**

COMMON OFFICE FUNCTIONS



REGISTERS ETC. TO BE MAINTAINED

- ATTENDANCE REGISTER
- LATE ATTENDANCE REGISTER (RUN ON NOTE)
- CASUAL/ COMPENSATORY LEAVE ACCOUNT
- INWARD-DISTRIBUTION-SECURITY REGISTERS
- PERSONAL, PERIODICAL REGISTERS (R.O.N)
- STOCK FILES
- ARREAR LIST, REMINDER DIARY
- FAIR COPY REGISTER
- LOCAL DESPATCH REGISTER
- STAMP ACCOUNT OR POSTAL REGISTER
- CALL BOOK, ANNUAL INDEX OF RECORDS
- RECORD ISSUE REGISTER,
- GOVERNMENT SUITS REGISTER
- LOG BOOK
- REGISTER OF IMMOVABLE PROPERTY PURCHASED BY GOVERNMENT IN CIVIL SUITS

Personal Register - Format

S.No.	Current No.	Date of receipt by Asst.	Title (Main Head underlined)	From whom received
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1

2

3

4

5

Outside No. & date	Submitted by Asst.	Returned to Asst.	Form of reference	To whom
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6

7

8

9

10

Date	Reply/fresh current No	From whom	Outside No. & date	Nature & date of Disposal
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11

12

13

14

15

PERSONAL REGISTER - CHECK LIST

1. Maintained by each dealing clerk
2. Maintained for one year
 - 1st January to 31st December
 - Old Personal Register continued till 31st March
 - Undisposed Currents to be entered in new personal register on 1st April
 - Adequate No. of pages to be left in the new Personal Register for B.F. files / Currents.
3. Continuous Sl. No. Jan – Dec
4. New Currents to be entered with all particulars in columns 1 to 4
5. Clubbed Cs – only the old file No. given in column 4

PERSONAL REGISTER - CHECK LIST

6. Adequate care taken to write subject / title.
7. Subject – main head underlined in red ink.
8. A certificate to the effect of entry of BF currents on 1st page attested by Superintendent
9. Reminders to be entered in Red Ink
10. 2 or 3 currents in each page.
11. Separate files with a Red Line
12. Nature of disposal in last column with date
13. Once file is disposed Current No. to be rounded off in red ink &
14. Disposal handed over to Record Assistant

FILE MANAGEMENT

- A file is made up of:

Current file

Note file

- Current file consists

Communications received

Communications sent

Note file consists:

Note of Section/Officer

Orders by Competent Authority

Current/Correspondence File

Papers in the current file are arranged:

In Chronological order

Neatly tagged together

Page numbered on both sides of the page in Red Ink

Referenced properly

Note File

- 1/3rd Margin
- Page No and Current No. on top
- Subject/ title
- Reference
- Body of the Note broken into short paragraphs dealing with single point

LINKING FILES

- If some matter in any pending file needs to be referred to in the note put up in a file under consideration
- Put up reference file under the file which is under consideration
- Strings of upper file pad tied to back of the pad
- Strings of lower file tied around upper file
- Slips indicating TOP FILE FOR ORDERS/
L.F. FOR REFERENCE to be pinned to flaps of upper and lower pads, respectively

NOTE

- Remarks recorded on a case under consideration to facilitate its disposal
- REASONS FOR:
- Facilitates/ensures comprehensive examination
- Provides written record of decision taken and justification thereof
- Constitutes proof of approval/orders by the competent authority
- Ensures consistency of approach
- Provides historical and evidential material

Content of a note

- Statement of the case of problem
- Relevant facts and figures
- Precedents if any
- Procedure prescribed
- 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 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)
- 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
- Redundancy
- Intemperate language
- Bias

Noting

- Recorded on a note sheet
- at least one word should be carried over to the next page,
- extra blank courtesy sheet should be added
- Concise
- Comprehensive
- Precise (businesslike and to the point)
- Objective and unbiased
- 3rd person passive voice
- Polite (temperate language, even when pointing out obvious mistakes)

- He fainted when he came to Paragraph 13 where you say, “as we have already clarified in paragraph 6 and elaborated in 9 ...”

- In the first paragraph we were ‘surprised’,
in the second ‘shocked’,
in the third ‘disappointed’.
We can only ‘regret’ in the fourth
paragraph.

Drafting

- A draft is a rough sketch of a communication to be issued after approval by the officer concerned
- Draft :
- Should carry the exact messages sought to be conveyed
- Should be clear , concise and incapable of misconstruction
- Should result in the desired response from the receiver
- Should be divided into proper paragraphs, according to the logical sequence or order of ideas expressed in the draft
- Should contain references to previous correspondence, if any
- Avoid:
- Lengthy sentences, abruptness
- Repetition of words, observations or ideas
- Offending, discourteous language

DRAFTING-CHECK LIST

- File Number , Date
- From Address: Name, Designation, Department, Door No., Street No., City, Pin Code, (Fax & E.mail if available) and Phone No.
- To Address
- Salutation (only in Letter and D.O.Letter)
- Subject of the communication
- Reference: Number and date of the last communication in the series (from the Sender and the Receiver)
- Body (in logical paragraphs)
- Subscription (only in Letter and D.O.Letter)
- The enclosures which are to accompany the fair copy
- Urgency/ Confidential grading,
- Despatch instructions
- Signature with Name or Designation

Forms of Communication

- Memo
- Office order
- Circular
- UO Note
- Minutes of Meeting
- Letter
- Demi Official letter
- Proceedings
- Notice
- Press Release
- Press Note

Memo

Office of the

Memo No.A1/116/2015 Dt

Sub:

Ref:

(in third person)

Sd/-

Designation

To

Name

Address

Letter

Government of -----

From

To

Sir/Madam

Lr.No.A/116/2015, Dated.

Sub:

Ref:

(in first person)

Yours faithfully

Sd

Designation

DO Letter

Government of -----

Sri./Ms.

Office Address

Designation

DO Letter No.A1/116/2015,dated.

Sir(Respected Sir)

Dear Sri / My Dear

Sub

Ref

(in first person)

With regards

Yours Sincerely

Sd/

By Name

Name

Official Designation

Proceedings

Proceedings of

Present
Sri

Proc.No.A1/116/2015, dated.

Sub
Read

ORDER

Para 1: Background, (2) Issue (3) Authority (4)
Sanction 5. Limitations (6) Head of
Account

Sd
Designation

Address

Nature of Disposals

- R.Dis- Retain Disposal- Permanent
- D.Dis- Destroy disposal- 10 years
- L.Dis- Lodged disposal –1 year
- F.Dis- To be filed
- N.Dis- To be returned in original endorsement
- XL.Dis- To be filed without numbering
- X N.Dis- To be returned without numbering
- K.Dis- More than one (1) and Less than ten (10) years of retention as per the requirement of the departmentn (after obtaining Govt.orders by HOD)

Disposal Jacket

To have on front page:

Name of the Department :

Name of the office:

Nature of disposal: R/D-2201

Date of disposal-

Subject

Number of pages : CF

NF

Total

On the back side:

To be destroyed straight away/sent back to
section for review

Index Slip

Disposal No.

Sub:

No.of pages C/f

No.of pages of N/F

Total pages

Prevention and checking of arrears and delays

- Checking - PR ,PDL Regr, Arrear list, other registers as per Calendar of check
Reminder diary to watch prompt:
Reports/Replies
Random checks
- Surprise checks
- Check of over 3 months cases

Reminder Diary

- Date of reminder if no report/ reply received
- Maintained date wise
- Checked along with PRs
- To ensure prompt action

Call Book

- Maintained for calendar year
- If no action beyond 6 months needed in a file
- Orders obtained for transfer to CB and date of revival
- When received CF and NF separated
- Given new current number
- Timely revival to be checked
- Maintained for the entire office year wise

Call Book - FORMAT

- Sl.No. Personal or date of Subject
 current Regr entry in
 No. The regr

1

2

3

4

Details of
Order to lie
Over

Fresh new case No.
assigned and date of
revival in the FR

5

6

Periodical (PDL) Register

- To watch prompt receipt and submission of PDLs
- Superintendent to maintain monthly check list
- Issue advance reminders on quarterly, half yearly and annually etc PDLs
- Checked along with PRs

Periodical Register - Format

S.No.	Name of Periodical	Incoming due date and from whom due
1	2	3
Date of Receipt	Out going date due & to whom due	Periodical date of despatch
4	5	6
Remarks (Reminders & Replies)		
7		

Arrear List

Abstract list only

Maintained monthly

To know progress of work

For obtaining pending indicate details

Check of long pending currents by

Superintendent

Arrear List Format

Sections& Clerks	No.previously pendig	No.Received	Total
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1

2

3

4

No.Disposed of	Balance	% pending
----------------	---------	-----------

5

6

7

Remarks

8

Run on Note file

Calendar of check by supervisory officers

- Check necessary for preventing delays
- Remarks on check of PRs and other registers answered within 48 hours
- Maintained for calendar year
- Periodical check to be ensured

Stock file

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