

WELCOME

TO A SESSION ON

Office Management & Procedures

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LEARNING OBJECTIVES

At the end of the session the learners will be able to :


- ❖ Identify the significance of good office practices in decision making
- ❖ Describe principles of office management; and
- ❖ Describe an ideal office system

What is an Office?

- **“Office” is an information handling, processing and maintenance unit, and**
- **Serves as a “data bank” or “source of information” required for decision making,**
- **Effective information management contributes greatly to the overall success of an organisation**



For managing an Office, there should be
A well designed **SYSTEM**
A set of **PROCEDURE**, and
Effective **METHODS** of operation



SYSTEM – is a network of related procedure integrated to carry out a major activity

PROCEDURE - is a sequence of operations involving several people/unit in recurring transaction of business

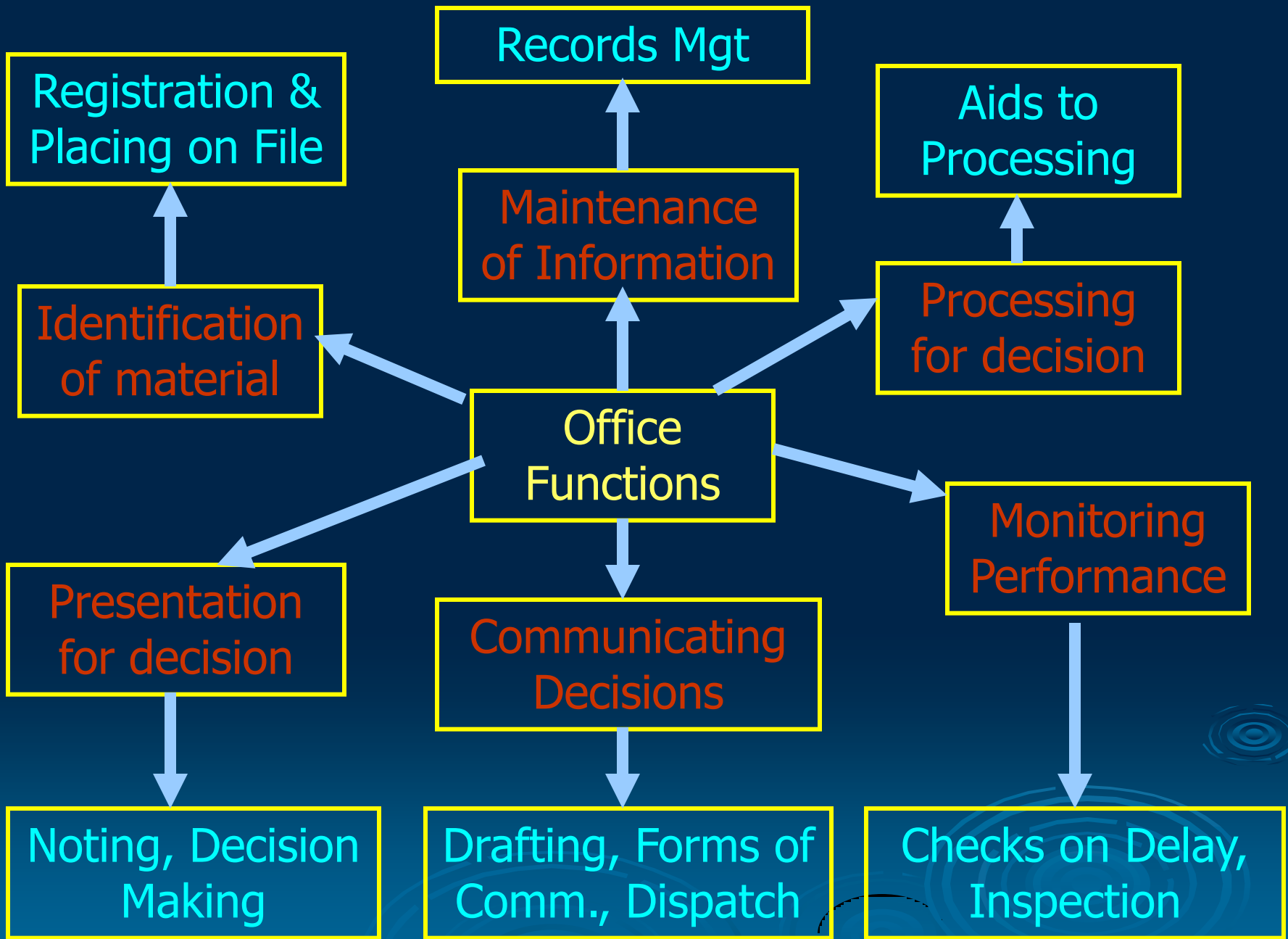
METHOD – is a manual or mechanized means of performing operations

A Procedure -

- ✚ stands between a system and an operation
- ✚ brings system down to the level of actual work operation and individual responsibilities
- ✚ tells, who does what, and how, and when
- ✚ specifies work steps necessary, assign responsibility and relates 'what one person does' to 'what others do' .

MAIN OFFICE FUNCTIONS

- Identification of cognitive material
- Collation, compilation and analysis of data - developing information
- Presentation of information for decision making
- Communication of decisions
- Monitoring performance
- Maintenance of information



IDEAL OFFICE SYSTEM

- **GOOD FLOW OF WORK WITHOUT BOTTLENECK**
- **AVOIDING DUPLICATION**
- **KEEPING MOVEMENT OF STAFF TO THE MINIMUM**
- **AVOIDING UNNECESSARY PAPER WORK**
- **MAKING BEST USE OF SPECIALISATION & OFFICE MECHINERY**
- **MAKING FEW EXCEPTIONS TO THE RULE**
- **AVOIDING UNNECESSARY INTERFERENCE**
- **SEEKING SIMPLICITY**
- **FACILITATING BEHAVIOUR**

DAK-RECEIPT, REGISTRATION AND DISTRIBUTION

□ WHAT IS "DAK" ?

- "Dak" includes every type of written communication such as letter, telegram, ID note, file, fax, e-mail, wireless message which is received, whether by post or otherwise, in any organization for its consideration.

□ WHAT DO WE DO WITH DAK ?

RECEIPT OF DAK

- During Office Hours
 - Outside Office Hours
 - Through E-mail
 - Through Fax
-

REGISTRATION

- Urgent Dak
 - Covers
 - Enclosure
 - Date-Stamp
 - Sorting Out
 - Dak Register
 - List of Categories
 - Number of Registers
 - CR/IFC No.
-

DISTRIBUTION

- ❑ Invoice / Messenger Book / Section-wise Dak Register
 - ❑ Distribution Time
 - Ordinary Dak
 - Urgent Dak
 - * Recd during office hrs.
 - * Recd after office hrs.
 - ❑ Time of Sorting, Registering, Invoicing
-

PERUSAL AND MARKING

- The Section Officer will
 - go through.....
 - forward misdirected.....
 - separatefor higher officers
 - mark to himself.....
 - mark to dealing hands...
 - keep a note....
 - file returned by another department....
-

DIARISING IN SECTION

- Section Diary
 - List.....not to diarise
 - In Red ink....
 - Redirected receipts...
 - Papers referred to another Deptt..
 - After 15 days...
 - Where to write Diary Number ?
 - SO scrutinizes Section Diary....
-

DIARISING BY PERSONAL STAFF

- DS and above
 - No receipt will be diarised more than twice
 - Envelops without contents...
-

MOVEMENT OF RECEIPTS

- Receipt Pad
 - Movement Slip
 - Not received back within a day...
-

ACTION ON RECEIPTS

- ❑ General Principles
 - ❑ Action by Dealing Hand
 - ❑ Action by Section Officer
 - ❑ Examination by Section
 - ❑ Level of Disposal and Channel of Submission
 - ❑ Examination by an Officer
-

Contd...

- Oral discussions
 - Oral instructions by higher officers
 - Oral orders from Ministers
-

GENERAL PRINCIPLES

- ❑ Initiate action – as per priority
 - ❑ Number of levels – minimum
 - ❑ Paper work – essential minimum
 - ❑ Time - least possible
 - ❑ Optimising – quality and quantity
-

ACTION BY DEALING HAND

- Go through..separate urgent ones
 - Enter in Assistant's Diary
 - Deal with urgent ones first
 - Check enclosures...
 - If any other section...copy
 - Handling with a file...
 - Docketing, Referencing, Noting, Putting up
 - Indicate date of submission in Assistant's Diary
-

ACTION BY SECTION OFFICER

- Scrutinise the note put up by D/H
 - Finally dispose of routine cases
 - Take immediate routine action
 - Record own comments, suggestions
 - Submit the case to higher officer
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ACTION BY HIGHER OFFICERS

- Go through...initial
 - Remove receipts....
 - Record in Movement Slip...
 - Give directions where necessary...
 - Return... to Section Officer
-

HIGHER OFFICER CAN EXPECT FROM SECTION

- ❑ Statements are correct
 - ❑ Mistakes, missing data - pointed out
 - ❑ Statutory / Customary Procedure, Precedent – attention drawn
 - ❑ Relevant Law / Rules – pointed out
 - ❑ Points requiring decision – clearly brought out
 - ❑ Possible alternatives – suggested
 - ❑ Level of disposal - indicated
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WHAT IS EXPECTED FROM AN OFFICER

- ❑ Regular discussion with his staff to decide course of action – single note technique.
 - ❑ Technique of Self-contained note.
 - ❑ Decision making level to record in writing the reason for deviation from normal procedure / rules.
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CHECKS ON DELAYS



WHAT IS DELAY?

Can Delay be completely eliminated?

What are the different types of delay?

AIDS TO PROCESSING

- Running Summary of Facts
- Standing Guard files
- Standing Note
- Precedent Book
- Standard Process Sheets
- Reference Folders

RECEIPT-SUBMISSION AND DIARISATION

- Perusal and Marking

- Diarising in Section
- Diarising by Personal Staff
- Movement of Receipts
- Action by Higher Officers
- Allocation of Disputed Receipts

INFORMATION PROCESSING

- Arrival (concept of Dak and what we do with it)
- Storage (File Mgmt, File Numbring System, Computerization)

- Processing (Receipt Submission, Diarisation, AoR, Noting)
- Communication (Forms, Drafting, Issue of Drafts)
- Monitoring (Checks on delay, Inspection, Annual Action Plan)
- Maintenance (Records Mgmt., Office Automation, ESOPS)
- Miscellaneous (Citizen's Charter, Modernisation etc.)





ALLOCATION OF DISPUTED RECEIPTS

If a Section feels that it is not concerned with a misdirected receipt, it would be brought to the notice of the officer designated by the Department for deciding allocation of disputed receipts.

Records Management



Learning Objective

- Explain the concept and importance of Records Management in achieving effectiveness of organization
- List stages of Records Management

What constitute record ?

- FORMS – LETTES – REPORTS – MANUALS
–MAPS - CHARTS
- All documents which have future reference value constitute record

Why Record ?

- Continuity
- Accountability
- Legal requirement
- Precedent
- Historical value

What is Records Management?

- Records Management refers to activities involved in controlling the life cycle of records



Creation

Utilization

Storage

Retrieval

Disposition

Principles of Effective R M

- APPRAISAL
- WEEDING
- ACCESSIBILITY
- CONTROL OF GROWTH
- SPEED IN RETRIEVAL
- ECONOMY
- RETENTION SCHEDULE

ACTIVITIES

- CREATION
- CLASSIFICATION
- TRANSFER
- MAINTENANCE
- PRESERVATION
- REVIEW & WEEDING

PROCEDURE FOR RECORDING

- ☒ Revise Title, if necessary
- ☒ Eliminate Waste
- ☒ Complete references
- ☒ Obtain orders + Categorization
- ☒ Record Precedents
- ☒ Draw Extracts / Copies
- ☒ Index 'A' & 'B' files
- ☒ Note in File Register & FMR
- ☒ Give it a make up

Record Retention Schedules

- ❑ Appendix 28 of MOP
- ❑ Appendix 13 of GFR
- ❑ For records common to all – Deptt of ARPG
- ❑ For records on substantive / core subjects – provide departmentally

INDEXING

- ☒ Indicate Catchwords
- ☒ Number of slips : a pair each
- ☒ Display order : Catchword then Subject then F.No.
- ☒ Exit other catchwords
- ☒ Cross check two sets : Alphabetical – Section and F.No. sequence – Depttl index
- ☒ Input date of indexing
- ☒ No headwise indexing for files under functional filing system
- ☒ Group them year-wise

REVIEW

- ⦿ Review is a process of evaluating the relevance of a record for its future use / reference.
- ⦿ Review generally leads either to further retention or to destruction
- ⦿ After review a record may be upgraded with the approval of the branch officer.

WEEDING

- ❖ Methods: Shredding / Incinerating / Recycling
- ❖ Certificate of destruction
- ❖ Entry in remarks column of File Register.

Role of Records Officer

- ✓ Arrangement, maintenance and preservation of records;
- ✓ Periodical review (including appraisal of classified records and of > 25 yrs) and weeding;
- ✓ Compilation of retention schedule;
- ✓ Adoption of standards for improvement of records management system;
- ✓ Compilation of annual indices / orgnl history;
- ✓ Assisting NAI / UT Archives;
- ✓ Submission of annual report;
- ✓ Transferring records of defunct bodies; and
- ✓ Maintenance of Standing Guard Files.



Thank You!