



# OFFICE PROCEDURE

## DAK & RECEIPTS

# WHAT IS AN OFFICE?

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

# OFFICE

- For managing an office, there should be –
  - A well designed **SYSTEM**;
  - A set of **PROCEDURE**; and
  - Effective **METHODS** operation.

# OFFICE

- **SYSTEM** – is a network of related procedure integrated to carry out a major activity;
- **PROCEDURE** – is a sequence of operation involving several people/unit in recurring transaction of business;
- **METHOD** – is a manual of mechanised means of performing operation.

# PROCEDURE

- For a procedure to be effective, it should be
- ✓ EXPLICIT;
- ✓ INTELLIGIBLE;
- ✓ CAPABLE OF ACCEPTING CHANGE;
- ✓ IMPLEMENTABLE BY ALL LEVELS OF FUNCTIONARIES; and
- ✓ CAPABLE OF BEING MONITORED;

# MAIN OFFICE FUNCTIONS

- Identification of cognitive material;
- Collation, compilation and analysis of data – developing information;
- Presentation of relevant information for decision making;
- Communication of decisions;
- Monitoring of the process;
- Maintenance of information.

# **WHY OFFICE PROCEDURE?**

- **UNIFORMITY;**
- **TRACKING PAPERS RECEIVED IN THE DEPARTMENT;**
- **LOCATING/TRACKING RELEVANT FILE;**
- **CHECK DELAYS;**
- **ASSESS POSITION OF PENDING CASES;**
- **FIXING RESPONSIBILITY;**
- **FACILITATING FUNCTIONING OF THE OFFICE EFFICIENTLY;**
- **MEANS NOT AN END;**

# MANUALS AND INSTRUCTIONS

- **MANUAL OF OFFICE PROCEDURE**
  - It is a complete manual on Office Procedure published by Department of Administrative Reforms & Public Grievances ([www.persmin.nic.in](http://www.persmin.nic.in));
- **MANUAL OF E-OFFICE PROCEDURE;**
- **DEPARTMENTAL INSTRUCTIONS**
  - Departmental Instructions means instructions issued by a department to supplement or vary the provisions of the Manual of Office Procedure.





**DAK-  
RECEIPT,  
REGISTRATION &  
DISTRIBUTION**

## DEFINITIONS

**Central Registry:** Means a unit in a department charged with the responsibility of receiving, registering, and distributing dak meant for that department & includes functionaries like resident clerk and night duty clerk.

**Central Receipt & Issue Section:** Means a unit within a Department consisting of the Central Registry and the Central Issue Section.

**Information & Facilitation Centre:** Is a facility to provide information to citizens/clients about the programmes, schemes etc., as well as status of cases, applications, etc.

**Dak:** includes every type of written communications such as letter, telegram, interdepartmental notes, file, fax, E-mail, wireless message, which is received, whether by Post or otherwise, in any department for its consideration.

# RECEIPT OF DAK

- **During office hours: By CR/IFC;**
- **Outside office hours:**
  - ✓ **Addressee himself if marked 'Immediate';**
  - ✓ **In other cases, by the night duty clerk;**
- **E-mails:**
  - ✓ **In the Department, downloaded centrally in Computer Centre & forwarded to the CR;**
  - ✓ **If addressed to officers, downloaded by them.**

# ACKNOWLEDGEMENT OF DAK, ACTION IN CENTRAL REGISTRY

- **Acknowledgement:** by the recipient signing his full name, date, designation.
- **Action in CR:**
  - ✓ Urgent dak separated from others;
  - ✓ All covers opened *except those by name, or bearing security grading*;
  - ✓ Check enclosures;
  - ✓ Opened dak stamped;
  - ✓ Sorted out section-wise/officer-wise.

# REGISTRATION OF DAK IN CR

- **The following types of DAK will be registered in the DAK REGISTER:**
- ✓ **Telegrams, wireless message, FAX, TELEX & E-mails received from the Computer Centre;**
- ✓ **Registered postal DAK;**
- ✓ **Inter-Departmental Files;**
- ✓ **Court/CAT Summonses and Notices;**
- ✓ **Receipts enclosing valuable documents e.g. Service Books, Agreements etc.;**

# REGISTRATION OF DAK IN CR

- ✓ Un-opened inner covers containing classified DAK;
- ✓ Letters from Members of Parliament;
- ✓ Envelopes received without contents or with material not marked to any officer will be registered with necessary comments in the Dak Register;
- ✓ Any other category covered by **Departmental Instructions**;
- ✓ Registration in Dak Registers or Computers, if any;

# **DISTRIBUTION OF DAK BY CR/IFC**

- **CR/IFC will prepare INVOICE/Peon Book separately for each Section;**
- **Dak along with Invoice sent to the Section concerned and acknowledged by the Diarist;**
- **Invoice duly signed returned to CR/IFC and filed Section-wise and Date-wise;**
- **Dak sent to Officers will be acknowledged by the Personal Staff;**
- **In case Dak is registered through Computers, Section-wise & Date-wise report generated by Computer;**

# DELIVERY OF DAK

- **Dak distributed to each section/Officers:**
  - ✓ Through invoice or dak register maintained section-wise;
  - ✓ Same procedure for Officers-acknowledged by personal staff;
- **Time of distribution:**
  - ✓ Urgent dak – as and when received;
  - ✓ Others: at suitable intervals – e.g. 11 AM, 2 PM, 4 PM.





**ACTION  
IN THE  
SECTION**

## TERMINOLOGIES OF OFFICE PROCEDURE

**Diarising**: Registration of receipts in the Section Diary well as the diary register with the officers' personal staff.

**Diarist**: means a clerk within a section charged with the responsibility *inter alia* of maintaining the section diary;

**Diary Number**: means the serial number assigned to a receipt in the section diary/personal staff of officers;

**Dealing Hand**: means any functionary such as LDC, UDC, Assistant, *entrusted with initial examination and noting upon cases*.

**Messenger Book**: means a record, maintained in standard form or any other form, particulars of despatch of non-postal communications & their receipt by the addressee.

**Security Grading**: Security marking of classified documents as 'Top Secret', 'Secret', 'Confidential', or 'Restricted'.

# PERUSAL AND MARKING OF RECEIPTS IN THE SECTION

➤ **Section Officer will:**

- ✓ Go through the receipts;
- ✓ Send misdirected receipt to concerned section
- ✓ Mark some receipts, in his discretion to higher officers, if required (*'May kindly see in dak'*)
- ✓ Mark those to himself difficult receipts or receipts having special features;
- ✓ Mark other receipts to dealing hands;
- ✓ Keep a note of important receipt.

# DIARISING OF RECEIPTS IN THE SECTION

- All receipts should be diarised in the Section Diary before they are distributed to D/H;
- Receipts re-directed to other sections should also be diarised;
- Papers referred to other departments will be diarised each time they are received back;
- Inter-departmental notes, telegrams and similar papers diarised **in red ink**;
- Diary number indicated on the receipt.

# DIARISING OF RECEIPTS IN THE SECTION

- **The following receipts should not be diarised:**
  - For which separate registers are used, e.g. Telephone Bills, MP's letters;
  - Already diarised in the Computer;
  - Unsigned without any instructions from officers (except e-mail);
  - Identical copies of representations except the one received first;

# DIARISING OF RECEIPTS IN THE SECTION

- **The following receipts should not be diarised:**
  - Post-copies of telegrams unless some addition has been made;
  - Petty contingent vouchers;
  - Routine acknowledgements;
  - Casual leave applications;
  - Miscellaneous circulars etc.;
  - Others as per departmental instructions.

## **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.**

# **ACTION ON RECEIPTS**

## **➤ GENERAL PRINCIPLES:**

- ✓ Officer to initiate action himself in certain cases;**
- ✓ No. of levels, paper work – minimum.**
- ✓ Least possible time for examination & Disposal.**
- ✓ Optimum Quality & Quantity.**



# **ACTION ON RECEIPTS**

## **➤ ACTION BY DEALING HAND:**

- ✓ Entry in the Assistant's Diary (App-6):**
- ✓ Scrutiny of receipts & separate urgent receipts from the rest;**
- ✓ Deal with the urgent receipts first;**
- ✓ Check enclosures and if any found missing, initiate action to obtain it;**
- ✓ See whether any other section is concerned with any part; if so, send copies or relevant extracts to that section for necessary action;**

# **ACTION ON RECEIPTS**

## **➤ ACTION BY DEALING HAND:**

- ✓ Bring the receipt to a current file if one already exists; or**
- ✓ Open a new file and indicate file no. in column 4 of the Assistant's Diary;**
- ✓ If the current file is not available for some reasons, part file is opened;**
- ✓ Part file subsequently merged with the main file when received back;**

# **EXAMINATION BY DEALING HAND**

- **A DRAFT WILL BE PUT UP WITHOUT ANY ELABORATE NOTE –**
- ✓ **When the line of action is clear/obvious;  
or**
- ✓ **based on a clear precedent or practice;  
or**
- ✓ **Has been indicated by higher officer,  
and a communication has to issue;**

# EXAMINATION BY DEALING HAND

## ➤ **IN OTHER CASES:** *Record a Note*

- ✓ See whether all the statements, so far as they are open to check, are correct;
- ✓ Point out mistakes, incorrect statements, missing data or information, if any;
- ✓ Draw attention, if necessary, to the statutory or customary procedure and point out the relevant law and rules;
- ✓ Furnish other relevant data or info available in the department, if any;

# **EXAMINATION BY DEALING HAND**

- ✓ **State the questions for consideration and bring out clearly the points requiring decision;**
- ✓ **Draw attention to precedents;**
- ✓ **Evaluate relevant data and information; and**
- ✓ **Suggest, wherever possible, alternative course of action for consideration.**

# **ACTION BY SECTION OFFICER**

- **Scrutiny of Dealing Hand's note;**
- **Dispose of Routine cases;**
- **Record note if necessary with his own comments/suggestions;**
- **Submit case.**

# HIGHER OFFICERS' EXPECTATIONS

- ✓ Statements are factually correct;
- ✓ Mistakes, missing data – pointed out;
- ✓ Statutory/Customary procedure, Precedents – attention drawn;
- ✓ Relevant Law/Rules – pointed out;
- ✓ Points requiring decision – clearly brought out
- ✓ Possible alternatives – suggested;
- ✓ Level of disposal – indicated.



**THANK  
YOU**