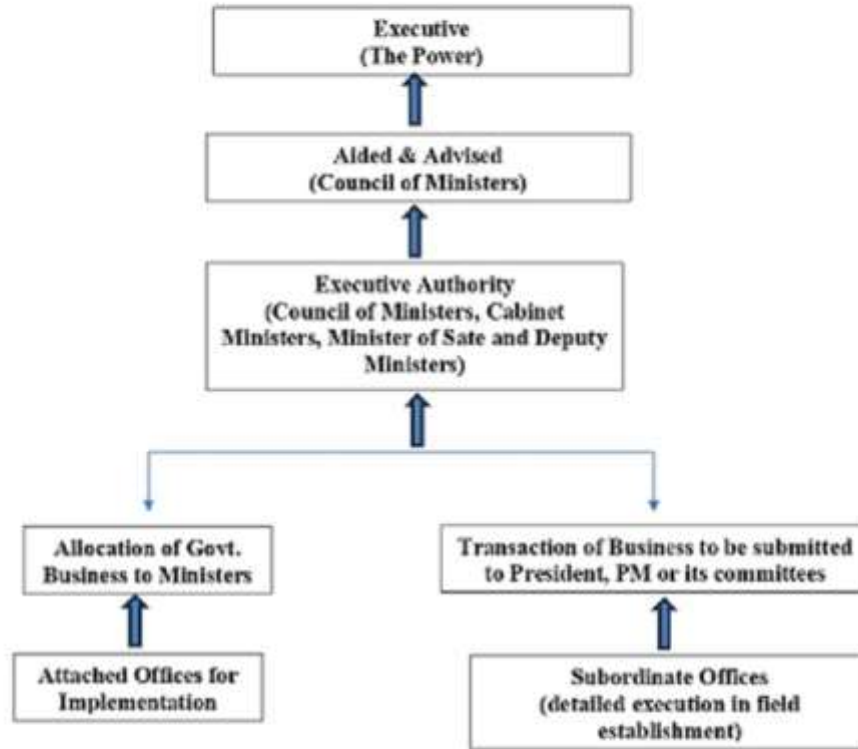


WELCOME



Drafting

- **Prepare sketch of communication**
- **Is a draft necessary?**
- **Who should be addressed and who will sign?**
- **What is the relationship between the sender and the receiver?**
- **What should be the form?**
- **Is something to be conveyed or to be called for?**
- **Are all details available?**
- **What is the intention of the decision?**
- **What should be the recipient's response?**
- **Does the language convey?**
- **Has the referencing been done?**
- **Is it logically sequenced?**
- **Does it have proper urgency, security grading?**

Identifying the sender

- **Adopting the right form**

Forms of Communication	Target Group
✓ Letter	✓ Foreign Governments, State Governments, Constitutional Authorities like UPSC, Election Commission, etc., Public Enterprises, Statutory Authorities, Public Bodies, Attached/Subordinate Offices, Members of Public
✓ Demi-Official Letter	✓ Officers of equivalent level and of one or two levels above the sender. ✓ Non-officials
✓ Office Memorandum	✓ Attached/Subordinate Offices, Other Ministries/Departments, Other Sections/Units within the same Ministry/Departments and Officers & Employees.
✓ Inter-Departmental Note	✓ Other Ministries/Departments

o **Visualizing the Response –**

o **Clarity, Consistency and Uniformity –**

o **Redundancy, Verbosity, Circumlocution and Repetition –**

o **Providing a Summary–**

General Instruction

- **Sufficient space in margin**
- **Subject like reminder etc.,**
- **Enclosures**
- **Urgency**
- **Importance like Registry, Speed post etc.,**
- **Endorsement**
- **Instruments to be above under Secretary for authentication of orders, notification etc.,**

Noting Structure

- **Notes are written remarks recorded on a paper under consideration to facilitate its disposal.**
 - i) précis of previous paper**
 - ii) the statement or analysis of the question or questions requiring decision,**
 - iii) A note by Minister, PM, Vice-President / President – Minute**
 - iv) Telephone number of signatory with date month and the year**

Guidelines on Noting

- **Should be concise and to the point**
- **Notes and Orders be recorded**
- **Routine Note not to be recorded – on receipt only**
- **Docketing – Corresponding number allotted on Dak receipt with higher officer remark**

p.70/Corr

S.No.23 (Receipt)

“We need to keep Cabsec informed. PI put up today.

Sd/- XXX

/ JS (Policy)

DS(/Proj) Sd/- 23/10”.

/

Simple and direct style

- **Verbatim reproduction of notes of other Ministers be avoided**
- **Misstatements or errors to be brought out in a courteous language**
- **Convenient size of paragraphs, with title if any**
- **Dealing hand signs on the left in full with d/m/y**
- **Officer signs on the right hand side with name, designation and date.**
- **Officer passes orders/suggestions as per vested powers to cover actual points and not repeat and append his signature.**

- **Modification – pasting is mutilation of records**
- **Not possible to conceal a recorded note firstly.**
- **Not desirable to modify notes of subordinates.**
- **If PUC required detailed examination, a Sectional Note be raised with major points and dealt therein.**
- **Routine note is of temporary value or ephemeral importance, on PUC, for consideration of higher officers.**
- **Running summary of facts, chronological updates with significant development.**
- **Running summary can be referred to convey the facts, which will not be repeated.**

Types of Cases, Quantum of Noting and Functional Approach :

- Ephemeral cases -No noting cases
- Routine/repetitive cases – standard process sheet without any noting
- Action in Correspondence cases- Indicate issue involved and the suggested action
- Problem Solving cases- Detailed note providing maximum information on the aspects.

Concise and to the point.

What is the problem ?

How has it arisen -cause

What is the Rule, Policy or Precedent ?

What a possible solutions with alternatives.

What is the best solution ?

What wil be the consequenes of the proposed solution ?

- Planning and Policy cases

i) Problem – State how the problem has arisen? What are the critical factors?

ii) Additional Information – Give additional information to size up the problem.

iii) Rule, policy etc – Refer Relevant rules, regulations, policy, standing orders, practices.

Logical interpretation bearing on the problem has to be put across in a cohesive manner.

iv) Precedents – Precedent cases having a bearing on the issue varying precedents or any precedent differs in certain respects, the difference stated to arrive at a correct decision.

v) Critical analysis – examine on merits and answering questions as above. Views of other Divisions / Ministries etc. the financial and other implications, repercussions, and the modality of implementing the decision and the authority competent to take a decision.

vi) Concluding paragraph –suggest ???

Referencing –

Referencing is the process of identifying a document, decision and facts mentioned in a note, draft or office copy of the communication issued.

- Every page in each part of the file will be consecutively numbered in separate series, in pencil. Blank pages will not to be numbered.
 - Each item of correspondence receipt or issue, serially numbered which will be displayed prominently in red ink on the top middle portion of its first page.
 - The ‘PUC’ and the latest fresh receipt noted upon, as ‘F. R’. e . g . F R - 1 , F . R . - 2
 - PUC and F.R. will be Flagged and indicated in the margin.
 - Recorded files to be alphabetically slipped. If two or more papers identified e.g. ‘A’/23 n., ‘A’/17 C and so on.
 - To facilitate the identification, number of the file referred to will be quoted invariably in the body of the note.
 - The relevant page numbers, to number and date of orders, notifications and resolutions, and, in the case of acts, rules and regulations, number of the relevant section, rule, paragraph or clause gether with the alphabetical slip attached thereto, in the margin quoted in the body of the notes.
 - Rules or other compilations not having been put up will be indicated in the margin of the notes in pencil.
- The reference slips will be spread over the entire width of the file visibly.

Noting on inter-departmental references –

Interdepartmental references : two categories

- Cases for verification of facts, receiving Department may straightaway record a note on the file.
- Cases seeking concurrence, opinion or a ruling from the other.
- If the reference seeks an opinion, ruling or concurrence of the receiving department will record the final views on the file.
- Requires detailed examination, be done separately and officer responsible for commenting upon the reference commonly known as “shadow files..
- After obtaining the orders of a higher officer, a remark that “this has the approval of-----“ should be added in that note.
- Finally recorded on the main file retained with the routine notes/shadow file, to return to the originating dept file.

The inter-departmental note recorded on the file of the originating Department bear the subject file number (shadow file number) to facilitate future reference.

Single File System (SFS) -

- Non-secretariat organization (NSO)
- file cover SFS prominently show the name of the (originating) NSO and likewise indicate that it follows the SFS system
- seeking a sanction/order, i.e. a decision not within its delegated powers.
- SFS file need not bear an I.D. No. or other formal method of sending, but will be sent as though it is from one officer to another in the same organization
- to enable the department to take a decision expeditiously; hence the NSO will ensure that:
 - The SFS file should be complete in all respects, so as
 - a) Every point for decision/order is clearly brought out;
 - b) All relevant connected papers are placed on the file, properly arranged and referred to;
 - c) Draft orders/sanctions are put up, where they are required to be approved by the department for issue; and
 - d) The availability of funds, etc., is certified where additional expenditure is involved in the proposal.

- The officer last dealing with the SFS case in the NSO will mark it to the appropriate officer in the department, by name; policy files will, however, be referred to the department at appropriate levels to be determined by the department and the NSO concerned, through a general order.
- All SFS files will be invariably routed through the central registry of the department concerned. Their receipt will be entered in a separate register, which will also record, against the relevant receipt entry, the despatch of the file on its return to the NSO.
- As a rule, all notings in the department will be on the NSO file. However, where sensitive or delicate matters in the sphere of personnel, policy issues and finance are involved, the recording of notes in 'duplicate' files may be permitted by issuing general or **special orders by the department. This will be done at a particular stage of the SFS case or at or above a particular level, with the final decision thereafter being suitably recorded on the SFS file.**
- As a convention, the secretariat noting on an SFS file will start on a new page and the noting done sequentially-save in matters of the nature referred to in (7) above.
- Action to implement the government decision in SFS case, will be initiated in by the NSO. Order issued stating the concurrence of Government
- Refer Single File System are available in Para 53 of the Central Secretariat Manual of Office Procedure.

Hints for Preparation of a Summary or Statement of Cases for the Minister

Self-contained summary of the case put up with every file submitted to a Minister.

Such a summary briefly, but clearly,

All the relevant facts, including the views expressed on the subject by other Departments, if any,

the point(s) on which the orders of the Minister are sought.

The following points may be carefully observed:-

- (i) A brief subject heading.
- (ii) The summary chronological facts of the case and any important considerations that could affect the decision.
- (iii) Contain recommendation other Ministries or Divisions the summary except individual officers within a Department

iv) The concluding point of decision of the Minister with the recommendation of the sponsoring officer.

v) should be relegated to annexure or appendices.

vi) The paragraphs of the summary should be properly numbered.

vii) The summary should be typed preferably in single space in small paras to enable easy reading.

viii) The annexure should be page numbered for crucial and relevant portion references with subheadings.

Arrangement of papers in a case –

While submitting a case, the papers, folders, reference book etc., are to be arranged in the following order **from top downwards:-**

1. Reference books;
2. Notes portion of the current file ending with the note for consideration;
3. Running summary of facts;
4. Draft for approval, if any;
5. Correspondence portion of the current file ending with the latest receipt or issue, as the case may be;

6. Appendix to notes and correspondence;

7. Standing Guard File, standing note or reference folder, if any;

8. Other papers, if any, referred to e.g. extract of notes or correspondence from other files, copies of orders, resolutions, gazettes, arranged in chronological order, the latest being placed on the top;

9. Recorded files, if any, arranged in chronological order, the latest being placed on the top;

10. Routine notes and papers arranged in chronological order and placed in a separate cover.

Linking and De-linking of files-

1. When files are to be linked, strings of the file board of the lower file (but not its flaps) will be tied round the upper file. The strings of the file board of the upper file will be tied underneath it in a bow so that each file is intact with all its connected papers properly arranged on its file board or flap.
2. On receipt back after completion of action, the linked files will be immediately de-linked after taking relevant extracts and placing them on the relevant files, where necessary.

Note for Cabinet, Cabinet Committees, Group of Ministers, COS, High-level Commissions / Committees –

Details regarding preparing / submitting of notes / papers to Cabinet, Cabinet Committees, Group of Ministers & COS are available in Appendix 7.1 & 7.2 of Central Secretariat Manual of Office Procedure.

Similarly, instructions for constitution / re-constitution of High Level Commissions / Committees are given in Appendix 7.3 of Central Secretariat-Manual of Office Procedure.

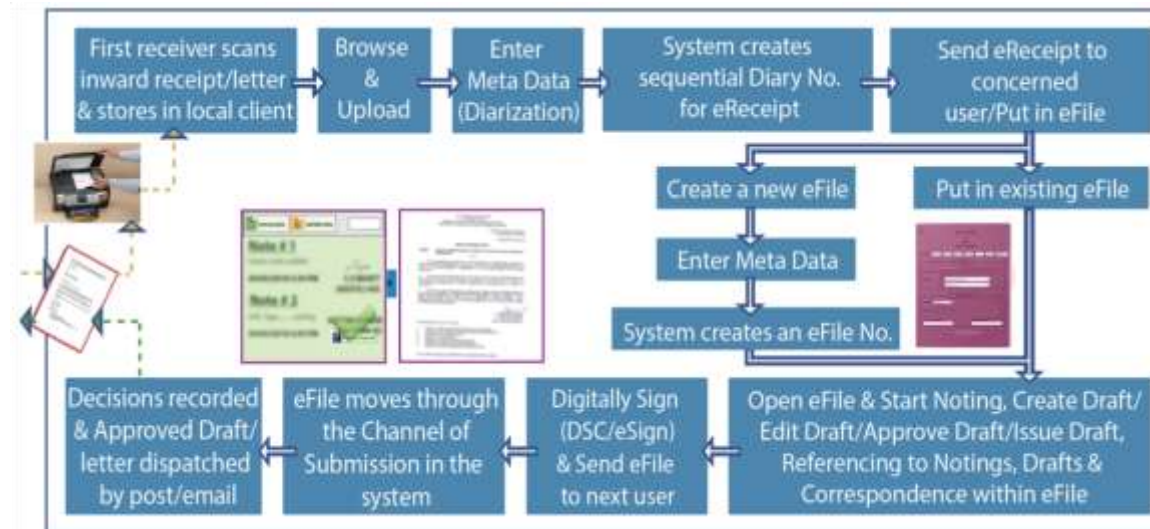
e-Office

eOffice, being an integral part of the Digital India Programme, is the medium to achieve a Simplified, Responsive, Effective, Accountable and Transparent working in Government offices. The speed and efficiency of eOffice not only assists departments in informed and quicker decision but also makes them go paperless. It is a digital work place solution built on open architecture making it a standard reusable product amenable for replication across the Governments. It is a product suite comprised of several applications for transforming the day-to-day official work-related activities of a government organization.

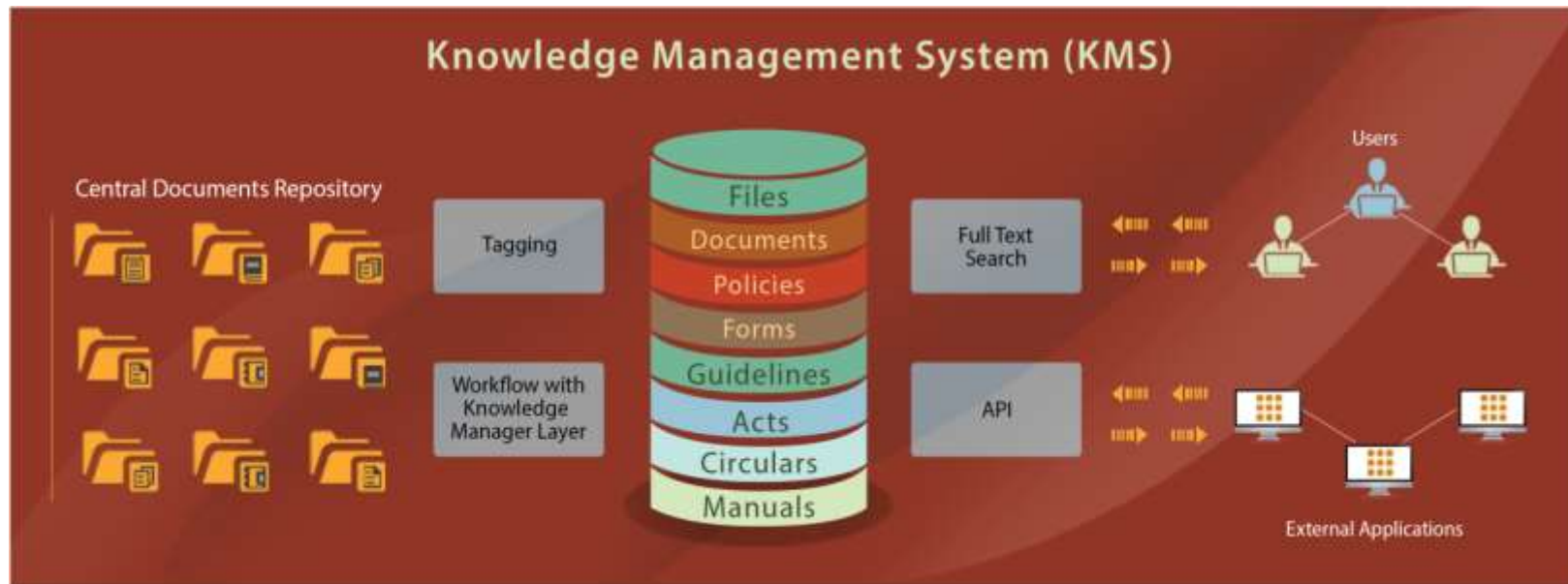
The key components of eOffice are as follows.:

1. File Management System (eFile):

It is a workflow-based system that extends the features of existing manual handling of files in addition to a more efficient electronic system. The system comprises different sub-modules that are interlinked to manage the official workflow of the entire life cycle of a document/DAK from the moment it is received by the organization till the time it is disposed of with the proper set of actions. It involves all stages of working in a file, including the scanning, electronic diarization, file creation, noting creation, digital signing on noting and drafts, dispatch, faster processing and movement of files and receipts, closing of files and receipts, and finally the archival of records.



2. Knowledge Management System (KMS): The KMS component of eOffice brought the concept of a central repository of documents in an organization. It provides for users to create and manage electronic documents in the workflow, along with versions (tracking history) that can be easily viewed, searched, shared, and published. It logically organizes the content and standardizes content creation and presentation across an organization.



3. Work from Anywhere (WAW) Portal: A gateway for virtual office from anywhere is a one stop-portal for office functions and connects the officials to securely access their office from anywhere.



4. Smart Performance Appraisal Report Recording Online Window (SPARROW): It is a web-based application for processing of APAR. Employees can fill in their APAR, which is further reported and reviewed by the official hierarchy. It helps in reducing delays in submission and processing of APARs and ensures transparency by tracking the movement of APAR. The system also provides a dashboard facility that enables the service controlling authority to monitor the status such as officers posted, pendency at various levels, and APARs processed and closed.

