



**GOVERNMENT OF INDIA, DEPARTMENT OF PERSONNEL & TRAINING
SPONSORED TRAINING FOR ALL: INTENSIVE TRAINING PROGRAMME (ITP) FOR
DEPARTMENT OF TRIBAL WELFARE, GOVERNMENT OF TELANGANA**

**Training Programme on Office Procedures for Ministerial Staff of
Tribal Welfare Department, Government of Telangana**

**Trainee Reading Material on
District Office Manual- Noting & Drafting**

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OFFICE AND OFFICE SYSTEM

What is an Office?



Office is a work place where teams of people work together, mostly in a hierarchy. People are paid for their efforts by the organization. An office is a kind of control tower where information is processed to facilitate a competent authority to take decisions to achieve organizational goals.

What is system?

A system is doing things methodically by following certain procedures laid down with clearly defined roles and responsibilities for smooth and effective functioning of the office.

Why do we need an office system?

STORY OF FOUR PEOPLE

There were four People in an Office named EVERYBODY, SOMEBODY, ANYBODY & NOBODY.

There was an important work to be done and EVERYBODY was sure that SOMEBODY would do it.

ANYBODY could have done it, but NOBODY did it.

SOMEBODY got angry with that because it was EVERYBODY's job.

EVERYBODY thought that ANYBODY could do it, but NOBODY realized that EVERYBODY would not do it.

It ended up that EVERYBODY blamed SOMEBODY, When actually NOBODY accused ANYBODY.

What are the Common office functions?

1. **Collecting information:** Information will be collected either by orally or through written communication form.
2. **Classify the information:** The information collected will have to be classified according to subject area and put in to different files which helps us to retrieve any specific paper as and when required.
3. **Process information:** Processing is the act of bringing all the relevant facts at one place, apply the relevant rules or guidelines or quote precedent to enable the competent authority to take decisions. This is also called as *noting*.
4. **Communication of decision:** After the competent authority has taken the decision, it will have to be communicated to the person(s) concerned for implementation. This is also called as *drafting* and using of *officials forms of information*.
5. **Monitoring the progress:** This is an area that needs greater attention, particularly, in government offices. Monitoring helps the conveyor of the decision whether it has been implemented in the manner the conveyor desired. The tools used to perform this function are “Reports” and “Returns” obtained on an annual, half- yearly, quarterly, monthly or fortnightly basis.
6. **Record Management:** After you receive a feedback that the decision has been implemented, you have to ensure whether action on the case is complete. If it is, you need to store this information for future use. The principles of record management are the tools that are to be adopted to perform this function.

TOTTENHAM SYSTEM OF OFFICE

The office system that is followed in all offices in Government of Telangana is Tottenham System.

Sir Richard Tottenham, ICS was a British India Civil Service officer who worked as District Collector of North Arcot District (present in the Tamilnadu State). On the request of the Madras Presidency, he developed the following three manuals, namely:-

1. Secretariat Office Manual (SOM)
2. Board of Revenue Office Manual (BOM)
3. District Office Manual (DOM)

The Secretariat Office Manual prescribes the procedure to be followed in the Telangana State Secretariat. The Board of Revenue Office Manual was used in the erstwhile Board of Revenues. But now it was not in use.

The District Office Manual is intended for the District Offices particularly the Revenue Department or the Collectorate and Tahsil Offices. Considering its usefulness and time tested utility, orders were issued in the Composite State of Andhra Pradesh, vide GO Ms No 1825 GA (O&M) Department dated 26.12.1959 on adapting the system in all Government offices in the state with effect from the year 1959. The same is being followed in the Government of Telangana. Presently the District Office Manual (DOM) is applicable in all Heads of Departments, Collectorates, other District, Mandal and all other subordinate offices irrespective of its size, nature of work and geographical location.

GENERAL DISCIPLINE

Discipline is the essential prerequisite for the efficient functioning of any office or organisation. Punctuality, Promptness, regular attendance and obedience are the basic needs of discipline. Cleanliness and orderliness, quiet and dignified behaviour, observance of silence during working hours and mutual courtesy among the members of the staff will be conducive to the smooth running of the office. Divulgence of official information and secrets is a serious offence which should not be done at any cost. Lastly, honesty is the most essential code of conduct without which all other qualities are useless.

ATTENDANCE

All Government servants are expected to attend office from 10.30 a.m. to 5.00 p.m. on all working days. An attendance register should be maintained and all establishment members should initial it as soon as they come to office. A grace time of ten minutes is allowed after which the attendance register should be closed. Permission to attend late by one hour or leave office one hour earlier, not exceeding three times in each case, can be allowed with prior sanction. Any member who attends late should sign after entering the hour of arrival. If he attends office before 2.00 p.m. with or without permission it will be treated as half day casual leave and attendance after 2.00 p.m. will be treated as a full day's casual leave. One day's casual leave should be deducted for every 3 days of late attendance. Casual leave not exceeding 15 days can be availed with prior sanction. It can be clubbed with any public holiday or optional holiday. However such a spell of leave should not exceed 10 days.

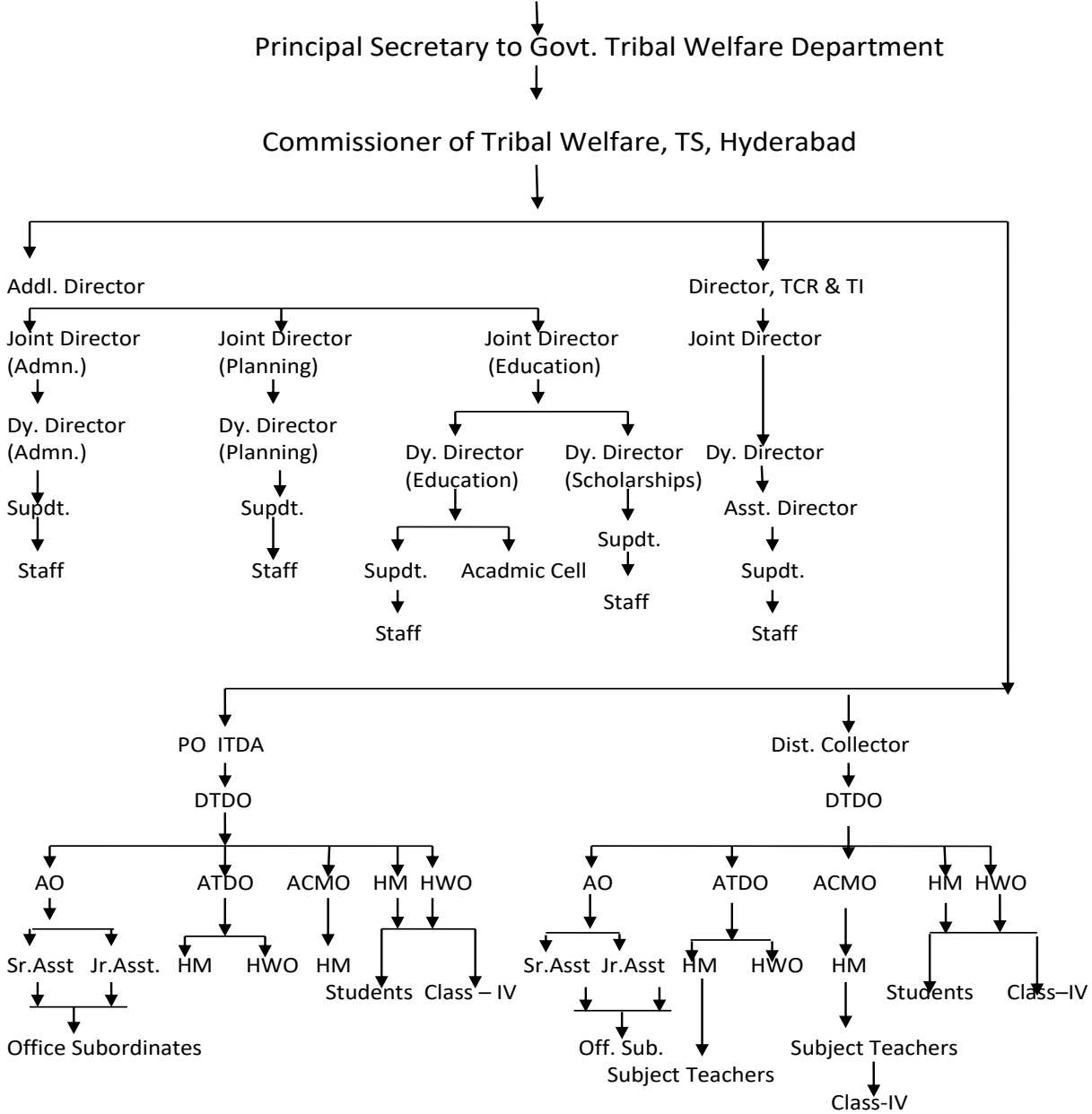
COMPENSATORY LEAVE (CPL) :

If a Government Servant is directed to attend the office on a public holiday, he will be permitted, by prior sanction, to avail leave for a working day in its place. Not more than ten days of compensatory leave may be granted in a calendar year and no such leave can be availed after expiry of six months from the public holidays for which it is sanctioned. Not more than seven such compensatory leave days may be accumulated. (This concession is available for ministerial staff)

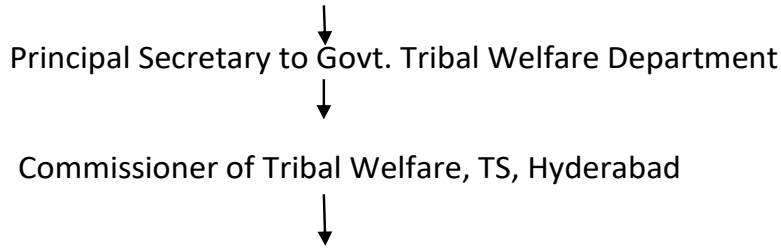
ORGANISATIONAL STRUCTURE OF OFFICE

Pyramidal Structure

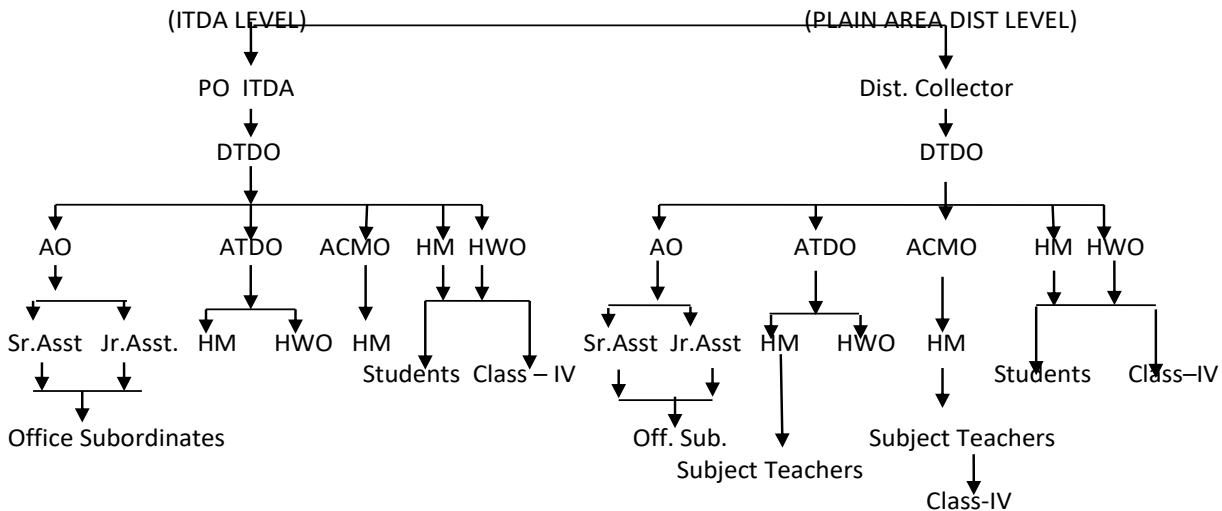
ORGANIZATIONAL CHART OF TRIBAL WELFARE DEPARTMENT



ORGANIZATIONAL CHART OF TRIBAL WELFARE DEPARTMENT



DISTRICT LEVEL ORGANIZATIONAL CHART OF TRIBAL WELFARE DEPARTMENT



Tottenham system is based on the principles of Bureaucracy. The first step in the system is to divide the office into various sections. In this system the office appears like a pyramid. The Management head will be at the top and the cutting edge level functionaries will be at the bottom of the pyramid. Depending on the size and functions of the office, the nomenclature will be different. It may be Commissioner or Director or District Collector who will be at the top level. Different levels of functionaries are working in a hierarchy.

Sections

Section means a small part. The Office is divided into several sections for administrative convenience. Each section deals with specific assigned activities of the organisation. For example, Establishment Section deals with all service and establishment matters and Accounts Section deals with all money matters of the organization

In other words, in Government, every office is divided into various sections depending on the activities/functions of the office. These functions are allotted to the sections.

Normally, a section consists the following personnel

1. Section Head/Superintendent/Administrative Officer
2. Senior Assistants
3. Junior Assistants
4. Data Entry Operators
5. Office Subordinate, if any

Administrative Officer

The present Administrative Officer till recently in District Collectorate used to be called as Shiristadar in Revenue Assistant in Telangana area of the State. In every Department, the administrative functions are entrusted to either Administrative officer or Joint/Deputy/Assistant Director or Commissioner. In small offices in District or Mandals and other places the person who deals with administrative functions be treated as Administrative officer.

Duties of Section Heads

The section head is being called as Superintendent or section officer or supervisor. Whatever name is used you may notice similar functions entrusted to the section head. It is said that the Supervisor should not only supervise, he/she should be super wise and have super vision in discharging his/her functions.

The functions of a supervisor are:

1. Exercise overall control and supervision over the section and employees working in the concerned section.
2. Review of the currents and mark to the concerned dealing assistant for appropriate action and give proper direction to the concerned assistant on the endorsement, if any, made by the officers.
3. Scrutinize the papers/files thoroughly before sending to the higher authorities for decision.
4. Closely monitor whether the approved letters/communications are dispatched properly in time.
5. Check various registers maintained by dealing assistants periodically to ensure that they are maintained properly.
6. Oversee the maintenance of files and suggest for improvement.
7. Check the Personal Registers maintained by the concerned assistants periodically to arrest the delays in processing of papers.
8. Ensures discipline in the section.
9. Maintain the attendance register and mark late attendance, if any.
10. Support and suggest the higher authorities for smooth and effective functioning of the office

Duties of Assistants:

1. Follow the instructions of the supervisor in conduct of office business.
2. Acknowledge the receipt of the currents.
3. Enter the currents in the Personal Register immediately after receipt and fill the relevant columns as and when action is taken.
4. Put up the papers, normally, within three days of their receipt or as ordered.
5. Put up DO letters and other urgent communications within 24 hours of their receipt or as per directions of the superior officers.
6. Prompt submission of drafts as and when files are received.
7. Timely fair copying and dispatch of the letters.
8. Put up reminders at regular intervals as prescribed and maintain Reminder Dairy.
9. Maintain and update Periodical Register and submit the periodicals with required information in time.
10. Close the files as per the prescribed procedure as and when action is not required in that file and send them to the Record Room.
11. Prepare index slips before sending the disposal to record room.
12. Maintain Stock File(s).
13. Prepare monthly arrear list and submit for check to the section head and other officers along with other registers (Personal Register, Periodical Register, Stock File etc., as per time schedule).
14. Take appropriate action suggested by the superiors in the run on note within 24 hours.
15. Not divulge any official secrets.

Important Registers to be maintained

Tottenham system prescribes various Registers to monitor the progress of work in the office. These Registers will help not only to watch the progress but also arrest the delays and cut down the arrears. Following Registers are prescribed in District Office Manual (DOM).

#	Name of the Register
1	Inward Register
2	Distribution Register
3	Personal Register
4	Security Register
5	Fair Copy Register
6	Register for Dispatch by Local Delivery
7	Register of Stamp Account
8	Periodical Register
9	Call Book
10	Record Issue Register
11	Government Suits Register
12	Register of Immovable Properties
13	Stock Register
14	Register of Movables

Inward Register (IR)

All tappals received in an office, after they are seen by the Head of the Office, will be entered in the "Inward register". A continuous serial number is given starting from 1st January to 31st December of each year. The tappal once entered in this register with a serial number is called a "Current". In many offices signature of the Assistant receiving the currents is obtained as an acknowledgement in the same Inward Register.

Distribution Register (DR)

The currents, received in the office, are separated section wise and distributed to each section through a "Distribution Register" and Acknowledgement from the concerned Assistant is taken in the register. The format of the Distribution Register is as follows:

Serial No.	Date	Sufficient description of communication or enclosure (outside number, if any)	Section	Assistant's initials
(1)	(2)	(3)	(4)	(5)

Personal Register (PR)

Every Dealing Assistant (Junior/Senior Assistant) will have to maintain a Personal Register of 11 Columns. All currents, received and arising, will have to be entered in the Personal Register by each Dealing Assistant.

Security Register (SR)

The title of the register itself is communicating the purpose of maintaining this Register. All valuables, such as, Cheques, Demand Drafts and valuables received in the office are entered in this Register instead of Inward Register. The format of this is given below:

Consecutive number	Date of receipt	From whom received	Date and number of the current	Purpose of the current	Particulars of valuables enclosed	Section and group dealing with the subject and the initials of the officer receiving custody of valuables	Signature of the head of the office and date of receipt by him	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

Papers should be numbered in this register in the presence of the officer opening the tappals who should affix his initials to the entries.

Fair Copy Register (FCR)

Draft letters/communications after approval of the competent authority are to be typed neatly without any mistakes duly formatting the text and incorporating all the corrections and modifications done in the draft before sending for dispatch. This is called fair copying. Utmost care should be taken while fair copying a letter as it will go to a person or organisation. Any mistakes in the fair copy reflects on the functioning the office.

In bigger establishments, such as, Collectorates & Heads of Departments etc., there will be a separate fair copying section headed by a Superintendent. In smaller establishments (offices), the dealing assistant or Data Entry Operator will be working under the control of Office Superintendent. The purpose of maintaining a "Fair Copy Register" is to monitor the progress and to know about the workload. Depending on the workload, if necessary, alternate arrangements will be made. The format of the "Fair Copying Register" is given below:

Format (When there is a separate section in the office)

Serial Number	Number of description with date of approval of the draft	Date of receipt of Superintendent	Number of pages (Single line spacing)		Designation of typist to whom allotted
			Estimated	Actual	
(1)	(2)	(3)	(4)	(5)	(6)
Date of receipt by typist	Date of receipt of fair copy from typist	Date of signature of fair copy	Date of dispatch	Initials of the fair copy Superintendent	
(7)	(8)	(9)	(10)	(11)	

Local Delivery Register (LDR)

Once a letter is fair copied, this is to be sent to the concerned addressee. The addressee may be from the same place where your office is located or from other place. Local delivery means the addressee is in the same place.

Any letter delivered is to be acknowledged. For this purpose a Local Delivery Register is to be maintained. Sometimes, it may be necessary to send local letters also urgently. In such a case, an acknowledgement will be taken on a separate paper and that will be pasted in the register so that entire information relating to local delivery will be available at one place.

Stamp Account (SA)

In case of the letters to be sent to places outside the place where the office is located, they are sent by Post for which postal stamps are to be pasted. That means, sending by post involves money.

The format for maintaining Stamp Account is given below:

Value of stamps		
Received Rs. P	Spent Rs. P	In hand Rs. P.

Periodical Register

Any Report/Return, which is to be sent at regular intervals, is called as Periodical Return. To monitor this activity, a Periodical Register will be maintained in every office in which the details about the periodical, such as date of receipt and the date of sending etc., will be entered. The format of this register is as given below:

Serial number	Name of periodical	Date due and from whom due	Date of receipt
(1)	(2)	(3)	(4)

Outgoing periodical		
Date due and to whom Due	Date of dispatch	Remarks (Here enter reminders and replies to reminders)
(5)	(6)	(7)

In the format separate columns are given to enter the details about “incoming” & “outgoing” periodicals. Important things to note are:

1. No current numbers are given to the papers received in respect of periodicals.
2. A Periodical Register is maintained for each year starting from 1st January to 31st December.
3. Continuous serial numbers are given to all periodicals.
4. Every Dealing Assistant will maintain a Periodical Register in respect of periodicals dealt in his/her seat.
5. The dates of incoming periodicals and outgoing periodicals are to be entered in to the register.
6. Every Dealing Assistant should take adequate care for timely sending of the outgoing periodicals and also to obtain in coming periodicals.

Call Book

The files will be sent to the Call Book when action is not required for more than six months duly taking orders for the competent authority. When a file was sent to Call Book, it becomes a *disposal* and sent to record room. The Record assistant will watch the date of next action and send the file back on time for further action when the file is called back, you have to deal the file with a fresh number.

Serial No.	Personal or Current Register number	Date of entry in the register	Subject	Details of order to lie over, e.g., when further action is due, etc.	Fresh new case number assigned and date of revival in the personal register
(1)	(2)	(3)	(4)	(5)	(6)

Record Issue Register

Files disposed off after completion of action in those files, Registers after their use etc. are called “Records” which are to be retained for a future reference for a period of time as prescribed in the Record Room. Like

in a library when a book is issued to any one, an acknowledgement will be taken. Similarly in the office, when a disposal is issued for reference purpose, the responsibility of the record assistant is to maintain such register and ensure prompt return. The Register maintained for this purpose is called “Record Issue Register”. The format of the register is as follows:

(1)	Date
(2)	Hour of handing over the sealed bag to the police guard or night watchman
(3)	Signature of the record keeper or the assistant in charge handing over the sealed bag
(4)	Signature of the head constable or constable with his number or the signature or the thumb impression of the night watchman taking over the sealed bag
(5)	Hour of taking back the sealed bag from the police guard or night watchman
(6)	Signature of the head constable or constable or the signature or the thumb impression of the night watchman handing over the bag to the record keeper or his assistant
(7)	Signature of the record keeper or his assistant acknowledging receipt of the bag.
(8)	Remarks, if any.

Government Suits Register:

It is necessary to pay more attention towards the proceedings of suits. This is a very important activity and one should not take any lenience in this regard. Some of the cases may sometimes prolong for years together. All such "Suits" are entered into the Register called "Government Suits register". The format of the register is given below:

(1)	Serial number
(2)	Name of court and number of suit or appeal
(3)	Result of the suit or appeal and date of decree
(4)	Date of receipt of copies of judgment and decree
(5)	Amount awarded in favour or against Government
(6)	Date of effect of decree where it is adverse to Government
(7)	Date of application for execution of decree where it is favorable to Government
(8)	Amount collected with date and head of account to which the credit is made
(9)	Amount written off with number and date of the order sanctioning the write off.

Register of Immovable Properties purchases by Government in Civil Court Cases.

This Register is maintained in the Revenue Department and in the district collectorates. This register maintained to watch the steps taken for the disposal of property purchased by Government in civil court cases annually. The format of this register is given below:

1.	Serial Number
2.	Taluk
3.	Village
4.	Survey Number or name of the field. In case of house and house sites the name of the hamlet or street
5.	Description whether ryotwari inam or zamindari in case of lands. In case of land in zamindaries and inam villages and in case of house sites note the boundaries also
6.	Dry or wet. In the case of houses, the description tiled, thatched, etc., should be noted.
7.	Extent. In case of lands in un surveyed tracts or in case of houses, note also measurements
8.	Assessment or rent payable to the zamindar or inamdar
9.	Name of the person for whose default the property was sold in the Civil Court
10.	The name of the Civil Court which passed the decree
11.	The number of the suit and the execution petition in which the property was purchased
12.	Date of purchase by Government
13.	Amount for which purchased
14.	Particulars of subsisting encumbrances a. Nature of the encumbrances b. The amount payable to the encumbrance c. The date on which the encumbrance can be cleared; and d. The date on which the encumbrance was cleared
15.	If leased out, date of lease, period and amount of lease
16.	Amount and date of collection of the lease amount
17.	Date on which resold
18.	Amount of sale proceeds
19.	Remarks (date and number of Collector's orders)

MAINTENANCE OF PERSONAL REGISTER

The following 11 Columns Personal Register is used in the offices including Head of the Departments and Commissionerates.

Column	Title
1	Serial No
2	Current No
3	Date of Receipt of Current/Arising Current
4	Title of the Current (Received/Arising)
5	Old File/Attached File details, if any
6	Date of Submission by Dealing Hand
7	Date of Return to the Dealing Hand
8	Date and Form of Communication issued and to whom
9	Form of Reply received and from whom
10	Date of Receipt of Reply
11	Nature & Date of Disposal

Significance of each Column

The salient points in maintenance of the Personal Register are:

- It is maintained by each and every dealing Assistant.
- It is maintained for one year i.e. the Calendar year i.e. 1st January to 31st December of the year.
- Old personal Register that is of the previous year should however be continued up to 31st March of the current year.
- Un-disposed currents pending as on 31st March should be brought forward to the new PR of the current year.
- For the purpose of entering the brought forward currents in the new PR sufficient number of pages should be left while making entries of the New Year. Since the assistant is well aware of the subjects he/she is dealing and the likely files that will be pending after 31st March, he/she can allot that many pages required for the brought forward currents.
- **Column 1:** The first column in the PR is the serial number. The serial number is given continuously from January to December. It indicates the total currents received by an assistant in the year.
- **Column 2:** The Current as indicated on the current in the inward section should be entered here.
- **Column 3:** The date on which the current is received by the Assistant should be entered here.

- **Column 4:** It indicates title. Writing a title is very important. Identification of a file is done based on the title only. It is important to take adequate care while writing the title.
- In the Title the subject main head should be underlined in red ink and all sub-heads need not be underlined.
- Whenever brought forward currents are entered in the PR on 1st April, a certificate to the effect of entry of BF currents (Certified that all currents pending in the previous year's PR as on 31st March are brought forward to the current year's PR) on 1st page of new PR and attested by the Section Head/Superintendent.
- **Column 5:** It indicated the details of the old file/attached file, if any, in relation to the subject of the current.
- **Column 6:** It indicates the date of submission of the current, in file, by the Dealing Assistant i.e. to say on which date that particular current is put-up to higher officers for taking a decision.
- **Column 7:** It indicates the date of return of the file after orders are passed by the officer/competent authority.
- **Column 8:** It indicates the communication of the decision taken by the competent authority on the current and also the form of the communication used to communicate the decision.
- **Columns 9 & 10:** They indicate the details of the clubbed currents/replies on the communications sent and from whom they received. Without making this cross referencing entry in respect of the current is not complete.
- **Column 11:** Whenever the action in the file is completed and it is recorded and no action is required, the nature of disposal should be noted in this last column of the PR.
- Reminders should be entered in red ink.
- In each file, there will be correspondence and required space to make these entries. Therefore on each page of the PR 2 or 3 currents should be entered.
- It is necessary to see that the entries of one file do not mix up with other. For this purpose it is advised to draw a red line separating two files.
- Once the current/file is disposed/recorded, the current in column 2 of the PR should be rounded-off in red ink.

Classification of Currents

Normally, the currents that are received in the office are classified into the following categories

1	Received	6	Generated
2	Hard Copy	7	Soft Copy
3	New Current	8	Old Current
4	Ordinary	9	Urgent
5	Routine	10	Confidential

Though all those listed above are correct, in government offices, for the purpose of registering the communications, they are classified into New cases and Old cases.

New Cases

Those communications which are not having any relevance to the previous correspondence in the office are called the new cases or new currents. For example, if an application is received from one of the staff member requesting to sanction Tour advance for an official tour, the application received in the office becomes a new case.

Arising Files

A new case is also started where no outside communication is received. For example, the Electricity connections in the office are damaged because of which the lights, fans etc., are not working. To get repairs to the damaged electricity lines, a note is prepared to get approvals and address the electricity department. In such cases where the issue arises within the office and no previous file is pending also becomes a new case.

In conclusion, the new cases are of two types. (1) Received from others and (2) Arisen in the office.

Old Cases

Whenever a communication is received in the office where a previous file on the same subject is pending is called old case. Normally, in government offices it is called the clubbed current, because it is clubbed with the pending file on the issue.

Registry in the Personal Register

In the following way entries in the PR have to be made.

- When currents are received first it should be checked up whether they are new cases are old cases.
- All new cases should be taken first and entered in the personal Register.

- Only 2 or 3 currents should be entered in each page, since further correspondence that emanates on this current need to be entered against it in the PR.
- All old cases or the clubbed currents should then be entered in the PR.
- The only difference is that full particulars are written in respect of a new case in column 4 and only reference of the pending current is given in respect of an old case. Writing as above indicates that the paper now received relates to already existing file and it is clubbed with it.
- Once the registry in the PR is over, the next step is to put up the paper.
- Whenever a current is put up by the assistant, necessary entry should be made in column 6.
- When the file is seen by the officer and returned to the assistant, the entry of such returning of the file should be made in column 7.
- If it is ordered to send a communication, the draft of such communication should be put up and again entries in column 6 and when it comes back entry in column 7 should be made.
- Entry in respect of the form of communication (normally we use four types of communications i.e. Memorandum generally called Memo, letter, DO Letter and Proceedings. We will discuss about them in detail in module 3) to whom it is addressed and the date of approval of the draft should be entered in column 8.
- Suppose a reply is received on our communication or they send a reminder to us entry in respect of such current should be first made in columns 1 to 4 as discussed above and then in column 9 & 10.
- Finally, if no further action is needed in the file, it should be disposed and the nature of disposal should be indicated in column 11 and the current number in column 2 should be rounded off with red ink.

Advantages

Generally, it is said that registry in the PR is a time consuming process and the system was developed long back and what is the need to follow the system in the changed circumstances now. But the fact is that the Administration need a system which help it to establish accountability and speed-up the process of disposal of file. In this way, when the entry in PR will take some time, but it's worth doing it.

Registry in the PR is useful in many ways. For example a file is lost. What is to be done? Look at column 4 of the PR which indicates title, from whom received, outside number and date of the communication.

We note that the current is received from so and so office, their file No. etc., We can request the office for a copy of the same communication since the particulars are available with us.

File not only contains papers received from other offices. It also contains communications sent by us. How to get them? See column 7 of the PR. It indicates that reference issued to whom and date. Column 2 indicates the current number. So we can ask the other office to whom we have sent the communication to give us a copy of our letter.

Look at columns 9 & 10 where we have entered the clubbed currents. The details of further communications received either from the same office or other offices are noted in this column. It is easy for us to get all such communications and rebuild the file. Of course we will not be able to get the note file since the noting is done by us for our purpose.

Not only rebuilding a file, but also for prompt action on all the communications received, watching the progress in the file, locating it etc. are the other purposes.

Even in the era of e-office, we need some monitoring mechanism. The personal register system of Tottenham with some modifications to suit the electronic equipment can be devised and the progress of work can be monitored.

FILE MANAGEMENT



In Government any paper received is to be treated with care and proper reply communicated since they deal with the needs of the public. They have to be dealt in accordance with rules and not to our whims and fancies. The procedure is that they should be first kept in a file to facilitate a decision on the reply given to him/her.

What is a File?

File is a collection of papers in a flat file case on a specific subject matter. It has a number for identification purpose. It consists of correspondence portion and notes portion. Correspondence portion contains all currents (incoming written communication) and office copy of outgoing written communications. The process sheet is a sheet which contains the written remarks of the dealing assistant and other staff in the hierarchy for arriving at a decision is filed in the notes portion.

Parts of a File

A file consists two parts i.e. Current file and Note file.

Before starting a file, whenever a current is received the dealing assistant should carefully go through it and see whether any previous correspondence is available. For this purpose he/she has to consult both the index and personal register. It is very important. If not checked there is a possibility of treating it as a new case when already there exists a file. This will not only duplicate the work but may cause confusion also. Therefore, it should be remembered that before registering the current the study of it should be done. Based on the study the dealing assistant will decide whether it is a new case or old case.

Current File - Tagging of Currents

As soon currents are received, the communications relating to new cases should be taken separately and each new case arranged on a flat file. For arrangement of the current file, the first and foremost thing is to punch the current. The purpose is that all papers received in the current file should be neatly tagged together to see that they are at one place and not misplaced.

How to punch?

In many offices dealing assistants use the file tags and make holes to the papers with the metal attaches of the tag or tear the paper with fingers to attach the tag. Doing like this will spoil the paper and such practices should not be done. The best way is to keep a *single punch* and make holes with it. It is always better that the hole to the paper be made on the left hand side top giving one inch space from the side and top.

The purpose of punching the paper is to see that the papers can be turned freely when the file is used. Since all papers are punched at the same place i.e. the top corner when the papers are tagged it will be tight bundle.

Fly Leaf

To distinguish the current and note files, a blue fly leaf should be attached to the current file on the top. It should be marked „Current File“. Nothing should be written on this fly leaf as it can be removed once the action in the file is completed and used in another file.

Arrangement of papers

All papers in the current file must be arranged in chronological order. The current received first takes the top place in the file. It is to say that papers are arranged in the order of the dates on which they are received. The arrangement is upside down.

If books and maps etc., are received, they should be separated from the current and kept separately immediately underneath the current file. They should not be tagged with the current file.

Page Numbering

All the papers in the current file should be numbered in red ink. Both sides of the page should be numbered. Even there is no written matter on the backside of a page it should be numbered.

Note File

Note file will be separate from the current file. The general principle is that no notes must be written on the currents except in very simple cases. Note must be written on both sides of the paper prescribed for the purpose.

What is the prescribed format?

The format is of two types:

1. Half margin (margin half of the width of the paper)
2. One third margin (margin one third of the width of the paper)

Why such half of the paper or one third of the paper should be left as margin in the note file?

Half margin

Half margin is used only when the subject dealt with invites marginal comments or orders. i.e., when orders have to be passed on a number of points in a case dealing with revision of rules etc., On subjects like this there may be need for continuous orders on various points.

The note file from first to last should be run in the same fashion.

One-third margin

One-third margin is used in all other cases excepting the above. It is also to be continuous from first to last.

Right and Left Margins

Besides the half and one third margins in the note, the margin should be given on the left side of page one and right side on the second page. This is to facilitate stitching the record. Once the file is disposed it is stitched like a book. When this is done if both sides margin is given at the same place some portion of the note will go in to the stitches. By giving margin at left and right sides this is avoided.

Page numbering

Similar to the current file page numbers should be given to all the pages in the note file. The note file and current file are separate and page numbers should be given separately. Unlike in current file, black ink should be used to give page numbers in the note file. The same principle of both side numbering should be followed irrespective of whether the page written or blank.

Para numbering

The file number i.e., the current number is given on the right side top of the note file. Subject and references will be given leaving some space from the margin.

After the subject and references, the office note follows. The Note should be divided into convenient paragraphs and each Para should be numbered. This is a continuous number. Even the marginal orders given by the officer should be numbered.

Referencing

Whenever a note is put up, proper referencing should be done. Whether a new case or old case for disposing it, you may need some previous references, rules, regulations, Government orders, Codes and manuals etc. Whenever any of these are put up as reference in the file, they should be properly referenced.

Current File/Note File

A reference to every paper in the current i.e. the incoming communication should be noted in the margin of the current with pencil.

Whenever material in the current file or note file of the same file is quoted for reference the page number of the current file, page and Para number of the note file should be indicated in pencil in the margin of the note file. No flag should be kept to the current or note file of the same file.

Disposals

Similarly whenever a record file is put up no flag should be kept to the current or note file of the disposal. Only page numbers of current file and para and page number of the disposal indicated.

Stock File

Stock file is the file in which all important orders of the Government/ Department are stocked subject-wise. Whenever stock file is put up for reference, page number of the Government or other order referred to in to note should be indicated in pencil in the margin of the note.

Codes and Manuals

Whenever codes and manuals are put up to support the note, page and rule number to be indicated in the note and reference made in the margin of the note file showing the page number in which the particular rule is available in the code or manual.

Flagging

Whenever a disposal is kept for reference it should be flagged. For flagging paper fasteners should be used. Attaching flags with pins is not permitted generally. Flags should be indicated in Alphabetical order as A, B, C etc., Care should be taken to see that no alphabet comes second time. Further care should be taken to see that the flags are kept in such a way that catches the eye.

If numbers of flags are attached, flag A should be kept at the bottom, B above, C on B and so on. Care should be taken to see that one flag does not cover the other flag.

Every disposal file put up for reference should be flagged. No flag should be attached to the current or note files of the Disposal. Flag is to be attached to the outer docket of the disposal. Similarly, Maps and statements should also be flagged.

Linking of Files

When it is necessary to refer in one file to another file that has not been disposed of, the two files will be linked. i.e., the file put up for reference will be put up under the other file and the strings of the lower file, not the flaps, will be tied round the upper file.

The strings of the upper file will be tied underneath it in a bow out of the way, so that one may not have the trouble of untying and retying two sets of strings.

Each file will thus be intact with its note file, current file and reference files, properly arranged on its own pad. The two pads must not be put together at the bottom with the contents of the two files mixed together above them.

Files are not to be linked unnecessarily to refer to a paper in one file in order to dispose of the other or when the orders passed on the one will apply to each other.

When files are linked on the top flap it should be indicated as „Linked File“. If the main file is put up for orders and the other file or files put up for reference, the same should be indicated. Similarly the second file, whether it is put up only for reference or also for orders, should be indicated on the flap.

NOTING & DRAFTING

Note means remarks recorded on a case or paper under consideration to facilitate its disposal and include précis of previous papers analysis of questions requiring decision, suggestions regarding the course of action and the orders passed thereon.

A Note contains facts and figures, rules, law procedures, and precedents, as also views of other Divisions/Departments, which might have been consulted. It helps the decision-making authority in taking a decision. It should normally comprise a brief resume of the case, the analysis/statement of the point(s) at issue, suggestions regarding the course of action or the orders, if any passed thereon

The name, designation and telephone number of the officer signing a note should invariably be typed or stamped with a rubber stamp below the signatures, which should be dated. In recording the date, the month and the year should also be indicated along with the date.

Why Record a Note?

The working of the government is a continuous affair. The officers may come and go, but the policy of the Government has to remain uniform in a given set of circumstances. It is, therefore, necessary to have a written record of the reasons for adopting a particular course of action in a case so as to ensure identical treatment to a similar case coming up in future. The Notes thus lend consistency and continuity to the actions and decisions of the Government. The "Notes" also provide a very useful guide to the officers who might have to handle the same or a similar case in future in as much as they reveal the line of thought and the logic behind the decision taken earlier.

Noting Skills

After receipt of current and before commencement of writing of note, the dealing assistant shall complete the following exercises.

#	Command	Activity
1	Check-up	Facts
2	Supply	Missing Facts
3	Refer	Rules/Regulations
4	Quote	Precedents
5	Suggest	Alternatives
6	Assess	Implications

Nature of Case	Necessity of Noting
Strategic/Operational	Maximum
Problem Solving	-do-
Correspondence Handling	Minimum
Routine Cases	-do-
Unnecessary Cases	No noting

Searching Questions on Noting

1. What is the Problem?
2. How has it originated the case?
3. What is the nature of the case?
4. Is it worth detailed examination?
5. Can it be broken into major and ancillary parts?
6. Does any part involve any other agency?
7. Is there any rule/policy/guideline/precedent available?
8. What are possible alternative solutions?
9. Which is the best solution? Why?
10. What should be its implications?
11. If not worth detailed examination, is there any standard process sheet?
12. Who will finally take the decision?

Draft: Draft means the rough sketch of a communication to be issued subject to approval (including modification/alteration) of the competent authority.

Drafting Skills: Before commencement of writing of draft, the dealing assistant shall complete the following exercises.

#	Command	Activity
1	Identify	Sender
2	Adopt	Right Form of Official Communication
3	Visualize	Response
4	Express	Clarity, Consistency and Uniformity
5	Avoid	Redundancy, Verbosity and Repetition
6	Summarize	Complex and Lengthy

#	Essentials
1	Clear, Concise and Incapable of Mis-construction
2	Lucid, Brief and Complete
3	Facts, Direction and Guidance
4	Unit of Idea
5	Coherence of Flow

Searching Questions on Drafting

1. Is a draft necessary?
2. Who should be addressed and who will sign?
3. What should be the form?
4. Is something to be conveyed or to be called for?
5. Are all details available?
6. What is the intension of the decision?
7. What should be the recipient response?
8. Does the language convey?
9. Has the referencing been done?
10. Is it logically sequenced?
11. Does it have proper urgency, security grading?

DRAFTING -Forms of Official Communications

Important Components in the format of Communication

Any correspondence, communication will contain certain components whether it is official or personal. In our personal correspondence also we give date, place, the reference of the sender i.e. from whom we have received the communication etc. The communication is to serve a defined purpose. The components of an official communication are:

1. File Number.
2. The name/designation and complete postal address of the sender organization.
3. The name/designation of the addressee with complete postal address.
4. Salutation (Sir or Dear), if required.
5. Subject of the Communication.
6. Number and date of the last communication in the series (from the addressee or from the sender).
7. The enclosures, which are to accompany the fair copy (A short oblique line in the margin will indicate that enclosures are to be sent along with the fair copy)
8. Subscription (yours faithfully, yours sincerely), if required.
9. Urgency grading, by registered post, by special messenger indicated at the top right corner.
10. Name, designation, signature of the sender.

Types of Official Communications

#	Type of Communication
1	U.O. (Un-Official) Note
2	Office Order
3	Circular
4	Circular Memo
5	Memorandum (Memo)
6	Letter
7	D.O. (Demi-Official) Letter
8	Proceedings
9	Endorsement
10	Notification
11	Press Note
12	Press Communication
13	Short Messaging Service (SMS)
14	Social Media Apps

NOTING

The working of the government office is a continuous affair. The policy of the government remain uniform in a given set of circumstances, it is therefore, necessary to have a written record of the reasons for adopting a particular course of action in a case so as to ensure identical treatment to a similar case coming up in future.

The “Note” thus helps in maintaining consistency and continuity to the actions and decisions of the government.

The ”Note” also provide a very useful guide to the officers who may have to

handle the same or similar cases in future in as much as they reveal the line of thought and logic behind the decision taken earlier.

Note: Definition

“Note” means remarks recorded on a case or paper under consideration to facilitate its disposal and include précis of previous papers, analysis of questions requiring decision, suggestions regarding the course of action and the orders passed thereon.

A” Note” contains facts and figures, rules, law, procedures and precedents, if any, as also views of other sections/departments, which might have been consulted.

It helps the decision taking authority in taking a decision, it should normally comprise a brief resume of the case, the analysis/statement of the points at issue, rule position, best course of action, orders if any already passed on the subject.

“Noting” means preparing note for facilitating the competent authority to take a decision in a case. Whenever noting is done certain points should be kept in mind by the dealing assistant.

➤ Every note should contain:

- Statement of the case or problem.
- Relevant facts and figures
- procedure prescribed and precedents, (if any)]
- Law/Rules etc. on the subject and their application.
- Views/advice of others (Government/Departments/sections etc., if any, consulted)
- Possible course of action.

- Implications (legal, social, administrative, financial etc) of the various options available.
- Suggested course of action (with reasons for such action)

How will it help?

- Facilities/ensures comprehensive examination.
- Provides written records of decision taken and justifications thereof.
- Constitutes proof of approval/orders by the competent authority
- Forms a precedent for future cases
- Ensures consistency of approach
- Provides historical and evidential material

HOW IT SHOULD BE

- Recorded on a Note sheet
- Even at least one word should be carried over to the next page, instead of ending the note at the extreme bottom of the page.
- At least one blank courtesy sheet should be added for further
- Concise(comprehensive)
- Precise(business like and to the point)
- Objective and unbiased
- In third person
- Polite (temperate language, even when pointing out obvious mistakes/wrong statements)
- Simply worded (logically sequenced and with good readership appeal)
- Factually correct(facts only)
- Non-repetitive. To draw attention to some thing already discussed or available, instead of reproducing again, proper references on the margin or body of the note be made.
- Referenced. This will also help in achieving in economy of words and comprehensiveness
- Short numbered paragraphs of few sentences each dealing with specific issue raised on the subject.
- Finally signed with date by the dealing hand on the left hand bottom without wasting much space in between the note and signature.

While writing a Note - avoid

- Verbosity i.e. use of too many words.
- Long and complicated sentences
- Reproduction of rules and regulations
- Bias
- Pasting or replacing the existing notes

NOTING SKILLS:

Whenever you put up a note you should take care about the following.

Check up	-	FACTS
Supply	-	MISSING FACTS
Refer	-	RULES/REGULATIONS
Quote	-	PRECEDENTS
Suggest	-	ALTERNATIVES
Assess	-	IMPLICATIONS.

Depending upon the type of the case, you have to go for either maximum i.e. a lengthy note or otherwise. Following are some of the instances you should note while noting.

Essentials:

Nature of Case	Necessity of Noting
Strategic/Operational	Maximum
Problem Solving	Maximum
Correspondence handling	Maximum
Routine Cases	Maximum
Unnecessary cases	No noting

- Whenever you put up a note examine the case with the following questions, which will help you.

Searching Questions - One Dozen.

- What is the problem?
- How has it originated the case? What is the nature of the case?
- Is it worth detailed examination?
- Can it be broken into major and ancillary parts?
- Does any part involve any other agency?
- Is there any rule/policy/guideline/precedent available?
- What are possible alternative solutions?
- Which is the best solution? Why?
- What should be its implication?
- If not worth detailed examination, is there a standard process sheet?
- Who will finally take the decision?

USE THE SIMPLE WORD

It is not always the shorter word that is better understood. For example, more people understand the word "negligent" than the word "derelict" "Think" is usually a better word than "deem"

Sometimes two or three words are required to take the place of one showy word. And there is nothing wrong with that. Your aim is to make your writing easy to read and understand not to save space on the page. We should try to EXPRESS rather than IMPRESS. Here are a few examples of simpler replacements of the showy words:

SHOWY	SIMPLE
Constitutes	Makes up
Component	Part
Utilization	Use
Mandatory	Required
Cogitate	Think about
Penultimate	Last but one
Obviate	Make unnecessary
Proximo	Next Month

➤ Functional Approach to Noting

You should always note that Noting should be restricted to the minimum. It should be systematic and functional. The following approach could be adopted for noting on various categories of the cases.

- Routine of repetitive cases.

You will be seeing in all offices lot of routine and repetitive nature of correspondence. In such cases a standard skeleton note should be developed indicating pre-determined points of check. This will not only help the dealing hand to look into all aspects without waste of much time and also without missing any of the points. In respect of other routine cases a fair should be put up without any noting.

- Correspondence handling cases.

These cases do not require detailed noting. It would be sufficient if a brief note is recorded indicating the issue and consideration under the suggested action for.

Ex: The Current is a letter from the headquarters asking for information regarding _____. The information is available from the _____. A draft reply is put up for approval.

- Problem solving cases

These are the cases actually dealing with the problems of public or others. Details need to be examined. In these cases, a detailed note will be necessary. Even then the note should be concise and to the point, covering the following aspects:

- I. What is the problem?
- II. How has it arisen?
- III. What is the rule, policy or precedent?
- IV. What are the possible solutions?
- V. Which is the best solution? Why?
- VI. What will be consequences of the proposed solution?

- Policy and planning cases

These types of cases would not be large in number in any organization. They would, however, require a through examination, particularly because important decisions are to be taken at top management level. A note in such cases should be structured in the following manner.

- I. Problem:- state the problem. How it has arisen what are the critical factors.
- II. Additional Information : give additional information to size up the problem. The information would be available on the files and other papers in the section. If sufficient information is not available to enable thorough examination, it should be collected before attempting a note.
- III. Rule, Policy etc:- The relevant rule position in accordance with the Government orders or Codes and manuals to be brought out clearly as far as it relates to the issue under consideration.
- IV. Precedents:- Precedent cases having a bearing on the issue under consideration should be put up if there are varying precedents or any precedent differs in certain respects from the case under examination. The difference should be brought out so as to arrive at a correct decision.

- V. **Critical Analysis:-** The case should then be examined on merits, by answering questions like what are the possible alternative solutions/which is the best solution. It should be ensured that views of other sections etc have been obtained where necessary. Attention should also be paid to other aspects like the financial and other implications, repercussions and the modality of implementing the decisions and the authority competent to take a decision.
- VI. **Concluding Para:-** The concluding para should suggest a course of action for consideration. In cases where a decision is to be taken by higher authority like committee, board etc the point or points on which the decision of such higher authority is sought should be specifically mentioned.
- **Modifications of notes**
- I. Whenever a senior officer finds it necessary to correct or to modify the facts stated in a note put up to him/her, he/she should do so by recording his/her own note giving his/her views on the subject, he/she should not require the note recorded by his/her junior to be modified or replaced.
- II. Notes recorded on a file should, in no circumstances be pasted over, because pasting over (i) amounts to mutilation of official records and (ii) gives an inelegant look to the file.

➤ **Oral discussion: Minutes**

All points emerging from discussions between two or more Officers in a meeting and the conclusions reached will be recorded as minutes of the meeting. Confirmation of the outcome of the meeting i.e. the minutes is to be signed by all the participating officers.

➤ **Oral instructions by higher officers:-**

Normally, it is incumbent on the superior officer to give his/her directions in writing regarding the manner of dealing with a case. In some occasions due to paucity of time, at the disposal, the instructions have been given orally. The oral instructions thus given may be confirmed in writing at the earliest opportunity. If such instructions are not from the immediate superior, it is to be brought to his/her notice. In case the orders not confirmed in writing at a later date, it is necessary that the person putting up the note should indicate the action taken by him/her on such oral orders and bring it to the competent authority and take his/her post approval.

DRAFTING

“A draft is a rough sketch of a communication to be issued after approval by the officer concerned” Draft can be of any format of the communication you intend to send, may be a Memorandum, Letter, D.O letter, Proceedings etc., This depends on the circumstances. Whatever is the type of communication, certain skills are required in preparing it.

DRAFTING SKILLS

You should look at the following guidelines whenever you prepare a draft

Identity		SENDER
Adopt	-	RIGHT FORM
Visualize	-	RESPONSE
Express	-	CLARITY, CONSISTENCY UNIFORMITY
Avoid	-	REDUNDANCY, VERBOSITY, CIRCUMLOCUTION, REPETITION, COMPLEX, & LENGTHY

You should also know what are the essential of a draft. The essential are:

- Clear Concise, Incapable of Misconstruction
- Lucid, brief, complete
- Facts, direction, guidance
- Unit of idea
- Coherence of flow
- Look at the following questions which will help you in preparing a draft.
- ✓ **SEARCHING Question - One Dozen**
 - Is a draft necessary?
 - Who should be addressed and who will sign?
 - What is the relationship between the sender and 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 response?
 - Does the language convey?
 - Has the referencing been done?
 - Is it logically sequenced?
- **Points to be noted**
 - 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 received
- Should be divided into proper paragraph, 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.

➤ **Style in notes and drafts:-**

The content alone will not serve the purpose. The style in notes and drafts is as important as their contents. Whenever a draft is prepared the following should be observed in drafting and also in writing notes.

- Government will be treated as a plural noun and other departments and offices as a singular noun.
 - Communications intended to the High Court should be addressed only to the Registrar, High Court of respective State.
 - The Form of official correspondence between the district and divisional officers including the District Collectors, Revenue Divisional Officers, Asst. Collectors, Sub Collectors, Deputy Collectors on the one hand and the Mandal Revenue Officers on the other hand will be in shape of letter. This will apply to all other departments.
 - While avoiding the slang, one should aim at an easy natural style as near as possible in spoken English.
 - The expression “the undersigned” should not be used It is very ugly and usually or often inaccurate, as the person who signs is often as a matter of fact not the person to whom the expression the undersigned is intended to refer.
 - Information is singular. If information is called for on many points, it does not become information.
- Let us now see some of the verbs, phrases we normally use and the relevance or need of them in our day to day drafting or noting.

- The words proximo, idem and ultimo should be avoided. They are not necessarily even abbreviations and they possess no other recommendations. On the contrary, They lead to confusion and one has to take the trouble of looking at the date of the letter to find out what they mean. The names of the months must be used instead.
- “The same” must not be used. Instead of” it” or some other simple word be used.
- Needlessly formal words such as” there in” and “thereon” should not be used instead “in” “it” or “on it” be used.

➤ ACTIVE Vs PASSIVE VERBS

The preference for passive verbs over active verbs generally make the style vague and clumsy:-

Ex

“it is understood”

“I do not understand”

“the date of issue of the order should be reported by him” -“he

Should report when he issues the order”

You should notice that the 1st two are in passive voice, Instead of writing like that it is better to write in active voice as given in the second set above.

➤ SIMPLE Vs LONG PHRASES

A simple or short word is to be preferred in place of long phrases, Examples of needless verbosity are preferences of the simple

“make the assessment”	to	“assess”
“purchase”	to	“buy”
“commence”	to	“begin”
“omitted” or failed”	to	“did not make”
“enquiries”	to	“enquire”
“building purpose”	to	“buildings”

Where “omit” by it self is proper and sufficient, the love of such redundant phrases is displayed as” has been omitted to be entered in the register”

Another widespread error is the use of “for being’ instead of “to be” and “for doing” instead of “to do” and “returned for being stamped” instead of “to be stamped”

➤ FOREIGN OR CLASSICAL WORDS

Foreign or classical words and expression should be avoided as far as possible vernacular words should only be used when their meaning cannot be expressed equally well in English

SHORT Vs LONG SENTENCES

Short sentences should be preferred to long ones

Ex:

- 1."Director"s attention is invited to the letter. He is requested-----" is better than "The Director's attention is invited to the letter and he is requested"
- 2.The word" necessary" is usually superfluous.
In such cases, phrases as "the necessary entries" "the necessary corrections". "the necessary instructions" be used.
- 3."in case in which" is a phrase. Instead of it.
"When " "where" or "if" can be used.
- 4.The phrase "do the needful" should never be used You should always say definitely what is to be done or say" do what is necessary"

Letter - To whom

- The most commonly used format in any government office is letter.
- It is generally used for corresponding with Government, i.e. Secretariat, the Telangana State Public Service Commission, High Court, Heads of Departments, Public Enterprises, Statutory Authorities, Local Bodies and members of public, etc.,
- It carries more of formality than any personal touch.
- It is used for collecting/eliciting information as well as for conveying views, decisions.

How it should be written?

1. All Government letters either contain government emblem on the top center of the page or the words „Government of Telangana" typed in capitals.
2. The designation and telephone number of signatory must be mentioned in the from-address on the left side top (Name is optional).
- 3.The address entry of the person to whom it is intended is indicated at the right side top (Name is optional).

4. Then it must commence with sir/madam. This depends on the person to whom it is addressed.
5. The letter Number will be given here. This is the file number as indicated in the note file and the date of approval of the communication indicated.
6. After the words the „subject“ is to be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
7. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
8. Body of the letter in convenient paras comes next.
9. A letter is written in first person.
10. Finally it ends with yours faithfully on the right end of the body of the letter.
11. Signed by designation of the officer approving it.
12. Indication of Enclosures at the left end of the body of the letter.
13. Grading i.e., Urgent, Priority etc., may be indicated on the right side top corner of the letter.
14. Similarly, the mode of dispatch if required by registered post, under certificate of posting or by special messenger etc. indicated on the right side top corner of it.

Specimen of Letter

By Regd. Post Ack. Due

URGENT

GOVERNMENT OF TELANGANA
TRIBAL WELFARE DEPARTMENT

From:
Sri/Smt.
Commissioner of Tribal Welfare,
TS Hyderabad.

To,
The Dist. Collector,
-----Dist.

Lr. No.A1/1234/2020. Date: 12.2020.

Sir/Madam,

Sub:-TWD-
Ref:-

(in first person)

(Body of the letter)

No. of paras as required.

Yours faithfully,

Sd/-
Commissioner of Tribal Welfare
TS Hyderabad.

Enclosures:(As Above).

Copy to all the Project Officers of ITDAs/Dist. Tribal Development Officers in the
Telangana State for taking necessary action in the matter.

D.O. Letter - To whom

- D.O. stands for Demi-Official.
- It is used in correspondence between government officers to draw personal attention of the addressee officer.
- It is addressed to the officers of the same rank of the addressee being not more than one or two levels above the officer who is writing.
- But, it is also written to junior and senior officers depending upon the need.
- To a non-official for an inter change or communication of information or opinion without the formality of prescribed procedure.

How it should be written?

1. Similar to the letter, government emblem on the top center of the page or the words Government of Telangana typed in capitals.
2. The name, designation of the sender on the left hand side top corner just below the emblem of the government to be typed. (Generally you will be finding printed D.O. Letter formats of the officer in the office and will help you in this regard)
3. The department name, address of office and telephone number of signatory must be mentioned in the left side top opposite to the name and designation.
4. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the D.O. Letter.
5. Then it must commence with salutation. Unlike in the letter here different salutations are used. Depending upon the level of the officer to whom it is addressed the following salutations be used:

Senior Officers	Dear Sir/Madam
Equal Level Officers	Dear Sri/Smt/Miss (Name of the Officer in own hand-writing)
Junior Officers	My Dear (Name of the Officer in own hand-writing)

6. The letter Number will be given here. This is the file number as indicated in the note file and the date of approval of the communication indicated.
7. After the words the subject is to be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)

8. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
9. Body of the letter in convenient paras comes next.
10. It is writing in the first person and in a personal and friendly tone.
11. Finally it ends with an expression of regards. (It should be noted that depending upon the level and intimacy of the officers). It is written, in own hand-writing, as follows

Senior Officers	With kind regards
Equal Level Officers	With regards
Junior Officers	With best wishes

12. The subscription yours sincerely comes last on the right end of the body of the letter.
13. Signed by name of the officer approving it.
14. Indication of Enclosures at the left end of the body of the letter.
15. Grading i.e., Urgent, Priority etc., may be indicated on the right side top corner of the letter.

Specimen of Demi-Official Letter

GOVERNMENT OF TELANGANA TRIBAL WELFARE DEPARTMENT	
Sri/Smt. Commissioner of Tribal Welfare	Tribal Welfare Department DSS Bhavan, Masab Tank, TS Hyderabad, 040-23317177 E-mail ctwtgs@gmail.com
<u>D.O Letter No.A1/1133/2020 Date: -12-2020.</u>	
Dear Sir/Madam/ Dear Sri./Smt/ My Dear-----,	
Sub:-TWD- Ref:	
(in first person) (Body of the letter) No. of paras as required	
With-----	
Enclosures: Sri/Smt.(To whom it is addressed)	Yours Sincerely, S d / - (Name of CTW}

Particular form of communication is adopted for a specific purpose with a specific target group to be addressed. Accordingly, therefore, each should have some distinctive features, is only obvious.

Memorandum/Memo - To whom

- You might have seen that most of the employees refer to a disciplinary case whenever they hear about a memo. Isn't it? In fact this is a misnomer.
- Memorandum commonly called memo is one of the commonly used form of communications in government offices.
- It is addressed to all subordinates. For example, in an office various categories of officers are there, memo format can be used to all except the top boss.
- There is no compulsion that only memo should be used to a subordinate. Nothing prevents us from writing a letter.
- It is used in calling for or conveying information but not for conveying any order of the govt.

How it should be written?

1. On the top center of the page the words „Government of Telangana“ typed in capitals.
2. Instead of the sender's name etc., the memo starts with Office of the _____ with full address given on the left top corner.
3. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the memo as in the case of a D.O. Letter.
4. Unlike in the letter, no salutations are used.
5. The memo Number will be given then. This is the file number as indicated in the note file and the date of approval of the communication indicated.
6. After the words the subject is to be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)

7. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
8. Body of the memo in convenient paras comes next.
9. It is written in third person passive voice.
10. Bears no subscription except the designation of the signatory.
11. Signed by Designation of the officer approving it.
12. Indication of Enclosures at the left end of the body.
13. Grading i.e., Urgent, Priority etc., may be indicated on the right side top corner.

Specimen of Memorandum

GOVERNMENT OF TELANGANA TRIBAL WELFARE DEPARTMENT		Office of the Commissioner of TW, TS Hyd
<u>Memo. No.A1/1122/2020</u>	<u>MEMO</u>	<u>dt. -12-2020.</u>
Sub:-TWD- Ref:- (in third person) (Body of the Memo) No. of paras as required		
Enclosures:	Sd/- Commissioner of TW TS Hyderabad	
Sri/Smt. ----- Dist.Tribal Development Officer-----		

Proceedings - To whom

- If the government order (G.O.) is the final order of the government, proceedings are the final order of the department/office.
- Proceedings are generally issued when a specific sanction is required to be given. For example, an appointment order, Pay fixation order, Promotion order, Sanction of leave, sanction of expenditure to meet TA claims, Purchase of stationery or equipment etc.,
- Unlike other forms of communication, a proceedings communicates the final order of the competent authority.
- It should indicate the delegation of powers (financial or administrative) under which the officer is empowered to sanction, Background of the case to give clear picture i.e., the context under which it became necessary to issue the sanction order, appropriate budget head to which such expenditure is to be debited after consulting about availability of the financial provision.

How it should be written?

1. On the top center of the page the words Government of Telangana typed in capitals.
2. Instead of the sender's name etc., the proceedings starts with "Proceedings of the _____(Designation of the sanctioning authority given here)
3. The name and Designation of the authority sanctioning given next as "Present: Sri/Smt _____, Designation)
4. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the proceedings as in the case of a D.O. Letter and Memo.
5. Besides the person to whom the sanction is concerned, copy of it should invariably be marked to the drawing and Disbursing officer, Treasury/ Pay and Accounts office, Accountant General and other concerned persons.
6. No salutations are used.
7. The proceedings Number will be given then. This is the file number as indicated in the note file and the date of approval of the communication indicated.
8. After the words the subject is to be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file but the details about sanction order should be mentioned here.

9. Immediately after the subject, instead of Reference, Read is indicated. The major difference in other forms of communications and proceedings is this. It indicates that *I have read the references quoted here under and knowing fully well the powers empowered upon me I am issuing the sanction order.* Here all the references that are required for issuing the order should be given.
10. One additional feature is after read, ORDER in capital letters is indicated before the body of the proceedings.
11. Body of the proceedings in convenient paras comes next. A proceedings should at least have:

Para	Intended to
1	Context of the Case
2	Sanction Order with reference to the Delegation
3	Reference to availability of budget provision and the relevant budget to which the expenditure is to be debited

12. Bears no subscription except the designation of the signatory.
13. Signed by Designation of the officer approving it.
14. Generally, it should be comprehensive and self-explanatory and putting enclosures to be avoided. However, if it is necessary to enclose certain statements etc., indication of Enclosures at the left end of the body.

Specimen of Proceedings

Proceedings of the Commissioner of Tribal Welfare, TS Hyderabad	
Present: Sri/Smt: -----(Qualifications)	
<u>Proceedings. No.A1/2233/2020</u>	<u>Dt. -12-2020.</u>
<p style="margin-left: 40px;">Sub:-TWD- Read:-</p> <p><u>ORDER:</u></p> <p style="margin-left: 40px;">Para.1: Context</p> <p style="margin-left: 40px;">Para:2: Sanction with reference to delegation</p> <p style="margin-left: 40px;">Para:3: Details of budget head to which the expenditure is to be debited</p>	<p>Sd/ Commissioner of TW TS Hyderabad.</p>
<p>To All the Dist.Tribal Development Officers in the Telangana State. All the Treasury / Pay and Accounts Officers in the state. Copy to the other relevant officers(depending upon the need). Stock File.</p>	

U.O. Note - To whom

- U.O. stands for Un-Official.
- This form of communication is used within the office.
- This is mostly used in Secretariat between the secretariat departments.
- It is also used in Heads of Departments.
- One way is to send the file to the concerned section for their remarks.
- The other way is we obtain the information by sending a U.O. Note.
- It is used to obtain the advice, views, concurrence or comments on a proposal or to seek clarification of rules, instructions etc.,
- Though the name is Un-Official Note, it is used to obtain information within the organization and it is not something un-official.

How it should be written?

1. The U.O. Note Number is given on the top with date. This is the file number as indicated in the note file and the date of approval of the communication indicated.
2. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the U.O. Note as in the case of a Memo & D.O. Letter.
3. Unlike in the Letter, no salutations are used.
4. After the words the subject is to be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
5. Immediately after the subject, Reference is indicated. Here, all the references that are required for following the case should be given.
6. Body of the U.O. Note in convenient paras comes next.
7. Bears no subscription except the designation of the signatory.
8. Signed by Designation of the officer approving it.
9. Indication of Enclosures at the left end of the body.

Specimen of U.O Note:

		Office of the Commissioner, Tribal Welfare, TS Hyderabad.
	<u>U.O. Note</u>	
<u>U.O. Note No.A1/1122/2020</u>		<u>dt.-12-2020.</u>
	Sub:-TWD- Ref:-	
	(Body of the U.O. Note)	
	No. of Paras as required (with in the office)	
		Sd/- Commissioner of TW TS Hyderabad
Enclosures:		
To, The Accounts Officer O/o CTW TS Hyd.		

Circular

- The Circular mainly differs from the ordinary memorandum in that it is addressed to several departments or persons simultaneously.
- The circular form should be used whenever the substance of the communication does not require the formality of proceedings or letter.
- In other words it is a form of memorandum to be issued to large number of people at the same time.

Specimen of Circular

	Office of the Commissioner, Tribal Welfare, TS Hyderabad.	
<u>Cir.No.A1/1122/2020</u>	<u>Circular</u>	<u>DT.-12-2020.</u>
Sub:-TWD- Ref:- (Body of the Circular) No. of Paras as required (In Third Person)		
Sd/- Commissioner of TW TS Hyderabad		
To, All the Dist. Tribal Development Officers in the state. Copy to all the Project Officers of ITDAs in the State. Copy to all the Dist. Collectors in the state.		

Endorsement

- It is used when a paper is returned in original to the sender or is referred to another department or section for information, remarks or disposal.
- It is also used where a copy of communication is to be forwarded to others in addition to the original addressee. In such case, the following types of endorsements you will be finding:

A copy (with a copy of the letter to which it is a reply) is forwarded to -----for information and guidance/ for necessary action / for favor of reply / for early compliance”.

- Copies of financial sanctions issued by the departments, where required to be communicated to the audit authorities through the accounts department are also sent by endorsement.

Press Communication/Note

Certain events in the officer require publicity. For which press communication, press note, press release etc., are used.

Press Communication

- It is issued when it is sought to give wide publicity to the decision of the government/department.
- It is more formal in character than a press note and generally reproduced by the press.
- Communications like events that are taking place in the office, brief reports intended to be appeared in the press comes under this category.

Press Note: It is intended to serve as a handout to the press. They may edit, compress or enlarge as they may choose.

Notification

- Notifications are used for publishing rules and orders passed under legal enactments by the government.
- They are also used for making announcements about appointments, postings, transfers, etc.,
- In the departments/offices, it is mostly used for publishing matter in government gazette under provisions of any law.

DISPOSALS

Why disposing of files?

Any issue that arises in the office either with a letter or representation from public or within the office needs to be settled. If it is not settled, it becomes a cause of dissatisfaction. Even the very purpose of establishing an office is to solve or settle issues. In the normal life also we would like to settle issues as early as possible so that we can be peaceful. Any pending issue causes inconvenience to us. Hence it is essential to dispose the files at the earliest possible opportunity.

What is a disposal?

The dictionary meaning of the word dispose is to apply to a particular purpose or to settle things.

The word disposal is the noun form of dispose and it means the act of disposing or arrangement

Disposal means settling things. In official parlance it is the act of settling the issues that arise in the office.

Types of Disposals

There are various types of disposals. Each type is used for a specific purpose. Depending upon the nature of the case or issue the retention period of it is fixed. Based on the retention period there are various types of disposals. The various types of disposals that are used in an office are given below:

#	Type
1	R (Retention) Disposal
2	D (Destroy) Disposal
3	L (Lodge) Disposal
4	K Disposal
5	N Disposal
6	F (Filed) Disposal
7	X.L. Disposal
8	X.N. Disposal

R. Disposal (R.Dis)

- The letter R represents Retention.
- The full form is retention disposal.
- The file disposed or closed under this disposal is to be retained permanently.

- Files dealing with very important matters like lands, buildings, service matters etc., which are required for reference at any time, are required to be disposed under this category.
- The intention is that the loss of it will effect the government unduly. However, presently this has been changed as 50 years.
- After 50 years, the State Archives Department has to take up a review and if the file is still required to be microfilmed and retained.

D. Disposal (D.Dis)

- The letter D refers to Destroy.
- The word destroy refers to that it is to be destroyed after 10 years.
- The files disposed under D.Dis. are retained for a period of 10 years.
- Similar to R.Dis, disposals under D.Dis should also be reviewed at the end of retention period before it is finally destroyed.

L. Disposal (L.Dis)

- L means Lodged.
- The retention period of L.Dis is one year.
- It will be destroyed after one year.
- Files, which do not require to be retained for longer periods such as leaves, increments, routine information etc., come under this category.

K. Disposal (K.Dis)

- This type of disposal is not mentioned in the District Office Manual.
- It was felt that in some departments depending upon the nature of its activity, there is need to retain files longer than one year and at the same time they need not be retained for 10 years.
- After consideration of the requirement, Government agreed for having another disposal for the period above one year and below 10 years.
- K.Dis is being used in some departments for this disposal.
- Like L, D, R disposals the department does not give this name and there is no need to call it as K disposal.

- Offices of heads of departments should list out their special records/ registers including those created in their subordinate offices peculiar to the nature of work done by them.
- Based on the peculiar nature of work they can prescribe suitable periods of retention based upon their estimated period of utility for reference and get the special record retention schedules approved by the concerned administrative department of secretariat.

N Disposal (N.Dis)

- Like retention for R, destroy for D no indication is available for N Disposal i.e., the full form of N is not known.
- In cases where the original is returned to the sender with an endorsement on the current received, such sending back the original is called N.Dis.

F Disposal (F.Dis)

- F indicates File.
- It means that papers marked F are to be simply filed and no action needs to be taken on them.
- Papers marked F need not be registered.
- If marked F.I., they should be indexed.

X.L. Disposal (X.L.Dis)

- X is an indication that the papers need not be registered.
- Adding X to the L.Dis indicates that the paper need not be registered and only to be filed in the record room.

X.N. Disposal (X.N.Dis)

- It is similar to X. L. Disposal.
- While in N. Disposal papers are registered and returned in original, in X.N.Dis, there is no need to register the papers excepting to return them.

Disposal Jackets

- Earlier when the Maclean's disposal system was in existence, a number used to be given to the disposal.

- In the Tottenham system there is no need to give a separate number when the file is disposed of.
- The current number given in the inward will continue for the disposal also.
- Only the letters R, D etc., are to be prefixed to the disposals.
- The assistant enters the same in the last column of the personal register.
- R and D disposals are put into brown paper “Disposal Jackets”.
- On the outside of the disposal jacket the following information be indicated:

Outside the disposal jacket

1. Disposal Number
 2. Name of the department (marked boldly)
 3. Name of the office
 4. Number of current file pages
 5. Number of Note file pages
 6. Total pages in the disposal
 7. Year of destruction (Whether requires to be reviewed before destruction)
- The disposal number is indicated on the top. This is the original current number.
 - Only the difference to be noted is that the number of the assistant i.e., A, B etc., are to be removed and the current number and the year of it indicated.
 - Instead of the assistant’s number, the disposal nature i.e., R or D to be added before the current number.
 - The name of office and department to which the disposal belongs should also be indicated boldly on the outer cover sheet.
 - The total current file pages and the note file pages and the total of them should be indicated. This helps that at a later date tampering with pages is not possible.
 - Whether it is D.Dis or L.Dis, it is to be retained for the specified period from the date of disposal. In both the cases, it is to be decided while sending the disposal to the records whether a review is required or straight away it can be destroyed.

- On the outer docket itself it is to be mentioned whether the file required to be reviewed before destruction or straight away to be destroyed. However, the year of destruction to be indicated on the outer jacket.

Inside the disposal jacket

- The very purpose of disposing the files and keeping them as records is to have precedents as and when a similar case arises in the future.
- It is very much necessary to keep track of the earlier and future references of such similar cases to help us.
- The inside of the disposal jacket should contain the information of the previous disposals i.e., the back numbers of the disposals and also the future disposals.
- Indication of the back and future disposals is called chaining of disposals.

Index Slips

- The word index is discussed at various places starting from tappal stage. In many offices this is one of the most neglected areas.
- Index Slip is a printed format.
- Whenever files are closed under D or R disposals the dealing assistant should fill up the index slip and send one copy of it to the fair copy section superintendent or the record assistant as the case may be.

INDEX SLIP
Disposal No.
Date of disposal
Current File Page Nos.
Note file Page Nos.
Total Page Nos.

- The practice is that whenever an indent for the disposal is sent, the record assistant keeps the index slip in place of the file and issues the record.
- Whenever the record is returned, the index slip is taken out and the record placed at its respective place.
- All the index slips are consolidated and a year wise index of all records is prepared and circulated to all the staff in the office.
- The dealing assistant whenever he requires a disposal can go through it and indent for such disposal.

Premature Disposals

- The practice of closing a current merely because it has been pending a long time and opening a new current is most pernicious and is strictly prohibited. Closing a current like this is called “Premature disposal”.
- In offices where a current is pending for a longer time, the dealing assistant closes it and then opens a fresh file with a reminder either issued from the section or received from other office. Such irregular disposals falsify the statistics of pendency.
- They also make it impossible to watch for and enforce the submission of replies to references. This is only waste of time and such practices should be avoided.

Oral Instructions by the Superior Officers

As per Rule 3 (4) of Telangana Civil Service (Conduct) Rules 1964 „No Government Employee shall, in the performance of his official duties or in the exercise of powers conferred on him, act otherwise than in his best judgment except when he is acting under the direction of his official superior, and shall where he is acting under such direction, obtain the direction in writing, wherever practicable, and where it is not practicable to obtain the direction in writing shall obtain written confirmation of the direction as soon thereafter as possible. It shall be incumbent on such official superior to confirm in writing the oral directions given by him, and in any event, he shall not refuse such written confirmation where a request is made by the Government employee to whom such direction was given”. (Inserted vide GO Ms. No 1009 GA (Ser.C) Department dated 18.06.1965)

Currents received through e-mails/Social Networking Apps

Information received through the e-mails of the employees are generally treated as official information though the information is received through the personal mails of the employees. In order to avoid administrative and legal problems Government of Telangana issued e-mail policy Government of Telangana 2016 vide GO Ms. No 2 ITE&C (Infra) Department dated 20.01.2016. Accordingly every Government employee and office are authorized to maintain official e-mail for e-office communications and file management. The information received through e-mails should be brought into the Inward Register and Personal Register then only they may be processed in the file. Further as per the guidelines issued by the

Government of India on Mobile Governance and Governance through Social Networking Websites or Mobile Apps, the instructions issued or received through such mode are treated as part of the e-gov and these instructions or communications must be brought into the Inward Register, Personal Register and files wherever necessary as per requirements. (*Electronic Delivery of Services Rules 2011 issued by GO Ms No 10 IT&C (Infra) Department dated 18.10.2011*)

WE CANT SPELL S_CCESS WITHOUT U

THANK YOU