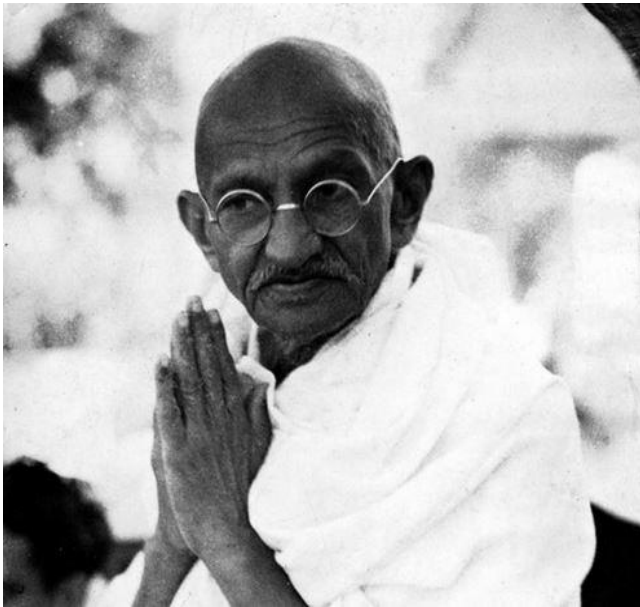


Office Management



“The customer/public is the most important visitor in our premises. We are not doing any favour to him by attending on him. He is doing a favour to us by providing opportunity to attend on him” - Mahatma Gandhi

Dr W G Prasanna Kumar

Professor Centre for Climate and Disaster Management

Dr MCR HRD Institute

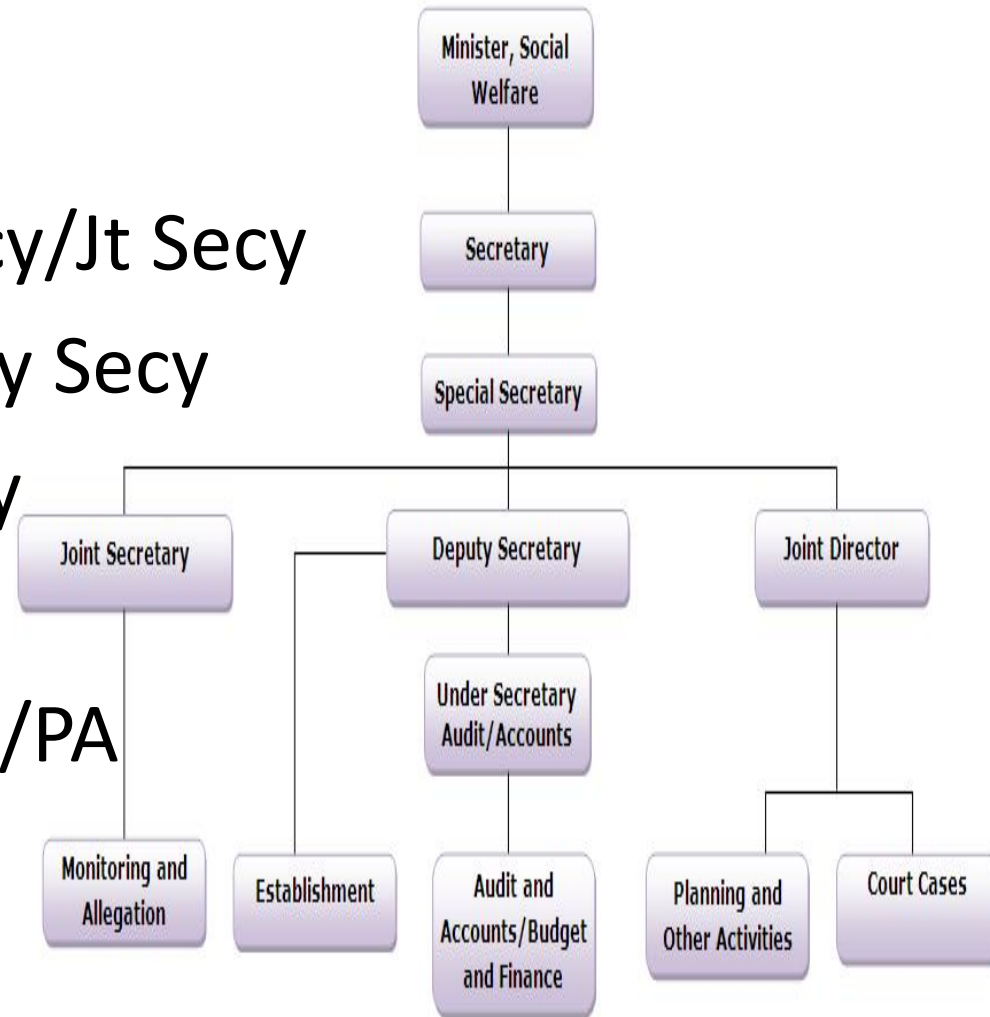
An Office is

- Structure
- Process
- Behaviour
- Environment



Office Structure

- Department: Secretary
- Wing: Spl Secy/Addl Secy/Jt Secy
- Division: Director/ Depty Secy
- Branch: Under Secretary
- Section: Section Officer
- Case work: Assistant/PS/PA



Office Process

1. Office Procedure: System
2. General discipline in office administration
3. Procedure in receipt & distribution of Tappals
4. Dairying and Registering Tappals
5. File Arrangement Procedure
6. Preparation of an office note
7. Types of communications used in offices
8. Procedure in noting and drafting
9. Preparing a note and draft of a given situation
10. Kinds of disposals

Story of 4 Employees

1. Every body, 2. Some body

3. Any body & No body

- Important work: **Every body**, was sure: **Some body** would do it
- **Any body** could have done it, but **No body** did it
- **Some body** got angry as it was **Every body**'s job
- **Every body** thought that **Any body** could do it
- **No body** realized that **Every body** would not do it
- **Every body** blamed **Some body**
- **No body** could accuse **Any body** .
- Then the **Office Orders** were born.....

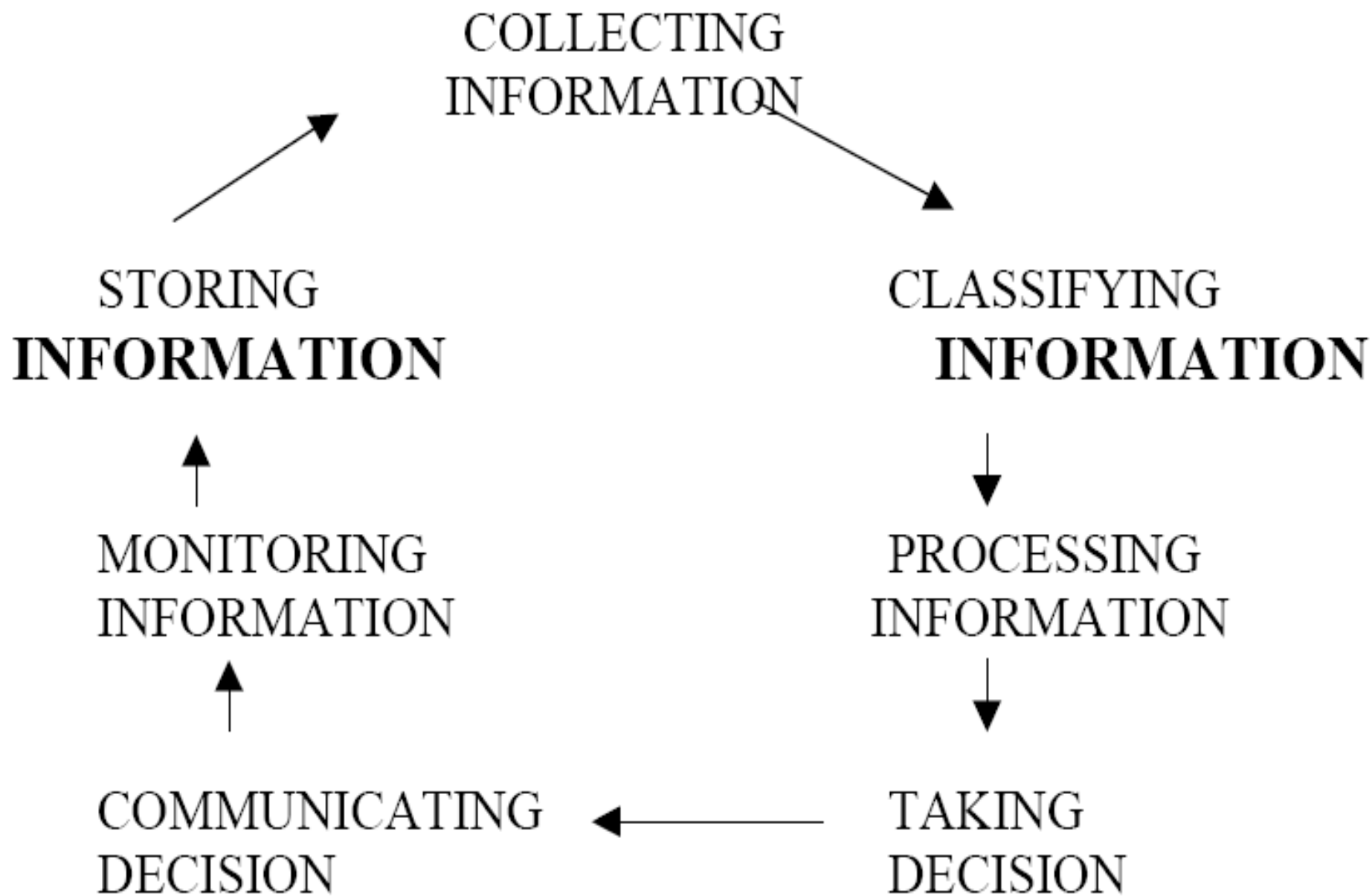


Government Office Is.....

- Daily activity place
- Public interface
- Meetings
- Conferences
- RTI: Window of Our Office
- Annual Reports and Audit Reports
- Questions in Parliament/ Legislature
- Budget: Office Financial Management Record



COMMON OFFICE FUNCTIONS



Activity

System

Collection of information

Incoming communication

Classification of Information

Filing system

Processing of information

Noting

Communication of decisions

Drafting of outgoing communication

Monitoring action taken

Reports and Returns

Storing information

Records management



Office Management

1. Hours of Attendance
2. Attendance Register
3. Punctuality
4. Leave
5. Extension of Leave
6. Nature of Leave
7. Leaving the station



Office Management

8. Office Rooms

9. Responsibility of Staff

10. Maintenance of order

11. Admission of outsiders

12. Taking papers outside office

13. Address of officers & staff

14. Surprise visit



Discipline

1. Quiet & dignified behaviour
2. Courteousness
3. No wastage of time
4. Perfect silence
5. Promptness
6. Punctuality
7. Regular attendance
8. Obedience
9. Non divulgence of official information
10. Non acceptance of presents/gifts/remuneration
11. No recourse to anonymous petitions for grievances
12. Tidiness & cleanliness



Office Records in Office Management

- New Case Register: New file
- Inward Register: Any incoming letter
- Distribution Register: Officer wise allocation
- Security Register: Cheques DDs and Valuables
- Personal Register: Officer wise letter keeping
- Fair Copy Register: Letters/orders done
- Register for Despatch / Local Delivery:
- Periodical Register: Person wise work monitoring
- Register of Stamp Account:
- Record Issue Register:
- Register of Immovable Properties:



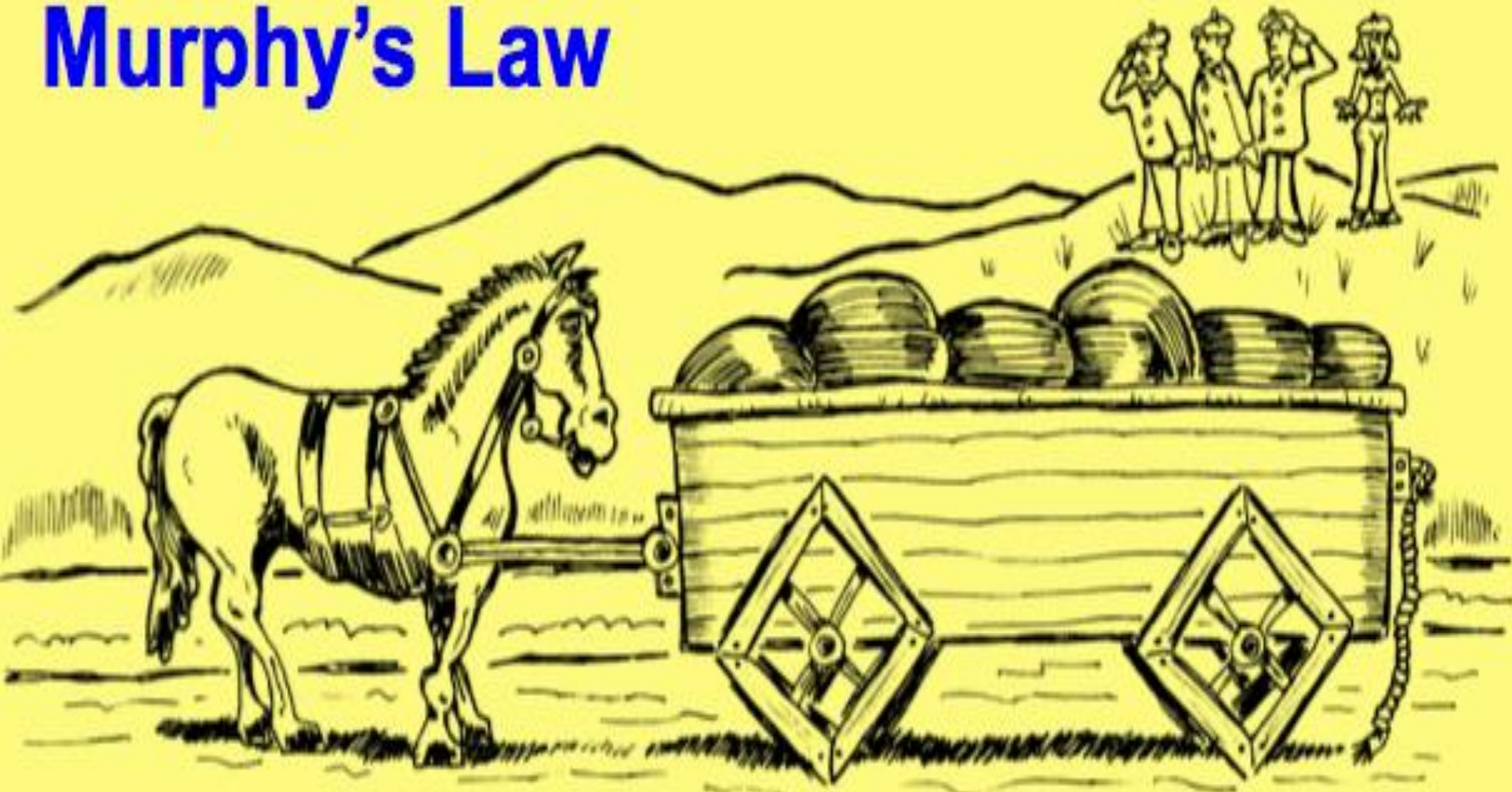
People Management in Office

Identify the skills of your staff

- a. Classify employees into: i. Dependent, ii. Independent and iii. Interdependent
- b. Employees who are good at: i. Urgency ii. Importance
- c. Don't spare on discipline at work
- d. Don't pressurise to work on oral orders
- e. Keep working on written instructions



Murphy's Law



Anything that can go wrong, will go wrong.

Maybe it already has!

Murphy's Laws

1. In any field of endeavor, anything that can go wrong, will go wrong.
2. Left to themselves, things always go from bad to worse.
3. If there is a possibility of several things going wrong, the one that will go wrong, is the one that will cause the most damage.
4. Nature always sides with the hidden flaw.
5. If everything seems to be going well, you have obviously overlooked something.

Effective Office Management



1. Sort



2. Set In Order

6 S's

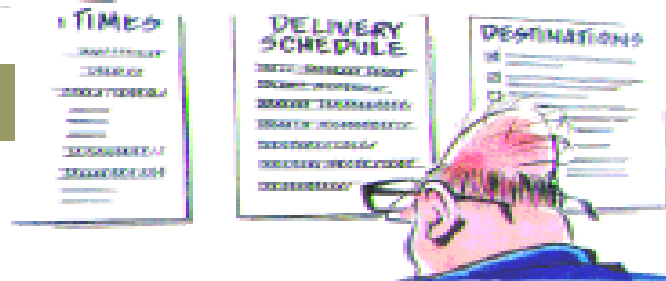


6. Safety



3. Shine

5. Sustain



4. Standardize



Points to Remember

- Establish guidelines and develop discipline to maintain them.
- If you always do what you've always done, you'll always get what you've always got.
- If nothing is done, nothing will improve.
- Develop habits that won't be forgotten.

धन्यवाद

THANK YOU