

**DISTANCE TRAINING COURSE
ON
OFFICE MANAGEMENT
(DLM MODULE)**

DEVELOPED BY THE ANCHOR INSTITUTE

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**UNDER THE ‘UNDP’ PROJECT ON
‘ STRENGTHENING OF STATE ATIs’
THROUGH
DEPARTMENT OF PERSONNEL AND TRAINING
GOVERNMENT OF INDIA**

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The Dr. MCR HRD Institute of Andhra Pradesh has been identified as Anchor Institute to develop this DLM Module. Sri Kalluri Nageswara Rao and Sri D. Siva Prasad of the HRD Institute have been selected as anchor persons for development of the module.

We, the anchor persons, sincerely express our gratitude to the Director General, HRDI for selecting us for undergoing the DLM course at IGNOU, New Delhi and for permitting us to develop the DLM module. We also extend our gratitude to the Additional Director General (TC), Additional Director General and Joint Director General for their continuous support, encouragement and valuable suggestions through out the development of the module.

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DISTANCE TRAINING COURSE ON

‘OFFICE MANAGEMENT’

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DISTANCE TRAINING COURSE
ON
OFFICE MANAGEMENT

COURSE GUIDE

DR MCR HRD INSTITUTE OF ANDHRA PRADESH
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BACKGROUND /CONTEXT

The National Training Policy envisages "Training for All" and emphasizes the importance of training to the personnel working particularly at the cutting edge level. The Andhra Pradesh State Government has also identified training as a priority area. As the apex training Institute of the State Government, the Dr. MCR HRD Institute of AP is making all efforts to implement the State Training Initiative of providing training to all public functionaries. It is obvious that conducting training programmes by one organisation at one place may not be sufficient to achieve the massive and challenging task of providing training to all the government functionaries working at various levels at various places. Keeping in view the large number to be trained, the HRDI has thought of decentralization of training activity. As part of the decentralisation of training the Institute has established District Training Centres in all the 23 districts in the State. Also Government departments were encouraged to establish training cells/centres in their departments and to conduct training programmes to their employees. In addition to the above, in order to cover more number of functionaries and to provide an uniform input, the Institute has developed Interactive Training Films mostly on Rules and Procedures based areas using DVD technology and established a DVD centre in all the District Training Centres to conduct courses using these interactive training films apart from general (fact-to-face) training. DVD centres were also established in some of the selected departments/departmental institutions. Yet the existing training facilities are not able to meet the demand.

It is known that all the decisions and correspondence in the government are being done through files and a particular office system is being followed in all government offices of AP. Every employee of the government should be aware of

the Office Procedures, (Office System, File Management, records etc.). Many of the government functionaries, particularly support level staff working at field level, because of various reasons, (work pressure, distance, shortage of staff etc.), are not able to attend training.

Keeping in view the above and to cover a large number of personnel and to provide opportunity to learn while they are working at their work places , the Dr. MCR HRD Institute of AP has developed a Distance training package on "Office Management" with special reference to office procedures of AP using Distance Learning Methodology under the 'UNDP' Project on 'Strengthening of State Administrative Training Institutions' through Department of Personnel and Training (DOP&T), Government of India.

TARGET GROUP:

Government Functionaries.

THE COURSE AND ITS AIM

"Office Management is an essential feature to any department irrespective of its size & nature as well as area of operation. The present distance training course aims :

To build capabilities in discharging day-to-day functions by imparting required knowledge & skills in rules/procedures of dealing correspondence, registering the currents received, processing, drafting, fair copying, dispatching, disposals and record maintenance etc.

Though imparting skills through distance learning methodology may not be possible, by responding to the activities and self assessment questions incorporated in the Self Instructional Material and also the assignments/tests proposed, the trainee may acquire some skills.

DURATION OF THE COURSE : **2 Months**

COURSE OBJECTIVES:

At the end of the training, the trainees will be able to:

- 1. describe the salient features of the Tottenham System of office procedure**
- 2. describe the items involved in general discipline in office administration**
- 3. describe the procedure involved in receipt and distribution of tappals**
- 4. describe the significance and procedure in maintenance of Personal register and Registering Tappals**
- 5. describe the procedure in arrangement of a File**
- 6. describe the salient feature of preparation of an office note**
- 7. list out types of communications commonly used in offices**
- 8. describe the procedure in noting and drafting**
- 9. prepare a note and draft of a given situation**
- 10. list out kinds of disposals**
- 11. prepare index slip and disposal jacket**

12. describe the procedure of records maintenance
13. describe the steps involved in checking the registers to prevent delays
14. list out and describe various types of mechanical aids that are used in office

COURSE STRUCTURE:

The course is divided into the following seven (7) Modules:

1. Tottenham System of office procedure
2. Tappals and File Management
3. Noting and Drafting
4. Fair copying and Despatch
5. Disposals and Record Management
6. Checking of Arrears and Delays
7. Mechanical Aids

STRUCTURE OF MODULES:

Each module is further divided into units as detailed below:

MODULE 1: TOTTENHAM SYSTEM OF OFFICE PROCEDURE

Introduction

Unit – 1: Office and office system

Unit – 2: Salient feature of Tottenham system

Unit – 3: General Discipline

MODULE 2: TAPPALS AND FILE MANAGEMENT

Introduction

Unit – 1: Receipt and distribution of Tappals

Unit – 2: Maintenance of Personal Register

Unit – 3: File Management

MODULE 3: NOTING AND DRAFTING

Introduction

Unit – 1: Noting

Unit – 2: Drafting

Unit – 3: Types of Communication

MODULE 4: FAIR COPYING AND DESPATCH

Introduction

Unit – 1: Fair copying

Unit – 2: Despatch

MODULE 5 : DISPOSALS AND RECORD MANAGEMENT

Introduction

Unit – 1: Types of Disposals

Unit – 2: Maintenance of Records

MODULE 6: CHECKING OF ARREARS AND DELAYS

Introduction

Unit – 1: Registers to be maintained

Unit – 2: Stock files and other reports

MODULE 7: MECHANICAL AIDS

Introduction

Unit – 1: Manual Aids

Unit – 2: Mechanical (Electric/Electronic) Aids

LEARNER SUPPORT:

- As the package is developed using distance learning methodology, the course material, in parts, will be sent to the participants by post and / or through e mail where ever such facility is available. The seven modules of the course will be sent separately . For each module, some time will be given to the learner to go through the material. At the end of each module there may be an assignment or test to assess/reinforce learning.

- Counseling support will be made available through:

- Identified local/nearby Resource persons, where ever possible
- Resource persons of District Training Centers
- District Training Centers and DVD Centers in DTCs which are functioning in each district. Participants can avail the facility as and when they visit the district headquarters.
- quick response to the queries of Learners either by post or e-mail

WORKSHOP:

A one or two days workshop at different places near to the participants is recommended for clarification of any doubts and also to conduct the proposed

end of course test/assignment. However this depends on the facilities available and also the number of participants.

CERTIFICATION:

Course completion certificate will be awarded to the participants at the end of the course. An assignment / test will be conducted either in the workshop or sending test paper by post.

**DISTANCE TRAINING COURSE
ON
OFFICE MANAGEMENT**

**MODULE –1: TOTTENHAM SYSTEM OF
OFFICE PROCEDURE**

INTRODUCTION :

This Module is divided into 3(three) Units namely:

Unit – 1:	Office and Office System
Unit – 2:	Salient Features of Tottenham system
Unit – 3:	General discipline

The above Units have been further divided into sub units depending on the contents being discussed in the unit.

In these Units, we will be discussing the following:

- What is an Office
- What is a System
- Why we need a System in office
- Organisational structure
- Duties and responsibilities of
 - Section Heads
 - Dealing Assistants
- Various Registers to be maintained
- Attendance
- Discipline
- Casual Leave, Optional Holidays
- Work on holidays

Some activities to be carried out by the trainee are incorporated at appropriate places and sufficient space is provided to facilitate the trainee to respond. Besides, "Self Assessment Questions" have been designed to reinforce the learning.

It is expected that at the end of this module the learner will gain adequate knowledge about the Tottenham System of Office Procedure which is in force in AP Government Offices.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 1: TOTTENHAM SYSTEM OF OFFICE PROCEDURE

UNIT 1: OFFICE AND OFFICE SYSTEM

CONTENT:

- 1.1 Introduction**
- 1.2 Objectives**
- 1.3 Definition of an Office**
- 1.4 System**
 - 1.4.1 Why**
 - 1.4.2 What**
- 1.5 Common Office Functions**
- 1.6 Summing up**
- 1.7 Answers to SAQs**
- 1.8 Journey to next Unit**

1.1 Introduction:

Every one of us, even children (say, 3 or 4 years), in our day-to-day life use the words office & system in various contexts. In fact we are working in Government offices and we will discuss in this unit what is an office, why do we need a system and how it helps in our day to day office administration.

1.2 Objectives:

On completion of this Unit, you will be able to

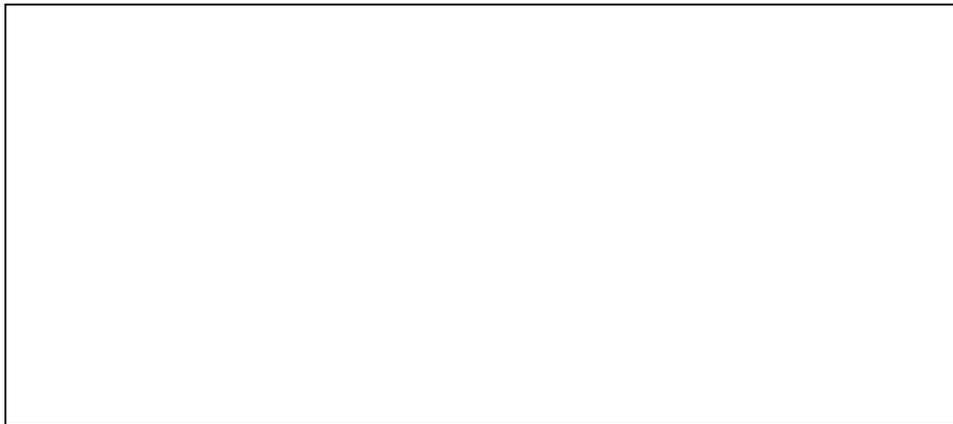
- Define the term office
- Define the term system
- State the advantages in following a system in office
- Explain why information is processed in office

1.3 Definition of an Office:

Almost in every house the real drama will start from the early morning, say, at 7.00 am onwards or even early that children may shout that Mummy! Where are my shoes? Where are my socks? I am to go to school or college. Please get ready my lunch box. At the same time, you may also ask for arrangements for you to go to “**office**”. If both are employees, she may seek your support in making arrangements. You might have done similarly the way children were shouting when you were in your childhood. That means we will be hearing the term “Office” right from childhood. Children may use the word “office” with out having proper understanding of the word. The children will only know that their father/mother went to office where they work.

But you will be knowing more about the term Office. Before you go for further reading, please jot down in the box given below what you think is an office? This would help you in a better understanding of the issues that are being discussed in this unit.

ACTIVITY

A large empty rectangular box with a thin black border, intended for students to write their definitions of an office.

Good. You have noted down some points. Interestingly, most people continue to define an “Office” as a workplace where people perform a series of activities for achieving the organizational goals/objectives. For example, “we both are working in the side by side offices”. “My office is very close to my husband’s office”.

Office is also used to refer to the people who work there. for example, “the whole office knows that you got promotion”. Or “Boss is going on leave for next two weeks”. Here office refers to the people working there.

More interestingly, a mother who is a housewife is also working: but we do not say that she is working in an office. Why? Because she does not get “paid” for her services.

You may therefore, add that the organization pays its employees a salary. That is, work is done in an office for monetary considerations. You may consider that this completes the definition of an office. While this is partly true, this definition does not give us the complete picture. Office may also refer to an important job or position of authority in Government or in an organization. For example, “the Chairperson of the Institute holds the office for one year” or “the office of the President of the society is an honorary one”. Here, office refers to the position held.

One of your friends could be working in a factory. Another friend could be a farmer who would be working in the field. When you apply the definition of office you have in mind at this stage to these situations you may find it odd to say that they work in an office. Some of us may even say that a person who works in the field or a farm does not work in an office. Similarly, you may say that a person who works in the factory does not work in an office. If you think a little deeper, you may say that the definition of office excludes manual work. You would appreciate that a complete definition of office has still not emerged.

You may like to try to define office from a different angle. Do you agree that you work in an office? The chances are that you would say “yes”. In that case, let us see what you do in an office.

Most of you may be receiving communications, recording them somewhere or may be filing them. In general, what you do in an office is something relating to paperwork. But it is not the paper you are dealing with; it is “something” that paper contains. What is that “something”?

If you did not get a satisfactory reply, consider the issue from yet another angle. An organization is set up with specific goals/objectives. Whichever organization you work with, you do work to achieve the organizational goals/objectives. To achieve these, frequently, various

decisions are taken by people who are authorized to decide, as and when the clientele group approaches them.

Let us now see what are the various means through which the clientele can approach people who decide. In a small organization, like a private sector office, the clients can directly reach the decision maker. As the organization grows there would be intermediaries, primarily to let the decision maker concentrate only on major issues. People working under them could decide the smaller issues. As the organization grows further or in most Government offices, there could be officers and an office. Those in the office do the necessary preparatory work to let the officers take decisions. These preparatory works would include dealing with “something” which the paper contains.

This could either be facts or figures or diagrams or codes or even maps. Basically, these are information. The information is processed so that persons who are authorized could take decisions. (We generally call them as the “competent authorities”). From functional point of view, we may now define an “Office” as “***Information Processing Center***”. (If you are a computer literate you may slightly differ on the use of the words ‘information’. You may prefer to use word data, instead!). We have already seen that the reason why information is processed is to take decisions to achieve organizational goals.

You have seen that the term ‘office’ is used in different context. Therefore, there are different ways of defining ‘Office’. One of the most common definitions is from the geographical point of view. Another refers to people working there. Yet another is from the point of view of the position held. These are normally the definitions from the common man point of view. For someone concerned with office management, from the functional point of view. Hence, the most appropriate one may be in terms of processing of information, since all offices are collecting data, processing it, taking decisions, communicating and storing the information.

One of the definitions of 'office' could be that an *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.*

Self-Assessment Questions (SAQ 1.3)

I. *Tick the most appropriate response*

1. An office can be defined from
 - i) Geographical point of view
 - ii) Positional point of view
 - iii) Functional point of view
 - iv) All the above
 - v) Only (i) & (iii) above

2. The reason(s) why people work in an office is/are:
 - i) To achieve organizational goals
 - ii) To receive salary at regular intervals
 - iii) To spend the time more fruitfully
 - iv) All the above
 - v) Only (i) & (ii) above

3. The reason(s) why information is processed in the office is/are:
 - i) People are paid salary to do the job
 - ii) To facilitate the competent authority to take decisions to achieve the organizational goals
 - iii) Because papers containing information are received and they are to be processed
 - iv) All the above
 - v) Only (ii) & (iii) above

II. Read the following statements and indicate whether each of them is “True” or “False’ by putting a tick or a cross in the box. In case of false statement, please correct the statement and write in the margin given below:

1. An office is generally defined as a place of work
2. The only purpose of working in the office is to achieve the organizational goal/objective
3. A person may hold an office in an honorary capacity without any monetary benefit
4. An office is an Information Processing Centre
5. Information is processed to take decisions

1.4 SYSTEM:

1.4.1 Why do we need a System?

Let us start with a story;

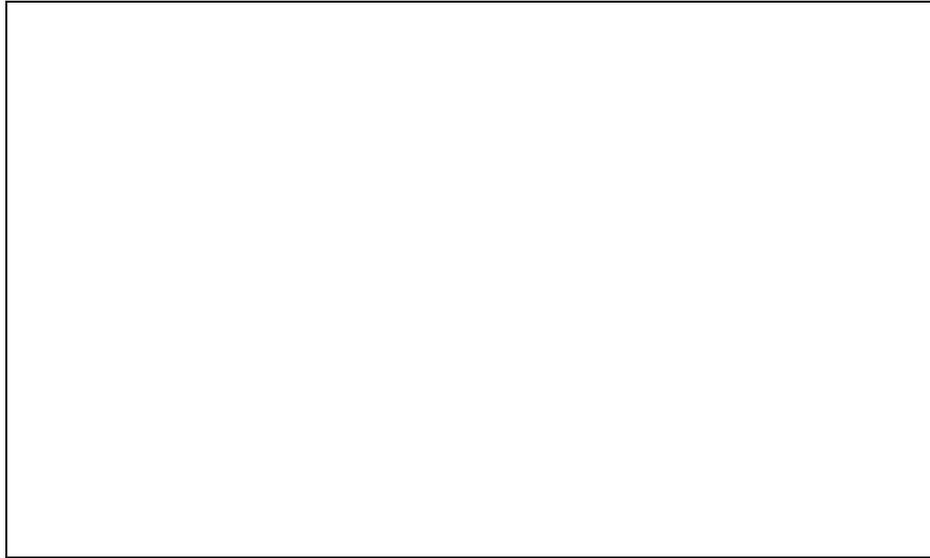
STORY OF FOUR PEOPLE

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 about 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.

Have you enjoyed the above story? Please try to list out the learning points from the above story in the box given below:

ACTIVITY



It is nice that you have attempted to list out some points. In the above situation, you may say that there is no system in the office. No specific duties and responsibilities entrusted to them. Who is to be blamed in this situation? Yes, Nobody.

Let us discuss another situation, which generally occur. You might have experienced either during travel or out side your office or any other office or in a market or bazaar etc. places, people talking about offices and their functioning. People will be discussing about their experiences when they go to office(s). Somebody will say that there is no system or procedure in this office. When they go to an office for any certificate or for any other work, they might have been asked to go to that seat; when they go to that seat, they would have again been asked to contact another seat and so on. Some people might have had many bitter experiences in this regard. Even you might have seen/experienced that no procedure is followed in carrying out a specific activity either in your office or any other office you visited either for official purpose or personal.

Do you feel a system is required in office? Certainly you will say, “Yes”. Why don’t you list out some points “Why a system is required in an office”? or “List out the advantages in following a system in an office”?

ACTIVITY



Good. You have listed out some useful points. Everyone will agree that there should be a “System” in an office. Broadly, it provides clarity about the roles and responsibilities of employees of the organization. All the time we are using the term “System”. We proceed further to know much about the System.

1.4.2 **What is a System?**

From the above experiences, we understood that there should not be any ambiguity either in carrying out any activity or in the roles and responsibilities. Everyone expects that things should happen in an office as routine on the basis of certain prescribed procedures or norms without waiting for any individual. In fact, a system is very much required for smooth and effective functioning of an office.

Think of a situation in your house. How, since morning, will you prepare your self to go to office? Don’t you follow a routine in this regard? Definitely “Yes”.

When you go to a bank for withdrawing money, a certain procedure is followed in the bank.

Even in your office, you follow a specified procedure in processing the information till a decision is taken and communicated to the concerned.

Also, you are having a clear job and responsibilities to be carried out in the day-to-day administration.

In government offices the procedure to be followed is prescribed by rules. From all the above, simply, we can define a “**System**” as “*doing the things methodically by following certain procedures laid down with a clearly defined roles and responsibilities for smooth and effective functioning of the office*”.

Self-Assessment Questions (SAQ 1.4):

1. What are the advantages of having a “System”?

Answer:

1.5 Common Office Functions:

Now, let us have a look at the office functions. “Function” here refers to the activities you perform in office, irrespective of the kind of work assigned to you. In other words, whether you work in administration section or accounts section or any other section, you all perform “some” common office functions. Would you like to list these common office functions? Remember that all you have to do is think of those activities you would perform irrespective of the section you are working in. Record your points in the box given below:

ACTIVITY

We are in the process of learning what office functions are. Therefore, what you have listed would be something to do with information because it is an information-processing center. The first of these functions

would be to ***collect information***. You may do so by voice communication, that is over telephone or you may walk across and get it orally or someone may pass on information personally or you would in most of the occasions get it through some written communication.

Once you start collecting information, you would like to keep them in such a manner that you are able to retrieve it when it is time to take a decision. For this purpose, you have to ***classify the information***. Classification of information means putting papers containing information in files in such a way that you know which file to look for when you need the information. For example, if you are in administration section you may keep papers relating to appointment of directly recruited clerks in one file and representations received from the section head/superintendents regarding their seniority in another folder. Similarly, if you are working in cash section, you may keep papers seeking advance to celebrate festivals in one file and so on. One of the mechanisms you most commonly use in office to perform this function is through filing of information.

The next function after you have filed the receipts is to ***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. The tool used to achieve this purpose is “Noting” Noting is a process of recording a note. A note is nothing but written remarks on a case recorded by the competent authority after examining the case with reference to the relevant rules, regulations or precedents and to ***take decisions***. (You will be learning more about Noting in Module-3)

After the competent authority has taken the decision, it will have to be communicated to the person(s) concerned for implementation. Therefore, the next function is ***communication of decision or the desired information***. Unless the decision is conveyed to the party concerned it cannot be carried out. The tool found useful to perform this function is called “Drafting”. (You will be learning more about “Drafting” in Module-3).

The next function is ***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

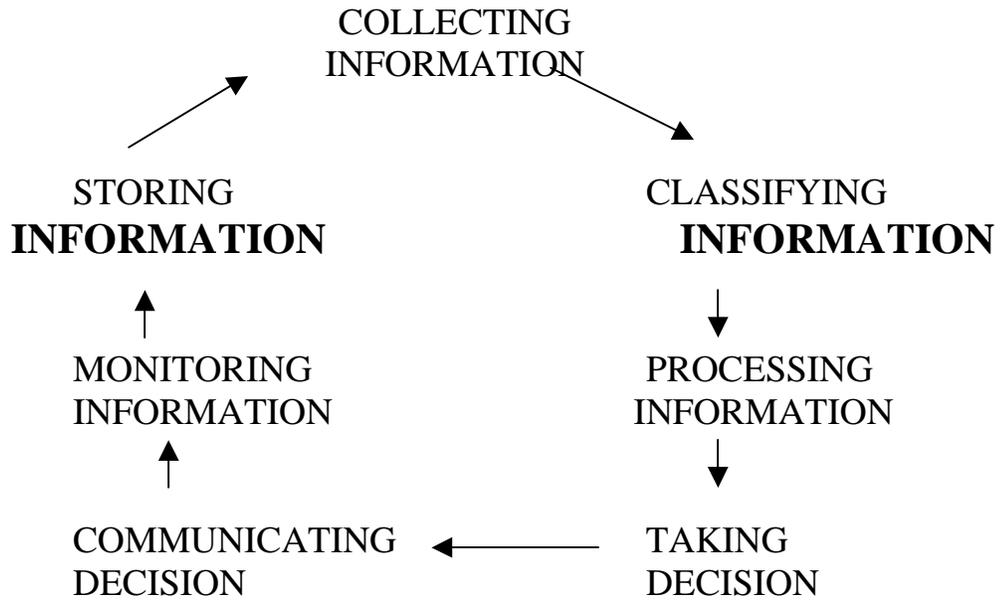
manner the conveyor desired. The tools used to perform this function are “Reports” and “Returns” obtained on an annual, half-yearly, quarterly, monthly or fortnightly basis. One must, however, resist the temptation to call for too many “Reports” and “Returns”. In such cases, the task of analyzing the data received becomes difficult. In fact, too many “Reports” and “Returns” may lead to situations where calling for such “Reports” and “Returns” may become a ritual defeating the very purpose. You must, therefore, review the need for the “Reports” and “Returns” at regular intervals.

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. (You will be learning more about “Disposals/Record Management” in Module-4)

If there is a need in future, to use the stored information, they are retrieved. If necessary, such retrieved information are updated by collecting the latest information and used again. The cycle thus, keeps on going.

The various functions performed in an office could be schematically presented in the following manner:

COMMON OFFICE FUNCTIONS



Self-Assessment Questions (SAQ 1.5):

1. What are the common office functions performed in an office?

Answer:

2. To perform the office function, certain mechanisms are required. What are these devices, which help us in performing the common office functions?

Answer:

S. No.	Function	Tools which help to perform the function

3. What do you understand by “Classifying information”?

Answer:

4. Why does one “Process” information?

Answer:

5. Merely receiving “Reports” & “Returns” are not sufficient for monitoring. What else is to be done? Why?

Answer:

1.6 **Summing up:**

You have gone through that everyone, right from children to elders, uses the term “office” with or without proper understanding. The term is used in different context. There are different ways in defining “office”. People may define “Office: “ from the functional point of view” or “geographical point of view” or “ from the point of view of position held” . It can also be defined as Information or data Processing Center, since all the offices are collecting data and processing to facilitate decision making, communicating the decisions to the concerned and storing the information.

Collectively, an office could be defined as a work place where groups of people work together in different positions/levels/cadres. They are paid by the organization for their efforts in processing the information, which facilitates the competent authority to take appropriate decisions to fulfill the organizational goals/objectives.

We have also discussed about “System”, defined as “doing things methodically or in a specific order as prescribed in the rules clearly defining the roles and responsibilities of various people working for smooth and effective functioning of an office. If no system is followed in an office, it will be like the four-person story or other examples we discussed.

We have further discussed about “Common Office Functions”. The term “function” refers to the activities you perform in an office irrespective of the kind of work and the section where you work.

The general/common office functions are:

1. Collection of 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 into different files which helps us to retrieve any specific paper as and when required.
3. Processing of Information is nothing but bringing all relevant papers/facts/information relating to specific area/subject at one place and put up to the competent authority to facilitate to take a decision.
4. Communication of Decisions: Once a decision is taken on any issue/ activity, the decision will be communicated to the concerned people/organisation.
5. Monitoring the Progress: This is one of the very important functions of an office and needs more attention. We have to follow up our communication to get the required information or reports or returns. This should be done periodically.
6. Storing the Information: This broadly refers to “record management”.

1.7 ANSWERS TO SELF ASSESSMENT QUESTIONS (SAQ-1.3)

I. Multiple Choice Questions:

1. iv). Each of them namely, the geographical, the positional and the functional points of view refer to some of the aspects of “office” . A complete definition emerges when you take into account each of those issues.
2. v). Because iii) is not the reason for the employees to work in an office. More over, if you think about it, you may always find ways to spend the time more fruitfully.

II “True” or “False” statements:

1. **True.** Geographical aspect of the definition of the “office” is one of the most popular elementary definitions of “Office”.
2. **False.** Working in an office is the result of an agreement between the employer and the employee. The employer is more interested in achieving organisational goals; while employee is more interested in receiving the salary. However both do take into account each other’s need, normally!
3. **True.** This is the result of application of the “Positional” aspect of the definition. This is an exception to the concept that the employee works for a monetary benefit. You may, however, notice that in Government an honorarium is paid to such people to meet this requirement.

4. **True.**

5. **True.**

SAQ – 1.4

1.

- Clearly defined roles and responsibilities of each employee in the office

- Set procedure in processing of any paper/information/data
- Things will move systematically even though any employee is not available at that particular point/time
- Criticism will be reduced to a great extent from people, in other words, we can give people friendly administration
- Helps in smooth and effective functioning of an office...

SAQ – 1.5

1. Collection, Classification and processing of information; taking decision, communication of decision or information, monitoring of action taken and storing of information.
- 2.

S. No.	FUNCTIONS	TOOLS WHICH HELP TO PERFORM THE FUNCTION
1.	Collection of information	Incoming communication
2.	Classification of Information	Filing system
3.	Processing of information	Noting
4.	Communication of decision	Drafting of outgoing communication
5.	Monitoring action taken	Reports and Returns
6.	Storing information	Principles and techniques of records management

2. Your Answer should cover classification on the basis of subject etc. You could give examples from the filing system prevalent in your office.
4. To help the competent authority to take decisions

5. You must make sure that you do not ask for too many reports and returns, as it would lead to having a large amount of data. You may not get time to go through it. You should, therefore, regularly review the need for reports and discontinue those that do not serve the purpose.

1.8 **JOURNEY TO NEXT UNIT:**

You have understood that an “Office” is an “information/Data Processing Centre” and a “System” is to be followed to facilitate the smooth and effective functioning of an office for the purpose.

What System is followed in Government Offices?

Please proceed.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 1: TOTTENHAM SYSTEM OF OFFICE PROCEDURE

UNIT. 2: SALIENT FEATURES OF TOTTENHAM SYSTEM

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2.1. INTRODUCTION

We hope that you remember the question put to you at the end of Unit.1. The office system that is followed in all offices in Government of Andhra Pradesh is “Tottenham System”. You may have some doubts in your mind about ‘what is Tottenham?’

Sir Richard Tottenham was a British ICS officer who worked as District Collector of North Arcot District in pre independent India. North Arcot is a district in the State of Tamilnadu now. The district of Chittoor was a part of North Arcot in those days. You can see some details in this regard if you happen to visit the District Collector’s office in Chittoor. The office system developed by Sir Richard Tottenham is being called in his name as “Tottenham System of office procedure”. The system is being followed in the state of Tamilnadu also, now.

You may be having a doubt as to was there no system prior to Tottenham System. You are right, the system, which was in existence in Andhra Area, is called Maclean’s Disposal number system. In this system disposal number used to be given when a communication was sent from the office. In the erstwhile Hyderabad state also similar system was in existence. Tottenham system replaced the previous systems both in Andhra and Telangana Areas of the state.

In fact Sir Richard Tottenham on the request of the then British Government has developed three manuals. Do you have any idea about them? They are:

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 State Secretariat. The Board of Revenue Office Manual or the Board’s Office Manual prescribes the procedure to be followed in the Board

of Revenue. Perhaps you may be wondering about the Board of Revenue. This superior organisation comprised the present commissionerates of Land Revenue, Survey, Settlements and Land Records, Excise, Civil Supplies and Commercial Taxes in the Board till the year 1977. Later the board is abolished and different commissionerates are created.

The District Office Manual is intended for the District Offices particularly the Revenue department or the Collectorate and Tahasil offices. In fact in those days you may be aware that the Revenue department was the only department looking after the entire activities in Districts and Taluks, besides the police department. Considering its usefulness and time tested utility the Government of Andhra Pradesh have issued orders IN g.o.Ms.No.1825, General Administration (O&M) Department, introducing the system in all Government offices in the state. 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.

2.2. OBJECTIVES

On completion of this unit, you will be able to:

- explain the organisational structure of an office
- list the duties and responsibilities of:
 - * Sections
 - * Section Heads
 - * Administrative Officer
- list out various registers to be maintained
- describe the formats to be used in the registers
- list out the main features of Tottenham System

2.3 ORGANISATIONAL STRUCTURE OF OFFICE

You might have studied in your college that the present system of administration is called Bureaucracy, which is also called Desk Government

and it is blamed for all the evils of delays and red tapism. The salient features of bureaucracy are:

1. Hierarchy
2. Following Rules and Procedures
3. Written Documents
4. Impersonal Order

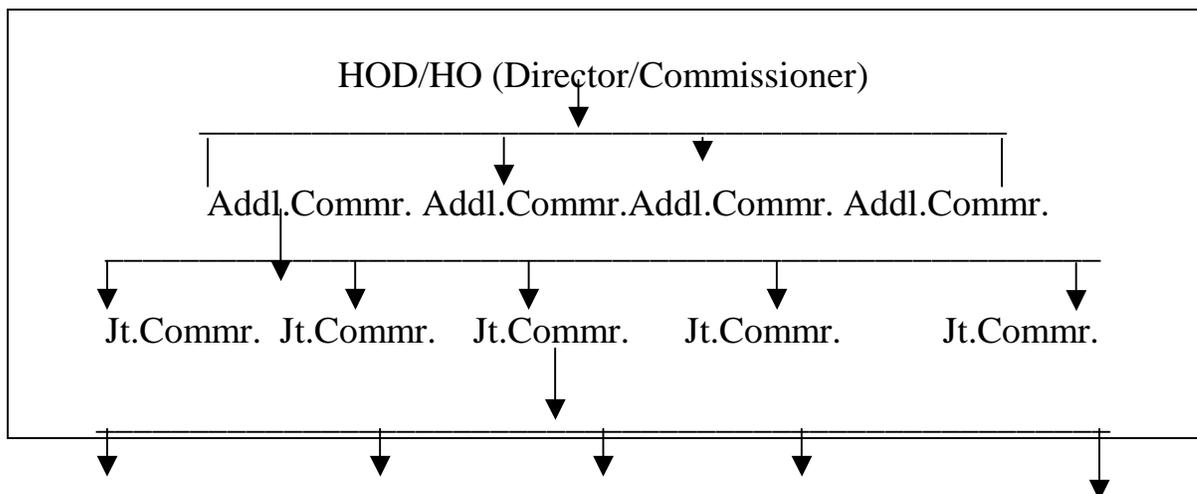
Bureaucracy aims at rational or impersonal Government because all the decisions are taken based on rules and regulations on written documents.

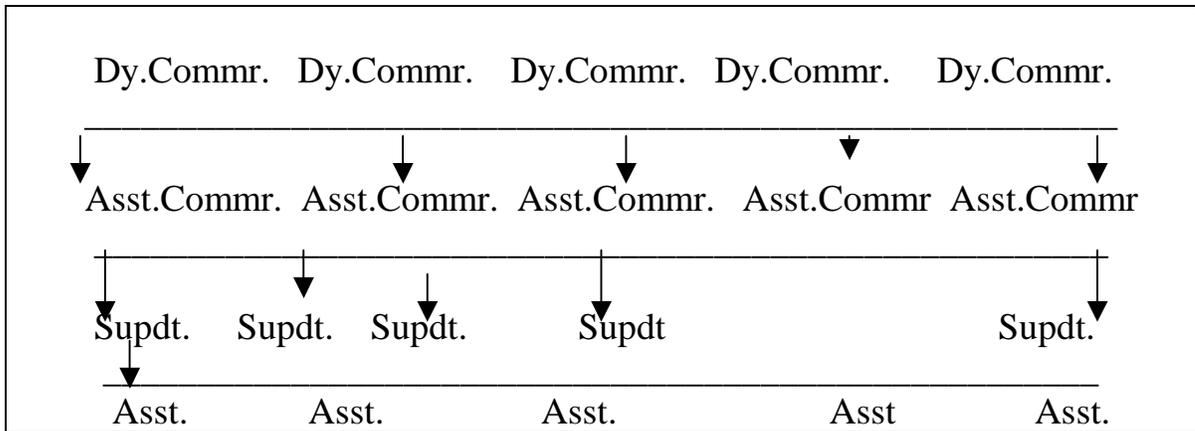
Tottenham system is based on the principles of Bureaucracy. The first step in the system is to divide the office in to various sections. In this system the office appears like a pyramid. The Management head will be at the top and the cutting edge level functionaries will be at the bottom of the pyramid.

ACTIVITY

Please draw organisational structure of your Office :

General structure of a Government organisation is as follows:





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.

The common feature you might have noticed is whether it is a State Headquarter or District or Divisional or Mandal Headquarter, there will be an officer on the top of the pyramid, which becomes large at the base. Different levels of functionaries are working in a hierarchy. It is the same with the office where you are now working.

2.3.1 SECTIONS:

You have observed in the organisational structure discussed above that the office is divided into “Sections”. You are hearing this term “Section” everyday.

ACTIVITY

Please write, in the box, on your understanding about “Section”:

Simply, “Section” means a small part. The organisation (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; Accounts Section deals with all money matters of the organisation; fair copying section deals with all typing related work etc.

That means, in Government administration, every office is divided in to various sections depending on the activities/functions of the office. These functions are allotted to the sections.

Dividing into sections and allotting the functions to each section will alone not sufficient. Personnel are required to work in the sections to process the information. Hence depending on the strength of the employees, some employees will be posted in each section clearly defining their roles and responsibilities for processing the papers/information relating to the section.

Activity

Would you like to write down the composition of a section?

Normally a Section consists the following personnel:

1. Section head or superintendent
2. Four or Five Senior/Junior Assistants
3. Typist

You may wonder why 4-5 people are under the control of each section head. This is based on the principle of 'Span of Control'. You can see from the top person in the pyramid to the section head, under each officer 4-5 subordinate officers are working. This doesn't mean that the head of the department is not having control on all the other subordinates. But, four or

five people are made responsible of particular activities and they come in direct contact and others generally through them. Is it not so in your office? Effective supervision and monitoring is expected to be possible on limited number of persons only.

2.3.2. ADMINISTRATIVE OFFICER:

Before proceeding further we would like to ask you few questions. Please answer.

1. In which department you are working?
2. Are you working in State Headquarters in the office of Head of the Department?
3. If your answer to question 2 is no, are you in a subordinate office in district or mandal?
4. Is there an administrative officer in your department/office?

You may be aware the present Administrative Officer till recently in District Collectorate used to be called as Shiristadar in Andhra Area and as Revenue Assistant in Telangana area of the State. In every department you may notice that the administrative functions are entrusted to either an Administrative officer or a 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.

2.3.4 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 are 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.

Activity

Why don't you list out the functions of your “supervisor”? Never mind, you may be an assistant or supervisor, think of duties and responsibilities alone.

Good. You have listed out some functions of your supervisor.

Let us list the functions of a “Supervisor”: -

- i) Exercise overall control and supervision over the section and employees working in the concerned section
- ii) 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

- iii) Scrutinize the papers/files thoroughly before sending to the higher authorities for decision
- iv) Closely monitor whether the approved letters/communications are despatched properly in time
- v) Check various registers maintained by dealing assistants periodically to ensure that they are maintained properly
- vi) Oversee the maintenance of files and suggest for improvement
- vii) Check the Personal Registers maintained by the concerned assistants periodically to arrest the delays in processing of papers
- viii) Ensures discipline in the section
- ix) Maintain the attendance register and mark late attendance, if any
- x) Support and suggest the higher authorities for smooth and effective functioning of the office

That means, the ‘Supervisor’ (Section Head) is having greater role in the office and is expected to Control; Manage; and Supervise the activities of the section as well as the employees working in the section for effective and efficient functioning.

He should also be able to guide the employees what to do; how to do; and demonstrate, where ever necessary. He should be available and accessible to his/her staff in the section. Simply to say, *“he/she should be the “role model” to the employees working in his/her section”*.

2.3.5 Duties of Assistants:

You have a clear idea about what a Superintendent/Supervisor is expected to do in an office. Then what is the role of an Assistant in the section?

ACTIVITY

Why don't you list out the duties and responsibilities of Assistants in an office?

Now let us list out:

- i) Follow the instructions of the supervisor in conduct of office business
- ii) Acknowledge the receipt of the currents
- iii) Enter the currents in the Personal Register immediately after receipt and fill the relevant columns as and when action is taken
- iv) Put up the papers, normally, within three days of their receipt or as ordered

- v) Put up DO letters and other urgent communications with in 24 hours of their receipt or as per directions of the superior officers
- vi) Prompt submission of drafts as and when files are received
- vii) Timely fair copying and despatch of the letters
- viii) Put up reminders at regular intervals as prescribed and maintain Reminder Dairy
- ix) Maintain and update Periodical Register and submit the periodicals with required information in time
- x) Close the files as per the prescribed procedure as and when action is not required in that file and send them to “Record Room”
- xi) Prepare index slips before sending the disposal to record room
- xii) Maintain Stock File(s)
- xiii) Prepare monthly arrear list and submit for check to the section head and other officers along with other registers (PR, Pdl. Reg., SF etc. as per time schedule)
- xiv) Take appropriate action suggested by the superiors in the run on note with in 24 hours
- xv) Not divulge any official secrets

SELF-ASSESSMENT QUESTIONS (SAQ - 2.3):

1. What is the “office System” that is followed in the Government offices in AP?
2. What are the three office manuals developed on the same system?
3. Name the manual that is followed in HODs, District and other offices?
4. How does the “Organisational Structure” in any Government office look like? Please draw the organisational structure of your office
5. Why should we divide the office into various “Sections”?
6. What are the “Roles and responsibilities” of a “Supervisor/Superintendent as per Tottenham system?”

7. What are the responsibilities of an Assistant in an office?

2.4 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.

ACTIVITY

Please list out the Registers either you or your colleagues are maintaining in your office:

Please check whether the following Registers prescribed in District Office Manual (DOM) are maintained or not:

1. New Case Register
2. Inward Register
3. Distribution Register

4. Security Register
5. Personal Register
6. Fair Copy Register
7. Register for Despatch by Local Delivery
8. Register of Stamp Account
9. Periodical Register
10. Call Book
11. Copy Application Register
12. Record Issue Register
13. Government Suits Register
14. Pauper Suits Register
15. Register of Immovable Properties purchased by Government in Civil Court Cases

Let us now discuss about these registers, their purpose and formats.

2.4.1 New Case Register:

If you are working in Revenue Department, you may be familiar with it. This register is maintained only in the Collectorate and offices attached to Revenue Department. In other offices only an “Inward register” is maintained. The format of the New Case Register is given below:

Current number	Section letter clerks number	Nature (R.D.F.L. or N., and date of disposal	Record-keepers initials
(1)	(2)	(3)	(4)

2.4.2 Inward Register:

All tappals received in an office, after the Head of the office sees them, will be entered in the “Inward Register”.

It is maintained for a calendar year. 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”.

You might have seen different practices exist in different offices. In many offices signature of the Assistant receiving the currents is obtained as an acknowledgement in the same Inward Register.

2.4.3 Distribution Register:

This is also in practice that the currents 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 letter and clerk’s	Clerk’s initials
(1)	(2)	(3)	(4)	(5)

2.4.4 Personal Register: (PR)

You are aware that every Dealing Assistant (Junior/Senior assistant) will have to maintain a Personal Register. Two types of Registers are maintained in government offices. In Heads of Departments and State Secretariat, the PR contains 15 columns. Where as the PR maintained in District and other offices contains 10 columns.

The difference is that columns 4,5,&6 of the PR maintained in the offices of HODs dealing with “Title; from whom; & out side No. & Date” are clubbed into one column ie., column No. 4 in the PR maintained in the subordinate offices. Similarly columns 9,10,&11 are clubbed into one column No. 8 of PR maintained in subordinate offices.

All currents received will have to be entered in the PR by each Dealing Assistant. We will discuss about how to make entries in the PR in the Module no. 2.

Remember that Personal Register is one of the most important Registers to be maintained by each and every Dealing Assistant

with out any exception.

2.4.5 Security Register:

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:

FORMAT

The security register (all papers containing valuables should be entered in this register)

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

Papers should be numbered in this register in the presence of the officer opening the tappal who should affix his/her initials to the entries

2.4.6 Fair Copy Register:

We are sure that you are well aware of what fair copying means. Draft letters/communications after approval of the competent authority are to be typed neatly with out any mistakes duly formatting the text and incorporating all the corrections and modifications done in the draft before sending for despatch. 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 reflect 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) a typist 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, make alternate arrangements. The format of the “Fair Copying Register” is given below:

(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)

(In case of only typist(s) working in the office)

Date of receipt by typist	Date of receipt of fair copy from typist	Date of signature of fair copy	Date of despatch	Initials of the fair copy Superintendent
(7)	(8)	(9)	(10)	(11)

2.4.7 Local Delivery Register:

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. Now, we will discuss about local delivery. That means the addressee is from the same place.

Any letter delivered is to be acknowledged. For this purpose a “Local Delivery Register is to be maintained. Some times you may have to send local letters also urgently. In such 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.

2.4.8 Stamp Account:

In case of the letters to be sent to places out side the place where your office is located, you have to send them by “Post” for which postal stamps to be pasted. That means, sending by post involves money.

Please remember and make it a point that when ever money is involved in any transaction, you should take adequate precautions for proper accounting. Further details on this subject will be discussed in the Module 4. The format for maintaining “Stamp Account” is as given below:

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

2.4.9 Periodical Register:

Any Report/Return, which is to be sent at regular intervals, is called as Periodical Register/Return. To monitor this activity, a “Periodical Register” will be maintained in every office in which the details about all the periodicals, their 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)

Out going periodical		
Date due and to whom due	Date of despatch	Remarks (Here enter reminders and replies to reminders)

(5)	(6)	(7)
-----	-----	-----

You can see in the format that separate columns are given to enter the details about “incoming” & “out going” periodicals.

You must note that:

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 out going periodicals are to be entered in to the register.
6. Every Dealing Assistant should take adequate care for timely sending of the out going periodicals and also to obtain in coming periodicals.

2.4.10 Call Book:

What will you do when a paper or a file does not require action more than 6 (six) months? Will you keep the file or paper with you?

ACTIVITY

Why not you write your answer(s) in the box?

Have you heard the words “Call Book”? Think a situation where a case is coming for hearing before a Court on a particular day, which may be after 6 or more months. In such cases, you need not keep all such files with

you with out any action. Further, you may, due to other busy work, tend to forget the date of action on such file(s).

To avoid such situations, Tottenham system prescribes a register called “ Call Book”. The format of the Call Book is given below:

FORMAT

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)

Please see the column No. 5 of the above format, which indicates when the next action is due.

You will be sending a file 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 to the dealing Assistant on time for further action. The dealing Assistant may on his/her own call for the file as and when it is required.

When the file is called back, the file is to be dealt with a “fresh” number.

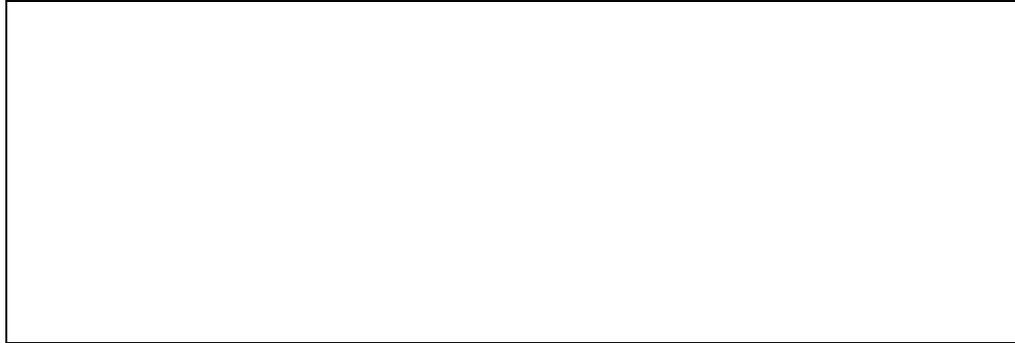
The Call Book helps in prompt action, particularly, in time bound cases.

2.4.11 Record Issue Register:

Is there a Record Room and Record Assistant in your office? If exclusive record assistant is not working, who will look after the record room in your office?

What is record? Would you like to write down in the box given below?

ACTIVITY



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

You may recall that “Storing of Information” is listed as one of the common office functions.

All disposals, completed Registers etc. will be sent to the Record Room. You will learn about maintenance of Records in Module No. 5.

You might have noticed that in a library when a book is issued to any one, an acknowledgement will be taken. The book is to be returned to the library after its use. Similarly, in the office when a disposal is needed for reference purpose, you can obtain from the record room duly acknowledging. It is the responsibility of the record assistant 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 follows given below:

(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
(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.

2.4.12 Copy Application Register:

This Register is maintained only in the Revenue Department.

You will be making entries in respect of Copy Stamp Papers received with copy applications and cash for the purchase. You remember that we have discussed about Security register at 2.4.5. These applications, though they are received with cash, should not be entered in the security register. They should necessarily be brought to “Copy application register”.

2.4.13 Government Suits Register:

You might have dealt, if not, might be aware that Government may file “suit” against some body or some body may file a “Suit” against government. It is necessary to pay more attention towards the proceedings of such suits. This is a very important activity and one should not take any

lenience in this regard. Some of the cases may some times 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 judgement and decree
(5)	Amount awarded in favour or against Government
(6)	Date of satisfaction of decree where it is adverse to Government
(7)	Date of application for execution of decree where it is favourable 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.

For further details in this regard, you may refer to “Board Standing Order No. 95 of Revenue Code.

2.4.13 Pauper Suits Register:

This Register is maintained only in District Collectorates and hence applicable to Revenue Department employees only..

When a “decree” on a “Pauper Suit” is received, it should be entered in the New Case Register, discussed at 2.4.1. After entering into the New Case register, you need not enter into Personal Register.

A special Register called “Pauper Suits Register” is to be maintained by you in which all such decrees will be entered along with New Case Register. The format of this Register is given below:

Serial number in the ledger	Name of the Court	Number and year of suit	Names of persons liable to pay the institution fee	Amount due	Steps taken to collect the amount with date of each action	How disposed of (amount collected written off)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

2.4.14 Register of Immovable Properties purchased by Government in Civil Court Cases:

This is also belongs to Revenue Department. Like the “Pauper Suits Register”, this is also maintained in the district collectorates.

This register is maintained to watch annually the steps taken for the disposal of property purchased by Government in civil court cases. 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 lands in zamindariis 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 encumbrance 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)

Self-Assessment Questions (SAQ – 2.4):

1. Match the following abbreviations given in section A with Section B

SECTION 'A'

- i) DOM
- ii) PR
- iii) PDLR
- iv) CB
- v) FCR
- vi) Sec. R
- vii) RIR
- viii) GSR
- ix) IR
- x) DR
- xi) SAR

SECTION 'B'

- 1. Distribution Register
- 2. Record Issue Register
- 3. Call Book
- 4. District Office Manual
- 5. Personal Register
- 6. Fair copy Register
- 7. Stamp Account Register
- 8. Periodical register
- 9. Inward register
- 10. Security register
- 11. Govt. Suits Register

2. Who maintains the Personal Register?
3. What is the Periodicity of the Inward Register? Who maintains this register?
4. Why Periodical Register is maintained? Who maintains it?
5. Why 'Call Book' is maintained?
6. Why should a Register of Stamp Account be maintained?
7. What is the difference between Security Register and Copy Application Register?

2.5 Summing up:

We have discussed the following in this Unit.

1. Organisation/Office will be divided into various sections for administrative/functioning convenience
2. Various Registers being maintained and their formats
3. Duties and responsibilities of Section Heads and Section Assistants

(This will be elaborated later)

2.6 Answers to Self Assessment Questions (SAQs):

SAQ - 2.4

1.
 - i) ----- 4
 - ii) -----5
 - iii) ----- 8
 - iv) ----- 3
 - v) ----- 6
 - vi) ----- 10
 - vii) ----- 2
 - viii) ----- 11
 - ix) ----- 9
 - x) ----- 1
 - xi) ----- 7
2. The Dealing Assistant
3. The periodicity of the Inward Register is “one year from 1st January to 31st December of an year”. The “Inward Clerk” maintains the Inward Register.
4. The Periodical Register is maintained

- To have an idea about incoming and outgoing periodicals
 - To monitor timely submission of periodicals
5. When no action is needed in a file for more than 6 months, the file will be sent to Call Book and becomes a disposal. The Record Asst. keeps an eye on the file and sends the file to the section in time for processing. Call Book helps for timely action in the file.
 6. Register of Stamp Account is maintained to record the value of stamps when communications are sent by post. Stamps have got value in terms of money. Hence, one should be careful and economical when financial matters are involved.
 7. Major difference is that Security Register is maintained in every government office, where as Copy Application Register is maintained only in Revenue Department. All valuables like, cheques/DDs etc. are entered in the Security Register. Only the cash received with copy applications are entered in Copy Application Register

2.7 Journey to Next Unit

Let us say that we have a good system/procedures. We have clearly defined Roles and Responsibilities. Do you think these are sufficient for making everyone to function sincerely and for a smooth, efficient, and effective functioning of an office?

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

Module-1 TOTTERNHAM SYSTEM OF OFFICE PROCEDURE

UNIT 3 GENERAL DISCIPLINE

CONTENT:

3.1 Introduction

3.2 Objectives

3.3 Attendance

3.3.1 Attendance register

3.3.2 Late attendance

3.3.3 Work out of office hours & on holidays.

3.4 Sanction of leave

3.4.1 Casual Leave

3.4.2 Optional Holiday

3.4.3 Compensatory casual leave

3.5 Absence due to infectious diseases

3.6 General Discipline

3.7 Summing up

3.8 Answers to SAQs.

3.9 Journey to next unit

3.1 Introduction:

Do you remember the question put at the end of Unit 2? Though a system, which is time tested and foolproof, is prescribed, we will not be getting the required results unless persons implementing the system are

disciplined. In this unit we would be discussing the various elements of discipline.

3.2 Objectives:

On completion of this unit you will be able to:

- Explain why people should follow the hours of attendance.
- Explain the consequences of late attendance.
- Describe the Significant principles involved in sanction of leave.
- Describe the procedure to be adopted when absent due to infectious diseases
- List out the significant factors in General Discipline.
- Explain why every employee should follow the principles of discipline

3.3 Attendance:

We would request you to go back to your home and think of the care you will be taking in sending your kid to the school in time. Think that you are in the queue of a government hospital early in the morning expecting that the Doctor will attend on you. Suddenly you have an announcement that the doctor is absent for some reason or the other. How do you like this situation? Now let us go to our office and see.

Office hours:

You are aware that the office hours in our State presently are from 10.30 am. to 5.00 pm. except on holidays declared by the Govt. There is time provided for lunch break of half an hour between 1.00pm to 2.00 pm.

Think for a minute for whom these timings are meant for? You may say that the timings are for the employees to attend office. Here we draw

your attention to FR.11, (you are aware that FR indicates Fundamental Rules). You may be aware that as per FR 11, Govt Service is a full time employment, that means 24 hrs we are at the disposal of the Government. Secondly the APCS (conduct) rules prohibit a government employee of taking any private employment after the officer hours. You may question now why these timings are prescribed?

We would like to give you another example. If you have any work in any Bank when do you go there? Yes, between 9.30 am and 2.00 pm. (or) as prescribed by the Bank. Why during this time only? It is because you know that concerned officials will be available in office during the stipulated timings. is it not? The timings are meant for the public or the customer who visit our office for their work. You may leave your seat for lunch, but should not leave the office. Another important point you should note is that the entire section should not be vacated even in lunchtime. It is to say that lunch should be taken 'in turns'. You may not be happy about this. But you should also note that the purpose of an office is to serve the public. If all people leave or vacate the section it may cause inconvenience to the public or to the officer who may require some information at that time

Here, every one must remember the saying of Mahatma Gandhi. It reads out as follows:

“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”

3.3.1 Attendance Register:

What is the first thing you do when you enter into your office every day morning? Yes, sign in the attendance register. Do you know that the class IV staff are required to attend office one hour early i.e. at 9.30 am to see that the rooms are ready for work. A grace time of 10 mts. is allowed and the attendance register is closed .It should be laid before the administrative officer with run-on-note indicating the particulars of members availing Casual leave and late attendance reports.

3.3.2 Late attendance:

We have discussed that every employee should sign in the attendance register as soon as he/she arrives into office .A grace time of 10 mts is also allowed. If you fail to come with in that time and have any other personal work, it is necessary that you obtain prior permission for attending late. You have seen the example about a doctor not attending office earlier. You avoid similar situation to the public/customer by your late attendance. Prior permission helps the officer to make alternative arrangements during the period of your late attendance.

Forfeiture of leave:

You should note that either you obtain prior permission to attend office late or not, whenever you attend office late, you should sign in the late attendance register. Even attending late is permitted for an hour only i.e up to 11.30am If you come to office after 11.30a.m no late permission is allowed and it is treated as half a day's Casual leave. If you attend after 2.00 pm, it will be treated as full days Casual leave.

Further it is necessary to note that an employee is permitted to attend office late three times in a month. You should also note that if it is required to leave office early also, permission is necessary. This is also treated as late permission. Leaving seats without permission is an offence. You might have noticed that a “ Movement Register” is maintained in each section to watch the movement of staff.

In case any employee attends office late more than three days without permission, a day's Casual leave will be forfeited i.e. deducted from the leave account of such employee. For example if an employee besides the three late permissions, attends office late for 5 days in a month and 4 days in the following month, one day's CL for 3 days in the 1st month will be forfeited from his/her leave account. The balance two lates will be carried forward to next month adding to the 4 of the month the total becomes six and two days CL will be forfeited. You should note that the late will be carried forward and attending or leaving office late will be treated as offence and can also be liable for penal action.

3.3.3 Work out of office hours & on holiday

We have discussed about hours of attendance in 3.3. All employees are required to complete their work during office hours only & plan

accordingly. You should know that Assistants are not to take office files out of office, even to their homes to work on them. The Tottenham system says that working in artificial light i.e. before or after office hours should be reduced. You may wonder about this now. Since, without lights it is difficult for us to work even in daytime in the present multi storied buildings. However you should realise that proper planning of the work in accordance with the prescribed procedure should be done to avoid working late hours.

You may be knowing that for the purpose of discharging duties, the residence of Sr. officers is treated as camp office and they will be taking files to their residences & clearing after office hours and on holidays. But you should also consider that they also need leisure time and files should not be submitted on holidays. If it is necessary that some files are required to be submitted on holidays, the Administrative officer should take utmost care in sending files to the Head of Departments & Dist collectors.

Turn Lists:

You may note that it is necessary that some Assistants required to work on holidays in respect of urgent matters. Utmost care must be taken by the Section Heads to distribute the work equally, so that no Asst. should be required to work on two consecutive holidays. For this purpose please note that 'Turn Lists' must be prepared under the signature of the administrative Officer.

3.4 Sanction of Leave.

Prior permission

We would like to draw your attention to the example we discussed in 3.3 about your waiting in a hospital. The situation arose because the doctor was absent. Here we draw your attention to the provision of FR 67, which says "Leave can not be claimed as a matter of right, when exigencies of public service so require". Discretion to refuse or revoke leave of any description is reserved with sanctioning authority. You may not be happy with this provision. But think in terms of the management; why not think about your own house. If you have a servant, who attends on certain things in the morning suddenly absents without telling in advance. How much tension, waiting & delay in your routine work. Same is the case with Management & in Government. If advance permission is taken to go on

leave, it will be possible for the concerned officials to make alternative arrangements, so that there will be no hindrance to public service. It is therefore to say that though one has leave title, he or she has got no right to go as and when he/she likes and vacate office. Prior permission to avail leave is needed.

3.4.1 Casual Leave

You know that casual leave is a concession to enable a government servant in special circumstances to be absent from duty for short period. We are sure that you know the maximum number of Casual leave that can be availed by a government servant in a calendar year. Yes, it is 15 days. Did you notice the word calendar year? The leave is for a calendar year i.e. January to December in a year. Suppose if you have not availed all the 15 days in a year, what happens to the balance CL? The un availed part will lapse at the close of that calendar year.

Maximum availment

How many days or what is the maximum period that can be availed by a government servant at a time? Yes, you are right it is 10 days. CL can be clubbed with CCL, OH, authorised public holidays, Sundays, second Saturdays. Including all the period should not exceed 10 days. Would you like to do a small exercise?

Activity

Particulars in a month	1st	:	Public Holiday
	2 nd	:	Sunday
	3rd	:	Optional holiday
	4 th	:	Working day
	5 th	:	Working day
	6 th	:	Holiday

7 th	:	Working day
8 th	:	Second Saturday
9 th	:	Sunday
10 th	:	Working day
11 th	:	holiday

An employee is having 3 CLs, 2 CCLs and 2 OHs at his/her credit. Since the period from 1st to 11th are having number of holidays and he/she got some personal commitments, wanted to avail 10 days. Please calculate how he can club his CL, CCL & OH with PHs?

You may have a doubt now. Is CL applies in the same way to both temporary & regular employees? Your doubt is genuine. In case of temporary and emergency government servants the sanctioning authority will use its discretion having regard to the length of service put in by such Govt servant. Hope you have understood. In respect of temporary employees, it depends on the length of the service they have put in.

Ah! What is the doubt? Yes, it can be sanctioned for ½ day also. Half a day means either 10.30 am to 1.30 pm or 2.00 pm to 5.00 pm.

You should also note that:

1. CL will not be granted on vague and general grounds. The purpose for which leave required must be stated definitely.
2. Application must be made in advance before the leave is taken or the applicant is due to join duty
3. Absence in anticipation of sanction of CL will only be condoned if the necessity for the leave or extension could not have been fore seen, which should be definitely stated.
4. Disregarding the procedure will attract provisions of disciplinary procedure.

5. Application for leave should be forwarded through the immediate controlling officer i.e.
 - a) Assistants through Section head to the controlling officer (AO)
 - b) Section Heads/Administrative Officer through immediate supervisory officer (AO) to Head of Office/Dept/Dist. Collector or as prescribed in the particular office; PA to the Head of office/Dept/Collector, directly to them
 - c) Peons/Attenders through Jamedar if there exists or through the officer to whom they are attached.

3.4.2 Optional holidays

You are aware that in respect of certain festivals/ occasions government declare them as optional holidays since they may be limited to a certain religion or not so important festivals to all. Government have also allowed 5 optional holidays in a year for all employees to avail on their option considering the importance of those days marked as OHs. However prior permission to avail the OH is required to be taken.

OH can also be clubbed with any other kind of leave including EL,CL and Public holidays.

3.4.3 Compensatory Casual leave

We request you to recall the discussion we had in respect of work on holidays and turn lists in 3.3.3. Depending upon the nature of work, Assts. & Attenders may be required to work on holidays according to turn lists. In lieu of such working they are allowed to avail a compensatory Casual leave. It means that if you work on a holiday you can avail a working day as a holiday.

- a) You may be knowing that only 10 compensatory casual leaves are allowed in a year.

- b) One cannot avail more than 7 CCLs at a time.
- c) CCL can be clubbed with CI, OH & other public holidays.
- d) One more thing you should remember is that the CCL be availed within 6 months of your working on a holiday otherwise it lapses.

3.5 Absence due to infectious diseases

We are sure that you are surprised to see these words. But in those days diseases like Plague, cholera, small pox etc were quite common. Today they are almost removed controlled from the scene. However you may be noting that sore eyes and spread of cholera in some areas now and then. In such situations you should note that:

1. A verbal message should be sent to the administrative officer (note that no written message to be sent since the infection may spread through it)
2. The AO will report to Head of Office/HOD or the Collector as the case may be
3. Where no substitute is required and no additional cost is required to be met, such absence will be treated as special casual leave, which will not be counted in the casual leave account.
4. If substitute is necessary & additional cost is involved it will be debited to the eligible leave account of the employee

However this provision is not available now.

3.6 General Discipline

Dear Sir, we would like to ask you a question before proceed further in this regard. The question is as a parent what are the qualities you wish your child should possess? Please write in the space provided below

Activity

Good. Normally you see that we expect a lot of discipline from our children. Will it not apply to us? However the General Discipline prescribed in the District Office Manual refers to:

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 anonymous petitions to ventilate grievances.
12. Tidiness & cleanliness

DISCIPLINE

The dictionary meaning for “Discipline” is of a particular situation or activity is the necessity of acting in a strictly controlled way according to a set of expected rules or standards that this activity or situation involves. We are sure that many of the above items are listed by you. However we would like to discuss them one after the other.

1) Quite & Dignified behaviour

You might have seen in some offices employees talking, shouting & quarrelling among themselves. What impression it gives to a visitor who visits the office? How the other employees can do their work if some are disturbing them? As public servant the first thing you should note is that one should be quiet in the office doing his/her own work and should not disturb others. The dignity of the organisation depends on how we behave.

2) Courteousness

You should not only be courteous with your colleagues (both superior & subordinate) but also with the public visiting our office. In fact you should be more courteous with the public/customer Remember you are a Government Servant.

3) No wastage of time

You might have noticed that whenever you visit some office, people may be spending their time doing work, talking to each other or reading magazines etc. The first one is what is needed. Second one is only wastage of time, because of which you may not be able to take timely action in an important matter!

4) Perfect Silence

We have discussed above

5) Promptness

The dictionary meaning is “done immediately and without any delay”. You think of the situation discussed at 3 above and relate to this

6) Punctuality

The dictionary meaning is “arriving at same place or doing something at exactly the right time”

You please think of the difference between prompt & punctual. We normally hear that “some one is a very good worker if he/she comes. But rarely comes in time”; also “regularly irregular” etc. what does this mean. It is some thing like “doing the right things at the right time” you should also

remember that promptness, punctuality are most important qualities by which you will be rated.

7) Regular Attendance

We have just discussed about this above.

8) Obedience

The dictionary meaning says “behaviour when you do what someone asks or tells you to do especially some one in authority. You may recall the APCS (conduct) rules, which says, “An employee will exercise best judgement in performance of official duties except when he/she is acting under a direction from his/her official superior”. It means that when a superior officer gives a direction/order it should be obeyed. Disobedience will be treated as indiscipline.

9) Non divulgence of official information

You may ask a question when government is telling about right to information & trying to get an act in this regard, why information should not be divulged. We request you to think of situations where an order of promotion or a memo in a disciplinary case is delivered to an employee in a cover, which is not known to anyone till that time. Why it was done like that? You may guess that it is to avoid unnecessary complications & influences on the decision. Is it not so?

If with in the organisation we resolve to such practices what about divulging to outsiders. Think of tenders. The purpose of inviting tenders is to select lowest & best one. If information is leaked purpose is lost. Hence you should remember that divulgence of official information is a crime and will be punished according to rules.

10) Non acceptance of presents/gifts/remuneration

We would like to draw your attention to a situation where you are forced to enter into a public transport fully crowded and no place to stand. If someone sitting shares his/her seat, generally we accept isn't it? Think the same person after sometime came to your seat. In fact he/she was coming to

your office on a particular work. You look after the subject. After reaching the place of work he/she could find out the information & reached your seat. What would be your reaction? Somewhat favourable or not? Why favourable? Because, the person offered to share the seat.

Now think of a situation where a person not a relative, not a friend & no occasion gives a gift etc. try to catch the emotive. The APCS (conduct) rules allows you to accept a gift the value of which should not exceed Rs. 200/- from a near relative/friend on ceremonial occasions. Remember this.

11) No recourse to anonymous petitions to ventilate grievances.

If you have carefully gone through the conduct rules, it says that “ no outside influence to be brought in for furtherance of personal interests”. You may be aware that in any office every grievance of the individual should be brought to the notice of immediate superior officer only. Even any petitions to a higher authority should be forwarded through the immediate superior or controlling officer, which normally we call through proper channel.

Tidiness & cleanliness

Any one who visits the office first see the surroundings, then office building and then only you. If the office is not tidy & clean it gives a bad opinion about the staff and their capacity to work. Secondly unclean offices are tend to cause ill health to us. That is why it is said, “ cleanliness is next to godliness”. Hence you are required to keep your seat & papers tidy & at least your surroundings clean.

At this stage we would like to ask you a question. Are you ready? If the traffic rules we do not follow on the road. What happens?

Yes, the possibility of meeting an accident. If we are not disciplined there is every possibility of meeting an accident or unwanted situation in office. Hence we suggest you to be careful in this regard.

Self-Assessment Questions (SAQs)

I. Answer the following questions

1. What are the office timings in Andhra Pradesh?
2. The office timings are meant for whom?
3. What does FR 11 says?
4. What do you understand by the term 'Grace Time'?
5. What is Late Attendance?
6. What does the term 'Forfeiture of leave' refers to?
7. What is meant by 'Turn duty'?
8. Why prior permission to be obtained when availing leave?
9. How many days at a time an employee can go on casual leave?
10. Is prior permission required to avail Optional Holiday?
11. Why individual is asked not to send leave application in case of infectious disease?
12. What does the term 'General Discipline' refers to?

II. Fill in the blanks

1. A public servant is expected to have -----behaviour
2. A public servant should be ----- with colleagues and public
3. A public servant should observe ----- during Office hours.
4. A public servant is expected not to ----- official secrets
5. Gifts/remuneration should -----

III. Match the following in section 'B' with those in section 'A'

Section A

Section B

- | | |
|----------------|---|
| 1. Promptness | i) Arriving at the same place or doing some thing the right time. |
| 2. Punctuality | ii) Following the directions of superior |
| 3. Obedience | iii) Done immediately and without delay |
| 4. Discipline | iv) Compensatory leave |
| 5. CPL | v) Orderliness |

3.7. Summing up

We are sure that you could appreciate the need and importance of general discipline in general and particularly while you are working as a public servant in the government. If some body in the family has done a good thing the entire family gets a good name. Same is the case with bad things. If some one has done something wrong the entire family gets the bad name. Similarly in government, whatever good or bad we do, reflects on the image of the organisation or government. Therefore it is very much necessary that all employees observe some principles of discipline.

We have discussed in this unit the various aspects relating to discipline, the need for it etc. Following are some important ones:

- Hours of attendance, Late attendance, Late permission
- Forfeiture of casual leave
- Casual leave, Compensatory leave & Optional Holiday, Infectious diseases
- Work on holidays, Turn lists
- What is General Discipline?
 - * Quiet & dignified behaviour
 - * Courteousness
 - * No wastage of time
 - * Perfect silence
 - * Promptness
 - * Punctuality
 - * Regular attendance
 - * Obedience
 - * Non-divulgence of official information
 - * Non-acceptance of presents/gifts/remuneration

- * No recourse anonymous petitions to ventilate grievances.
- * Tidiness & cleanliness

3.8. Answers to SAQs

I. Answer the following Questions.

1. 10.30 am to 5.00 pm
2. The office timings are meant for the public to visit the offices if they have any work
3. As per FR 11, the whole time of the government employee is at the disposal of the government.
4. Though the office starts at 10.30 am people are permitted to attend the office late by 10 minutes, i.e. up to 10.40 am. This 10 minutes time is called grace time.
5. If an employee attends the office late by one hour i.e. after 10.40 and up to 11.30 am, he/she is required to sign in the late register and it is called late attendance.
6. For every three late comings without permission one day's casual leave from the leave account of such employee will be deducted. Such deduction is called Forfeiture of leave.
7. If any work is to be attended on a holiday, the employees are allotted duties on turns. Such duty on a holiday is called turn duty.
8. To make alternate arrangements to see that public service is not hampered.
9. 10 days including public holidays

10. Yes

11. The disease may infect through the letter

12. The term general discipline refers to various aspects such as:

Quiet & dignified behaviour
Courteousness
No wastage of time
Perfect silence
Promptness
Punctuality
Regular attendance
Obedience
Non-divulgence of official information
Non-acceptance of presents/gifts/remuneration
No recourse anonymous petitions to ventilate grievances.
Tidiness & cleanliness

II. Fill in the blanks

1. Dignified
2. Courteous
3. Perfect silence
4. Divulge
5. Not be accepted

III. Match the following

1. (iii)
2. (i)
3. (ii)
4. (v)
5. (iv)

3.9. Journey to next unit

In this module we learnt about an office, need for a system/ procedure in an office, The Tottenham system of office procedure that is

followed in the state of Andhra Pradesh, the main features of the system, various registers prescribed etc.

In this unit we discussed about the need and importance of general discipline. We have seen the common functions in an office in the earlier units. Where does the work in an office start? Let us learn in the next Unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 2: TAPPALS AND FILE MANAGEMENT

Introduction

We have discussed about why & what of 'office' and 'system' and the common office functions. In Unit 2 we have discussed the Tottenham system and its salient features. At the end of the module, in Unit 3, general discipline expected of a public servant in an office was discussed.

Now we should go deep into each of the common office functions and know about them. As you are aware any office do the work of processing the information. Information processing again starts with receipt of information, isn't it? Do you know how information is received in an office? Yes, by way of letters etc. All communications, which pass on some information, are called tappals, as per Tottenham system.

Once tappals are received in an office they should be disposed properly i.e. reply should be communicated to the sender of the tappal. The action that is taken to send a reply is processing information. To process the information a file is managed.

The present module 2 deals with **Tappals and File Management**

The module is divided into the following 3 units

Unit 1: Receipts and distribution of tappals

Unit 2: Maintenance of Personal Register (PR)

Unit 3: File Management

You have already seen in module 1 that units are further divided into sub units. Same thing here also. You may ask questions now. The introduction says about Tappals and file management but Unit 2 says about PR why? It is because this is the way it is to be worked. The details we will see now.

- **Tappals**
 - Ordinary
 - Urgent
- **Receipt of tappal**
- **Perusal by officer**
- **Entry in Inward register/ Security register**
- **Distribution of Tappals**
- **Registry in PR**
- **File Management**
 - Note file
 - Current file
 - Flagging
 - Referencing
 - Linking

Similar to Module 1 some in text activities to be carried out by you and self assessment Questions are incorporated in this module also

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 2: TAPPALS AND FILE MANAGEMENT

UNIT. 1: RECEIPT AND DISTRIBUTION OF TAPPALS

CONTENT:

1.1. Introduction

1.2. Objectives

1.3. Tappals

1.4. Receipt of Tappals

1.5. Perusal by officer

1.6. Entry in Inward register

1.7. Distribution of tappals

1.8. Summing up

1.9. Answers to SAQs

1.10. Journey to next unit

1.1 INTRODUCTION

Everyone of us visit post office in our day to day life for purchasing cards or stamps or for sending money order or registered letters or in some other context. You would have seen in almost all central places and at the entrance of the post office a post box where you can post your letters. Post office is also generally called Tappal Office. You are well aware that the main function of the post office is to receive letters, sort them and send/distribute them to the concerned.

In Government offices also similar to a post office, letters or communications are received, sorted out and distributed to the concerned

dealing assistants. In big offices where the strength is more, a separate section may be looking after this actively. In small offices a clerk/Assistant may be entrusted with this work. In very small office where there is only one assistant he/she has to attend to the receipt of communications also besides other work.

We are discussing about receipt of communications. You might be wondering why all this?

You are aware that in Government offices also large number .of communications are received. All such communications are termed as **Tappal**

OBJECTIVES:

On completion of this unit, you will be able to

- * Describe the procedure involved in
Receipts &
Opening of tappal
- List out the instances where tappal need not be entered in the
Inward Register
- * Describe the distribution process of tappals and its significance

1.3 TAPPALS

We have already mentioned that all communications received in an office are called tappals. The communications may be in the form of memos, letters, DO letters, proceedings, GOs etc received either from government i.e. Secretariat or other government offices or common public. The tappal is generally received in two ways:

- i) Either by messenger from local offices or public who visit our office or
- ii) By post.

Can you think of any other mode by which we get tappals in your office?

ACTIVITY

Yes, by e-mail, fax, telex, telegram, telephone message etc

- **Tappal** refers to all written communications received in an office. Examples of Tappal include letter, telegram, file etc. received either by post, special messenger or by other means like the telex, fax , e mail etc.

1.4 Receipt of Tappals

The tappal clerk in an office receives tappal in the tappal section. Normally, when we write a letter to any person, by name. However, in the official style of communication, the letters are normally addressed by designations except in few cases. In such situations, letters received addressing the Head of Office or senior most officers in the organization by designation will first reach the tappal section. The concerned functionary in tappal section would send it to the officer concerned.

We generally call the tappal section as Inward section. In many offices, the inward and outward i.e. sending letters to other offices is being dealt in one section generally called as Inward and Outward section. The tappal clerk is called as inward clerk. It is the responsibility of the Head of the office to issue proper orders entrusting the inward/tappal work. Irrespective of the size of office, proper office order should be there entrusting the work.

Confidential tappals

By this you refer to tappals bearing security grading. Security grading means tappals with markings like confidential, Secret and top secret etc.

Urgent Tappal

It means tappals marked as immediate, Top priority. You may like to note that there are only two types of urgency grading in govt. Others like most immediate, urgent, most urgent, today etc are not to be used. The reason why there are only two urgency grading is that having too many grading would necessitate their own inter se urgency. More difficult part is to remember the inter se urgency grading.

Care to be taken

Whenever a communication is received locally, the tappal/inward assistant affixing the office seal and date should acknowledge it. Whenever he/she receives letters from the postman they should be verified to the correctness of the address and if any letters of other offices are delivered wrongly they should be returned to the postman

1.5. Perusal by officer

Previously there used to be an inward box duly locked in all offices. The duty of the tappal clerk is to acknowledge, receive the letters and put them in the box. The box is opened before the AO or the officer to whom the responsibility of opening the tappals is entrusted and the covers opened.

The officer entrusted with this responsibility should see that all-important communications received from government & superior officers etc. should be perused by the Head of the Office/Dept or Collector. Other communications should be marked to the officer concerned for his/her remarks and further action.

Depending on the nature, the officer should give endorsement on the tappal. To save time and for easy understanding certain endorsement are indicated in the Tottenham system. They are:

N Dis.: Return it in original. When such endorsement is given, the communication will be returned to the sender indicating the reasons for returning. The gist of which is entered in the inward register and sent back

X N Dis.: In the earlier case it was entered in the inward register. In this case there is no need to enter and simply it will be returned to the sender

L dis. Or Lodge: Papers marked L Dis./lodge are simply closed. No further action on these is needed. However an entry in the inward register and personal register will be made

X L dis.: Purpose is the same i.e. closing it without any action. But no entry is made in the inward register

F Dis.: Means simply file the paper

FI: File it but index them

These are discussed in detail in the chapter dealing with disposals in DOM.

DO letter: You may be knowing that the purpose of DO letter is to draw personal attention of the addressee. The officer whoever receives a DO letter should take care to see that it is replied. In case more time is needed for furnishing the information etc called for in the DO Letter, intimate the position immediately. For this purpose it is advised that the PAs of the officers should maintain a DO letter Register and watch action on such communications. The officer should also check the register once in a fortnight to ensure prompt action.

Reminders:

Normally reminders are sent when the information asked for has not received. It is the duty of the officer to verify the reasons for not sending or giving the information and to see that it is sent. If adequate care is taken at tappals stage receipt of reminders will be reduced and the section will take prompt action

1.6 Entry in the Inward Register/Distribution Register

Do you remember the register we have discussed in Module 1, Unit 2, while discussing about the Tottenham system of office procedure?

Distribution Register format is given in Form 1, Appendix 8 of the DOM. The tappal clerk will make entries in it only under the specific orders of the officer opening the tappal or mail. The papers to be entered in it are those of the loss of which would be serious or inconvenient or might lead to something important being overlooked. To give few examples, A Government order on an important subject on which specific action has to be taken, or calling for a report on an important subject, any letter or petition, any file of original papers reporting on an appeal, plans, maps and estimates, title deeds and similar documents. The criteria is the paper which is irreplaceable or the loss of which though it is not irreplaceable would cause inconvenience, or draw down the govt. If the answer to all these questions is no the paper is not likely to be one that need to be entered in the distribution register/Inward Register.

It needs to be entered in the distribution register with sufficient particulars to enable the communication to be identified. If it is an official communication, the designation of the officer from whom it came, and its reference number with the date need alone be entered. If it is a letter from a private person, his/her name, number of the letter if it has and its date are usually be sufficient. Subject may be added in few words indicating the particulars, for easy identification. The tappal clerk will enter each paper in the distribution register, the section to which the paper relates and the number of the clerk concerned. The officer opening the tappal or the subordinate supervisory officer like AO or Superintendent or Manager will initial the register after each batch of entries in it. The tappal clerk is responsible for seeing that the clerk who has to deal with the paper acknowledges it in the distribution register. If the serial number of that current in the PR is entered in the DR it will enable to trace the status of the case more easily, if necessary.

There is no need to maintain a separate register for communications received by registered post. Because a man thinks fit to send a communication by a registered post, it may not be of any special importance. Even if it is so, it will be entered in the distribution register and no special precautions are required in regard to it.

Security register

Valuables, cash notes, etc having an actual monetary value will be entered in the usual security register

Copy Application Register

Copy applications will be entered in the copy application register. Valuables and copy stamp papers should not be entered in the distribution register.

New case register

It is maintained in the Revenue Department. Form III, Appendix B: In order to avoid having many series of current numbers as per sections, and to avoid inconvenience, new cases will be entered in the new case register. Nothing will be entered except the new case numbers, the number of the clerk who has to deal with each paper, and the initials of the record keeper when he receives after disposal.

1.7 Distribution of Tappals

You have seen the various stages of receipt of communication in an office i.e. receipt by tappal clerk, opening of the tappal, endorsement by officer, entry in the inward or distribution register.

What to do next? You might have noticed that the tappal is still in the inward/tappal section and not reached the concerned caseworker for taking necessary action on it.

So the next step is to distribute the tappal to the concerned caseworker(s) i.e. the dealing assistants. Let us see how it is done

Sorting out:

You might have noticed that in a post office letters to be sent to different places are sorted out first before sending to the respective places. Similarly,

in an office the work distribution order indicates which section deals, which subject. A copy of it will be available with the tappal clerk.

Like in post offices, in big offices i.e. HODs/ Collectorates, you may see pigeonhole boxes marked A,B,C&D or so. The tappal clerk after receipt of the tappals seen by the officer concerned 1st separates them into subject wise/section wise and puts them in the pigeonhole box. Then enters in the inward/ distribution register section wise, so that the papers to be sent to a section are in order.

Then he /she sends the currents to the concerned section heads.

Oh! New word “current” what is it?

To be simple the tappal once entered in the inward/distribution register and affixed with the date stamp and numbered is called “current”. The section head/superintendent will note the endorsement given by the officer and then the current(s) will be handed over to the concerned dealing Assistant duly obtaining the initials of the Assistant in the Inward/Distribution Register.

The Section head/Superintendent will, whenever necessary, give proper guidance to the concerned Assistant in taking necessary action on the currents and supervise the activity.

Self-assessment questions (SAQ 2.1)

I. Yes/No is indicated to the statements given below. Please tick the correct one.

- i) Is it necessary to have an office order keeping some one responsible to receive tappals Yes/No
- ii) Tappals are received by Tappal Clerk Yes/No
- iii) In big offices there will be a separate Inward/outward section Yes/No
- iv) All communications received in an office are opened in the Tappal section Yes/No
- v) It is necessary that all communications received in an office need to be entered in the Inward/Distribution Register Yes/No
- vi) Entry in the Inward/Distribution register will be made only after they are perused by the officer Yes/No
- vii) Tappals once entered in the IR/DR are called currents Yes/No
- viii) All currents are distributed to the concerned Assistants Yes/No
- ix) All valuables/copy stamp papers should also be entered in the IR/Dr Yes/No
- x) The Section officer/superintendent is required to give proper guidance to the assistants in dealing the currents Yes/No

1.8 Summing up

We have discussed that the work in an office

- 1.starts with receipt of tappals
- 2.perusal by the officer and his/her endorsement
- 3.entry in the inward/distribution register
4. once entered the tappal is called currents
5. Distribution of tappals to the dealing assistant

You should always remember that any omission at the stage of tappals continues till the case is settled. Delay either at opening, perusal, entry, distribution stage will lead to delay in settlement of the issue. Hence care should be taken to see that the tappal is distributed to the dealing hand without delay.

1.9 Answers to SAQ (2.1)

- I. i) Yes, if no order is available making someone responsible every one may refuse to take the tappal and the work will be hampered.
- ii) Yes
- iii) Yes. In small offices there may be tappal clerk or the available person will be receiving the tappals
- iv) No. All the communications should be opened by the officer empowered to open the tappals. However DO and Confidential letters should be opened by the officer to whom it is addressed
- v) Yes, but communications marked XN Dis or X L Dis need not be entered
- vi) Yes. All the communications received in the office are called tappals and once entered in IR/DR they are called currents
- vii) Yes, but before distributing to the assistants they should be seen by the Section Superintendent and marked by him
- viii) No. Only the normal communications are entered in the IR/DR. Papers carrying valuables and copy stamp papers should be entered in the respective registers
- ix) Yes. If it is necessary he/she should handle important currents personally besides giving the guidance
- II. i) d; DO and Confidential communications should be opened by the officer to whom it is addressed.
- ii) d
- iii) a
- iv) c

- v) a; receipt of large number of reminders on any subject indicates that the reply on it is pending within our office.

1.10 Journey to Next unit

Now that we have seen that the tappal received in the office has reached the dealing assistant.

Do you know what the dealing Assistant has to do with it?

Let us see in next unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 2: TAPPALS AND FILE MANAGEMENT

UNIT 2: MAINTENANCE OF PERSONAL REGISTER

CONTENT:

- 2.1 Introduction**
- 2.2 Objectives**
- 2.3 Personal Register and its columns**
- 2.4 Currents and classification**
- 2.5 Registry in the Personal Register**
- 2.6 Summing up**
- 2.7 Answers to SAQs**
- 2.8 Journey to next Unit**

2.1 Introduction

You have seen that written communication in various modes is received in an office and entered either in the Inward Register or Distribution Register and distributed to the concerned Dealing Assistants duly taking their acknowledgments. In our normal life when a letter comes to us from friends, relatives or Bank, LIC, Municipality etc., it is our choice either to read it, not to read it or take action on it or not. However you will agree that if a bill is received from Telephone, Electricity or Municipality etc. it is necessary for you to pay the bill before the due date. Otherwise you may be put to lot of inconvenience. Isn't it? Similarly in Government offices if the Communications are not attended in time ultimately public are put to lot of inconvenience. That is why each current received in the office needs to be registered in the Personal Register and action taken accordingly.

2.2 Objectives

On completion of this Unit, you will be able to

- List the columns of the Personal Register (PR)
- Describe the importance of each column

- Explain Classification of the currents received
- Describe the Procedure of registering the currents in the PR

2.3. Personal Register and its columns

Do you remember that we have discussed about Personal Register in Module 1, Unit 2, where we have discussed the salient features of Tottenham System. We have also given two formats of the PR. Will you please try to recall the number of columns in the two formats and list them out?

Activity

Format I

Format II

Yes, my dear friend you are correct. We have discussed about two types of formats. One a fifteen (15) column, which is being used in Secretariat and Heads of Departments and the other one a ten (10) column PR, which is being used in District and Mandal offices. Though the No. of columns are different the meaning and purpose is the same. You could also notice an eleven column PR in some offices. Let us see the columns of the two formats to appreciate that whether ten or fifteen columns they serve the same purpose.

15 column PR

1.Serial No.
2.Current No.

10 column PR

1.Serial No.
2.Current No.

	3.Date of receipt by Asst.	3.Date of receipt by Asst.
underlined)	4.Title (Main head underlined)	4.Title (Main head underlined)
	5.From whom received	5.From whom received
6.Outside No. & date		6.Outside No.& date
	7.Submitted by Asst.	7.Submitted by Asst.
	8.Returned to Asst.	8.Returned to Asst.
	9.Form of reference	9.Reference issued
	10.To whom	10.To whom &
	11.Date	11.Date
12.Reply/fresh current No received		12.Reply or fresh current received
	13.From whom	13.From whom
	14.Outside No. & date	14.Outside No. & date
		9.Date of receipt by clerk
15.Nature & date of Disposal		10.Nature & date of disposal

We are sure that you have noticed the difference between the two Types of PRs. The matter to be filled up is the same but the difference is only in the number of columns. Column 4 of ten (10) column PR is divided into 3 columns i.e. 4,5 & 6; similarly column 7 is divided into 9,10 &11; Column 8 is divided into 12,13 &14 in the fifteen (15) column PR. Only the column No.9 i.e. date of receipt by clerk is not mentioned separately in the fifteen column PR.

Now, let us see the difference between the 10 and 11 column PRs. In some offices you might have noticed that the PR contains an additional column indicating reference sent to the Record room. This column is included as column No.5 i.e. immediately after receipt of the current, before submitting the file, the dealing assistant is required to checkup whether any precedent on the subject is available in the office. Do you know what is a precedent? Precedent is a record file in which similar case was dealt. It will be easy for taking a decision if already a similar case was dealt earlier in the office and the procedure available with us. Whenever the assistant notices that there is one or more precedents available, he/she should consult the record room before submitting the file. Whenever the record room is consulted for such a precedent, any entry should be made in this column. Excepting this, there is no difference between the 10 column and 11 column

PRs. You have also seen the difference between the PRs of 10 & 15 columns.

Significance of each Column

You have seen that each column is self-explanatory and elaboration may not be needed. However for better clarity the salient points in maintenance of the Personal Register and its columns are highlighted.

- * 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 how ever 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.
- * 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 two:** The number as indicated on the current in the inward section should be entered here.
- * **Column three:** The date on which the current is received by the Assistant should be entered here.
- * These three columns are common either in the 10 or 15 column PRs.

* All fresh/new currents are to be entered in the PR in columns 1 to 4 of 10 columns PR and 1 to 6 of the 15 columns PR. What is a fresh/new current we will see in the next paras.

* In respect of clubbed currents entries are however made in the columns 1 to 4 only in both 10 & 15 columns PR. But details like Title etc are not written here. Entry is made indicating the file number to which the subsequent current is related to i.e. the file number is indicated in column 4. This indicates that the current is clubbed with the already pending file.

* **Column four** indicates title. Writing a title is very important. Identification of a file is done based on the title only. In the DOM you find a very big list of index heads. They are indicative only and many more may be required in your office or you may not need some of these index heads. It is important for you to remember that whenever you write the title, adequate care should be taken to write proper title

* In the Title the subject main head should be underlined in read ink. You should remember that all sub-heads need not be underlined.

* You should also remember that whenever the 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 years PR as on 31st March are brought forward to the current years PR) on 1st page of the new PR and attested by the Section head/Superintendent

* **Column five** of ten column PR and **Column seven** of the fifteen column PR indicate the date of submission of the current by the Assistant i.e. to say on which date that particular current is put up to higher officers for taking a decision.

* **Column six** of ten columns PR and **column eight** of fifteen columns PR indicates the date of return of it after orders are passed by the officer.

* In respect of clubbed currents further details like outside number, date and from whom received should be entered in columns **8 & 9** of the 10 column or **12, 13 & 14** columns of 15 columns PR. Without making this cross referencing you should note that entry in respect of the current is not complete.

* Reminders should be entered in red ink.

* On each page of the PR, 2 or 3 currents should be entered. In each file there will be correspondence and you require space to make certain entries.

* It is also necessary for you to see that the entry of one file does not mix up with other. For this purpose you are advised to draw a red line separating two files.

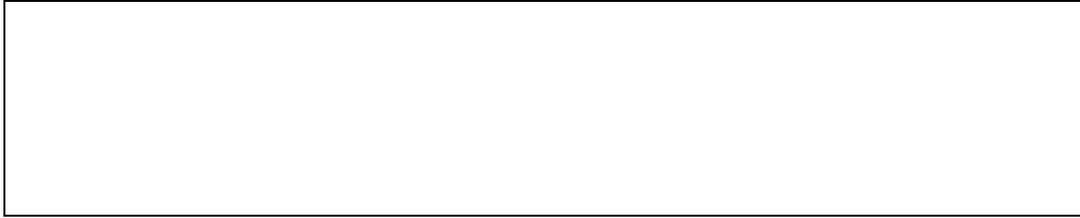
* Whenever the action in the file is completed and it is recorded and no action is required, the nature of disposal should be noted in the **last column i.e. 10th or 15th** as the case may be.

* Once the current/file is disposed/recorded, the current in column 2 of the PR should be rounded off in red ink.

2.4. Currents & Classification

You have seen various columns of the PR and certain important points to be followed. While discussing we have told you that we will be discussing about the clubbed currents in the next paras. Would you like to classify the currents received in our offices?

Activity



Yes, Normally you find the currents that are received in the office are classified as:

1. Ordinary & Urgent
2. Routine & Confidential
3. Paper communication & Electronic
4. New and Old

Though all those listed above are correct, in government offices for the purpose of registering the communications they are classified into the 4th category i.e. **New cases and Old cases**. Let us now see what do we mean by saying New cases and Old cases.

NEW CASES

In every office you have noticed that lot of tappal is received. Those communications, which do not have any relevance to the previous correspondence in the office are called the new cases or new currents. If in an office 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. You can take any number of examples like this. All such papers are new cases.

You can also think of situations where no out side communication is received, but you start a new issue. Think that the Electricity connections in the office are damaged because of which the lights, fans etc. are not working. We will normally prepare a note for getting the damaged electrical wiring etc. In such cases, where the issue arises within the office and no previous file is pending, it becomes a new case.

In this way we have two types of new cases. 1. A communication is received from out side the office or from an employee within the office; 2. that arises with in the office.

OLD CASES

We have already stated in respect of a new case no previous pending file is available in the office. Whenever a communication is received in the office where a previous file on the same subject is pending, such communication is called old case. Normally in government offices it is called clubbed current, because it is clubbed with the pending file on the issue.

Let us see the same example we discussed above. If the application for sanction of TA advance is a new case, another application asking for additional amount in view of the hike in transportation charges becomes a old case or clubbed current. Such old cases have relevance to the file already pending in the section and hence no separate file need to be opened. Instead, they should be clubbed with the pending file and action taken considering what has happened earlier.

2.5. Registry in the Personal Register

We have discussed the details about the personal register and its columns in 2.3 above. When the Assistant receives currents, the first and foremost thing to be done is to enter them in the personal register. You should always remember that non-registration of currents would be treated as dereliction of duties and disciplinary action can be taken against them.

When currents are received first you should check up whether they are new cases or old cases. All new cases should be taken first and entered in the personal Register. You know that 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 are the clubbed currents should then be entered in the PR.

You know the details of columns and their significance. For all new cases, columns 1 to 4 should be entered i.e. Serial number in the PR, Current number as given either in the Distribution or Inward register, date of receipt by the assistant. Column 4 deals with Title, From whom and Outside Number and date Ex: you have received letter No.2456/GAD/2001,dt.19.12.2001 from Government in General Administration Department asking to send details of surplus staff in your

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 a 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. How it has to be done we will discuss in the next module on drafting and Noting. But we should know that whenever a current is put up by the assistant necessary entry should be made in column 5. When the file is seen by the officer and returns to the assistant the entry of such returning of the file should be made in column 6. If it is ordered to send a communication, the draft of such communication should be put up and again entries in column 5 and when it comes back entry in column 6 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 7.

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 8 & 9. Finally if no further action is needed in the file, it should be disposed and the nature of disposal should be indicated in column 10 and the current number in column 2 should be rounded off with red ink.

Continuing the same example indicated above, the file was submitted by the assistant on 22.12.2001 and returned to him with an endorsement to put up draft reply on 23.12.2001. Draft was put up on the same date and it was approved on 24.12.2001. On 28th another communication with the same number dt.26.12.2001 of the GAD was received acknowledging the receipt of the letter. It was given current No 1444 and received by the assistant on 28.12.2001. Since no further action was needed in the file it was put up for closure on 29th and agreed to be recorded as L.Dis.

Activity

Would you like to make entries (from the above para) in the format provided below?

Nature & dt. of	Submitted	Returned	Reference issued	Reply/current	dt of
	By Asst.	to Asst.	to whom and Date	received from whom No &	re- ceipt
	5	6	7	by Asst 8	Dis 9
10					

You can check the answer in next page for your benefit, after making entries

Please check your response with the following:

Nature & dt. of	Submitted	Returned	Reference issued	Reply/current	dt of
	By Asst.	to Asst.	to whom and Date	received from whom No &	re- ceipt

	5	6	7	Date	by Asst	Dis
10					8	9
22.12.01	23.12.01					
	23.12.01	24.12.01	Letter	1444		28.12.01
	29.12.01	29.12.01	GAD, dt.24.12.01	GAD		
		L.Dis				
				Lr.2456/GAD/2001 dt.29.12.01		
				Dt.26.12.01		

This is the way entries in the personal register have to be made. Generally people will be saying that it 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 reality is that we need a system, which help us establish accountability and speed up the process. No doubt, entries in PR may take some time, but its worth doing and very important and made as a part of the job.

For a minute think that the 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 column 8 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 modern age of computers 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 which need to be developed depending on the need and requirements. Efforts are already initiated in this direction.

Self Assessment Questions(SAQ)

I. Indicate the correct answer in the bracket.

i. The dealing assistant should immediately after receipt of currents
()

- a. Add in the current file
- b. Enter in the personal register
- c. Note the endorsement
- d. All the above

ii. On receipt of the currents the assistant should separate
()

- a. New cases
- b. Old cases/clubbed currents
- c. Urgent currents
- d. All the above

iii. Entry in the personal register should be made
()

- a. Immediately on receipt of a current
- b. Once in a week
- c. Once in a month
- d. Whenever the assistant finds time

iv. The serial number in the personal register of an assistant is given
()

- a. Continuously
- b. As per current number
- c. New cases and old cases separately
- d. Month wise

v. The personal register is maintained for a period of
()

- a. One month
- b. One calendar year
- c. One financial year
- d. All the three

vi. The personal register maintained in Secretariat and Head of the
()
Department contain

- a. 10 columns
- b. 11 columns
- c. 15 columns
- d. None of the above

vii. Personal register helps for
()

- a. Taking prompt action
- b. Locating the file
- c. Checking of delays
- d. All the above

II. Please make necessary entries with the details given below:

The joint Director of Agriculture, Warangal has requested the Commissioner and Director of Agriculture, Hyderabad vide his letter No.B1/1926'99, dr. 2.5.99 for supply of 1000 tonnes of Fertilizers as they were required urgently.

The letter was received in the Commissioner's office and given current No.2866 and the concerned clerk (A1) has received it on 4.5.99. He has registered it in his personal register as a new case since no correspondence on the subject was pending. The assistant has submitted the file on 5.5.99. The file was returned to the section with a query from the officer enquiring the stock position on 6.5.99. The assistant has resubmitted it on 7.5.99 with the details asked for. The file came back on 8.5.99 with orders sanctioning 500 tones instead of 1000. The assistant has submitted the file with draft proceedings on the same day. It was approved on 9.5.99.

The Joint Director, Warangal again vide his letter with the same number, dt. 26.5.99 has requested for release of the balance 500 tones of fertilizers, as they were urgently needed since that being the crop season. The dealing assistant received this letter on 30.5.99 as C.No.3366. He has entered it in the personal register as a clubbed current/old case and made corresponding entries also but has not taken any action.

The Joint Director sent a reminder with same file No. Dt.17.6.99 for urgent release of fertilizers. The dealing assistant received this letter as current number 3596 on 17.6.99. Another reminder with same number, dt.30.6.99 received as current number 3896 on 1.7.99. The file was submitted on 2.7.99 and returned to section with orders on 3.7.99. Again it was submitted with draft proceedings on the same day and returned to section on 4.7.99.

The Joint Director has acknowledged the receipt of the proceedings vide letter No.B1/1926/99, dt. 8.7.99. It was received by the assistant as C.No.4134 on 12.7.99. Since no further action is needed in the file the assistant has submitted for closure under D Dis. on 15.7.99 and was agreed to on the same day

The format of personal register is given below for your use.

Sl.No	Current No	Date of receipt	Title
	By the Asst.	From whom	Outside number & Dt.
1	2	3	4

Nature	Submitted	Returned	Reference issued	Reply/current	dt of
& dt.	By Asst.	to Asst.	to whom and	received from	re-
of			Date	whom No &	ceipt
				Date	by Dis
	5	6	7	Asst	8 9

2.6. Summing up

We have discussed about the Personal Register, the various columns in it, and the difference in the number of columns in the PRs. used in Secretariat, Heads of Departments and the District offices, the significance of each column of the PR, the classification of currents as new case and old case and finally how to register the currents. We have also discussed about the importance of maintenance of the PR.

2.7. Answers to Self Assessment Questions (SAQs)

I. Indicate the correct answer in the bracket

- i. (b) The first and foremost important thing is to enter all currents in the PR
- ii. (d) To enter in the PR it is necessary to note the new and clubbed currents. It is equally and more important to attend to urgent currents on priority. Hence, though classification is done based on new and old, they can also be classified as urgent and routine currents.

iii. (a)

iv. (a)

v. (b) Though it is maintained for a calendar year the old PR is retained up to 31st March each year and currents pending as on 1st April are brought forward to new PR.

vi. (c)

vii. (c)

II Entries in the Personal Register

The format of personal register is given below for your use.

Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/current received from whom No & Date	No. dt of receipt by Asst.
[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]
2866	4.5.99	1. Fertilizers – Supply, Warangal Dist. Of 1000 Tonnes – req – reg 2. J. D. Agriculture, Warangal Lr. No. B1/1926/99, dt: 2.5.99	5-5-99 8-5-99	6-5-99 9-5-99	Pro. Dt: 9-5-99 JD, Warangal		

3. (Entries in respect of following actions are made in columns 5 & 6 above)

**(File submitted on 5-5-99
returned on 6-5-99
Resubmitted on 7-5-99)**

Returned on 8-5-99
Resubmitted on 8-5-99

500
Pro. Approved on 9-5-99 (sanctioning
Tonnes)

4. The JD, Warangal has requested for balance 500 Tonnes vide current No. 3366 since, already there is a file, this is a clubbed current. Entry in PR should be made as shown below:

I. No	Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply /current received from whom No & Date	C. No. dt of receipt by Asst.	Nature & dt of Dis
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]
	366	30-5-99	A1/2 866/99						

5. Once the clubbed current is entered in the PR in columns 1 to 4, necessary entries should be made against the original current file in columns 8 & 9 as given below and the entry in column No. 2 ie., current No. shd be rounded off in red ink

I. No	Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/c current received from whom No & Date	C. No. dt of receipt by Asst.	Nature & dt of Dis
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]	[10]
							Lr. No. B1/1926/99 dt: 26-5-99 JD Warangal	3 366 dt: 30-5-99	

6. Two reminder received with current No. 3596 on 17-6-99 and current No. 3896 pm 1-7-99. They should be entered in the PR as shown at Sl. No. 4 above since, you are now familiar, we are showing both at one place

Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/current received from whom No & Date	No. dt receipt b Asst.
[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]
3596	17-6-99	A1/2866/99					
3896	1-7-99	A1/2866/99					

7. Corresponding entries in columns 8 & 9 and further submission to be made as follows:

Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/current received from whom No & Date	No. dt receipt b Asst.
[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]
						B1/1926/99 dt: 17-6-99 JD Warangal	35 dt: 17-6-99
						B1/1926/99 dt: 30-6-99	38 dt: 1-7-99
			2-7-99	3-7-99			
			3-7-99	4-7-99	Proceedings dt: 4-7-99 JD Warangal		

8. The acknowledgement received with current No. 4134 on 12-7-

99

Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/current received from whom No & Date	No. dt receipt b Asst.
[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]

4134	12- 7-99	A1/2866/99					
------	-------------	------------	--	--	--	--	--

9. Necessary entry of this current made and file submitted for closure and it was closed as DD's. Entry in column. 10 to be made. Then round off the current No in red ink

Current No	Date of receipt By the Asst.	Title From whom Outside number & Dt.	Submitted By Asst	Returned to Asst.	Reference issued to whom and Date	Reply/current received from whom No & Date	C No. dt of receipt by Asst.
[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9]
						B1/1926/99 dt: 8-7-99 JD Warangal	413 dt: 12-7-99
			15-7-99	15-7-99			

2.8. Journey to next Unit

You have now received the currents both old and new cases and entered them in the personal register. What is to be done next? The very purpose of the office system is to dispose the communications. For this purpose the communication so received needs to be examined and a decision taken on it. To facilitate taking a decision the current is put up in the shape of a file.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE. 2:TAPPALS AND FILE MANAGEMENT

UNIT 3: FILE MANAGEMENT

CONTENT:

3.1. Introduction

3.2. Objectives

3.3 File Management

3.3.1 Parts of a file

3.3.2 Current File

3.3.3. Note File

3.4 Referencing

3.5 Flagging

3.6 Linking of Files

3.7 Summing up

3.8 Answers to SAQs

3.9 Journey to next Unit

3.1. Introduction

You might have made entries in the personal register format for the exercise given in the SAQ of unit 2 above. It is necessary to process the communication to facilitate a decision by the competent authority. We have discussed in module 1 that the office can be called as an information processing center since the major function of the office is to receive information, process it, communicate and store information. We have now received a communication and the next step is to process it. Processing of

the information is done through a file. In this unit we will discuss details about the arrangement of file.

3.2. Objectives:

On completion of this unit, you will be able to:

- State the parts of a file
- Differentiate between Note file and Current file
- Describe the procedure of
 - Arranging a file
 - Referencing
 - Flagging
 - Linking of files

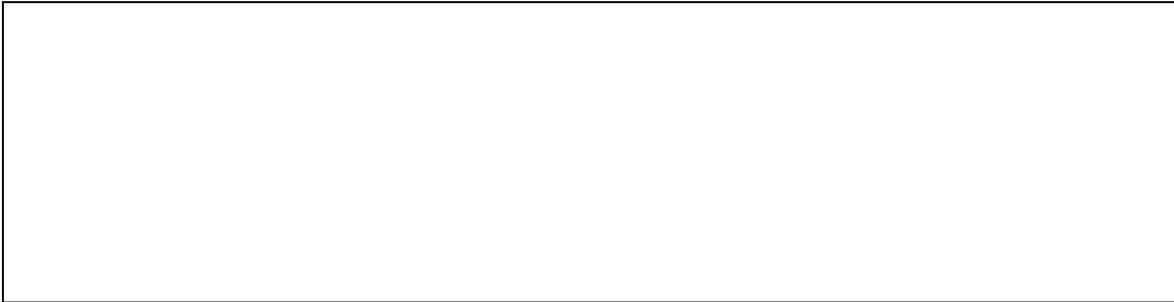
3.3. File Management.

If you have received a letter from your friend or parent you have your own options. You may reply immediately or keep quiet. But 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 and processed to facilitate a decision.

What is a File?

You might be handling with files in your office. Would you like to
State what is a file?

Activity



O.K. you are right. File is a collection of papers 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 other portion is basically for internal circulation for a decision by the competent authority. In other words you can say that generally a file consists of two parts i.e. Current file and Note file.

3.3.1. Parts of a File

You have seen that a file consists two parts, current file and note

file. Before starting a file whenever a current is received, the assistant should carefully go through it and see whether any previous correspondence is available or not. 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. You should remember that before registering the current, careful study of it would help you to decide whether it is a new case or old case. Suppose it is a new case, how the current and note files are to be arranged? Let us see now.

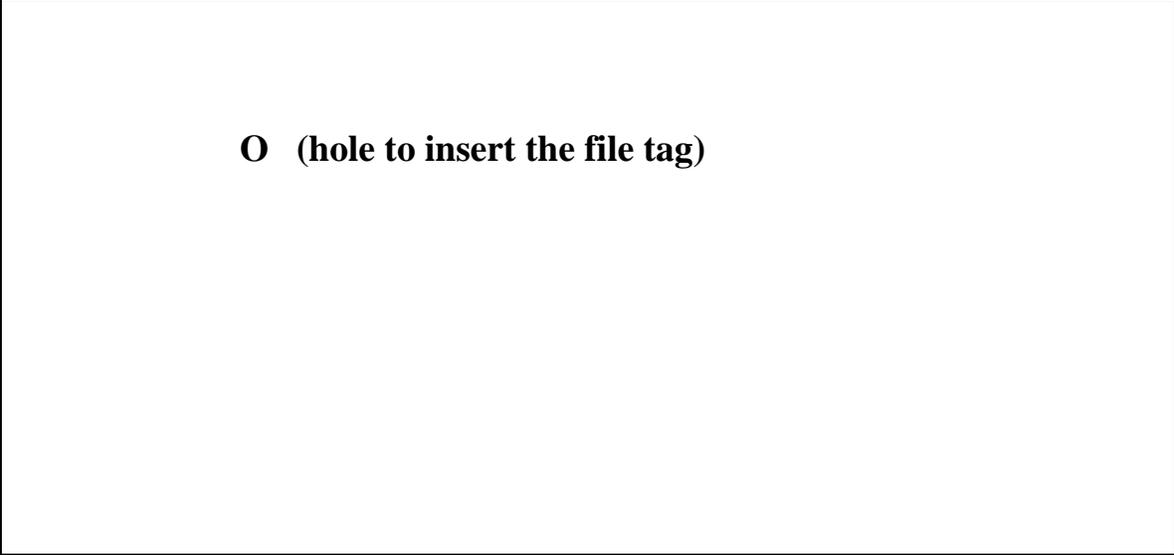
3.3.2 Current File

Tagging of currents:

As soon as you receive the currents, 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 you should do is to punch the current. Why punching? You may ask this question. 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 mis-placed. How to punch? You might have noticed in many offices people using the file tags and making holes to the papers with the metal attaches of the tag. In some other places you might have noticed that people 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* with you 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.

Example:



O (hole to insert the file tag)

Fly Leaf

To distinguish the current and note files, a blue flyleaf should be attached to the current file on the top. It should be marked “Current file”. Nothing should be written on this flyleaf 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. Supposing that you have received four currents in the file on 1.10.2000; 12.12.2000; 3.1.2001 and 5.2.2001, the papers should arranged in the same order. Now on the top of the file, you will have the letter dt.1/10/2000 and the others down. You might have noticed that the arrangement is upside down.

You may be receiving number of enclosures other them regular formats, annexure etc. with a letter, such as books, maps etc. such enclosures 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. Normally it is found that people give numbers as 1,3,5.... Etc., which is not correct.

1

2



3.3.2. Note File

A Note file is separate from 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.

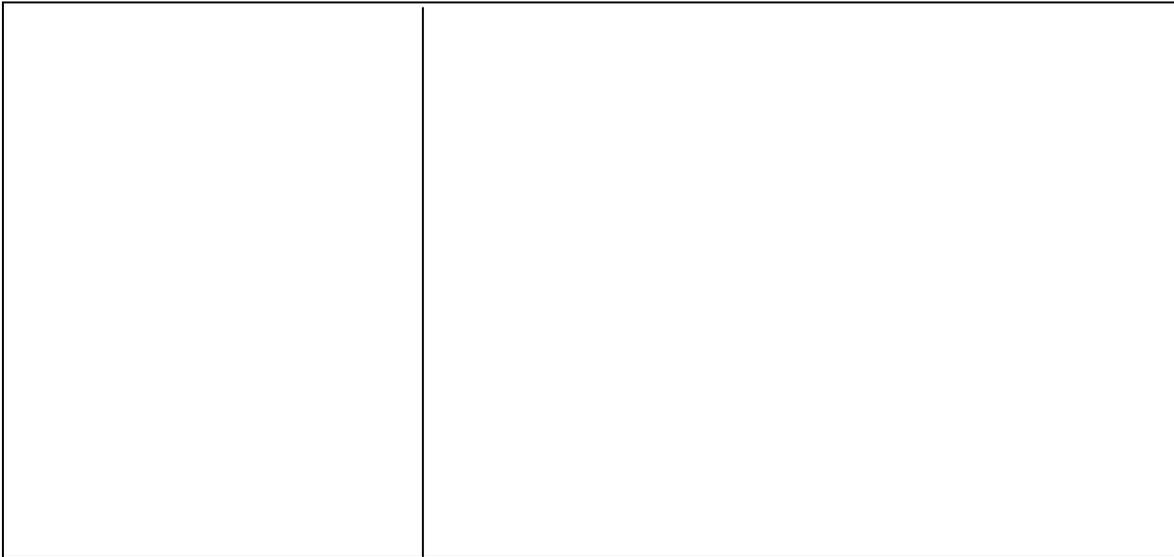
Example:

--	--



One-third margin

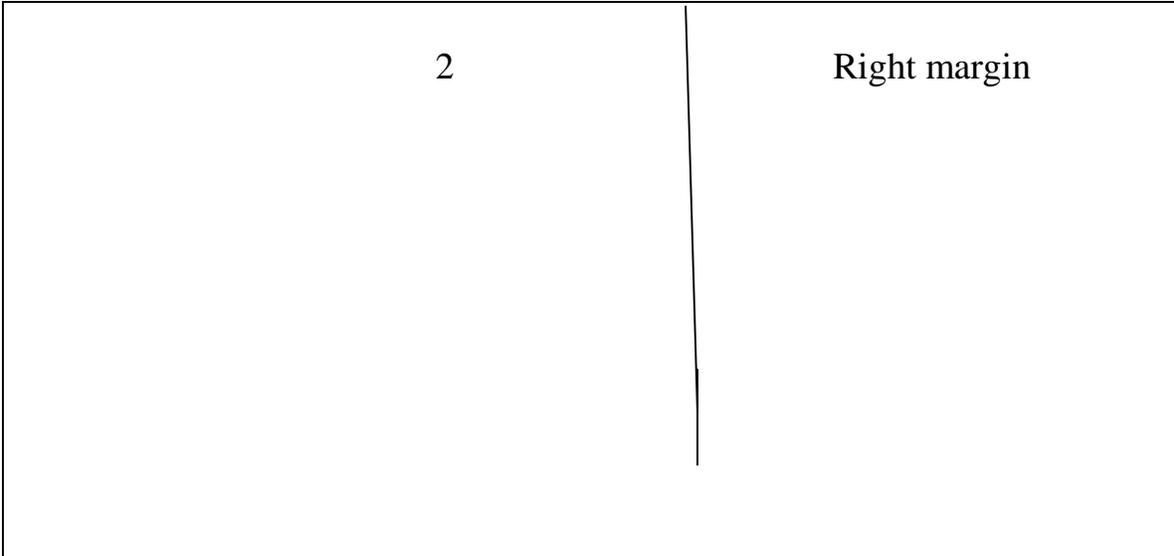
One-third margin is used in all other cases excepting the above. It is also to be continuous from first to last.



Right and Left Margins

Besides the half and one third margins in the note, the margins 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 stitching. By giving margin at left and right sides, this is avoided.

Left margin	1
-------------	---



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. We will discuss in detail about subject and reference in the next paragraphs and also in module 3 where we will be discussing about noting and drafting.

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 also be numbered.

		C.No.
		Sub:
		Ref:
-----	(1)	-----
---		-----
-----	(2)	-----
---		-----

3.4 Referencing

Whenever a note is put up, proper referencing should be done. Reference what? You have received a current and putting up for orders of your officer. What is that you are putting up? A note based on the communication you have received. So the first reference that is written in the note file is the communication you have received from out side. You might have given a page number to this current. If this is the first communication or new case, it becomes page 1 of the current file. Suppose it is a clubbed current, the number of it can only be said after clubbing it to the current file.

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. Let us see each of these.

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 matter 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 should be indicated.

Stock File

Stock file is the one in which all-important orders of the government or the department are stocked subject wise. Whenever stock file is put up for reference, page number of the Government or other order referred to in the 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, 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.

3.5. Flagging

You have just now seen that a reference to every paper quoted should be noted on the margin of the current or the note file in pencil. 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. Flags should be attached as given below:

Disposals: 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.

Maps/Statements: Maps and statements should also be flagged.

If number 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.

3.6. Linking of Files

When it is necessary to refer one file in 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.

Self-Assessment Questions (SAQ)

I. Indicate the correct answers in the bracket for each statement.

1. A File consists of ()
 - a) Note file
 - b) Current File
 - c) Docket sheets
 - d) All the above

2. Current file consists ()
 - a) Communications received from other offices/public
 - b) Communications sent from our office to others
 - c) References used
 - d) a and b above

3. Papers in the current file arranged ()
 - a) Chronological order
 - b) Previous papers on the top
 - c) Neatly tagged together
 - d) All the three above

4. Papers in the current file are numbered ()

- a) Starting with one
- b) Only one side of the page as 1,3,5 etc.
- c) In pencil
- d) None of the three

5. Note file consists of ()

- a) Noting made by the section assistant
- b) Orders passed by the officer
- c) References used in the note
- d) a and b above

6. The margin that is given in a note file is ()

- a) One third margin in each page in routine cases
- b) Half margin where orders are required to be given on each para
- c) Above two
- d) As the case worker likes

7. Referencing is done in pencil ()

- a) Only in the current file
- b) Only in the margin of a note file
- c) Both on the current and in the note file
- d) All the above three

8. Flags should be kept to draw the attention of the officer ()

- a) In the note file of the issue under consideration
- b) In the current file
- c) Both note and current files in disposal
- d) None of the three

9. Flags are attached with ()
- a) Alphabetically like A, B, C etc
 - b) Numerically like 1,2,3 etc
 - c) Both the above
 - d) Whichever way the assistant likes
10. Linking of the files is done ()
- a) To make the file bulky
 - b) When the reference needed in an issue under consideration is Available in a running file
 - c) Because the assistant feels that instead of putting many files Putting all of them in one bundle is easy
 - d) All the three

3.7 Summing up

We have now discussed that any communication received in an office

has to be looked into and attended properly as it deals with the needs of the public. Unlike in personal cases the papers received are to be dealt in a file. A file consists of two parts. I.e. the current file and note file.

Current file consists of all the communications received in our office and also the communications sent by us to others. All these papers are to be arranged in a chronological order. The method followed is upside down. The papers should be numbered in red ink on both the sides. Single punch is to be used to make holes to the paper. The hole should be on the left hand top corner of the paper. All the papers should be neatly tagged together,

Note file contains the notes put up by the section and orders of the officer. Depending upon the case half margin or one-third margin should be given in the note. Page numbers are to be given in black ink on both

sides of the paper. Margin also to be given on the left side for page 1 and right side on page 2 to facilitate stitching of the file after disposal. Besides page numbers para numbers should be given to all the notes in the file. Note file is for internal circulation only.

Referencing and Flagging is one of the most important part of file management. Proper referencing will help disposal of the file quickly. All the references mentioned in the current should be indicated in the margin with pencil. Similarly all that is quoted in the note should be indicated in the margin of the note file.

Flagging is to be done for disposals and Books, maps etc. Flags should not be kept for current and note files of the running file or disposal. Wherever necessary Files should be linked to facilitate quick disposal.

3.8. Answers to SAQ

I.1. a & b

2. a & b

3. d

4. a

5. d

6. c

7. a & b

8. d

9. a

10. b

3.9. Journey to next Unit

We have till now discussed about the receipt of a communication in our office, its entry in the tappal section, distribution to the dealing assistant, the assistant registering it in the personal register, opening a file containing current and note files. We have also discussed about how papers to be arranged in the note file, current file and how referencing and flagging is to be done.

The next step is to write the note. How noting is to be done? Let us discuss in the next Module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 3: NOTING & DRAFTING

INTRODUCTION:

We have discussed about receipt of a communication in the office and its journey till it reached the dealing hand. In fact we have also discussed how to register the currents in the Personal Register by the Assistant. Besides the above we also discussed about File & its parts i.e. the note file & current file, and arrangement of a file.

Now that the dealing Assistant has received currents, registered in the Personal Register and Started a file, the next Step is to put up the file to the higher officer for taking a decision. To put-up the file, the dealing assistant has to make necessary noting. Once the competent Authority passes orders, it needs to be communicated. To communicate, the Assistant has to draft it first. Isn't it? While drafting the communication what format is to be used? Let us discuss these things now.

The present module deals with Noting & Drafting. This module is divided into the following three units:

- **Noting**
- **Types of Communication**
- **Drafting**

Similar to earlier modules, you will find sub-units, in text activities, self-assessment questions here also.

Let us now see the details.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 3: NOTING & DRAFTING

UNIT - 1: NOTING

Contents

- 1.1. Introduction**
- 1.2. Objectives**
- 1.3. Note and Noting**
- 1.4. Noting skills**
 - 1.4.1. Commands**
 - 1.4.2. Searching Questions**
 - 1.4.3. Use of simple words**
 - 1.4.4. Précis writing**
- 1.5. Edit your writing**
- 1.6. Non sequiturs**
- 1.7. Check your sentences**
- 1.8. Guidelines for Noting**
- 1.9. Functional Approach to Noting**
- 1.10. Summing up**
- 1.11. Answers to SAQs**
- 1.12. Journey to next Unit**

1.1 Introduction:

Now that you have received currents, entered them in the Personal Register and opened a file, a decision needs to be taken to communicate to the person/organisation who has sent the communication to us. You might have noticed that the file is put up to the competent authority for taking an appropriate decision. It means that the file is put up with a note bringing out all relevant points to facilitate taking the decision. It also indicates the responsibility of the dealing hand that he/she should prepare a note, which facilitates for a quick decision. We will discuss how a note is to be prepared and the skills required for noting in this Unit.

1.2. Objectives

On completion of this Unit, you will be able to:

- Define Note and Noting
- Describe the skills required to prepare a note
- Explain the need for using simple words in noting
- Explain the need for editing our sentences
- List out the important points in preparing an office note
- Explain the term functional approach to noting
- Draft a note with given material

1.3. Note and Noting

Why record a Note?

The working of the government office 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 “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.

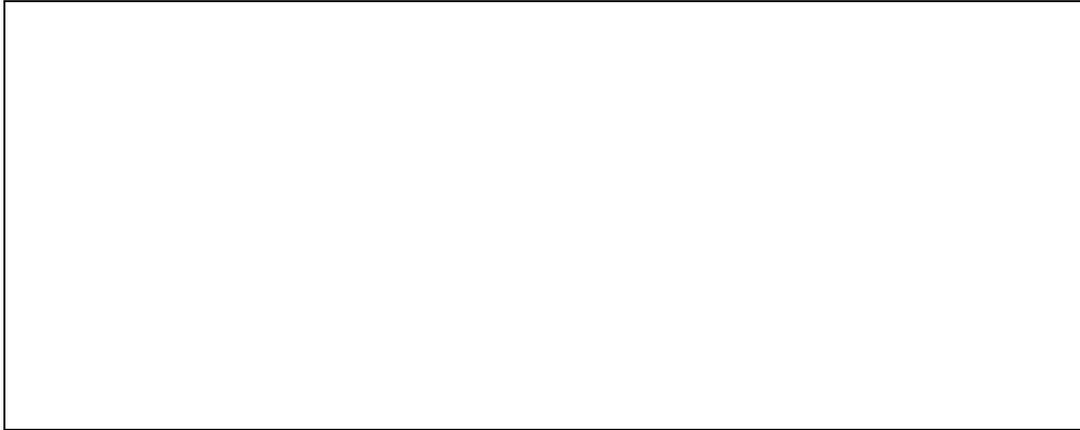
It helps the decision taking authority in taking a decision. It should normally comprise a brief resume of the case, the analysis/statement of the points at issue, rule position, best course of action, orders if any already passed on the subject.

Noting: Definition

“**Noting**” means preparing a note for taking a decision on a case.

Whenever noting is done certain points should be kept in mind by the dealing assistant. Would you like to write down some of the important points in preparing a note?

Activity



Well. You might have brought in quite a large number of points. Let us now see them in detail.

Every note should contain:

CONTENT

- 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)

REASONS FOR

- Facilities/ ensures comprehensive examination
- Provides written record 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 Noting.**
- **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.**

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**

1.4. NOTING SKILLS

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

1.4.1. Commands

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	Minimum
Routine Cases	Minimum

Unnecessary Cases	No noting

You have seen the commands and essentials in noting above. Now let us discuss more about writing a note. Whenever you put up a note examine the case with the following questions, which will help you.

1.4.2. 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 standard process sheet?
- Who will finally take the decision?

1.4.3. 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

1.4.3. Précis writing

Every one of us in our school and college days have done this précis

Writing as part of grammar while learning languages. Do you remember it? Noting is nothing but writing a précis of the case written in a lengthy communication by the sender. After the discussion we had above about how to write a note, we don't think it is necessary to give more information about précis writing except to draw your attention to the above paragraphs. Instead of giving that, we would like you to attempt to do it on

**your own. We request you to go back to your grammar books
and refresh your self.**

Self-Assessment Questions (SAQ.1.3 & 1.4)

I. Rewrite the following using simple, everyday words:

S.No.	SHOWY	SIMPLE
1.	Cognizant	
2.	Comprehend	
3.	Comprised	
4.	Corroborate	
5.	Deliberate upon	
6.	Disburse	
7.	Nominal	
8.	Originate	
9.	Ultimo	
10.	Proclivity	
11.	Ratify	
12.	Rationale	
13.	Remunerate	
14.	Scrutinize	
15.	Ultimate	
16.	Inter-alia	
17.	Notwithstanding	
18.	Wherewithal	

- II. Please re-write the following passage into 1/3rd of the size and also title it.

It is physically impossible for a well-educated or brave man to make money the chief object of his thoughts, just as it is for him to make his dinner the principal object of them. All healthy people like their dinners, but their dinner is not the main object of their lives. So all healthy minded people like making money—ought to like it and enjoy the sensation of winning it; it is something better than money. A good soldier, for instance, mainly wishes to do his fighting well. He is glad of his pay—very properly so, and justly grumbles when you keep him ten years without it—still his main notion of life is to win battles, not to be paid for winning them. So of clergyman's object is essentially to baptize and preach, not to be paid for preaching. So of doctors. They like fees no doubt, -- out to like them; yet if they are brave and well educated, the entire object of their lives is a not fee. They, on the whole, desire to cure the sick, and, if they are good doctors, and the choice were fairly put to them, would rather cure their patient and lose their fee than kill him and get it. And so with all the other brave and rightly trained men; their work is first, their fee second – very important always, but still second.

(233 words)

We would also like to give some aids to do this task

Aids to Vocabulary

Grumble : Show dissatisfaction

Notion : Idea, belief, opinion

Clergyman : A Christian priest

Baptize : To perform the Christian religious ceremony in
Which a person is touched or covered with water
To make him pure and show that he has been
accepted as a member of the church

Preach : To make known (a particular religion and/or its
teachings) by speaking in public

Points for précis making

1. Money making is not the chief object of the well-educated, Intellectual, or brave men.
2. A noble soldier fights bravely; to him pay is of secondary importance.
3. A clergyman cares more for the welfare of the humanity Than for his pay.
4. A sincere doctor desires to cure his patient far more than to get his fee.
5. Thus for all cultured people, their duty comes first, their fees second.

1.6. EDIT YOUR WRITING

More often than not, deadwood is noticed in our notes and drafts that we put up. Not that it is not there in everyday English –rather it is very much there; nor is it grammatically wrong. Consider the following sentence.

“The reason the attendance figure today is so low is due to the fact that the RTC has followed the policy of keeping the buses off road to avoid confrontation with the agitating students”.

Can you spot the deadwood? Here it is:

The reason	(can be omitted)
Figure	(can be omitted)
Due to the fact that	(can be replaced with The word “because”)

Followed the policy of keeping	((can be
replaced with	replaced with
	The word “kept”)

The sentence should, therefore, appear as:

“The attendance, today, is so low because the RTC has kept the buses off road to avoid confrontations with the agitating students”.

Similarly, it is commonly seen that we write, “Find enclosed herewith whereas either “find enclosed” or “find herewith” should be sufficient. Hence, there is need to edit our writing. Our purpose is not necessarily to achieve brevity; it is to help our readers by removing deadwood that they have to hurdle over.

Would you like to do a small exercise in this regard?

Activity

The following expressions contain deadwood/ redundancies. Rewrite them not only to remove deadwood/redundancies but to make these expressions easy to read and understand:

1. It is our opinion that
2. True facts
3. We held a meeting for the purpose of
4. Prompt and Speedy
5. At this point in time
6. Vitally essential
7. During the course of our conversation
8. Assemble together
9. In the event that we find ourselves in disagreement
10. Consensus of opinion
11. The trouble with the new form is that it was improperly designed in the first place
12. 8.30 a.m. in the morning
13. We limited our discussions to only the basic essentials
14. In this connection we would like to point out that the discrepancy that exists in our planning is
15. Repeat again

16. She is a person who does an excellent job as a programmer
17. Revert back
18. The main consideration is a matter of time
19. Please plan in advance to present your recommendations when the next meeting is held
20. We seldom ever have occasion to ask anyone to work overtime after office-hours.

Now check your answers with the following:

Answer to Your above Activity

1. We believe that
2. Facts
3. We met to
4. Prompt or speedy
5. Today or Now
6. Vital or Essential
7. In our conversation
8. Assemble
9. If we disagree
10. Consensus
11. Firstly, the new form was improperly designed

12. 8.30 A.M
13. We discussed only the basic essentials
14. The discrepancy in our planning is
15. Repeat
16. She is an excellent programmer
17. Revert
18. The consideration is time
19. Please plan to present your recommendations at the next meeting
20. We seldom ask anyone to work after office-hours

1.7. Non sequiturs

No doubt it is important that you edit your writing to get rid of deadwood and redundancies. But our aim is not to save space; it is only to help the reader. As such, in order to edit let us not omit any vital information. How do we achieve that? You should be aware of the Non Sequitur, which is a Latin term. It means, “it does not follow”. Let us say there are so many steps in your presentation, which you are doing through your note, and you miss some of these steps. What would be the result? The result would be that the reader may be your officer would not be able to understand what you intend to achieve with the note.

Now look at the following:

Non sequitur

The new building of the District Training Center at Hasanparthi of Warangal district has now been completed and we have requested the RTC for regular bus service from its main terminals.”

CLEAR

“The new building of the District Training Center at Hasanparthi of Warangal district has now been completed. We shall start operating from there latest by the end of next month. Besides our own staff, most of the trainees will be required to reach the Center from all parts of Warangal. Since Hasanparthi is not very well connected, we have requested the DTC for regular bus service from its main terminals”

You should therefore understand that while preparing a note the steps require to be followed should not be overlooked and it is essential to follow all the steps for better clarity and understanding.

Now that we have discussed about the sequiturs, see if you can supply the material that is missing in the following:

Activity

S.No.	NON SEQUITUR	CLEAR
1.	We have had a great deal of difficulty in finding a sufficient number of stenographers for our needs. We may compensate the Assistants who are proficient in stenography by payment of overtime allowance.	
2.	Tabulating the expected over two lakhs of responses to the questionnaire will mean engaging daily waged workers.	
3.	The objective is to increase production. Therefore, we may schedule maintenance work of the machines on Sundays and	

	holidays.	
--	-----------	--

Good attempt. Please check your answers with the following given for your reference.

1. We have had a great deal of difficulty in finding a sufficient number of Stenos for our needs. Thus we have not been able to provide stenographic assistance to many officers. There are a number of Assistants who are proficient in stenography and may be asked to render stenographic assistance to the officers, in addition to their own duties. It is proposed that these assistants may be compensated by payment of overtime allowance.
2. We are expecting over two lakhs of responses to the questionnaire circulated recently. Tabulating the information thus received would be a huge task and the available manpower would not be able to cope with it. As such it would be necessary to engage daily waged workers for the purpose.
3. The objective is to increase production. At present the maintenance work of the machines is carried out on working days. This keeps the manpower idle and the production suffers. Therefore, we may schedule the maintenance work on Sundays and holidays.

1.8. Check your sentences

There is no need to mention that using the right words go a long way to make our **notes** easy to read and understand. Words make up sentences and in fact, the sentences are the basic thought units of writing. Their length and general structure should, therefore, be given maximum attention.

You might have noticed that many of us, probably most of us, tends to ignore sentence length as a factor in readability. Study made in this area shows that readers have difficulty with long sentences used in the notes and correspondence portions in the files. The question that you propose to ask immediately is what is the best sentence length? There is no formula. But still the moment the number of words in a sentence is about to cross twenty

or so, we must pause. Then we should examine whether we can start a new sentence to make the presentation more effective.

This need not lead you to infer that all sentences should be short. Too many short sentences can also present difficulty in reading and understanding like too many long ones. In terms of sentence length, the objective is to strive for variety, that is, a good mixture of short, medium and lengthy sentences. Now look at the following:

“The minimum essentials of an Annual Report of a department are an organizational chart, annual action plan and performance appraisal reports and beyond these essentials the content of the report becomes an interesting challenge to the bureaucratic imagination. The elements selected for report, the order in which they appear and the way they are presented are finally approved, but most reports will contain these elements: cover title page, table of contents, major achievements and the financial constraints”.

You can see that the two sentences above contain four Distinct ideas. Let us separate them:

“The minimum essentials of an Annual Report of a department are an organization chart, annual action plan and performance appraisal reports. Beyond these essentials, the content of the report becomes an interesting challenge to the bureaucratic imagination.
The elements selected for the report, the order in which they appear and the ways they are presented are finally approved.
However, most reports will contain these elements: cover, title page, and table of contents, major achievements and the financial constraints.”

If you look both the above, you will realize that to write effectively one has to visualize himself/herself as taking readers by the hand and leading them through a territory they are not familiar with. A help that must be provided is the bridge that connects one idea with another.

Now look at the following sentences:

“It would be a mistake, in our opinion, to ignore complaints from the consumer. We should not push the ‘panic button’ every time we receive an irate letter”

What is missing in these sentences? Would you like to identify:

Activity

Yes. There is no bridge between the two sentences and each conveys an entirely different thought. The reader, in the process, gets confused. Let us put a bridge between them:

“It would be a mistake, in our opinion, to ignore complaints from the consumers. But, on the other hand, we should not push the ‘panic button’ every time we receive an irate letter”

Re-writing with a bridge gives the desired effect. Can you think of some bridges we use commonly?

Activity

Very good attempt. Some of the examples for bridges are given below for your reference.

<p>To show cause and effect</p>	<p>Accordingly, For this reason, As a result, Hence, Therefor</p>
<p>To show contrast</p>	<p>But, Conversely, Even though, However, On the contrary, On the other hand</p>
<p>To indicate time, Place Order</p>	<p>Above all, After all, Again, Finally, In the first place, Meanwhile, Next, Then</p>

We know that to make sense, every sentence must have a subject and a predicate. Yet you will be noticing that many people ignore this rule and produce no-sense sentences. Would you like to bring some such sentences, which we normally see in our offices?

Activity

That's good. Now look at the following examples and tell whether they are making any sense or not.

1. With reference to your letter No.A1/1867/2001,dt.12.12.2001. It is requested that the quarterly report may please be dispatched early.
2. All the letters have been dispatched by registered post. Which will Ensure their definite delivery.

You would like to say that the 1st sentence in example 1 and 2nd sentence in example 2, by themselves, make no-sense. These are sentence fragments. They should, as far as practicable, be avoided. It is only in rare cases, **only to add emphasis**, the short telegraphic sentences can be used. Look at the following example:

ABC whose quotation is slightly higher than the lowest, is one of the Best stationery suppliers. Perhaps the best.

1.9. Guidelines for Noting

Now that we have familiarized our selves with important points to be remembered in noting, let us see the guide lines for use in preparing an office note.

- a. All notes should be concise and to the point. Excessive noting should be avoided
- b. A simple and direct style of writing should always be adopted. Use of involved language should be avoided
- c. Notes and orders should normally be recorded on the note sheets
- d. Notes should not be recorded on the receipt itself except in very routine matters
- e. Verbatim reproduction of extracts from, or paraphrasing of the contents or of notes of other sections recorded on the same file, should be avoided
- f. Wherever a running summary of the facts is available on the file, it should be referred to without repeating any part of the facts in the note
- g. Notes should always be worded in a courteous and temperate language, free from any personal remarks, even when some apparent errors have to be pointed out in the notes recorded in another section.
- h. Any remarks recorded by the immediate superior officer, or other senior officers on the receipt should first be reproduced before the note is recorded
- i. An officer should confine his/her note to the actual points he/she proposes to make. He/she should not repeat or reiterate the ground already covered in the previous notes. If he agrees to the line of action suggested in the preceding note, he/she should merely append his signature.
- j. When a paper under consideration raises several major points which require detailed examination and respective orders on each point or group of related points, it will be noted upon separately in sectional notes.
- k. The dealing hand has to append his/her full signatures with date on the left below the note. An officer will append his/her full signature on the right hand side of the note with designation and the date

1. A note will be divided into paragraphs of a convenient size. Paragraphs should be serially numbered and may also have brief titles, if necessary.

1.10. 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 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 draft 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 and 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?

The points mentioned below should also be useful in such cases

Policy and planning cases

These types of cases would not be large in number in any organization. They would, however, require a thorough 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 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 ie.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 direction 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.

Self-Assessment Questions (SAQ 1.6 to 1.10)

1. Edit and break down the following passages into manageable thought units:

A: There are two overwhelming reasons for retaining records: for reference on the part of the department and to answer requests for information from the members of Assembly, financial institutions and the members of Public, but they also serve as a history of the department and act as induction material for newly recruited officers. Therefore, they should be retained covering all the sections of the department.

B: An error in the inventory will lead to other erroneous figures in the balance sheet, such as total current assets, total assets, owners equity and the total of liabilities and owners equity, as well as affect key figures in the income statement, such as the cost of merchandise sold, the gross profit on sales and the net income for the period.

2. Use bridges when necessary to tie these sentences together

A. Almost all Assistants working in administration sections, if they can express well, can easily qualify in the section officers grade examination. This is not true. They should have excellent Confidential reports and must prepare well.

B. There is a need to exercise economy on all fronts. We may cut down

expenditure on OTA of drivers and reduce consumption of fuel by regulating the use of staff cars.

3. See if you can identify and do something with the sentence fragments in the following

A. The duties of a Section officer vary considerable. Anything from proper marking of Tappals to scrutinizing the notes submitted by the Assistants.

B. The work in the section has been suffering on many accounts. Such as proceeding on long leave by two Assistants and non provision of a substitute in [place of one who retired last month.

4. Fill in the blanks

- a. _____ means a remark written below the level of _____ for facilitating disposal of a case.
- b. When the current raises several major important points requiring detailed examination and separate order on each, a _____ Needs to be put up.
- c. When the line of action is obvious or is based on a clear precedent or practice or has been indicated by a higher officer, a _____ should be put up without any detailed _____.

- d. Incases of repetitive nature, _____are used in order to ensure that none of the points are overlooked or in any case there is no unnecessary_____.

5.Match the following

- | | |
|----------------------------------|---|
| a. Planning and policy cases | (i) Standard format for note |
| b. Routine cases | (ii) Noting can be done on the receipt itself |
| c. Correspondence handling cases | (iii) A short para or so will suffice |
| d. Unnecessary cases | (v) Detailed notes are required |
| e. Problem solving cases | (vi) Detailed notes are not required. A short para on each of the issues involved will do |

1.12. Summing up

We have discussed about why do we need noting in an office? It is to facilitate to take decisions on an issue or issues concerning public or otherwise.

We learnt what is note and Noting. We discussed various aspects of preparing a note. Following are the important things that should be kept in mind while preparing a note.

- Noting skills
- Commands
- Searching Questions
- Use of simple words
- Précis writing
- Edit your writing
- Non-sequitres
- Check your sentences
- Guidelines for Noting
- Functional Approach to Noting

What is the purpose of the note? The most important question to be addressed to ourselves in preparing a note and taken care of it through out the noting.

Answers to SAQs (SAQ.1.3 & 1.4)

S.No.	SHOWY	SIMPLE
1.	Cognizant	Aware of
2.	Comprehend	See, understand
3.	Comprised	Made up of
4.	Corroborate	Confirm
5.	Deliberate upon	Think about
6.	Disburse	Pay
7.	Nominal	Small, Little
8.	Originate	Start, Begin
9.	Ultimo	Last month
10.	Proclivity	Leaning
11.	Ratify	Approve, confirm
12.	Rationale	Basis, Reason

13.	Remunerate	Pay
14.	Scrutinize	Examine, Inspect, Look at
15.	Ultimate	Final
16.	Inter-alia	Among other things
17.	Notwithstanding	In spite of
18.	Wherewithal	Necessary resources

Précis Writing

Moneymaking is not the sole object of the well educated, intellectual, or brave men. A brave soldier's main notion of life is to fight to win battles, not to be paid for winning them. A noble clergyman is concerned more with the welfare of the humanity than his pay. A good doctor desires far more to cure his patient than to get his fee. Thus, for all cultured people, their duty comes first, then their fee.

(75 words)

Title suggested

1. Duty First, Fee after wards
2. Role of Money

Answers to SAQs (SAQ 1.6 to 1.10)

1. A – Records should be retained for two main reasons:

- i. for reference by those in the Department, and**
- ii. for information required by public representatives and members of public**

Besides, the records serve two other purposes, source material for a history of the Department and induction material for newly recruited officers. Therefore, every section in the Department should retain certain records.

B- An error in the inventory will lead to other erroneous figures in the balance sheet, such as, total current assets, total assets, owner's equity and

the total of liabilities and owner's equity. It will also affect key figures in the income statement. Among these are cost of merchandise sold, the gross profit on sales and the net income for the period.

(2) A – Almost all Assistants working in Administration Sections, if they Can express well can easily qualify in the Section Officer's grade examination. Obviously this is not true. As a matter of fact even they should have excellent Confidential Reports and must prepare well.

B - There is a need to exercise economy on all fronts. Therefore, we may cut down expenditure on OTA drivers and reduce consumption of fuel regulating the use of staff cars

(3) A - The duties of a section officer considerably, from proper marking of Tappals, scrutinizing the notes submitted by the assistant.

B - The work in the section has been suffering on many accounts, such as proceeding in long leave by two assistants and non-provision of substitute in place of one who retired last month.

ANSWERS TO Q-4&5

4.Fill in the blanks

- a. Note means remarks written by Section for facilitating disposal of a case.
- c. When the current raises several major important points requiring detailed examination and separate order on each, a Detailed Note Needs to be put up.
- c. When the line of action is obvious or is based on a clear precedent or practice or has been indicated by a higher officer, a Draft should be put up without any detailed Note
- d. Incases of repetitive nature, Standard Process Sheet are used in order to ensure that none of the points are overlooked or in any case there is no unnecessary Noting

5.Match the following

- | | | |
|----------------------------------|---|------------|
| a. Planning and policy cases | - | iv |
| b. Routine cases | - | i |
| c. Correspondence handling cases | - | iii |
| d. Unnecessary cases | - | ii |
| e. Problem solving cases | - | v |

1.13.Journey to next Unit

In this unit we have discussed about note and noting. Once a decision is taken on the note put up, it is to be communicated to the person or organization on whose instance the file has been started. Various types of communications are used to convey the decision. Sometimes this depends on the level of the officers, sometimes on the nature of the case. What ever is the nature, a communication needs to be drafted first.

How to draft? Drafting not only the communication, but the note should also be drafted. We would discuss about drafting in the next unit of this module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 3: NOTING & DRAFTING

UNIT 3: DRAFTING

CONTENTS

- 3.1. Introduction**
- 3.2. Objectives**
- 3.3. What is a Draft?**
- 3.4. Drafting skills**
- 3.5. Styles in Notes and Drafts**
- 3.6. Summing up**
- 3.7. Answers to SAQs**
- 3.8. Journey to next Unit**

3.1. Introduction

We have so far discussed about Noting and Types of communications Commonly used in Government offices in the first two units of this module. Now that we know the various types of communications, it is necessary to know about the drafting skills. The format used for each of the communications was also discussed in unit 2. Hence let us limit our discussion only to the drafting skills, styles in noting and drafting here. You may now ask a question, why we should once again discuss about the noting here. The answer is that either a note or draft by and large requires the same skills and style. Hence we are using the words notes and drafts here.

3.2. Objectives

On completion of this unit, you will be able to:

- Define what is a draft
- Describe the skills required for drafting
- Explain styles in Notes and drafts
- Draft different types of communications with the given material

3.3. What is a Draft?

You will be having occasions in your office that either on a current or in the note file you will get an endorsement “Draft please” or “put up draft”. You will be putting up a draft for approval. Then what is a draft?

“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. Let us now see:

.4. DRAFTING SKILLS

You should look at the following commands whenever you prepare a draft.

Commands

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

You should also know what are the essentials of a draft? Let us see:

Essentials

- 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 Questions – 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

3.5. 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 AP.
- The form of official correspondence between the district and divisional officers including the District Collectors, Revenue Divisional Officers, Assistant Collectors, Sub collectors, Deputy Collectors on the one hand and the Mandal Revenue Officers on the other hand will be in the 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.

1. 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.

2. “The same” must not be used. Instead of, “it” or some other simple word be used
3. Needlessly formal words such as “therein” and “thereon” should not be used instead “in it” or “on it” be used.

ACTIVE Vs PASSIVE VERBS

4. The preference for passive verbs over active verbs generally make the style vague and clumsy. Look at the following

“ 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

5. A simple or short word is to be preferred in place of long phrases. Examples of needless verbosity are preference of the simple:

“ make the assessment” to “assess”

“ purchase” to “ buy”

“commence” to “begin”

“omitted” or “failed” to “did not make”

“enquiries” for “enquire”

“building purpose” for “buildings”

You should always say definitely what is to be done or say, “do what is necessary”.

The word “avail” is very awkward one, as it is reflexive and also takes “of” after it. It is better to avoid it. Ex: “the leave was availed of” etc. Instead you can say “took the leave”.

Similarly “available” is also a bad word. It should be definitely stated instead of it is not available.

9. Split infinitives should be avoided. Better to write as “kindly to state” instead of “to kindly state”.

Look at the following sentence:

“The Officer will, in the circumstances now stated, be requested”

This can be improved. Instead you can say
“in the circumstances now stated, the officer will be requested to..”

10. Do not write “marginally noted” which could only mean having marginal notes. write “noted in margin”.
Similarly “plan marked” could only mean marked with plans and be avoided.

NOT ALWAYS SHORT – IT SHOULD BE CLEAR

11. A phrase like the “figures for 1949, 1950, and 1951 were 256, 257 and 348 respectively” which is confusing, better to write “the figure for 1949 was 256 and 1950 was 257 and that for 1951 was 348.”

This may be little longer than the first one. But, it is perfectly clear, is it not?

“Former” and “Later” should also be avoided as they are constant source of confusion.

12. Some persons begin every letter “with reference to”. It is better to use the phrase “in reply to”. Avoid the phrase “with advertent to”
13. In ordinary English “in case” does not mean the same as “if”. I shall take my umbrella in case it rains means so as to be prepared for rain.
14. The fondness for writing “as well as” for “and”; “in case” for “if” presumably arises from the fondness of the users for a longer expression. Depending upon the need they should be carefully selected.
15. “As such” is often misused. It is correct to say Mr. A was then the Superintendent and as such was bound to report, but...”
If it is written as “A was not then the superintendent as such he is not to be blamed”, it becomes meaning less. Instead of “as such” some other suitable words can be used here.
“While such being the case” is a familiar embellishment of criminal complaints etc. “don’t you see the word “while” is redundant here?

TENSES

16. Tenses and moods are misused in almost every note or draft. Look at the following two sentences:
- a) “I had gone to bed at 10 o’clock last night”
 - b) “I had gone to bed when the house caught fire”

Now note down your observations on the two sentences in the box given below:

Activity

Very Good. (a) is not correct. Instead you can say (I went to bed). If you have gone to bed before 10 o'clock may be correct. (b) is the correct usage. Take care of using the word "had".

17. "Must have" is sometimes misused for "should have" or "ought to have" means that he certainly has done it. It is not to be used to mean that he has not done it but should have.

18. "Till" is commonly misused in a way that it positively misleading. Ex: "No reply was received till January 1st" implies that a reply was Received on January 1st. But it is used erroneously to mean that even on January 1st no reply had been received. It is better if this meaning is to be conveyed use "up to" and now See: "No reply was received upto January 1st". This is the correct way of writing

18. few colloquial phrases, "All the stamps have not been punched", is ambiguous. Better to write "not all the stamps have been punched" or "the Stamps have not all been punched". It means that some have been Punched and some not.

19. Look at this sentence "He has yet to collect Rs.1000" which is not modern English. "He still has to collect" is the correct usage. Generally "Yet" may be used as a negative. Look at this sentence "has not yet applied". It is used only with a positive verb in special phrases ex: "I have yet to learn"

20. "So is not equivalent to very". It is sometimes written "the peon is so impertinent", "I warned him so many times" meaning "very impertinent", "very often".

21. "Not so bad" means "rather good". But this is a colloquial phrase.

22. "Too" has a relative sense. It implies excess relatively to a certain

standard or object not absolute intensity to speak (except in written, “it is too hot” meaning “it is very hot”).

23. “to hope” implies pleasurable anticipation. It is used sometimes instead of a neutral word such as “think” and thereby producing comically in appropriate phrases such as “I hope your honour is ill”.
24. “As to” is common redundant form. EX: “The Deputy Commissioner is directed to report as to whether”; here whether alone is sufficient. So also “as against” or “as compared with” are commonly used in comparing figures. It is sufficient if written as “against” or “compared with”.
Look at this: “As compared with last harvest, the yield was poor”, is correct.
“Yield was 4 rupees as compared with 8 rupees last year” is incorrect.
25. Pseudo accuracy accounts for much unnecessary verbiage. “If any” is a common example of this fault. It is unnecessary to say the Deputy Commissioner is requested to report the number of cases, if any.
26. The phrases “at all”, “care to”, “in spite of” sometimes sounds needlessly discourteous and unidiomatic.
It is rude to write “In spite of three reminders the DC has not at all cared to reply”
It is enough if written “The DC has not replied”
27. Avoid using pretentious words such as “penultimate”. Use “last but one”
28. “I am directed to request that you will be so good as to furnish me with information as to whether” is the sort of stuff that we come across frequently. “I am directed to enquire whether” means exactly the same and is not unduly curt.

29. Never use several words where one will do.

Incorrect	correct
“make an application”	“apply”
“level of the value of 50 paise only”	“a fifty paise stamp”

You should note that the addition of “only” after any sum is mostly used in bills and cheques and not every where.

30. “In this connection” at the beginning of a sentence is a favourite bit of hackneyed padding. It means nothing at all.

31. “In returning here with” a favorite but inappropriate type of opening phrases.

32. A needless anxiety to avoid repetition gives rise to various faults. Sometimes instead of repeating a person’s name, it is said as “the Individual”. This is not good English.

33. The words “comprise”, “compose” and “consists” are often confused with each other. It is written “the land comprises of 3 plots”. The correct forms are “the land comprises /consists of/is composed of three plots”.

34. “Agree” and “tally” cannot be used actively. Figures may agree or tally. You can not “agree” figures or “tally” them. Generally use unpretentious words rather than propouones.

35. “I proceeded to camp” is incorrect. “I went to camp” is correct.

36. Similarly use “live” or “dwell” and not “reside”

37. “Instead of” is more commonly used than “in lieu of” which is used in legal matters.

38. “Stamp” is ordinary English, not “Label”

39. “Envelope” or “letter” most commonly used, not “cover”.

40. You cannot say “he told/expressed that he was unwilling”. It must be “he told me that he was unwilling”, “he expressed his unwillingness”.
41. “Enough of money” is not good English. Better to say “enough money”. “of” follows “enough” when for any reason it is necessary to use “enough” as a substantive. Ex: “I have had enough of this”, “I don’t know enough of the language”.
42. Using the word ”None” is obsolete and poetical. Instead, you can use “no one”.
42. Do not qualify expressions, needlessly. Words like “it seems” and “It appears” are used when there is really no doubt.
43. “He was absent in his house” meaning that he was elsewhere than in his house is a contradiction in terms. “Absent from” is correct, but the ordinary English would be “he was not at home” or simply “he was away” or “was out”
44. “Also” is misused with negatives. Look at this sentence:
“He did not address the letter. Assistant Director did not also stamp it”. Instead, you can say “A.D. did not stamp it”.
45. “He puts himself up at ----.” or “he is put up at”, are wrong. The correct English is “He is putting up at”.
46. Saying ”Wooden piece” is a common error. Correct one is “piece of wood”.
46. “I enquired into the witness” is another frequent mistake. You “examine” a witness and “enquire into” a case. But one does not “investigate into a case”, one “investigates” it.
47. “Male Member” should not be used to mean “male” or “man”.
48. Similarly “my family members” to “members of my family”.
49. “Through” meaning “past” and “cross” meaning “went past” are frequently used. Ex: I went through the temple, or I crossed the

temple. You cross a river or a road when you go from one side of it to the other. Isn't it?

50. Do not use such phrases as "has breathed his last" or "is no more". Better use "is dead".
51. "It is high time to do so and so" is an idiomatic English phrase.
52. "In view to do" so and so is wrong. You can say "with a view to reducing" meaning "in order to reduce".
53. You can say "in view of the circumstances" meaning having regard to them. But, it is wrong to say "In view to".
54. "You should insist on the Director to reply" is wrong. It should be "should insist on his replying".
55. "Address" is used sometimes as though it meant, "ask", which is wrong.

Self Assessment Questions (SAQs)

I. Answer “yes” or “No”

1. Government will be treated as singular Yes/No
2. Communications intended to the High Court are to be addressed to the Chief Justice Yes/No
3. Correspondence between the District and Division officers will be in the form of memo Yes/No
4. The words like “instant”, “proximo”, “idem”, “Ultimo” are not to be used Yes/No
5. “The undersigned” should not be used Yes/No
6. Instead of “therein”, we can use “in it” Yes/No
7. The word “Below” should be used instead of “supra” Yes/No
8. We can use the word “address” to mean ask Yes/No
9. Title or subject is written in every draft after “Sir” Yes/No
10. It is correct to use the word “the same” Yes/No

3.7. Summing up

We have started with discussing about what is a note in unit 1 of this module. Discussed various aspects of preparing a note. Then went further ahead and discussed about the various types of communications that are used in government offices. Finally came to unit 3 and started our discussion with “What is a Draft?”.

From the beginning of this course we agreed that office is an Information processing center and the main objective of an office is to dispose of cases. How do we dispose of cases? By meeting the demands of public by communicating the decisions on their demands. It is therefore, essential to communicate to the other person in such a way that he/she understands what we intend to tell. To help in this task, in this unit we have learnt about:

- What is a Draft?
- Drafting skills
- Styles in Notes and Drafts

We tried to bring lot of examples of wrong usage of words and phrases and also tried to give the correct way. However we suggest you to take up further acquaintance of the subject by looking into the notes and drafts put up in your office.

3.8. Answers to SAQ

1. Yes
2. No, it should be addressed to the Registrar
3. No, it is in the shape of a letter
4. Yes
5. Yes
6. Yes
7. No
8. No
9. No
10. No

3.9. Journey to next unit

Dear friend we have received tappal, entered in the Inward Register; distributed to the concerned assistants, they registered the currents in their personal registers. Once registry was over, they started a file. Prepared a note, it was approved by the competent officer. The assistant put up a draft communication and it was also approved. What is to be done next? Let us see in the next unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 3: NOTING & DRAFTING

UNIT 2: TYPES OF COMMUNICATION

CONTENT

2.1. Introduction

2.2. Objectives

2.3. What is Communication?

2.4. Forms of Written communications in Government offices

2.4.1. Important Components in the format of Communication

2.4.2. Letter

2.4.3. Demi-official letter

2.4.4. Memorandum

2.4.5. Proceedings

2.4.6. U.O. Note

2.4.7. Telegram

2.4.8. Circular

2.4.9. Endorsement

2.4.10. Telex Message

2.4.11. Press Communication/Note

2.4.12. Notification

2.5. Summing up

2.6. Answers to SAQs

2.7. Journey to next Unit

2.1. INTRODUCTION

We have discussed about the general skills required in noting in the Unit 1 of this module. You know that once the note is approved, the decision needs to be communicated to the person who has approached us by sending a communication on which you have taken a decision. You know that this will be done through one of the forms of communications prescribed. In this module we will discuss about the forms of communications commonly used in government offices.

2.2. OBJECTIVES

On completion of this Unit, you will be able to

- State the formats of written communications used in government offices
- List out the important components of any communication
- Describe the format of a letter
- Describe the format of Demi-official letter
- Describe the format of Office Memorandum
- Describe the format of Proceedings
- Describe the format of an U.O. Note
- Describe the format of Telegram
- Describe the format of Circular
- Describe the format of Endorsement
- Describe the format of Telex Message

- Describe the format of Press Communication/Note
- Describe the format of Notification
- Select suitable form of communication for the given data

2.3. What is a communication?

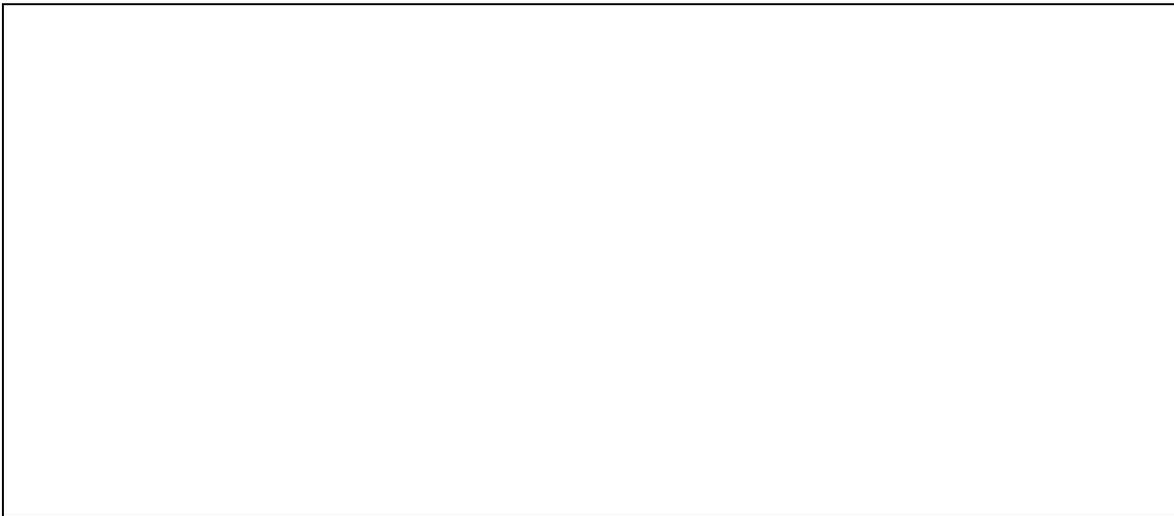
Do you remember that in Module I we have discussed about the main **purpose of an office is information receiving, processing, communicating and its retrieval. We have seen in Unit 1 of this module the processing part of it. I.e. Preparing an office note for facilitating to take a decision of a communication received in the office. Once a decision is taken, an appropriate format has to be selected to communicate the decision to the person who sent the communication to us.**

Let us for a minute think of our personal life. You get a communication from your friend, parents, relatives, government offices so on and so forth. They may be in different forms. Similarly you may be sending communications to your parents, friends, relatives, Government and other offices. Would you like to recall the formats used in these occasions and write down:

Activity

Yes. You get a letter from parents, friends and relatives and you also communicate in the same format. From offices like Electricity, Municipal, Water works etc. you will be getting bills or demand notices etc. It is to say that different formats are used in daily life in our communications. Similarly in Government offices also many types of formats are used in correspondence. As you have listed above, would like to list out the formats of communications used in Government offices?

Activity



Very good. You have brought out many. Let us see the various types or forms of written communication used in government offices.

2.4. Forms of written communication in government offices

Letter

Demi-official letter

Office Memorandum

Proceedings

U.O. Note

Telegram

Circular

Endorsement

Telex Message

Press Communication/Note

Notification

Officer order

2.4.1. 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. Similarly in government offices also. The communication is to serve a defined purpose. Would you like to list out the components of an official communication?

Activity

Yes. You could bring out almost all. Let us see one after the other.

1. File Number

2. The names and complete postal address of the sender organization
3. The name/designation of the addressee with complete postal address
4. Salutation (sir or Dear)
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)
9. Urgency grading, by registered post, by special messenger indicated at the top right corner
10. Name, designation, signature of the sender

The form applicable should be carefully chosen from the manual of office procedure

Different forms of communication

Different forms for the communications listed above are given below.

2.4.2. Letter

Would you like to list out certain points, like, to whom it is addressed, and how it should be written?

Activity

You have brought out almost all points. Let us see them once again for better clarity.

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 Andhra Pradesh Public Service Commission, High Court, heads of departments, subordinate offices, 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 contain either government emblem on the top center of the page or the words “Government of Andhra Pradesh” typed in capitals.
2. The name, designation and telephone number of signatory must be mentioned in the from address on the left side top.
3. The address entry of the person to whom it is intended is indicated at the right side top
4. Then it must commence with sir/madam, (Dear 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 words the “subject” 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 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 ANDHRA PRADESH		
FROM	TO	
Sir,		
Sub:	Letter No.	Dt.
Ref:	_____	
(Body of the letter) No. of paras as required		
Yours faithfully		
Enclosures:	Director General	

2.4.3. DO letter

You might have seen instances of receiving DO letters in your office. DO stands for Demi Official. You may be thinking that all the correspondence in an office is related to office. How there could half office and half other. It is used in correspondence between government officers to draw personal attention of the addressee officer.

Would you like to bring out the main points as you have done in respect of the letter at 2.4.2 above?

Activity

To whom?

Addressed to the officers of the same rank of the addressee being not more than one or to 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 Andhra Pradesh” 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.
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:

For Senior level officers:

Dear Sir/Madam

For Equal level officers: Dear Sri./Smt (here the name of the officer in own handwriting Be given)

For junior level officers: My Dear (here the name of the officer in own handwriting Be given)

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 words the “subject” 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 (You should note that depending upon the level and intimacy of the officers it is written as follows:

For Senior level officers: with kind regards

For Equal level officers: with regards

For junior level 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 be indicated on the right side top corner of the letter

Specimen of Demi-Official Letter

URGENT	
GOVERNMENT OF ANDHRA PRADESH	
Sri,/Smt Designation of the officer (sender)	Department and address with both office and Residential telephone Nos. Fax and e-.mail Nos.
Dear Sir/Madam/ Dear Sri./Smt/ My Dear	
D.O.Lr.No.	dt.
Sub:	
Ref:	

(Body of the letter) No. of paras as required	
Enclosures:	Yours Sincerely XXXXXXXXXX (Name of Officer}
Sri/Smt.(To whom it is addressed)	

We are sure that you could understand that a 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.

Now please try to identify the major defects in the DO letter given below and redraft it to make more effective

ACTIVITY

DC Mishra
JS
Tel. No

No
Govt. of
Dept of

Dt

Dear Sri

As you are aware, during the successive meetings of the chairman and MD of the nationalized banks in the recent past, inter alia the urgent need for procurement and distribution of qualitative income generating assets.

2. You are no doubt, appreciate that our efforts in the past in the form of circular letter, Do letter. In this regard from the different levels at this end have failed to yield are desired results or even to indicate a palpable shift in the thinking and action at the appropriate levels and those in the nationalized banks.

3. In the circumstances mentioned above, I shall be grateful, if you would kindly look personally into the matter on a priority basis and intimate to us before the end of this month .We would also certainly like to welcome your additional opinion/ suggestions.

With kind regards,

Yours sincerely,
(DC Mishra)

To

All the Managers of lead banks (as per standard list enclosed)

Very good attempt. The revised draft for your information is given below:

DC Mishra

JS
Tel.No

Govt of
Dept of

DO.Lr.No.

Dt

Dear Sri

You may recall that in our meetings with the representatives of the Nationalized banks, we have emphasized the need for providing income-generating assets of good standard to the beneficiaries of various anti poverty programmes.

As such, you will agree that we should analyze the situation comprehensively to find the remedy. We shall be grateful if you kindly look into the matter personally and have the requisite information as per the proforma annexed compiled programme wise and furnished immediately.

With kind regards,

Yours sincerely

(DC Mishra)

Sri
Manager

2.4.4. Memorandum

You might have noticed that most of the communications from the Government are in the form of a Memorandum. You might have also 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.

Would you like to bring out the main points in respect of a memo? We would suggest that you examine some of the communications received in the memo format in your office before you attempt to do this.

Activity

To whom?

Addressed to all subordinates. Suppose in an office various categories of officers are there, memo format can be used to all except the top boss. Similarly to subordinate offices viz: From Secretariat Department to Head of the Department, Head of the Department to District and other offices, District to Mandal office etc. You should also note that 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 Andhra Pradesh” 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 words the “subject” 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 be indicated on the right side top corner.

Specimen of Memorandum

GOVERNMENT OF ANDHRA PRADESH

Office of the
(Here name and address of
the office given }

Memo. No.

Dt.

Sub:

Ref:

(Body of the Memo) No. of paras as required

Enclosures:

XXXXXXXXXX
Designation of Officer }

Sri/Smt.(To whom it is addressed)

2.4.4.1. Proceedings

What are proceedings? You might have received number of G.Os. from the government. If the government order (G.O.) is the final order of the government, proceedings are the final order of the department/office. Would you like to go through the various proceedings issued in your office and note in what context they were issued?, what are the contents to be incorporated in a proceedings? Please note your findings in the box given below:

Activity

Context

Proceedings are generally issued when a specific sanction is required to be given. Ex: 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 Andhra Pradesh” 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 words the “subject” 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:1: Context of the case; Para:2: Sanction order with reference to the delegation; Para: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 should be given

The format for proceedings is given below:

GOVERNMENT OF ANDHRA PRADESH

Proceedings of the _____

Present: Sri/Smt.
(here name and designation of
the officer given }

Proceedings. No. dt.

Sub:

Read:

ORDER

_Para.1: Context_____

Para:2: Sanction with reference to delegation_____

Para:3: Details of budget head to which the expenditure is to
be debited

Enclosures:

XXXXXXXXXX
Designation of Officer }

Sri/Smt.(To whom it is addressed)

Copy to Drawing and Disbursing officer

Treasury / Pay and Accounts Officer

Accountant General

Other relevant officers (depending upon the need)

Stock File

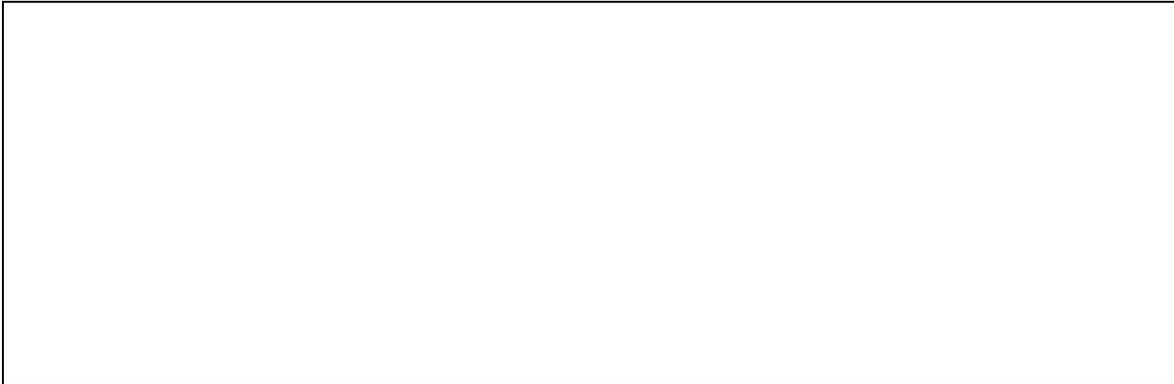
2.4.6. U.O. Note

We have now discussed about the communications commonly sent outside the office. Do we have any communication with in the organization? Did you notice any such thing in your office? Yes, it is the U.O.Note.

To whom?

This form of communication is used with in the office. If you require any advice, views etc of some other section, how do you obtain them?

Activity



Yes. This is mostly used in Secretariat between the secretariat departments. It is also used in Heads of Departments. One way is we send the file to the concerned section for their remarks. The other way is we obtain the information by sending a U.O.Note.

How it should be written?

1. The U.O. Note No. is given on the top left 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” 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

U.O.Note. No.	dt.	
Sub:		
Ref:		

(Body of the letter)		No. of paras as required

Enclosures:	XXXXXXXXXX Designation of Officer}	
Sri/Smt.(To whom it is addressed)		

Purpose

To obtain the advice, views, concurrence or comments on a proposal or to seek clarification of rules, instructions, this form of communication is addressed to other sections. Though the name is Un-official note, it is used to obtain information with in the organization and it is not something un-official.

2.4.7. Telegram

In our personal life also we give telegrams on various occasions. It is such a popular form of communication, that you find list of greetings in the telephone directory. Though we have today more advanced modes of communications like fax, e-mail etc. the importance of a telegram can not be under estimated.

How it should be written?

If you notice the previous para it indicates that the telephone directory gives numbers to the popular greetings. This is done for the purpose of

economy. Since each word in a telegram is counted for the purpose of calculation of the charges for sending the telegram. This means that it is necessary to write the telegram in very short, pointed language, that is why every one says “Telegraphic language”. You are well aware of the importance of telegram our office functioning.

It is necessary that when you write short and pointed language, keeping the economy in view, you should also take care of the punctuation.

You might have heard a popular saying here. Look at the following:

HANG NOT LEAVE HIM

What do you understand by the above sentence? Before we say something about what does it mean, we would like to give you some background of it.

“A person was convicted by the court of law and he was about to be hanged on a particular day. The person submitted a mercy petition to the Governor of the state. Considering the shortage of time, the Governor sent a telegram to the Jailer of the prison with the message. The jailor was puzzled with the message”.

Let us see the sentence now:

STOP, NOT HANG HIM (.)

STOP NOT, HANG HIM (.)

That is why it is said, “kama (,) killed a person. One should take care about not only the short and pointed language but also about punctuation when you send a telegram.

1. Telegram is to be written in very short, pointed language.
2. Should be written in capital letters in double line space.

3. You might have noticed that many organizations will have telegraphic address, which is referred as “Grams”. If you keep a list of the telegraphic addresses it will be easy.
4. Generally Government telegrams are indicated as “State”
- 6. Telegrams are classified in to two types i.e. Urgent and Ordinary.**
Whenever you send it on “Urgent”, the cost will be more. Hence adequate care should be taken to mark the grades.
7. It is necessary to send a post copy after the issue of the telegram.
8. Whenever a post copy is sent additional information can be furnished through it.

Specimen of Telegram

**STATE ORDINARY/URGENT
TELEGRAM**

<p>ADDRESEE (Better to keep the telegraphic address and send with it)</p> <p>Message (REFYRLR TWENTYFIFTH (.) SEND FURTHER DETAILS URGENTLY (.)</p> <p style="text-align: right;">SENDERS TELEGRAPHIC CODE</p>

In other words it is a form of memorandum to be issued to large number of people at the same time.

2.4.9. Endorsement

You may be wondering is this one also a form of communication. Would you like to think for a minute and indicate when this form of communication is being used?

Activity

Yes. This form is made use of when a paper is returned in original to the sender or is referred to another department or section for information, remarks or disposal. Also used where a copy of communication is to be forwarded to others in addition to the original addressee. In such a 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 favour 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”

2.4.10. Telex Message

This is one of the advanced versions of communication. The format that is used in respect of a telex message is as that of a Telegram with some variation. This is possible only if the sender and addressee are Telex subscribers.

How it should be written?

1. Telex messages should be worded briefly and precisely in the same manner as in the case of telegrams.
2. The messages should be typed in capital letters in double line space.

2.4.11. Press Communication/Note

You might have noticed in your office that certain events are given to the press for publicity. We will be generally calling them press communication, press note, press release etc. Though much difference is not there, they slightly vary.

What is a Press Communication?

A press communication or press note is issued when it is sought to give wide publicity to the decision of the government/department. Press communication 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.

What is a Press Note?

On the other hand, a press note is intended to serve as a handout to the press. They may edit, compress or enlarge as they may choose.

2.4.12. Notification

We are sure that you are familiar with this. Probably you might have joined the present service after seeing a notification, applying and later selected to the post.

Notifications are used for publishing rules and orders passed under legal enactments by the government. 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. It is also used to notify

2.5. Self Assessment Questions (SAQs)

I Indicate the purpose of the following forms of communication:

a) Letter

b) D.O. letter

- | | |
|-----------------|---------------------|
| c) Office order | d) U.O. Note |
| e) Telex | f) Memordandum |
| g) Telegram | h) Endorsement |
| i) Press note | j) Press communiqué |
| k) Notification | |

II. Fill in the blanks

1. The form of -----is written in third person
2. In the -----form personal and friendly language is used
3. No subscription is required in the -----, and
4. ----- is a form of an internal communication
5. ----- are the final orders of an officer under the authority vested in him/her.

III. Name the form of communication for

1. Waiving recovery of losses
2. Establishing a New section in the office
3. Seeking advise of the finance/accounts section
4. Returning a current
5. To call for explanation of a subordinate
6. To convey an urgent message
7. To call for tenders

8. To announce to the public of the important events

IV. Name the forms of communication in which we can use the following expressions and prepare a draft.

1. You are requested to nominate an officer of appropriate rank to participate in the Training programme at----- from to
2. The letter received inviting nominations for training programme is communicated and you are requested to indicate your willingness to attend the training programme
3. Sanction is accorded for payment of an amount of Rs.
4. Personally look in to the matter and-----
5. You are directed to submit the report by -----

2.5. Summing up

In this Unit we have learnt about various forms of written communications used in Government offices. Viz., Letter, Demi Official letter, Memorandum, Proceedings, U.O. Note, Telegram, Circular, Endorsement, Telex message, Press communication/note and Notification.

The formats used for these communications and how they have to be written including the salutations to be used, important components in the formats have been discussed.

2.7. Answers to SAQs

I Indicate the purpose

- a) **Letter is the commonly format used for communicating. It is more formal without any personal touch**

- b) Do letter is to draw the personal attention of the officer addressed
- c) Office Order : for issue of orders within the office
- d) U. O. Note : Communication with in the sections of the department for advice, views etc.,
- e) Telex : For urgent communication
- f) Memorandum : Communication to subordinate officers
- g) Telegram : for urgent communication
- h) Endorsement : To return the current in original
- i) Press Note : For publicity, a note or handout which can be edited by press
- j) Press Communication : Vide publicity of events etc.,
- k) Notification : For publishing rules and orders

II Fill in the Blanks

1. Memo
2. DO Letter
3. Memo and Proceedings
4. U. O. Note
5. Proceedings

III Name the form of communications

1. Proceedings
2. O. O
3. U. O. Note
4. Endorsement
5. Memo
6. Letter / Telegram

7. Notification

8. Press Communication

IV Expressions – Form of Communication

- 1. Letter**
- 2. Memo / Cond't**
- 3. Proceedings**
- 4. DO Letter**
- 5. Memo**

2.8. Journey to next Unit

In this module we have discussed about Noting in unit 1. We discussed about the various types of communication in this unit. The next step is that we should know how to draft these communications and the note also. Let us know about drafting in the next unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE - 4: FAIR COPYING AND DESPATCH

Introduction

We have discussed that the very function of an office is processing of information. When we receive a communication, like in our personal life, it has to be replied. It is the same in government office also. Only the difference you find is careful drafting. We have learnt how to prepare a note and draft in the previous module.

Once the draft is ready and approved by the concerned officer, it is to be communicated to whom it is intended for. In our personal life normally we don't prepare any draft letter like. Some times even after writing a letter, we may send or may not. But in case of Government Offices, a neat copy of the draft will be prepared and sent to the addressee.

Preparing a neat copy of the approved draft is called **Fair Copying**. Communicating to the person to whom it is intended is called **Despatch**. We will discuss about these aspects in this module. The module consists of two units as indicated below:

Unit 1: Fair Copying

Unit 2: Despatch

You have already seen in the earlier modules that units are further divided into sub units. Same thing is followed here also.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE - 4: FAIR COPYING AND DESPATCH

UNIT 1: FAIR COPYING

CONTENTS

- 1.1. Introduction**
- 1.2. Objectives**
- 1.3. Fair Copying**
 - 1.3.1. Fair Copying Section**
 - 1.3.2. Individual Section typing**
- 1.4. Role of dealing assistant while sending for fair copying**
- 1.5. Fair Copy Register**
 - 1.5.1. Where fair copy section exists**
 - 1.5.2. Where individual typist exists**
- 1.6. Role of Fair copy section Superintendent**
- 1.7. Summing**
- 1.8. Answers to SAQs**
- 1.9. Journey to next Unit**

1.1. Introduction

Once the competent officer approves the draft communication, it needs to be fair copied and then dispatched to the addressee. In government offices, normally two types of systems are followed. You can notice in the Collector's office that there will be fair copying section, exclusively to deal with fair copying and dispatch. Similarly if you observe in the Heads of departments and other district offices, you don't find this type of system. Normally, you will be noticing that each section consists a section head (superintendent), Senior/Junior Assistant and a typist. The typist within the section does fair copying.

Whether you have an exclusive fair copying section are not in your office, it is essential to get the approved draft neatly typed and communicated to the person to whom it is intended for.

1.2. Objectives

On completion of this Unit you will be able to:

1. Explain how fair copying is done in offices
2. Distinguish between the fair copy section and individual sectional typing including the register.
3. Describe the role of dealing assistant in getting fair copies of the approved drafts
4. Describe the role of fair copy section superintendent
5. Describe the role of Typist

1.3. Fair Copying

We have seen that a draft is not the final communication to be issued after approval by the officer competent. The purpose of putting up a draft is to issue. As we see in our offices, there may be, number of corrections in the draft before approval. Hence, there is a need to fair copy it. Isn't it? The assistant is already busy in processing the cases. Perhaps he/she may

not find time to fair copy each and every communication to be issued from his/her seat. In many cases, the dealing assistant may not know typing. To help the assistant we have arrangements for fair copying of the communications in our offices. As discussed earlier it is done in two ways:

- i) Through a fair copy section, wherever it exists
- ii) Through an individual typist available with in the section.

Whatever is the system available in ones office, fair copying the draft **is important. Let us now see how it is to be done in both the instances.**

1.3.1. Fair Copying Section

The Tottenham System, which we are now discussing, is mainly drafted for the District Collector's office, initially. The system prescribes that there should be a fair copying section in each office. With little exception this section exists in all the collectorates. You may perhaps find it in some of the Heads of departments also. But, today including collectorates, we rarely find a fair copying section. However, it is necessary for us to know about the functioning of the fair copying section, as this is one of the most important areas of information processing center i.e. the office.

The dealing assistant will send the approved draft to the superintendent of Fair copying section in full shape. The Superintendent, will see that all necessary instructions are noted on the office copy and give it to the typist for typing.

Role of the Typist

1. The typist will type the drafts in the order in which he/she receives them.
2. Papers marked urgent, precedes the ordinary drafts.
3. If Most Urgent is marked they precede the urgent ones.
4. The typist will follow the format of the communication and type the File No. (with assistant's number, current number and year) and date of approval of the draft
5. The salutations, if any, title, references will then be typed
6. The number of copies as required will be worked out and indicated on the draft and the same number of copies will be typed.
7. At the foot of every fair copy the typist will type his/her initials.
8. Along with initials he/she will append after a hyphen, the letter "A" or "P" ("A" indicates AM and "P" indicates PM) accordingly as and when the draft reaches him/her.

The fair copying superintendent will compare the typed copies. After Comparing it will be sent to the concerned officer for signature and then handed over to the despatch clerk for dispatch. The main intention is that the dealing assistant may not have that much time to compare each fair copy and that he/she can utilize the time for processing other papers. Since the fair copying superintendent looks after the work, it becomes easy for the assistant.

1.3.2. Individual section typing

Though the Tottenham system prescribes a fair copying section, we may not find this in many Heads of departments. In the district offices also where the staff strength is small, it may not be possible to have a separate fair copying section.

You might have also observed in some heads of departments that there is a system of pooled typing. It is not the fair copy section as contemplated in the District Office Manual. But, all the typists in the department are pooled at one place and typing work is entrusted to them.

The most commonly found method is individual section typing. In Unit 1 of module 1 we have discussed about the need for having sections and the composition of a section. Presently you find a typist attached to each section. He/she will attend to the typing of all assistants in that section.

The dealing assistant(s) will hand over the approved drafts to the typist in full shape (with enclosures and indicating the number of copies required). The typist will fair copy the draft and hand it back to the dealing assistant. The dealing assistant has to compare the fair copy, get signed by the officer concerned and then give it to the despatch clerk. The typist will follow the same procedure as discussed in 1.3.1. above.

The major difference in the two types is that where individual section typist types the fair copy, the duty of comparing and despatching rests with the dealing assistant. Where the fair copying section exists it is done by the superintendent of the section.

1.4. Role of dealing assistant while sending for fair copying.

Do you remember the duties and responsibilities of the dealing Assistant was discussed in the module 1. The assistant is responsible for processing of a paper till it is finally disposed of. For this purpose the dealing assistant will send the approved office copy to the fair copying superintendent/typist as the case may be. While sending for typing, he/she should attend to the following:

1. Ensure that all enclosures required to be sent with the communication accompany it.
2. Full instructions are noted on the draft, such as, whether it is a reference or a disposal.
3. If it is a disposal, it's nature R., D., L., or N., to be noted.
4. Indication about the person or persons to whom it is to be sent.
5. If the whole of it is not to be communicated to all, the portions to be communicated to each should be indicated on the draft.
6. Indication about number of spare or additional copies required to be typed.
7. Indication about whether the communication is to be sent by registered post, registered post acknowledgement due, under certificate of posting etc.

8. In case of sending to fair copying section and if it is an “R” or “D” disposal, attach one of the two index slips prepared.
9. Obtain the signature of the fair copying superintendent in the last column of the Personal Register when final disposals are sent.
10. Compare the fair copy with draft
11. Obtain the signature of the officer on the fair copy
12. Send it to the dispatch section/assistant

1.5. Fair Copy Register

Do you remember the main features of the Tottenham system? Yes, it

is monitoring. As a dealing assistant you send the draft to either to the fair copying section or give it to the individual typist in your section. Your responsibility doesn't cease with this. The system provides with monitoring mechanism by way of Fair copy Register. We have discussed about it in the module 1. Since we are discussing about two types of fair copying systems, there are also two registers. One, to be maintained by the typist in the fair copying section. The other, to be maintained by the individual section typist. Let us now see the registers to be maintained.

1.5.1. Fair copy Register – Where fair copy section exists

We have discussed in detail about this in unit 2 of the module 1. Look at the following columns:

1. Serial number
2. Number of the draft with description and date of approval
3. Date of receipt by superintendent
4. Number of pages (single line) - estimated
5. Number of pages - actual
6. Designation of typist to whom allotted
7. Date of receipt of fair copy from the typist
8. Date of signature of fair copy
9. Date of despatch

10. Initials of the fair copy superintendent

Sl.No.3 indicates the date of receipt of the draft by the superintendent. Sl.No.7 tell about the date of receipt of the fair copy and Sl.No.9 indicates the date of dispatch. The whole story about the communication from the date of approval to its dispatch is known from this register.

The fair copy superintendent maintains it and not the typist. This register is not only a fair copy register but also the despatch register.

1.5.2. Fair copy Register – Where individual typist exists

You have seen that the fair copy register is also a dispatch register where a fair copy section exists. If the typist of the same section does it he/she is required to maintain a simple fair copy register. The columns are as follows:

1. Serial Number
2. Description of the draft (number and date)
3. Number of pages to be typed including enclosures
4. Number of additional copies to be typed
5. Date of receipt by the typist
6. Date on which typed and handed over to the assistant

Generally the typist will start the register with the date on the top of the Page and enters the drafts received in the serial order up to column 4 shown above. The superintendent of that section is required to check the fair copy register maintained by the typist each day and attest it.

1.6. Role of Fair copy section Superintendent

The fair copy section superintendent is responsible for getting the

drafts typed, compared, getting them signed and finally dispatched. His/her role is described below.

1. He/she will see that all the necessary instructions are noted on the

office copy.

2. Allot to the typist(s) depending upon the work already allotted to them.
3. Check whether all the enclosures required to be sent with the Communications are enclosed or not.
4. Check if any other papers have to be copied and sent as enclosures.
5. Take necessary care that communications marked most urgent, urgent are attended on priority.
6. A scale (list) showing the number of copies required by each Revenue Divisional Officer, Mandal officer etc. for communication to their sub-ordinate staff should be worked out and kept for use in the fair copy section. Whenever that is indicated on the draft, the required number of copies are prepared and dispatched.
7. He/she will also ensure that the carbon copies typed are legible
8. Arrange for comparing of the typed drafts
9. He/she will send the papers, after typing and comparing for the signature of the officer
10. Arrange for despatch with least possible delay.
11. Ensure prompt action at all stages

Self-Assessment Questions (SAQs)

Write the correct answer in the bracket.

1. Fair Copying Sections are available mostly in: ()
 - a) Heads of Departments
 - b) District Offices
 - c) Collectorates
 - d) Mandal Offices

2. The typist fair copying an approved draft should type: ()
 - a) In the order in which the drafts are received
 - b) Urgent papers first
 - c) Initials at the foot of every fair copy
 - d) All the above

3. Individual Section typing can be seen in: ()
 - a) All the following
 - b) Heads of Departments
 - c) District Offices
 - d) Mandal Offices

4. Dealing assist will hand over the approved draft for fair copy in full shape. Full shape refers to: ()
 - a) With enclosures
 - b) Indication of No. of copies required

- c) Copies to be sent & whether the indication to be typed on original or not
 - d) All the above
5. Fair copy register in fair copying section indicates ()
- a) Date of receipt of draft
 - b) No. of pages
 - c) Typist to whom entrusted
 - d) Date of receipt of fair copy
 - e) All the above
6. The fair copy Register will also indicate ()
- a) All the three below
 - b) Date of signature on fair copy
 - c) Date of Dispatch
 - d) Initials of superintendents
7. The columns of Fair Copy Register maintained in individual section defers in r/o the columns. ()
- a) Typist to whom allotted
 - b) Signature on fair copy
 - c) Fair Copying superintendents signature
 - d) All the above
8. The Fair Copy Register helps in ()
- a) Attending to urgent papers 1st
 - b) To know the delay in fair copying
 - c) To identify the workload of typist
 - d) All the above

1.7. Summing up

As already discussed the fair copy register helps in arresting delays in Fair copying. This is done in two ways.

In the offices of District Collectors a fair copying section exists. The Superintends fair copying section distributes the work to the typists and will also monitor despatch.

In other offices, each section will have a typist and the dealing Assistant directly hands over the approved draft and gets it fair copied

Either in the fair copying section or individual section typist, a fair copy register needs to be maintained.

1.8. Answers to SAQs.

1. (c) This is mostly available in Collectorates
2. (d) the typist either in the FC Section or in the section should type all
3. (a) Individual Section Typing is now attended in all offices including Collectorates
4. (d) The Assistant should hand over in full shape
5. (d) Fair copying Register indicates all there
6. (a) Fair copying Register indicates all there
7. (d) There is difference in r/o of the columns. All are correct
8. (d) The FC register helps in respect of all indicated there.

1.9. Journey to next Unit

We have now completed the Fair Copying of the approved draft communication & got it signed.

What is to be done now? Deliver it to the concerned. i.e. Despatch it. We will discuss about despatch in the next Unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE - 4: FAIR COPYING AND DESPATCH

UNIT 2: DESPATCH

CONTENTS

- 2.1. Introduction**
- 2.2. Objectives**
- 2.3. What is despatch?**
- 2.4. Types of Despatch**
 - 2.4.1. Local Delivery**
 - 2.4.2. Postal Delivery**
 - 2.4.3. Modern methods of despatch**
- 2.5. Despatch Register**
 - 2.5.1. Local Delivery Book**
 - 2.5.2. Outward Register**
 - 2.5.3. Stamp Account**
 - 2.5.4. Registers for other methods of dispatch**
- 2.6. Precautions to be taken**
 - 2.6.1. Tagging with enclosures**
 - 2.6.2. Folding the Communication**
 - 2.6.3. Confidential Papers**
 - 2.6.4. Urgent Communications**
 - 2.6.5. Weighing and Affixing Stamps.**
 - 2.6.6. Valuables**
 - 2.6.7. Certificate of posting/registered post**
 - 2.6.8. Despatch stamp**
- 2.7. Summing up**
- 2.8. Answers to SAQs**
- 2.9. Journey to next Unit**

2.1. Introduction

Our journey came up to fair copying of the draft communication to be sent. What is the next step? Even if we write a letter to a friend in our personal life, what is that we will be doing after writing? Post it. Isn't it? In respect of marriages and functions in our house, we may be inviting some people personally and send the invitation cards to others. You could notice that written communication is sent in two ways, by hand delivery and by postal delivery. You may even say that presently we send even by e-mail or fax. Yes, it is correct. We will discuss about them now.

2.2. Objectives

On completion of this unit, you will be able to:

- State the types of despatch
- Explain the significance of each column in local delivery book
- Explain the significance of each column in stamp account book
- Describe the need for maintaining registers for other modes of despatch
- Describe the roles of Despatch Assistant, Superintendent of the section and Superintendent, Fair copy section
- List out precautions to be taken in despatch

2.3. What is despatch?

This is a common word being used in every day life. You will be listening people asking whether a particular letter or item was despatched or not? "Sending a communication or an article to the other person or place either by hand or by post or by any other means is called "despatch".

2.4. Types of Despatch

From the above para you might have noticed that normally there are two types of despatch and the modern methods can be added to them. They are:

1. Local Delivery
2. Postal Delivery
3. Modern methods of despatch

2.4.1. Local Delivery

Your office is in a particular state, District or Mandal headquarters or any other place. Similarly various other departments have their offices in the same place. Public approaching us may be staying in the same place or otherwise. In all such cases if letters etc. intended for offices and others located at headquarters (i.e. the same place) should be delivered by hand. Who will do this? The office person who is entrusted with such responsibility, called as messenger.

However one should also consider the distance between one office to the other. Particularly in big cities the distances are so large that the office attendar takes too long time to reach the other office and in the process can deliver very few letters. Hence, it is necessary to pool all the letters and arrange in such a way that they are in near by distances.

Urgent Communications

You might have noticed that communications are required to be sent urgently. To meet such situations, in major departments, there will be a motorcycle messenger. The messenger delivers the letters but travels on a motorcycle instead of a cycle. It is also the general practice that whenever letters are required to be sent urgently, it is noted on the communication as “Urgent” “By special messenger” etc.

2.4.2. Postal Delivery

Letters etc., intended to officers and others who are not in headquarters, are sent by post. As discussed above even if they are in the headquarters and the distance is more, sometimes it may become necessary to send the letters by post.

One should take utmost care in sending letters by post as it involves expenditure by way of stamps.

2.4.3. Modern methods of Despatch

Would you like to list out the modern methods of dispatch, you came across?

Activity

Yes, you can say Telegraph, Telex, Fax and e-mail are the modern methods or modes to communicate or dispatch.

Telegraph

It is very old method but widely used method. You need not go to the telegraph office. You can book it on your phone from your office. The limitation is that you cannot send entire letter though telegram. You have to use limited words, which should convey the message. Generally urgent and important messages are sent by telegram. After introduction of telex, fax and e-mail, this method is not much in use particularly in Government Offices.

Telex

All offices do not have this facility. This is similar to the telegram, except that you can send it from your office and receive at your place. This method is also not in much use after introduction of Fax and e-mail.

Fax

Using the telephone and the fax machine, you can send a communication to any office. Time for delivery is almost nil. Cost wise it is like a telephone call. The limitation is the other person/office should have the fax facility. Many Government Offices are having this facility.

e-mail

The most quick and cost effective way of delivery is e-mail, which is the latest one. Using your computer you can communicate any letter to any person on the globe, provided the other person is also connected with net. You might have noticed that till recently only few offices were provided with the network facility. But today it is the most common and widely used method of communication.

2.5. Despatch Register

We have seen three modes of despatch. In whatever way you deliver the communication to the person intended, it is necessary to have a monitoring mechanism to see whether things happened in proper way or not. You might have observed, in office that a communication, may be an important Government order, reaches the office after a month or two of its issue. When people spend lot of time and put efforts in preparing the letter and if it is not received by the concerned in time, all the efforts go waste. To avoid such a situation the Despatch Register helps us. Since we adopt to three modes of despatch it is necessary to have registers for all the modes.

As per the district office manual, wherever the fair copy section exists, there is no need to maintain a separate despatch register. A despatch by post and local delivery book and stamp account are required to be maintained. In other offices they maintain the following two registers and stamp account.

1. Outward register
2. Local Delivery Book &
3. Stamp account

The modern modes of communication were not included in the District Office manual as they were not in existence then. However, it is necessary to maintain some such register for this type of despatch. We are discussing about the modern methods and the register under a separate head here as:

Registers for other methods of despatch

2.5.1. Delivery Book

What do you understand by local delivery book?

Activity

Yes. The local delivery book will be used only for communications to be delivered by hand. You remember that we have discussed about the register in unit 2 of module 1. Following are the columns in this register.

1. Serial Number
2. File/Communication Number & date
3. Address
4. Signature

The despatch clerk has to examine the local delivery book each day and see that the letters, etc., entered in it have delivered and acknowledged

2.5.2. Outward Register

For letters etc. to be delivered by hand we use the local delivery book. Letters etc., to be sent by post are entered in the outward register. As already explained wherever there is a fair copy register there is no need for this outward register. Did you ever see the outward register in your office? Would you like to note down the main columns of the outward register in the space provided below?

Activity

O.K. You could bring out all the points. We are giving you all the columns of this register for your information:

1. Serial Number
2. Date
3. Number of enclosures

- 4.To whom addressed
- 5.Subject
- 6.File Number
- 7.Reply
 - Number
 - Date
- 8.Remarks

If you could check up in your office, columns 1 to 4 alone are filled up in this register and the value of postage stamps is indicated in the remarks column. If you total the value of stamps attached to each entry, you will get the total value of stamps used on a particular day.

Franking Machine

We are sure that you have noticed in post offices, they request us not to attach any stamps to covers, if you send large number at one time. They normally put a seal with indication of the value of stamps with a machine. This machine is called the franking machine. You might have also seen in big offices using the franking machine. Instead of purchase of stamps from the Postal department, we pay them the money and they load the franking machine with the value of the money paid. You can adjust the date and value to be franked on the cover and use it. Use of the franking machine helps to speed up the despatch and also in accounting.

2.5.3. Stamp Account

The name itself indicates that it is the account of stamps. What is to be done is enter the value of the stamps on each batch of letters sent to the post, and the total daily expenditure and balance at the end of the day. The superintendent fair copying section, (if it is there) is responsible for the correctness of the entries and the balance. You should note that only the value of the stamps used on that day will be entered in this register and not details about each letter and the stamps affixed to it. If there is no fair copying section, the superintendent in charge of despatch is responsible. If the office is using the franking machine, the same details will be entered in the register. The format of stamp account will be as given below:

Value of Stamps
-Received
-Spent
-In hand

If you look at the above columns, the indication is that the first column indicates the total value of stamps received from the post office. Second column, indicates the value of stamps spent on a particular day and the third is for the balance. Since stamps carry monetary value it is necessary to see that letters are not posted unnecessarily when it is convenient to send by hand.

2.5.4. Registers for other methods of despatch

Telegrams

We have discussed about the registers prescribed in the district office Manual. Sending telegrams with urgent messages is a old practice. Though various modern modes of communication are in practice now, we cannot underestimate the telegram. Since telegrams are issued over phone and we receive a telephone bill for it, they are included as phonograms in the trunk call register.

Fax Messages

You might have seen the fax machine or sent messages personally. This is also connected to the telephone and a bill comes on the telephone. Depending upon the nature of urgency, letters can be sent by fax. Details about the despatch made through fax should be noted in the Trunk call register. This helps not only to check the telephone bills but also to establish proof of despatch at a later date if required.

e-mail

e-mail is the latest mode of communication. Nowadays children are more familiar with it. The advantage is that you can save the sent material in the folder and use it as a proof. But whenever in a government office, communications are sent by e-mail, it is better that they are entered in a register of e-mail or in the same outward register and noted against the letter that it is sent by e-mail. This saves unnecessary confusion and makes one responsible to see that all communications intended to be sent by e-mail are properly sent.

2.6. Precautions to be taken

Despatch is one of the most important function in the office since the communications are delivered to the persons from here. Adequate care to be taken to see that the stationery etc. is not wasted and the purpose is served. Whenever a letter is sent it is kept in an envelope. Selection of the size of the envelope is important here. Certain valuable and confidential papers will also be sent from offices. Let us see the care and precautions are required to be taken in these matters.

2.6.1. Tagging with enclosures

If a letter having an enclosure is to be despatched, it should be tagged properly with the original letter on the top, beneath it the enclosures that are to accompany it.

2.6.2. Folding the communication

If the communication to be sent is a single sheet of foolscap size, it should be folded twice breadth wise. If enclosures are attached it should be folded once lengthwise. The folding is done to see that the smallest envelope is used.

Enclosures such as maps, sketches, and plans which can not easily folded in book form, or are liable to be damaged by folding, should be detached and sent separately.

2.6.3. Confidential Papers

You know that we receive confidential papers and also send from our offices. Whenever confidential papers are sent, they should be sent in double envelopes. The inner one contains the confidential papers and marked as confidential on it. The addressee's name is subscribed on this envelope. The outer envelope contains the inner cover in it and the official designation and address of the officer to whom it is addressed is indicated on it.

2.6.4. Urgent Communications

You know that all urgent communications are marked 'Urgent' on the top of it and the word "urgent" is to be marked in red ink on the envelopes while despatching.

2.6.5. Weighing & Affixing stamps

Letters etc., which are to be sent by post, are to be weighed properly to know the value of stamps required to be affixed to the envelope. Proper denomination of the stamp should be selected and affixed. Whenever franking is done the same care should be taken.

2.6.6. Valuables

You should know that valuables intended for despatch to other offices will be put into envelopes or packets, in the presence of the superintendent, fair copying section, if the section exists. If there is no fair copying section, it should be done in the presence of the superintendent in charge of despatch. You should not endorse on the outside of the envelop about the description of such valuables.

2.6.7. Certificate of posting/Registered Post

It may be required to send letters, envelopes or pockets under certificate of posting or register post. Whenever it is done such certificates and the receipts for registered letters etc., will be carefully filed in the fair copying or despatch section.

2.6.8. Despatch stamp

It is necessary that whenever despatch of a letter etc., is done the dispatch stamp is to be stamped on the office copy of the communication. In respect of 'N' references, it should be stamped on the N reference slip. In respect of other cases, if there is no office copy it should be stamped on the note file.

Self-Assessment Questions (SAQs)

1. Answer the following Questions
 - a. How many types of dispatch are being used in Government Offices? What are they?
 - b. What is local Delivery?
 - c. What are the advantages of local delivery?
4. How urgent communications are sent with in the local place/ Headquarters?

5. When postal Delivery is resorted to?
6. What are the modern methods of dispatch?
7. How many types of Despatch registers are maintained? What are they?
8. What is the purpose of maintaining the stamp Account?
9. What are the precautions to be taken in despatch/
10. How confidential papers are sent?

2.7. Summing up

Starting with receipt of Communication in our office, we have so far covered, Inward, entry in the P.R., File Management, Noting & drafting, Fair Copying. We discussed about despatch of communication in this unit

Delivery of the Communication to an addressee is called despatch. It is done in 3 ways.

7. Local delivery
8. Postal Delivery
9. Modern Methods

Local delivery is done for delivery of the communication to the addressee with in the headquarters

Postal delivery is done for the addressee out side the headquarters.

Modern Methods are quicker in delivery.

2.8. Answers to SAQs

1. Three types.
 - i. Local Delivery
 - 2) Postal delivery
 - 3) Modern Methods of despatch.
2. When the addressee to whom the Communication is to be delivered is in the City, it will be delivered by hand through a messenger. It is called Local delivery.
3. Local delivery Saves time & money and assured delivery of the Communication to the addressee.
4. Through a special messenger

5. When the Communication to be delivered to an addressee is out side the headquarters, it is sent by post.
6. Telegraph, Telex, Fax, e-mail are the modern methods of dispatch
7. Three types of despatch registers are maintained & where a fair copy section exists, there the fair copy register it self is the despatch Register. Where Faircopy Section is not there, an out word register. Besides, local delivery book & stamp Account are common in all offices.
8. Every Stamp has a got a definite value. Whenever letters are posted the denomination is to be noted. The total stamps used and the balance available will be known from this account. Based on the balance stamps available, we can place an indent from time to time.
9.
 - 1) Tagging enclosures
 - 2) Folding the communication to see that a small cover is used.
 - 3) Care about maps, sketches, plans etc. since they cannot be folded.
10. Confidential papers are sent in double envelopes. The inner cover contains confidential papers with addressees name on it. Outer cover contains official designation.

2.9. Journey to next unit

We have discussed about the functions in an office in Module- I starting with receipt of Tappal, we have gone up to despatch. Action in the file is completed.

What is to be done next, close it. A closed file is called disposal. What are the various types of disposals and how they are stored? We will discuss in the next module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 5: DISPOSALS AND RECORDS MANAGEMENT

Introduction

We are almost completing our journey. Starting with what is an office, we looked in to the tappal and its journey from receipt in the office to despatch a reply communication to the concerned person/organization. One cycle is completed. Isn't it? We were telling every time that the very purpose of the office is to dispose off issues. We continue to correspond with the concerned person(s) and /or organization(s) till a final decision is taken, either at your end or the other end, you cannot close the file issue. If no further action is needed on that particular reference issue then finally we say that the issue is treated as disposed off completely. O.K. our aim is to see that all cases are disposed off with a proper decision.

The next question that comes is that how many types of disposals are there? Any way we are disposing the case. Is it not enough? Is it necessary to classify them into various types? If, so what are these types?

Once the papers are disposed off, what is to be done next? Should they be retained in the office permanently? If so, for how long? How to keep them safe?

These are all the aspects that we need to know. We will discuss in this module the following two units covering these aspects:

Unit 1: Disposals

Unit 2: Records Management

We will be broadly discussing the following in these two units.

- What is a disposal
- Types of disposals
- Disposal jackets
- Index slips
- Premature disposals
- What is a Record
- Arrangement of Records

- Filing of Records
- Registers in record room
- Issue of Records etc.,

Similar to other modules, this module is also structured with units, sub-units, activities, self-assessment questions, summing up etc.

Let us see the details now.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 5 : DISPOSALS AND RECORDS MANAGEMENT

UNIT 1 : DISPOSALS

CONTENT

1.1. Introduction

1.2. Objectives

1.3. Disposals

1.3.1. Why Disposing of files

1.3.2. What is a disposal

1.4. Types of Disposals

1.4.1. R.Dis.

1.4.2. D.Dis.

1.4.3. L.Dis.

1.4.4. K.Dis.

1.4.5. N.Dis.

1.4.6. F.Dis.

1.4.7. X.L.Dis.

1.4.8. X.N.Dis.

1.5. Disposal Jackets

1.6. Index Slips

1.7. Premature Disposals

1.8. Summing up

1.9. Answers to SAQs

1.10. Journey to next Unit

1.1. Introduction

Think for a minute about your house. You have received an excess bill either in respect of your Electricity connection or Water connection or Telephone. What is that you will be doing? Approaching the concerned department with a letter bringing the facts to their notice and asking them to rectify it. It may take some time for the department to do the needful. You will not be keeping quiet you will go at pursuing the concerned department till the issue is settled. Once a final settlement is done you will not be approaching the department. Whatever correspondence you had with the department is going to end at this stage. Isn't it? Same thing in the office also. When an issue arises it has to be disposed off i.e., action on it is to be completed in all respects.

1.2. Objectives

On completion of this unit, you will be able to:

- Define a disposal
- List out various kinds of disposals
- Describe the features of each kind of disposal
- Describe the contents to be noted on disposal jacket
- Define what is a premature disposal
- Describe the importance of an index slip

1.3. Disposals

We are sure that you have understood the concept of a disposal. Let us see in detail.

1.3.1. Why Disposing of files

Any issue that arises in the office either with a letter or representation from public organization or with in 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 the arise from time to time or settle issues. In the normal life also we would like to settle issues as early as possible so that we can be peaceful. Pending issue causes inconvenience to us. Hence it is essential to dispose the files at the earliest possible with a proper decision.

1.3.2.What is a disposal

The dictionary meaning of the word ‘dispose’ is:

- “to apply to a particular purpose”.
- “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.

1.4. Types of Disposals

What do you understand by this? Why there should be many types of

Disposals? You know that there are various types of communications. 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 type of disposal is decided. Would you like to list out various types of disposals that you came across?

Activity

That's good. Various types of disposals that are used in an office are given below:

1. R. Disposal.
2. D. Disposal.
3. L. Disposal.
4. K. Disposal.
5. N. Disposal.
6. F. Disposal.
7. X. L. Disposal.
8. X. N. Disposal.

Let us now see the details, like the retention period, purpose etc., of each of these disposals.

1.4.1. 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, it is to be microfilmed and retained.

1.4.2. D. Disposal (D. Dis.)

In our personal life also we retain some papers for a longer time and some for limited time. Think of an LIC policy, savings certificates etc., which will have a definite life time. Similarly in government offices also no file is going to be retained permanently. If R. Disposal is for a period of 50 years, the files disposed under D. Dis. are retained for a period of 10 years. People normally call it as a “Decade disposal”, because of its retention period. But, “D” refers to “Destroy” and D. Dis. is the “Destroy Disposal”. The word destroy refers to that it is to be destroyed after 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.

1.4.3. L. Disposal (L. Dis.)

“L” means, “Lodge”. 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.

1.4.4. K. Disposal (K. Dis.)

The above three are prescribed in the district office manual. This is Not included among them. Later 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. Government considering the position have agreed for having another disposal for the period above one year and below 10 years. “K” 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.

1.4.5. N. Disposal (N. Dis.)

No indication is available for “N” Disposal i.e., the full form of N is not known. You may if you like to call it as “Nil” disposal. In such cases, where you return the original with an endorsement on the current received to the sender, you will not be having any papers with you. Such sending back the original is called “N. Disposal”.

1.4.5. F. Disposal (F. Dis.)

“F” indicate “File”. It means that papers marked “F” are to be simply

filed and no action needs to be taken. Papers marked “F” need not be registered. If marked “F.I.” they should be indexed.

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

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

1.4.7. 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. Disposal there is no need to register the papers excepting to return them.

1.5. 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 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.

What is the color of the disposal jacket? What is written on it? Would you like to write down in the space provided here under?

Activity

Good attempt. “R” and “D” disposals are put into brown paper “Disposal Jackets”. Specimen of the disposal jacket is given below for your information.

Outside of the jacket

_____DEPARTMENT
Office of the _____
R/D Dis. No.123/2002
Date of Disposal:
Current File P.Nos.
Note file P.Nos.
Total Page Nos.
Year of destruction: (required to be reviewed)

Inside of the jacket

Back Numbers
Forward Numbers

You should note that on the outside of the disposal jacket the following information as shown above 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 required to be reviewed before destruction)

The disposal number is indicated on the top. This is the original current number. Only the difference you should note is that the number of the assistant i.e., A, B etc are to be removed and the current number and the year only be 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. Disposal or L. Disposal, 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

You know that the information needs to be retrieved whenever there is need. 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 as you have seen above 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.

1.6. Index Slips

We are discussing about the word index at various places starting from tappal stage. Now we have a new word called Index slip. You have also noticed that we have had an occasion to discuss about it earlier in this unit itself. Would you like to recall, what it means and how it is prepared in your office?

Activity

O.K. In many offices this is one of the most neglected area. A printed format with the following information wmay be available in each office. 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 P.Nos.
Note file P.Nos.
Total. P.Nos.

The practice is that whenever you indent for the disposal, 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/she requires a disposal can go through it and indent for such disposal.

1.7. Premature Disposals

We are discussing all the time about disposals. What is this premature disposal? Did you ever come across such thing?

The practice of closing a current merely because it has been pending a long time and opening a new current should be accorded. Closing a current like this is called “Premature disposal”. You might have noticed that in offices where a current is pending for a longer time, the 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 should not be done. It will be difficult to watch for and enforce the submission of replies to references. This is only waste of time and such practices should be avoided.

Self-Assessment Questions (SAQs.)

I. Answer Yes or No

1. Once action is completed on a current closing it is called disposal Yes/No
2. Disposals are of various types Yes/No
3. The practice of closing a current because it is pending since a long time is called pre mature disposal Yes/No
4. No new number is given to a paper on disposal in Tottenham system Yes/No
5. Brown paper disposal jackets are used for R&D disposals Yes/No
6. No disposal jackets are put for K&L disposal Yes/No
7. It is better to put up the draft communication itself as L .Dis. instead of putting it again for orders Yes/No
8. When action on a current is not needed for period exceeding 6 months, it can be sent to call book Yes/No
9. All disposals other than N disposal will be sent to the record keeper Yes/No

II. Match the abbreviations in Part A with details given in Part B

- A:** i. R. Dis. ii. D.Dis
iii. L.Dis iv.K.Dis
v. .N.Dis vi. XN. Dis
vii. XL Dis viii. F Dis

B: i. File

- ii. Destroy disposal –retained for 10 years
iii. Lodged disposal - retained for 1 year
iv. Returned in original
v. Lodged without numbering
vi. Returned without numbering
vii. Retain disposal-retained permanently
viii. Retained for suitable period as decided by HOD

1.8. Summing up

We have discussed about why files to be disposed?
What is a disposal? And Various types of disposals

- R. Dis.
- D. Dis.
- L. Dis.
- K. Dis.
- N. Dis.
- F. Dis.
- X. L. Dis.
- X. N. Dis.

- Disposal Jackets
- Index Slips
- Premature Disposals

1.9. ANSWERS TO SAQs

- I. Answer Yes or No
 1. Yes
 2. Yes
 3. Yes
 4. Yes

5. Yes
6. Yes
7. Yes
8. Yes
9. Yes

II. Match the abbreviations in Part A with details given in Part B

- | A: | B: |
|-------------|--|
| i. R. Dis. | vii. Retain disposal-retained permanently |
| ii. D.Dis | ii. Destroy disposal –retained for 10 years |
| iii. L.Dis | iii. Lodged disposal - retained for 1 year |
| iv.K.Dis | viii. Retained for suitable period as decided by HOD |
| v. .N.Dis | iv. Returned in original |
| vi. XN. Dis | vi. Returned without numbering |
| vii. XL Dis | v. Lodged without numbering |
| viii. F Dis | i. File |

1.10. Journey to next Unit

We have seen the various types of disposals and other related matters in this unit. The file which are disposed, should be available to us, as and when we need it. For this purpose they have to be maintained properly. What do we call the disposals and other registers that are retained in the offices? How they have to be maintained? We will see in the next Unit i.e. Records Management.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE – 5: DISPOSALS AND RECORDS MANAGEMENT

UNIT 2: RECORDS MANAGEMENT

CONTENT

- 2.1. Introduction**
- 2.2. Objectives**
- 2.3. Data Management**
- 2.4. What is information?**
- 2.5. Management information system**
 - 2.5.1. Records creation**
 - 2.5.2. Necessity - Utility and value**
- 2.6. Principles of effective record management**
- 2.7. Principal activities in record management**
 - 2.7.1. Creation**
 - 2.7.2. Classification**
 - 2.7.3. Transfer**
 - 2.7.4. Maintenance**
 - 2.7.5. Preservation**
 - 2.7.6 Review and weeding out:**
- 2.8. Information /record retrieval system in government**
 - 2.8.1. Why and how to retrieve**
 - 2.8.2. Aids to retrieval**
 - 2.8.3. Index of records**
 - 2.8.4. Retention schedules:**
 - 2.8.5 Microfilm**

2.9. Record rooms:

- **2.9.1. Drainage**
- **2.9.2. Air conditioning**
- **2.9.3. Non-conditioned area**
- **2.9.4. Shelving**
- **2.9.5. Lighting**
- **2.9.6. Fire fighting arrangements**

2.10 Arrangement of Records in government offices

2.10.1. Arrangement of records after disposal: Role of the Record Keeper - 'R' AND 'D' Disposals

2.10.2. Destroying of 'L' Disposals and other series

2.10.3. Disposal bundles:

2.11. Filing of Records

2.11.1. Government Orders

2.11.2. Filed papers not registered – When indexed:

2.11.3. Periodicals:

2.11.4. General record files:

2.11.5. Demi-Official Correspondence:

2.11.6. Vertical filing of records:

2.12. Issue of records:

2.13. Custody of the key of the record room:

2.14. Destruction of records:

2.14.1. Destruction of filed records:

2.14.2. Destruction of Registers

2.15. Summing up

2.16. Answers to SAQs

2.17. Journey to next Unit

2.1. Introduction

One of the most important functions in an office is retrieval of information. For processing of information the available information is to be retrieved. To facilitate this function the disposals and other records are retained in the office. Management of records occupies lot of importance in this context.

2.2. Objectives

After going through this unit, you will be able to:

- Describe the need for Data Management
- Explain the importance of information
- **Explain the need and relevance of Management information system**
- Explain Necessity - Utility and value of Records in the office
- State the Principles of effective record management
- List out the Principle activities in record management
- Explain the record retrieval system in government
- Describe the procedure of maintenance of Record rooms
- State how Records are arranged in record room
- List out and describe the Registers to be maintained in record room

- Describe the procedure for Receipt of records and their Issue

2.3. Data Management

In every day life we will be hearing that due to insufficient data certain issues could not be solved. Even in our house, information about the schools and colleges and the courses offered by them occupy lot of importance when we intend to join our children in a particular course. One more example is that when there is a function in one house, we would like to extend invitations to all our friends and relatives etc., Data or information about their addresses etc. are very much necessary to extend the invitation. Isn't it? With the examples given above we are sure that you are able to understand what is data? Would you like to think for a while and say what is data and why it is to be managed?

Activity

Yes. In the earlier example of extending an invitation, we need the addresses of all those whom we intend to invite. They should be written correctly and available to us as and when we need, with changes, if any.

Data constitute the raw material, which gets transformed into meaningful information. **Managing and processing data** to get the required output is the crux of the problem facing records management. For data, to become meaningful information will depend on its accuracy, timeliness, coverage and consistency. The level of each of these will vary depending on the situation. **The data** if converted into meaningful information, becomes the key resource of management, as it enables to plan and control the activities of an organization.

We know that every activity performed by an organization essentially requires data. For example, if we take the activity of operation of pay roll, we find that this activity will require an employee's name or number, designation, basic pay, other allowances. Each is a different attribute and under goes change frequently. Each attribute is called a data item or aid. All related fields grouped together form a record. A collection of such record constitutes a data file. Every organization maintains a number of data files. All such files constitute a database. Generally speaking a database can be defined as an organized collection of operational data used by a system in the organization.

2.4. What is information?

We were discussing that the data is very much necessary in every office and data is nothing but information about an activity or a range of activities performed in the office. In module one we have discussed about Information. Would you like to recall and define it?

Activity

Good. Etymologically “information” is derived from the Latin word “informare” means to give form to and has of concrete news intelligence, knowledge, data etc. Information is a critical resource. It has to be managed effectively in order to assist decision makers at all levels in their activities ranging from planning, direction, coordination, supervision etc

Please note that the concept of information is distinguished from data or knowledge. Data is raw material for information. Information is useful in systematic and regular processing. It is collected and preserved after due appraisal. It aims at solution of particular problem or is utilized for that

purpose. The value of information increases or decreases with the change in the problem context or even the socio economic realities.

Why is information necessary?

The management needs information in order to reduce the amount or range of uncertainty during decision-making. Information therefore must be fully updated, tested, critically analyzed and comprehensive. It should be properly linked in the system as well as the sub system through articulation and not by mere implication. The higher decision-making levels need more accuracy and reliability of information. Accountability of management levels cannot be maintained or expected unless the management system has built up a viable and comprehensive information system within it. The management information system is, thus the nerve center of an efficient and dynamic organization.

2.5. Management information system

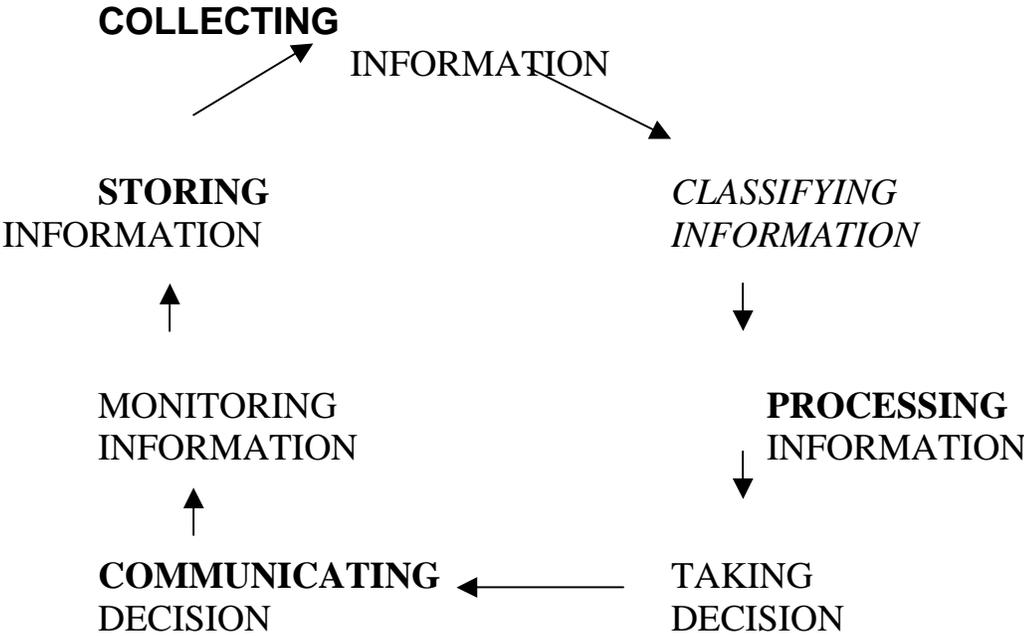
An extension of the manual paper work procedures and practices is management information system

Management information system has its own network of principles and procedures to operate the total management system in order to achieve its objective of information management. For that it has to determine the magnitude and nature of the information it has to manage.

We are sure that you remember the common office functions discussed in module 1. Would you like to list them out?



That's good. The information cycle we were discussing is as follows:



As per the cycle of retrieval (collecting), processing, communicating, storage is in continuous operation and includes incidental and related activities like classification, sorting, summarizing, coding and monitoring of vast amount of data through manually operated filing systems including files and cards as well as electro magnetic tapes etc.

Information need and information sources for different levels

How classification of information is done? The classification is made purposefully and to cater to the internal information needs of an organization. The other important thing is that information need has in the first instance, to be identified horizontally and vertically within the organization. It should in the **first level**, have the information covering the environmental trend concerning the political, economic and social conditions. The **second level**, the middle management is responsible for

management control and special tasks requiring diversification and development of specialized services in order to achieve the targets set by the Top management. The source of their information is largely internal and only partially external. The **third level** is the field or operational level whose responsibility is to execute or implement the policies formulated by the top management.

In the previous chapters, it was made clear that records management is part of managing information resources. In this chapter we will examine the system of records management. According to Mr. Herbert Hoover a business decision is only as good as the facts of which it is based. This underlines the importance of records management. Since it is the records, which supply these facts. In spite of great technological advances, paperwork continues to be widely used and cheapest medium. Therefore records are the most convenient source of information.

2.5.1. Records creation

Records are created as a result of intra/inter organizational operations of an organization. This could be illustrated as given below:

Intra organizational activities:

- i. Activities connected with data collection. Analysis, processing communications sent to other organizations, copies kept and communications received from other organization.
- ii. Activities regarding to the analysis of data as well as preparing summary, extracts of data for preserving in a progressive manner, the vital and essential portion of this information.

Inter organizational activities

Data generated outside the organization and sent to the Home organization or obtained from time to time from parallel departments and subordinate offices.

Stages and position for custody of records

As a result of passage of time and change in administrative contexts and priorities, utility of records is diminishing. The most important record today to someone somewhere becomes unnecessary tomorrow.

2.5.Necessity -utility and value

The vast complexity and expansion of the organizational functions in a modern welfare administration makes it imperative to retain public records with utmost care. No public organization can afford to skip creation of records where it should be created. Public records are created and maintained because human memory fails to retain or systematically recapitulate the requisite information at the crucial time constraint.

2.6. Principles of effective record management:

One of the priorities in developing a records management programme is to clearly lay down the principles. Would you like to think a minute and list out the principles, which you feel, are responsible for creation of records management?

Activity

A good attempt. The basic principles are: Appraisal, Weeding, Accessibility, Control, Speedy retrieval, economy and Storage space. Let us see the details:

- i. **Appraisal:** Review at appropriate stages, starting from the stage of last action on a current record
- ii. **Weeding:** This process is synonymous with ordering elimination or destruction of one time record which is now unwanted.
- iii. **Accessibility:** Records should not be scattered/remotely located but should be promptly accessible.
- iv. **Control:** A conscientious control and application of the restraint since creation till final disposal will ensure good and efficient records management
- v. **Speedy retrieval:** This is the acid test of records management and reflects its efficiency. After all records are created for speedy retrieval!
- vi. **Economy:** Real economy and not illusory economy is a boon to records management for a good equation of expenditure with result to be achieved in records management.
- vii. **Storage space:** records should be housed not in the highly expensive storage space but in moderately expensive space.

2.7. Principal activities in record management

The various main activities involved in records management can be grouped in the six categories:

1. Creation
2. Classification
3. Transfer
4. Maintenance
5. Preservation
6. Review and weeding out

Let us very briefly discuss about these activities.

2.7.1. Creation:

Since this is the first crucial stage of records, utmost care should be exercised at this stage. It must be determined whether it is essential or obligatory to create a particular record or whether personal discussion can serve the purpose of communication or exchange of views at different stages of decision, making necessitating interdepartmental or intra departmental consultation quickly. Information can also be exchanged over telephone or it can even be incorporated on the original communication or paper and returned to the sender. For processing cases of repetitive type and or routine nature where policy procedures are clear or well-known standard process sheets i.e. Note file in a format without missing any item should be devised instead of resorting to elaborate and conventional noting.

2.7.2. Classification:

Records created by different agencies different in different contexts serve different purposes in the organization. Naturally, therefore, the utility, importance also varies from records, which warrant retention for different periods. Depending upon this, different gradation is awarded to the different types of records. You have seen in the earlier unit the various types of disposals. Would you like to list them?

Activity

Yes. You have done well. The records in the similar way can be classified as: Permanent, Important, and Decision.

Permanent:

Records, which are never to be destroyed, are the permanent records. There may be need at a remote point of time to supply some vital information or missing links require to be supplied from these records or in essence these may be called for at an emergency. The R. Disposals come under this category.

Important:

These records are to be preserved for a considerable long period because of their usefulness in decision-making. The various registers and returns, which are very important as reference material, come under this category. The district office manual prescribes time limits for retention of these registers and returns.

Decision:

The records remain useful as sources of information for a comparatively short time in future. They are important for some time but need not be retained permanently like the 1st one. The lodged disposals and K. disposals, which are to be retained for one year or as per the requirement of the department, come under this category.

Classification of records on the foregoing lines helps in formulating proper retention schedule, review and weeding those, which have little current utility and no future reference.

2.7.3. Transfer:

Records, originate and spend their current stage (file) in the custody of the creating unit i.e., normally a section or an assistant's desk. They are required for day-to-day correspondence handling or frequent reference even in their semi current stage i.e. the submission for disposing and the date of recording.

2.7.4. Maintenance:

You know that the dealing assistant maintains the currents and files in the section. The sections are also responsible for disposing the files and maintenance of the disposals till they are handed over in the record room. Records maintenance should be centralized and entrusted to the departmental record room. Though the record assistant in the record room maintains records, easy accessibility to the records by everyone concerned should be ensured. Every year large number of records are created in offices. Retaining these records require lot of space in the record room. Hence care should be taken to weed out the unwanted records for better utilization of storage space to optimize it and to minimize the storage cost.

2.7.5. Preservation

Like human beings records also breathe and need proper humidification or de humidification. Longevity of records depends on suitable storage environment and care in handling them. You might have observed in some places that rodents and white ants eat away the records. Proper arrangements for lighting, protection from rodents etc. need to be made to preserve the records safely. The assistance of Archives department can be obtained for this purpose.

2.7.6. Review and weeding out:

You have seen that the retention period for each disposal and various records like registers and returns are prescribed. Some of them may require to be retained after the due date of retention. For this purpose a review of records is to be taken up for deciding the future of the past files. In order to ensure proper upkeep, maintenance and preservation of records, it is essential that records are systematically and regularly reviewed and weeded out.

Review of class R Disposals:

As already discussed R Disposals are those which are to be retained permanently. However, as per orders of government even R disposals will be reviewed after 50 years with view to see whether they need to be retained further or destroyed. In case they are required the Archives department retains them in the shape of microfilm and the original record destroyed.

Review of D. Disposals:

D. Disposals will be reviewed after 10 years from the date of disposal with a view to see whether it can be disposed or required to be retained permanently.

Weeding out records other than Disposals:

The records not falling within the category of files (disposals), Like publications, copies of government orders and other registers etc should also be weeded out periodically by section to ensure that unnecessary accumulation of waste paper through carelessness or other wise is avoided.

Keeping cost:

Large number of records needs large space, furniture and staff and preservation. This includes cost of storage space, cost of furniture, electricity and other user charges, cost of staff to maintain the record room and record.

Preservation cost:

Expenditure on preservation of records is a reasonable necessity and not an avoidable luxury, contrary to the popular belief in some quarters.

Organization for Record management

Presently, only in big offices we have the record rooms and staff for its administration. In smaller offices one of the existing assistant is being asked to look after the work and no proper arrangement is available. There should be a section to look after records management and a records administrator in each office who should report directly to the head of the organization.

2.8. Information /record retrieval system in government

2.8.1. Why and how to retrieve?

Information is collected, stored and preserved for future use by different levels of decision makers. It is hence necessary that the information should be available whenever required without undue loss of time so that the decision taking function is performed efficiently.

The question of retrieval, therefore assumes importance right from the stage of creation of a file. During its active life, the file has periods of activity as well as rest. When it is active, it may be moving up and down or horizontally within the organization or even moving out of the organization temporarily from time to time. During period of temporary rest, the file is in the custody of the dealing hand, record clerk or the section assistant if it is in suspense. The retrieval at this stage, is facilitated by the movement and Personal registers maintained in the section

2.8.2. Aids to retrieval

The movement and Personal registers which help in retrieval are **aids** to retrieval which indicate the latest location of the source records. Other aids, which help in retrieval, are: Index of records, Retention schedules, Microfilm, Jackets, Fiche etc., Let us see the details about them.

2.8.3. Index of records

We have seen the index slip in unit 1. An index helps an individual in tracing previous papers on a particular subject. The index slips of all R & D disposals are made a list and circulated among all staff so that it is easy for every dealing hand to locate the disposal when needed.

2.8.4. Retention schedules:

One of the pre requisites of a sound records management system is that there should be a reasonable ratio between the creation and destruction of records

Retention schedules for records of two types first covers the records relating to activities, which by nature are common to all departments/offices of the government. The second type of schedule deals with records pertaining to substantive functions of a department. The R and D and other

disposals come under the 2nd type. A schedule of retention is indicated for various items in the District Office manual. The same is given below for your information and use.

The next major step towards compilation of retention schedule is the analysis of the organization set up of the concerned records creating agency and its existing documentation practices and identification of records groups produced by the agency

The officer responsible for the compilation of retention schedule should be very careful in suggesting the categorization of records.

All records groups, which are required for more than 10 years, should be given classification.

2.8.5. Microfilm

Putting a document on microfilm means photographing it to a fraction of its original size.

The most fundamental reason for using microfilm is simply to reduce the need for storing vast amounts of paper, which takes up space, accumulates dust and is expensive to maintain.

Departmental records room

All departments of the government are expected to have their own record rooms.

2.9. Record rooms:

A separate records room is vital necessity for all government departments. A record room should as far as possible, be located on the ground floor of a building.

2.9.1. Drainage

While selecting the location of the record room, it should be ensured that no water pipes or drains pass near, under the record room building.

2.9.2. Air conditioning

Storage of records in an air-conditioned atmosphere is conducive to longevity, since it protects from dust, heat and humidity. In the present computer age and the thought of a paper less office, makes it necessary to have air conditioning in all the record rooms.

2.9.3. Non-conditioned area:

Keeping in view economy in resources, in many cases it may not be possible to get record rooms air-conditioned. In fact, in most of the government offices availability of a record room itself is an achievement. Hence, air conditioning is not thought till now. But due to the changed circumstances and need of the present day, it may become necessary. However, if not air conditioned, adequate care should be taken to see that the rooms are properly maintained.

Temperature in record room can be kept within reasonable range by choosing such rooms.

2.9.4. Shelving

Shelving in a records room should be functional, durable easy to clean, simple in design and which offers maximum protection to records.

Storage

Collections in records room are in bulk size and commonly consist of bound volumes, loose sheets, files, manuscripts, maps, charts, plans. Shelving arrangement needed for specific material need designing according to the nature shape.

2.9.5. Lighting

Good lighting with either natural or artificial light is necessary for every record room for easy location of the record.

2.9.6. Fire fighting arrangements

To protect against any accidental fire, all electric wiring should be through conduct pipes and the main control switches of lights etc. As far as possible the record room should be made fire resistant. Arrangement for fire alarm, fire fighting equipment etc. should be made available and also proper training to the persons in the record room be provided.

Care and vigilance

To sum up good house keeping, creation of hygienic conditions, proper breathing environment combined with constant staff vigilance alone facilitate maintenance of records in healthy state and prolonging their life.

Self-Assessment Questions (SAQs 2.3 to 2.9)

- I. The statement given below can be classified as dos and don'ts of the review. Dos are those aspects of review, which are required to be followed. Don'ts are those aspects, which should be avoided. **Please read all the statements carefully and indicate (v) for yes or (x) for no against each as you consider appropriate.**
- a. Review is a routine exercise of weeding of files
 - b. Review means wholesale destruction
 - c. Review standards are precise and defined and everyone can apply
 - d. Appraisal can at best be provided with guidelines leaving final decision to his discretion
 - e. Persons of sufficient maturity and experience could only conduct review work
 - f. Significance of the record creating body is not relevant for review
 - g. Acquaintance with the organizational history of the agency whose records are to be reviewed is not desirable
 - h. If the activities with which a file dealt have ceased to exist file may

be closed before weeding

- i. Review may also consider possibility of upgrading the classification of a file
- j. Review of permanent files falling in R. Disposal will be done at the end of 50 years.
- k. Maintain a record review register
- l. L. disposals and D. Disposals are reviewed after 10 years.

II. Read each statement given below and state true or false

- 1. All records are required to be reviewed before being weeded out True/False
- 2. L. Disposals will be reviewed after 25 years of their closing True/False
- 3. A certificate of destruction identifying the date on which document was destroyed is not necessary for weeding True/False
- 4. K. Dis. and F. Dis. are two common ways of disposal of records True/False
- 5. Only the recorded files are reviewed True/False

III. Match the following

- | A | B |
|--------------------------------|-----------------------------------|
| 1. Records creation activities | I) Concrete news, knowledge, data |
| 2. Control | II) Raw material |
| 3. Classification | III) Destroy |

4. Weeding out

IV) Permanent, important,
decision

5. Data

V) Restrained for efficient work

6. Information

VI) Intra and inter organizational

IV. Answer the following questions.

1. List out principles of efficient record management
2. What are the principle activities in record management?
3. What are the disposals that are to be reviewed before destroyed?
4. Do we calculate the cost of management of records?
5. What are the aids for retention of records?
6. What are the important items that should be looked into in record rooms?

2.10. Arrangement of Records in government offices

You have seen why we need to maintain the record and how a record room is to be arranged. We have seen that the disposals, registers, records, returns etc. are sent to the record room. Let us now see how these records are to be arranged in the record room in government offices.

2.10.1. Arrangement of records after disposal: Role of the Record Keeper

‘R’ AND ‘D’ Disposals

- (1) After disposal, the Superintendent, Fair-copying Section, or the concerned assistant excepting an “N” Disposal will send the file to the record keeper.
- (2) The record-keeper will acknowledge it in the respective column of the personal register.
- (3) He/she will see that the files are in order, properly arranged with their pages numbered (the current file in red ink, and the note-file in black ink)
- (4) The pages will not be renumbered after disposal in one continuous series for current and note files.

- (5) If they are “R” or “D” disposals, proper marking on the outside of the jackets, and the back and forward numbers marked inside the jackets as required
- (6) He/she will also scrutinize the pages of the files for signs of stamps having been removed.
- (7) He/she will detach the index slips from the R and D. Disposals and file them in bundles
- (8) He/she will then put the disposals in the shelves or racks in proper order.

2.10.2. Destroying of ‘L’ Disposals and other series

1. At the initial stage of sending disposals in the ‘L-Dis’ and any other series with limited periods of retention for less than ten years; it should be examined closely whether a disposal needs to be re-scrutinized after the prescribed period of retention.

2. It should be certified as fit for destruction or for further retention.

3. The docket sheet of each such disposal to be sent to the Record Room should carry a certificate thereon as shown hereunder, with the words not applicable to a disposal having been struck-off:

“To be destroyed straightway/sent back for re scrutiny in the yearafter the prescribed retention period”

4. The disposals carrying the certificate “to be destroyed straightway in the year i.e. after the prescribed retention period” on their docket sheets should be destroyed by the record assistant soon after completion of

prescribed period of retention, without sending them back for review. However, on account of any new development even such records can be called for (any time before destruction) from the Records Room and the certificate revised to require retention for a further period or to be sent for re-scrutiny after a specified period, etc.

2.10.3. Disposal bundles:

1. There will be separate series of bundles for “R”, “D” and “L” Disposals, respectively, and in these the files, or papers, will be arranged in order of their current numbers. These will of course not form a continuous series in any one bundle, but that is quite immaterial, and will not give rise to any difficulty in finding any particular paper or file if its number is known, and it is in its proper bundle and in the proper place in the bundle.
2. “X.L. Disposal” papers, which have no numbers, can only be arranged chronologically, their order being determined by the date on which they were disposed of.
3. The “Filed” papers should be kept loose, arranged according to their own numbers or chronologically.
4. After he/she has put a disposal in its place, the record-keeper will put away in their places any papers that were “put-up” with it for reference, marking them as received back in the “Record Issue” Register. He will also remove the dummy slips put in their places on the racks.
5. Records should be arranged in the order of their current numbers, but put in year-wise bundles based upon the year of disposal, so that by looking at the year-tag of the bundle it can be known whether or not the records therein have completed their prescribed period of retention, Without having to look into each record to know that.

Model arrangement of Records in bundle:

Bundle of D.Dis 1974
(All disposed in the year 1974)
C.Nos of 1970,1971,1972 & 1973

1. D.Dis 200/73/Estt.I.Dt.10.5.74
2. D.Dis 206/72/Lr. Dt.15.6.74
3. D.Dis.210/71/Cs Dt.10.10.74
4. D.Dis 210/70/Lr, Dt.20.11.74
5. D.Dis 212/72/Estt.I.Dt.10.6.74

The above method of arrangement of records in a bundle should be adopted in respect of records under all series like L. Dis., D.Dis. Etc }

2.11. Filing of Records

Filing – Definition:

Papers, which are arranged in records, not in according to their current numbers, but in special bundles according to their subjects, are said to be “filed”. They should be kept loose, arranged according to their own numbers or chronologically between record boards, just as lodged papers were kept. Of these papers there are five classes, which are dealt with below.

1. Government Orders and Proceedings
2. Filed papers not registered – When indexed
3. Periodicals
4. General record files
5. Demi-Official Correspondence

2.11.1. Government Orders

All government Orders and proceedings of Department on which no specific action has to be taken, or no action beyond communicating them to officers subordinate for “information and guidance” (and very large numbers of such orders and proceedings are received in most offices) will generally be filed.

Government Orders and Proceedings which contain reviews on periodicals or are connected with them may be filed with the connected periodicals, and those which are of purely ephemeral interest and do not deal with questions of policy and principle or important matters of fact may be given the appropriate disposal (generally “L”Dis.” But occasionally “F”) which they would get if they did not emanate from the Government. A

separate bundle will be opened in the record-room for each series of Government Orders, or Proceedings.

These will be arranged according to their own numbers, that is to say, G.O.No.100, Revenue, will come before G.O.No.120 Revenue, and the latter will come before G.O.No.136, Revenue, and so on.

2.11.2. Filed papers not registered – When indexed:

As already explained these papers will not be registered at all in the personal registers. There is obviously no object in doing so. We register papers in order to watch correspondence relating to them, or in order to have a number to arrange them by in our records. In these cases, no correspondence to be watched, and as for the arrangement of the papers, they already have their own numbers, which are just as convenient to arrange them by as any others.

Such papers are to be indexed if competent authority marks them “I”. Papers, which are to be filed in this way, will be marked “F”. If they are not marked “F” by the officer opening the tappal, the “F” Disposal must be approved by the head of the office or department, or Officer signing for HOD or HOO., just like any other disposal. After “F” the number of the “File” will be written boldly.

This list must be adopted in all the Revenue and other offices. It is not to be regarded as final, since it is inevitable that additions or deletions may be necessary from time to time. But changes in it should be made only in consultation with the competent authority. Most of these papers will be marked “F” at once by the officer opening the tappal. These papers will not be put in brown paper jackets. Which is a mere waste of stationery and space.

2.11.3. Periodicals:

There will be a periodical bundle for each year and in it different kinds of periodical returns will be arranged in sub-bundles. The sub-bundles will be arranged according to the periodical numbers and the individual periodicals will be arranged in the sub-bundles, chronologically. With an out-going return will be filed any in coming return, or returns from which it is compiled, and correspondence that has arisen in connection with it.

2.11.4. General record files:

Some other classes of papers should be dealt with on the same principles. These are either papers which it is convenient to keep together for purposes of reference (for example, papers relating to appointments and leave), or circulars and communiqués in respect of which the remarks in the Government Orders and Proceedings are applicable or papers which would ordinarily be lodged, but which it is convenient to keep in a separate bundle to facilitate reference to them when it may be found necessary. Suitable opportunities for extending this system should be watched for, as its extension saves work. In these General Record files, the papers will be arranged according to their own numbers when that is feasible i.e., when the contents of a bundle consist of one series of communications with their own numbers and otherwise chronologically.

2.11.5. Demi-Official Correspondence:

Demi Official Correspondence, which is kept by the Head of the department or office, and is not filed in any current file, will be dealt with in the same way as the HOD's confidential correspondence. It will usually be filed in the Roneo file as long as it is "current" or like to be required for reference frequently and after that either destroyed or transferred to the HOD's confidential almirah. The Roneo file will also be used to keep any other papers that the HOD may at any time require for reference such as the Special Branch file, the Public Service notification, the Establishment list office Orders, Income tax Circulars etc.

Confidential records:

Confidential records which the HOD does not think it necessary to retain in his/her own custody, will be kept by the Administrative officer in an almirah of which he/she will keep key. They will be registered in the ordinary way but no title will be entered in the register. It will be replaced by the word "Confidential". Confidential correspondence with which the HOD deals himself/herself will be filed either in the Roneo number alpha vertical filing case or in the HOD's confidential almirah. The latter should be divided into pigeonholes.

Each pigeonhole should have a number (Roman) and be allotted to a certain general subject e.g., “Titles” “Deputy Collector’s List” “Political”. A list should be kept in the almirah, pasted on cardboard, showing the subject to which each pigeonhole is allotted.

In each pigeonhole the papers should be made up into one or more files, as may be convenient.

These files should have sub numbers (e.g. in pigeon hole No.XIV, the sub-numbered. An out-going letter will bear the number of the pigeonhole followed by that of the file followed by that of the page of the file where the office copy will be found (e.g. XIV (2), 248, where XIV is the number of the pigeon hole, (2) is the number of the file in that pigeon hole, and 248 is the number of the page in the file where the office copy is to be found)

There should be a card index in this almirah. Each card should bear the name of a person or a subject, followed by reference to the papers in the various files relating to the subject or person in question (e.g. Ramanna, AB.II- (3)-28, V- (1) XIV- (3)-297).

2.11.6. Vertical filing of records:

All records will be filed on the record racks vertically that is, side by side, on edge, not filed on top of one another (or “horizontally”) The vertical arrangement makes it much easier to take out records and replace them. Instead of having to take down a heavy pile of records, search for the one required take it out, and then replace the pile on the shelf, one merely has to separate the files lightly to enable one to see their numbers, and can take out the file required without further disturbing the others. This is the obvious way to keep records. It is the way one keeps books in a library. No one would dream of keeping books piled in heaps, one on the top of the other, so that one could not get at one book without moving a few dozen others, and there is no reason why files should be arranged in such an inconvenient way either.

Records bundles may be preserved on steel racks in all possible cases.

2.12. Issue of records:

1. Assistants are not to enter the record room and take out records for themselves.
2. They must obtain records required for reference by sending the prescribed printed requisition slips properly filled in to the record-keeper.
3. On receipt of the requisition slips in the record room, the record keeper will see that the records are promptly taken out and the slips are put in their places.
4. The records issued are entered in the record issue register.
5. The record, issue register and the records taken out will then be sent to the concerned assistant who will at once acknowledge the receipt of the records in the register and return it to the record keeper.
6. When the record keeper receives the records back, he/she will see that their receipt is duly entered in the record issue register and that the requisition slips are returned forthwith.
7. In case the record wanted is not found, the requisition slips should be returned to the concerned assistant with an entry to that effect.
8. The assistants must return records that have been taken out for reference directly after they are done with.
9. The record keeper is solely responsible for the proper maintenance of the record issue register and see that the records taken out of the record room are not kept back by assistants unnecessarily.
10. To ensure the regular and systematic return of records to the record room the record keeper should prepare on the first of every month an arrear list for each section for all records which have been absent from the record room for more than three months together with the name and designation of the assistants to whom each record was issued and the date of its issue.

11. He/she should at the same time furnish an extract from the arrear lists separately to each clerk to enable him/her to check whether the files referred to are still with him/her and to return them when no longer required for reference.
12. A new requisition slip should be taken wherever a file or book has to be retained for more than three months since the earlier slip was issued.
13. When the record keeper has to get back a document, which has been filed, in a Civil Court, he/she should note on the requisition slip and in column 10 of the Record Issue Register sent to Civil Court, vide Current No... and such slips need not be renewed.
14. Assistants should return their arrear lists promptly to the record keeper after taking necessary action.
15. The record keeper should then compare the consolidated arrear list with the assistant's arrear list, carry out the necessary alterations in the former and submit both the arrear lists to the HOD on the 10th of every month or if that is a holiday or Sunday, on the first working day after the 10th.
16. In order to save the time of the subject assistants involved in returning the records to Record Room and to ensure safety of the Records, each assistant should maintain a Note book in the prescribed form for the return of records to the Record-Rooms.
17. The Record Attender should go round the office once or twice a day and collect the borrowed records from the assistants initialling in this note book maintained by them in token of having received back the records from them. At the same time the Record Attender or the Record Assistant will take with him the Record Issue

Register get column 7 filled up and obtain the signature of clerks in column 8 in token of the clerks returning the files.

2.13. Custody of the key of the record room:

The record keeper is on no account to take the key of the record room home with him. He will each evening put in a bag, seal it, and hand it over to the police guard or to the night watchman in places where there is no police guard. The office seal should be in the safe custody of the record keeper after the closing of the record room. The next day when the record keeper or his assistant takes over the bag containing the key of the record room, he should verify whether the seal of the bag is intact. The office seal affixed to the bag should be in the custody of the record keeper. On one account the seal of the office should be made available to others. A register in the following Format should be maintained for the purpose.

Register of Handing over and taking back the sealed bag containing the key of the record room

(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.

2.14. Destruction of records:

(1) Records must be destroyed punctually after the periods prescribed for records dealt with under the disposal number system in the Board's Standing Orders. Lodged papers will be destroyed after one year. No detailed list of them will be prepared, but a list of the classes of records to be destroyed ("Lodged Disposals of 19. D. Disposals of 19 "except Nos." and so on) will be put up and approved by the Collector. The entry "D" before the disposal numbers will be altered by substituting "R" on the jackets of the files ordered to be retained permanently by the Collector. If the Collector orders that a "D" Disposal file retained not permanently, but till a certain year, the file will be transferred to the "D" disposal bundle of papers ripe for destruction that year, the fact being noted on the jacket. After the papers have been destroyed, the Administrative officer will certify at the foot of the list of records to be destroyed that the papers in the list have been destroyed, except such as have been ordered to be retained permanently or for a certain period, which files will be specified by their numbers. These lists will be carefully filed and preserved in the record room in a special bundle.

(2) Permanent Records Classified under "R" series or under any other particular category in use in an office, requiring permanent retention should be subject to re-scrutiny once after every fifty years after their creation or after a lesser or higher period, as may be determined on review after the

lapse of the first spell of 50 years, so that such of them not found to require further retention could be got destroyed (after retaining a brief record of their particulars such as number, date etc) to realize additional space for the proper preservation of new/other records. Destruction of “R” Records found as on longer needed after such review should not, however, be made straightway except after obtaining specific concurrence of the next higher authority of the office in which such records were created and after giving intimation to the Director of State Archives.

Particulars of such of the permanent records as are found not requiring further retention on such re-scrutiny should be intimated to the Director of State Archives, so that he could depute his staff within a specific period to examine them and indicate whether any of them would be needed to be preserved further for research purposes from historical cultural and other archival point of view, so that the rest could be destroyed)

2.14.1. Destruction of filed records:

In regard to the general destruction of record files, the record files should be retained for the period noted against each record file as shown in appendix D of the District Office Manual. For your convenience the list is given below: Filed Government orders will be regarded as “R” disposals if they have been indexed.

List of Record Files

Number of the record file	Subject	Period of retention
1.	Government Orders - Agriculture Department	- 10 years
2.	do - Education Department	- do
3.	do - Finance (Way and means)	- do
4.	do - Gen.Adm.Dept (Elections)	- do
5.	do - Gen.Adm.(Political) Dept.	- do
6.	do - Gen.Adm. (Ser.) Department	- do
7.	do - H.& L.A. Department	- do
8.	do - Home (Endowments) Dept.	- do
9.	do - Home (Labour) Department	- do

10.	do	-	Home (Transport) Department-	do
11.	do	-	Home (Police) Department -	do
12.	do	-	Industries & Commerce Dept.-	do
13.	do	-	Law Department -	do
14.	do	-	Planning & Development Dept.	do
15.	do	-	Public Works (Buildings) Dept.-	do
16.	do	-	P.W.(Irrigation) Department -	do
17.	do	-	Revenue Department -	do
18.	Proceedings of the Board of Revenue	-	Civil Supplies -	do
19.	do	-	Commercial Taxes -	do
20.	do	-	Excise -	do
21.	do	-	Irrigation -	do
22.	do	-	Land Revenue -	do
23.	do	-	Office Procedure & Inspections	do
24.	do	-	Prohibition -	do
25.	do	-	Settlements -	do
26.	do	-	Survey -	do
27.	High Courts Proceedings	-		do
28.	Accountant General's circulars	-		do
29.	Proceedings of the chief Conservator of Forests	-		do
30.	Proceedings of the Commissioner of Labour	-		do
31.	Proceedings of the	-	Director of Agriculture -	5 years
32.	do	-	Director of A.H.& Fisheries -	do
33.	do	-	Director of Industries & Commerce	do
34.	do	-	Director of Medical Services -	do
35.	do	-	Director of Public Health	do
36.	do	-	Director of Public Instruction -	do
37.	do	-	Director of Social Welfare -	do
38.	do	-	Inspector General of Local Admn.	do
39.	do	-	Registrar of Cooperative Societies	do

40.	Appointments Leave and Transfers	-		3 years
41.	Application for	-	Arms Licences	3 years
42.	do	-	Cinematograph Licences	do
43.	do	-	Casual leave and permission	1 year
44.	do	-	Passport and visas	5 years
45.	Charge list	-		10 years
46.	Copy applications	-		1 year
47.	Crime reports	-		2 years
48.	Diaries Gazetted Officers	-		5 years
49.	Diaries Non-gazetted Officers	-		5 years
50.	Epidemic reports	-		1 year
51.	Gazettes	-	(CID) As prescribed in Appendix VII	
52.	do	-	Police to B.S.O. 169 para 6	
53.	do	-	District	
54.	do	-	Andhra Pradesh	
55.	Jamabandi check memos	-		3 years
56.	Inspection report of Minor Irrigation works	-		5 years
57.	Welfare schools including Reclamation - Schools – Establishment, Inspection, etc.	-		3 years
58.	Welfare Schools including reclamation schools Cash doles-			3 years
59.	land Records	-		3 years
60.	Local Boards proceedings	-		5 years
61.	Magistrates calendars	-		3 years
62.	Office orders	-		5 years
63.	Progress report of Govt.Pleader and Pleader doing Govt.work.-			1 year
64.	Stamps, Stationery and forms indent in office	-		1 year
65.	Survey instruments and karnams equipment report	-		3 years
66.	Tour Programmes	-		1 year
67.	Inspection reports on Harijan Hostels	-		3 years
68.	Office inspections including sub-treasuries other than	-		5 years

	Boards proceedings.		
69.	Prohibition permits and licences	-	3 years
70.	T.A. Bill Memoranda	-	1 years
71.	Monthly letters relating to the community Development programme	-	5 years
72.	Reports about flood level	-	1 year
73.	Licences for explosives, sulphur, Poisons & Petroleum	-	3 years
74.	Judgments of Sessions Court	-	10 years
75.	Permits for transport of denatured spirits & foreign liquors	-	3 years
76.	Audit reports and notes of inspection of Community development works programme	-	5 years
77.	Audit reports and notes of Inspection of NES Programme	-	5 years
78.	Audit reports and notes of Inspection of Community Development programmes	-	5 years
79.	Licences under the Andhra Rice Mills Licensing Order	-	5 years
80.	Obsolete Office Orders	-	10 years
81.	Office instructions	-	3 years
82.	(Confidential) Today's press at glance	-	3 years
83.	(a) Unofficial note	-	3 years
	(b) Press note and	-	3 years
	(c) Raj Bhavan news	-	3 years
84.	Licences issued under Section 5(1) & 5(#) of the Madras Commercial Crops (B.P.Mis.512/58,dt.28-11-58 & B.P.Mis.118/60,dt.4.4.60) (Note: Require amendment in accordance with A.P. Agriculture Market Act,)	-	3 years
85.	(a) Domicile Certificates issued	-	10 years
	(b) Domicile Certificates not Issued (Bd's Ref. 9728/58, Dt. 25-1-59, B.P. Mis. 118/60, Dt. 4-4-60)	-	1 year
86.	Reports regarding accidents in mills	-	3 years

BP Mis 172/59, Dt 32-6-59 & B.P. Mis 118/60,
Dt. 4-4-60)

- | | | | |
|-----|---|---|---------|
| 87. | Periodical Bulletins on retail prices: and on wholesale Prices of commodities issued by the Director, Bureau of Economics and Statistics (B.P. Mis 255/59, Dt. 5-9-59 & B.P. Mis. 118/60, Dt. 4-4-60) | - | 3 years |
| 88. | Periodical reviews of reports on the Index Numbers of Rural Prices issued by the Director, Bureau of Economics And Statistics (B.P. Mis 118/60, Dt. 4-4-60) | - | 3 years |
| 89. | Proceedings resolutions etc. of the Panchayat Samithis | - | 3 years |

2.14.2. Destruction of Registers

The Various registers mentioned in unit 3 of module 1 will be destroyed after the periods specified against them in appendix J. The same is given below for your information.

1. Distribution Register	after 5 years
2. Personal Register	10 years
3. New case register	5 „
4. Fair-copy register	3 „
5. Despatch by post and local delivery book	3 „
6. Stamp account	3 „
7. Periodical register	3 „
8. Call book	10 „
9. Security register	10 ..
10. Copy application register	10 „
11. Records issue register	3 „
12. Government suits register	10 „
13. Pauper suits register	10 „
14. Register showing hour etc. of handing over	1 „

and taking back the sealed bag containing
the key of the record room

- | | |
|---|-----|
| 15. Arrear lists maintained | 3 „ |
| 16. Running note files to the personal and
and other special registers | 3 „ |

Self-Assessment Questions (SAQ 2.11 to 2.15)

I. Tick whether the statement is correct or incorrect

- | | |
|--|---------------------|
| 1. Arrangement of records in the record room is the responsibility of record assistant | Correct / Incorrect |
| 2. Record keeper acknowledges and receipt of records in the personal register | Correct / Incorrect |
| 3. Index slips will be prepared by the section assistant | Correct / Incorrect |
| 4. L disposals will be destroyed straightaway | Correct / Incorrect |
| 5. The file papers should not be kept loose | Correct / Incorrect |
| 6. The file papers will be arranged according to their chronological order | Correct / Incorrect |
| 7. Papers arranged in records not in accordance to their current numbers | Correct / Incorrect |
| 8. General record files are to be kept separately in the record room | Correct / Incorrect |

II. Tick the correct answer

1. The following papers are filed in the record room

- a) Government orders
- b) Index papers
- c) Periodicals

2. Records are kept in the custody of

- a) Head of the Department
- b) Administrative Officer
- c) Record Assistant

3. Records are filed

- a) Vertically
- b) Horizontally
- c) Either vertically or horizontally

4. Records are to be obtained

- a) By sending requisitions by the assistant
- b) By giving telephone call
- c) Assistant personally goes and picks up the required record

5. Arrear lists are prepared to

- a) Watch the return of records
- b) Enable the section assistant to see whether the records are available with him or her
- c) To indicate where the record is available

6. Records under D. Disposal are destroyed

- a) After the prescribed period of retention
- b) After one year
- c) 5 years
- d) 10 years

III. Match the following

- | | | |
|--------------------------|----|----------|
| A | | B |
| a. Distribution register | i) | 3 years |

b. Personal register	ii)	3 years
c. Fair copying register	iii)	3 years
d. Despatch by post	iv)	5 years
e. Call book	v)	3 years
f. Stamp account	vi)	10 years
g. Periodical register	vii)	10 years
h. Records issue register	viii)	3 years
i. Arrear list	ix)	3 years

2.17. Summing up:

In this unit we have discussed various aspects of records management, starting with what is data and how data is to be managed. We have also seen principles of records management and principle activities in record management. We have moved further and seen the information management system and the need for it. The need for records register, arrangement and maintenance of record room were also discussed.

2.16. Answers to SAQs (2.3 to 2.9)

Q.I. Dos and Don'ts

- (v) If done regularly it becomes routine. Weeding is for the records and not the files.
- b. (x) Review is to see whether the disposal is required further or not it does not mean wholesale destruction, only it helps to destroy the unwanted disposals
- c. (v) In respect of many records the period of retention is prescribed
- d. (v)
- e. (v) It is necessary to have sufficient maturity and experience to conduct review work. But where the standards are set, it is easy for any one to conduct the review.
- f. (v)
- g. (x)
- h. (v)
- i. (v) Depending upon the need upgrading the classification of a file is done
- m. (v) Earlier R. Disposal was permanently retained. Now it is also reviewed at the end of 50 years.
- n. (v)
- o. (x) The retention period of L. disposals is 1 year and D. Disposal is 10 years hence they should be reviewed after the respective periods.

II. Read each statement given below and state true or false

1.False

2.False

3.False

4.False

5.False

III. Match the following

1. VI
2. V
3. IV
4. III
5. IV
6. I

IV. Answer the following questions.

1. The basic principles are:
Appraisal, Weeding, Accessibility, Control, Speedy retrieval,
economy and Storage space.
2.

1. Creation	2. Classification
3. Transfer	4. Maintenance
5. Preservation	6. Review and weeding out
3. 'L', 'D' and 'K' disposals are to be reviewed before destroyed
4. Yes. We do calculate the cost of management of records
5. Index slips, retention schedules and micro films are the aids
for retention of records
6. Drainage, Air conditioning, Non conditioned area, Shelving
. Lighting, Fire fighting arrangements etc.

Answers to SAQ (2.10 to 2.14)

I. Tick whether the statement is correct or incorrect

1. Correct
2. Correct
3. Correct
4. Incorrect
5. Incorrect
6. Correct
7. Incorrect
8. Correct

II. Tick the correct answer

1. Government orders
2. Record Assistant
3. Vertically
4. By sending requisitions by the assistant
5. Watch the return of records
6. 10 years

III. Match the following

- | | |
|----|--------------|
| a. | iv) 5 years |
| b. | vi) 10 years |
| c. | i) 3 years |
| d. | iii) 3 years |

- e. vii) 10 years
- f. v) 3 years
- g. ii) 3 years
- h. viii) 3 years
- i. ix) 3 years

2.17. Journey to next unit

We have completed the journey. Starting with receipt of papers in the office, we went to disposal of them, record maintenance and finally destroying. The journey will not be completed if we don't discuss about certain things, which help us in smooth and effective functioning of the office. We may call them aids in administration. We will discuss about the aids in the next module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT
MODULE 6: CHECKING OF ARREARS AND DELAYS

Introduction

We have discussed till now the various stages of information processing i.e. receipt of tappal in the office to disposal of the file and finally retaining it as a record. We have also discussed about the various registers and records in module 1 unit 2, while discussing about the Tottenham system of office administration.

You will agree with us that the system is based on various checks and controls in the stage of registers. But the main purpose is to check the delays. You might have seen number of instances where important things are held up for clearance of a paper in an office.

This module is divided in to two units.

Unit 1: Various registers to be maintained to check delays and to control arrears

Unit 2: Stock file and other records

Similar to other modules you have gone through till now, the units are structured with sub units, activities to be carried out by you, SAQs. etc.,

You will be able to state the various registers and records required to be maintained to arrest delays and arrears after going through this module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 6 : CHECKING OF ARREARS AND DELAYS

UNIT 1 : REGISTERS TO BE MAINTAINED

CONTENT

- 1.1. Introduction**
- 1.2. Objectives**
- 1.3. Delays and Arrears**
 - 1.3.1. How delays occur**
 - 1.3.2. How Arrears occur**
- 1.4. Registers to be maintained**
 - 1.4.1. Inward Register**
 - 1.4.2. Security Register**
 - 1.4.3. Personal Register**
 - 1.4.4. Periodical Register**
 - 1.4.5. Reminder Diary**
 - 1.4.6. Arrear List**
 - 1.4.7. Call Book**
 - 1.4.8. Fair Copy Register**
 - 1.4.9. Despatch Registers**
 - 1.4.10. Record Registers**
 - 1.4.11. Index slips**
- 1.5. Checking of the Registers**
- 1.6. Summing up**
- 1.7. Answers to SAQs**
- 1.8. Journey to next Unit**

1.1. Introduction

Each one of us an individual citizen might have experienced some delays in getting our work done in one or the other offices.

The purpose of public service is to meet the needs of the people as effectively and as quickly as possible. To help us in this regard, as already discussed in module 1, the Tottenham system provides in built monitoring mechanism to check and prevent arrears and delays

You have already seen the purpose and the maintenance of various registers. In this unit we will concentrate to know how these registers help in checking delays.

1.2. Objectives

On completion of this Unit, you will be able to:

- Distinguish between delays and arrears
- List out causes for delays and arrears
- Describe the role of various registers in avoiding delays and arrears
- Describe the procedure for checking the registers to check arrears and delays

1.3. Delays and Arrears

Before we say some thing about delays and arrears, we would like to draw your attention to some instances which you might have come across in your day to day work.

1. You were called for an interview by some department, let it be government or private. The specified date and time is fixed. You received the intimation an hour before the scheduled time.

2. Some one in our own office applies for a marriage or medical advance. The amount is sanctioned, but the amount is paid to the individual after the marriage or discharge of the patient from the hospital.
3. In a particular city there was draught and the administration took a decision to supply drinking water to the public through tankers. By the time the decision was taken the monsoon started.
4. Similarly in another town, the decision to supply water through tankers was taken well in advance of the summer and it was implemented very efficiently. That year there was some cyclone in April and there was heavy down pour. Yet the contractor who was awarded the work of supply of water through tankers continued to supply water till June, in spite of Availability of plenty of water.

If you look at these instances it is clear that there is some thing missing. What is it? Do you remember in module one we discussed about the salient features of Tottenham system? Would you like to list them out?

Activity

The system is designed to suit the routine functions. The features are reflected in the function. They are:

FUNCTIONS
Collection of information
Classification of Information
Processing of information
Communication of decision
Monitoring action taken
Storing information

1.3.1. How delays occur

The most important one is monitoring the functioning of the system. This is being done by maintenance and checking of various registers and returns in an office.

The activity in any office starts when tappal is received. If someone wants to control delays, care should be taken at this stage. You may notice that in all offices tappal is sent to the head of office once in a day or twice for administrative convenience. If the Head of the office is not there, the authorized officer should attend to this duty. Starting from the stage of receipt of tappal to dispatch of the communication one has to take care about the delays. We are using the words ‘Delays’ and ‘Arrears’ very frequently in this module. What do they mean? Would you like to answer?

Activity

O.K. You are right. Let us now see the dictionary meaning of these two words.

DELAY

“The length of time between the moment when something should start and the moment it actually does start”

“To wait until a later time to do something”

The word also refers to Detain, hold, keep etc., if you look at the above meanings, it refers to the starting of a particular work and the actual starting time. The length of time between these two is the delay. Relate it with the examples given above. You will appreciate that delays are mainly due to ineffective monitoring.

1.3.2. How Arrears occur

ARREARS

The dictionary meaning is:

“Be in arrears”

“If someone is in arrears or if their payments are in arrears, they are late in paying something that they should pay regularly”

This normally refers to financial matters such as paying the rent, bills etc. If the word pay or paying is replaced with ‘do’ or ‘doing’, you notice that the word “Arrears” refers to doing a thing late. Normally in government offices we maintain the arrear lists in respect of certain activities. Isn’t it?

If an assistant or a section is looking after a particular subject the initial delay to put up a paper leads to delay in the particular case. If such delays are there in many cases the entire activity of the section or the assistant becomes delayed. Such all delays become the arrear list. Isn’t it?

1.4. Registers to be maintained

Do you remember the various registers, which we have discussed in the earlier modules? Please try to make a list of them.

Activity



That's good. You could remember many. Following is the list.

1. New Case Register
2. Inward Register
3. Distribution Register
4. Security Register
5. Personal Register
6. Fair Copy Register
7. Register for Despatch by Local Delivery
8. Register of Stamp Account
9. Periodical Register
10. Call Book
11. Copy Application Register
12. Record Issue Register
13. Government Suits Register
14. Pauper Suits Register
15. Register of Immovable Properties purchased by Government in Civil Court Cases

Though many registers are listed it is necessary to monitor and check some important registers.

1.4.1. **Inward Register:**

You know that all tappals received in the office are entered in this register and then distributed to the dealing hands. It is necessary that the officer responsible to open the tappals to check up everyday whether:

1. All the tappals received on a particular day are entered in the register on that day itself.
2. All currents are distributed and acknowledged by the dealing hands

It is important to note that any activity if delayed at the starting itself, the delay continues till the end. Further adequate care should also be taken about the frequently received reminders. This is an indication of delay in our office.

1.4.2. **Security Register:**

You know the title of the register itself is communicating the purpose of maintaining this Register. All valuables, such as, Cheques, Demand Drafts and valuables as and when received in the office are entered in this Register and handed over to the concerned without any delay. It is the duty of the officer and the person responsible to maintain the register to see that there is no delay in handing over such valuables to the concerned.

1.4.3. **Personal Register:**

You are aware that every Dealing Assistant (Junior/Senior assistant) will have to maintain a Personal Register. Do you remember the 15 and 10 column PR? Please write down in the space provided below:

Activity

Very good. The columns are as follows:

	15 column PR	10 column PR
	1.Serial No.	1.Serial No.
	2.Current No.	2.Current No.
Asst.	3.Date of receipt by Asst.	3.Date of receipt by
	4.Title (Main head underlined)	4.Title (Main head underlined)
received	5.From whom received	From whom
	6.Outside No. & date	Outside No.& date
	7.Submitted by Asst.	5.Submitted by Asst.
	8.Returned to Asst.	6.Returned to Asst.
	9.Form of reference	7.Reference issued
	10.To whom	to whom &
	11.Date	date
	12.Reply/fresh current No	8.Reply or fresh current received
	13.From whom	from whom
	14.Outside No. & date	No. & date
	15.Nature & date of Disposal	9.Date of receipt by clerk
		10.Nature & date of

disposal

The Section superintendent is expected to check the PR once in a Fortnight and the next higher officer once in a month and the next higher officer once in two months and the Head of the department once in a quarter. The schedule indicates the importance given for maintenance of the PR and its checking. The important areas that are to be checked by an officer are:

1. Whether all the currents of previous year are brought forward to the present personal Register and action taken accordingly
2. Whether all the currents received by the assistants are entered in the PR the same day
3. Is there any delay in receipt of the paper and its submission?
4. Whether all fresh/new currents are entered with full particulars
5. Whether entries in respect of clubbed currents are shown indicating the file number to which the subsequent current is related
6. Whether entries in respect of clubbed currents are made in the respective columns of the original file in the PR in columns **8 & 9** of the 10 column or **12, 13 & 14** columns of 15 column PR.
7. Whether there is delay in submission of drafts after the orders are passed
8. Whether reminders were issued regularly at the stipulated time where replies are due from others.
9. Whether disposals were handed over to the record room immediately after closing the file.

1.4.4. **Periodical Register:**

You know the importance of the periodical register. It is maintained to monitor the periodical, their receipt and the date of sending etc., The purpose of the register will be defeated if entries in it are not made and checked regularly. This periodical register is also to be checked by the supervisory officers as is done in respect of the PR.

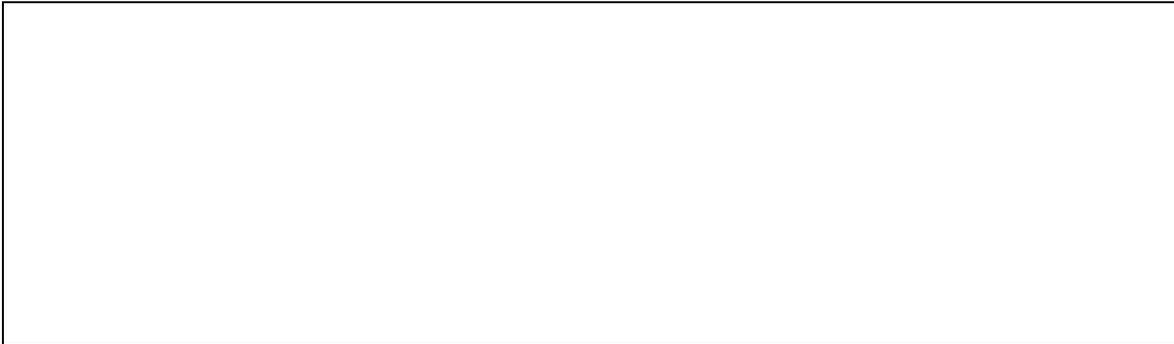
1.4.5. **Reminder Diary**

The purpose of it is to remind us as and when it is necessary for us to remind some one to send a particular report or return or information. If this is not maintained, the purpose itself is defeated. Hence the superintendent should check up the Reminder diary along with other registers but now and then he/she should check it to see whether timely action is being taken or not. Similarly the duty of the dealing hand is to check this diary everyday and put up the reminders.

1.4.6. Arrear Lists

We have already discussed about the arrear lists Do you remember? Will you please indicate?

Activity



Arrear lists are maintained by the dealing hand in respect of the seat or the subject being looked after by him or her. This indicates the pending number of pending files in the seat.

Similarly the record assistant maintains the arrear list of records pending and not returned to the record room by the assistants. The list ensures the availability of records in the record room.

1.4.7. Call Book:

You will be sending a file 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 to you on time for further action. You may, even

yourself, call for the file as and when it is required. This saves unnecessary delays in submitting the file after six or more months.

1.4.8. **Fair Copy Register:**

The purpose of maintaining a “Fair Copy Register” is to monitor the progress and to know about the work load. Depending on the work load, if necessary, make alternate arrangements. By maintaining the register, wherever a fair copy section exists it is possible to re allot the work to other typist. Where no separate section is there it is possible to monitor to type the urgent copies first and ordinary later. It also helps to note the time it has taken to fair copy the approved drafts.

1.4.9. **Despatch Registers:**

The date of signature on the fair copy and its dispatch is known from the fair copy register if there is a fair copy register. Even if an out register is maintained the delay in dispatch can be traced.

1.4.10. **Record Issue Register:**

The record issue register indicates to whom a particular record is issued and the date of issue. Based on the register the arrear list is prepared by the record assistant. This helps in avoiding delays in locating the particular record.

1.5 **Checking of the Registers**

The District Office Manual prescribes that in each office a calendar of Check of the registers and records to be prescribed. This starts with the section superintendent who is supposed to monitor the work in the section on a continuous basis. The next one is the immediate gazetted officer. The next level officer and the head of the office or the department as the case may be. The calendar may appear as given below:

Date of Check	Officer	Actual date	Date of Reply
Superintendent	Every 15 days		
1 st Gazetted Officer	Once in a month		
2 nd Gazetted Officer	Once in two months		
Head of the Office or Department	Once in three months		

You may notice that in every month besides the superintendent at least a gazetted officer does one more check. The checking should be done objectively and purposeful to identify delays in submission of papers, to identify the reasons for such delays and to give guidance to avoid such delays.

Self-Assessment questions (SAQ)

I. Please answer the following questions

1. What are common functions in an office?

2. What do you mean by delay?

3. What do you mean by arrears?

4. What is the purpose of maintaining the various registers and returns in an office?

5. What are the important registers maintained?

6. How does inward register help in arresting delays?

7. How does personal register help in checking delays and arrears?

8. What is the purpose of call book?

9. Why the registers are to be checked by officers?

10. Who will check registers most frequently?

II. Delays occur at various stages. To check delays and to see that papers moved in time. Various registers are prescribed. In section 'A', list of **registers are given. In section 'B', the purpose of the registers indicated.**

Write the number in section B, against section A that suits mostly.

A	B
1. Inward register	i. To know with whom records are available
2. Personal register	ii. To know the exact date of despatch of a communication
3. Periodical register	iii. To know the pendency of files in a particular section/ records pending to be returned to the record room
4. Reminder dairy	iv. To distribute the approved drafts to the typist depending upon the work load and also to avoid delays
5. Arrear list	v. In reopening the case at appropriate time
6. Call book	vi. To watch prompt distribution of Currents to the assistants
7. Fair copying register	vii. To help the movement of currents received
8. Despatch registers	viii. To receive and send returns in time
9. Record issue register	ix. To remind at appropriate time intervals

1.6. Summing up:

The purpose of government office is to serve the public.

You might have heard the famous saying “justice delayed is justice buried” It means that action on papers needs to be taken quickly. We should also remember “justice hurried is justice denied”. Taking decision hurriedly without following rules and regulations may result in injustice.

The Tottenham system based on the bureaucracy of weberian model mostly depends on rules, regulations and written papers. This ultimately becomes in some delay.

The various registers prescribed in the system will help us to avoid delays.. In this unit

In this unit we have discussed about:

What are delays & Arrears and how they occur?

How to check arrears and delays?

Various registers and returns which help in checking and controlling arrears and delays.

How to check these registers and the need for having a calendar of checking

. The need for objective checking of the registers and returns.

1.7. Answers to SAQs:

I. Answer the following Questions

1. Collection of information,
Classification of information,
Communication of decision,
Monitoring action taken,
Storing information
2. The length of time between the moment with something should start and the moment actually does start is called delay
3. If someone is in arrears or if payments are in arrears, they are late in paying something that they should pay regularly. If the word pay is substituted with do it refers to delays in office work.
4. The purpose of office is to serve the people and solve their problems and maintenance of various registers and reports help us in avoiding delay in solving the public problems.
5. Inward register, security register, personal register, periodical register, reminder dairy, arrear list, call book, fair copying register, despatch register, record issue register
6. All the tappals received in the office are entered in the inward/distribution register and distributed to the concerned dealing assistants. To now the delay in inward stage of distribution of papers to the assistants through this register
7. The personal register shows when the paper is received, when put up, when reply sent and when handed over to the records etc. if we look at these columns the delays between receipts and submission etc. will be known.
8. The files where no action is needed for more than 6 months are sent to call book and they are reopened exactly on the date when it is needed

9. Maintenance of registers is to see that the work is done systematically and delay is avoided.
10. The section head or the superintendent will check the registers more frequently. He/she check twice in month

II. Match the following

A	B
1. Inward	vi
2. Personal register	vii
3. Periodical register	viii
4. Reminder dairy	ix
5. Arrear list	iii
6. Call book	v
7. Fair copying register	iv
8. Despatch register	ii
9. Record issue register	i

1.8. Journey to next unit

In this unit we have discussed that maintenance of various registers will help us in avoiding delays and taking prompt action. We do need lot of information to process the files. How this information is stored and used, we will see in the next unit.

Arrear lists: On the first of every month, each subject clerk should prepare an abstract of pendency in form no vii on a separate sheet . The papers to be entered in it and all papers received by the previous day and remaining undisposed of.

Out going return: It is most important that periodically report and returns should be submitted punctually.

Incoming returns: The punctual receipt of incoming returns must also be insisted on. If a return is not received on the date on which it is due, a reminder must be issued the same day.

Incoming reminders; in regard to these see para 28 above.

Outgoing reminders: When a draft reference calling for information from outside offices or submitting a case for the orders of a superior officer is put up, the head of the section should note on the top of the draft the date when the first reminder should issue

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE 6: CHECKING OF ARREARS AND DELAYS

UNIT 2: STOCK FILES AND OTHER REPORTS

CONTENT:

2.1. Introduction

2.2. Objectives

2.3. Stock Files

2.3.1 What is stock file?

2.3.2 How to use a stock file?

2.3.3 How to create a stock file?

2.3.4 How to update a stock file?

2.4. Administrative Reports

2.4.1 What is Administrative Report?

2.4.2 How it should be prepared?

2.4.3 Administrative set up

2.4.4 Legislations

2.4.5 Income / Budget

2.4.6 Schemes and Implementation

2.5. Gazetteers

2.5.1 A.P.Gazette

2.5.2 The Gazetteer of India

2.5.3 District Gazetteer

2.6. Summing up

2.7. Answers to SAQs

2.8. Journey to next unit

2.1 INTRODUCTION

In module one we have discussed about the common functions of an office. In unit one of this module we have discussed about how delays occur in offices and how we can avoid the delays and the various registers prescribed in the system to check and control arrears and delays.

To process the papers / files, the registers help us indicating the various stages. But the required data or information is needed for taking a decision on the issue. You know that the information, data, knowledge will be available either in the records or in the Government orders, codes and manuals, acts etc. Important and relevant information will be available in respect of a particular district, in the District Gazetteer. All the acts, Government orders are published in the Andhra Pradesh Gazette.

Government will be issuing large number of orders on various issues. These orders should be available to the caseworker and the officer to process the case and to take a decision. Such important orders are retained in a file called stock file.

Each organization or department will be compiling a report of the total activities undertaken by it during a particular year. This report is called the Administrative Report.

We will discuss about them and see how they will help us in processing the information and in taking decisions in this unit.

2.2. OBJECTIVES:

On completion of this Unit, you will be able to:

Explain the need for maintaining a stock file

Describe the procedure for maintenance of stock files

State the significance of Administrative Reports

State the need and utility of Gazetteers

Describe the role of stock files in avoiding delays

2.3 STOCK FILES:

The dictionary meaning for ‘stock is: “A supply of something that you keep and can use when you need it.”

In Government stock files are “Permanent files of important orders maintained for ease of reference”. They should be carefully kept up-to-date. Each stock file should have a table of content. The district office manual very briefly mentions like this. Let us see it in detail.

2.3.1 WHAT IS STOCK FILE ?

When you are posted in a new section you are allotted certain items of work. Some of these may be new to you. And in case you are a new recruit, almost all of them would be new to you. You would expect your team leader, the Superintendent to tell you how to do your work. Or you would expect one of your colleagues to introduce you to the work.

In case you are fortunate you may come across a Superintendent who is aware of his role as a trainer for his team and guides you. You would, however, be at a loss if you do not have one. In such an event you yourself would have to learn the nature of your work, the terms used, the procedure, the rules etc. by reading the original source of information, namely, the Manual of Office Procedure, the various Government rules and regulations etc. This would be a laborious and time-consuming task. More importantly, from the point of view of your department this sort of trial and error way of learning to work would lead to lesser performance. Sometimes, this could result in financial loss or accidents or both. You may find that while you struggle with these original sources of knowledge, work might pile on your table. Probably, this is the moment you would look for something to help you. Stock file is what you might be looking for.

Strictly speaking a stock file is not a file as its name suggests but is a folder on a subject. A stock file is a folder maintained by a section to help processing of cases. It is a compilation consisting of:

1. Index or table of contents of the stock file indicating Sl.No. Order No. Date of issue, subject matter of it.
2. Copy of the decisions or orders arranged in chronological order; these decisions and orders may be of the Government in the shape of G.O. or of the department as proceedings. Model forms of communications to be used at different stages of processing a case.

WHY HAVE A STOCK FILE?

Now that you have some idea of what a Stock File is, would you like to think about its possible uses? Record your response in the box that follows.

Activity

You might have listed that stock file acts as an induction or training material for new employees. Yes, it does. Instead of asking your Superintendent or some other colleague, you may go through the relevant stock file to read and understand the principles or guidelines or procedure relating to work allotted to you. You may also find a checklist in it a checklist of points to be taken into account while processing the case that you are examining.

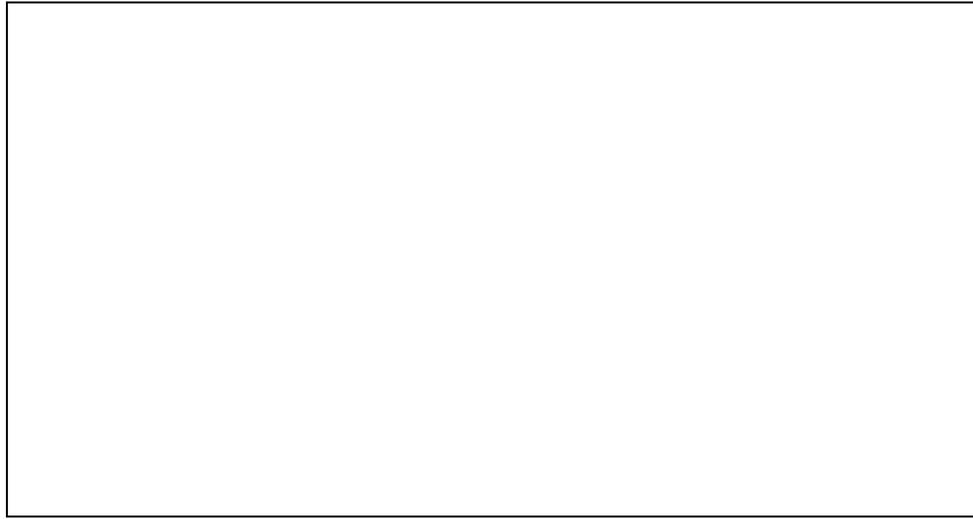
Secondly, it helps you as a compilation of all office memoranda, notifications etc. On the subject required in the decision making process. For example, an employee seeking to resign is required to give notice of one or three months depending upon whether he is a temporary or permanent employee. In his application seeking resignation, he might request that one/three months notices need not be insisted upon. While processing this case you might like to see the orders on the subject to check whether this is permissible. On the other hand, one of the higher officers or the competent authority itself may like to see the orders. In case your section has a regularly updated stock file, you could easily locate the relevant order and submit a copy immediately when required. You may thus experience that the stock file is extremely helpful in reducing the delay, which occurs due to tracing such orders.

Thirdly and more frequently, a dealing hand is required to submit a draft to communicate the decision. You might be aware that there are a dozen forms of communications from which you have to choose the appropriate one. You are also to ensure that the communication is drafted in a manner that it conveys the complete decision. Would it not help you, if you have a standardized model form of communication? In fact, the stock file, you would find model forms of communication to be used at different stages of processing. This reduces the time taken repeatedly to draft a communication. More importantly, such model forms of communication help in ensuring that the message is complete as the model you have is a time tested one.

You would find that maintaining and updating a stock file is extremely useful at the time of processing a case and preparing communications to convey decision. Whoever is the competent authority will also find it a convenient tool in decision-making process. Thus, having a stock file in the section helps in speeding up the decision making process.

Now pause for a moment and think about your office situation. Try to identify and list the subjects on which you would like to have a stock file. If possible, do this for your section as a whole. You may record your list in the space given below:

Activity



The list prepared would obviously vary depending on the nature of work allotted to your section in general and what is assigned to you in particular. In case, you are working in Establishment or Administration Section and one of your responsibilities is to process cases pertaining to resignation of employees in your organization, you would like to have a Standing Stock on the subject “Resignation”. Similarly, there would be a need for a stock file on “Direct Recruitment to the Assistants Grade” etc. Similarly, you could have a stock file on “Terms and Conditions for Grant of Loan” if you are working in Accounts Section or on “Instructions from Vigilance Commission on Disciplinary cases” if you are working in a Vigilance Section.

2.3.2. HOW TO USE A STOCK FILE?

When you process a current you first identify the issue and collect all the information. Then you consider possible course(s) of action you are to suggest. For this, you need to apply the latest relevant rules. It is at this stage that you may like to go through the stock file on the subject to:

Refresh your knowledge and understanding of the provision of the rules (including the latest amendment) by reading the relevant G.O. etc

Glance through the stock file to assure yourself that the procedure you are contemplating on is the same as the one to be adopted.

Normally the tendency is to link the stock file with the case file when required. We would advise you against this for two reasons:

- (a) While the stock file is out of the section, you or one of your colleagues in the section may need it for some other case. Its non-availability could delay the processing of that case.
- (b) There are chances of losing your stock file particularly when the case file is referred to other sections.

Therefore, always take a photocopy of the relevant order, place it on the case file and submit to the next higher officer. This would ensure that the stock file is not sent out of the section and chances of losing it is considerably reduced. This, however, does not mean that it cannot be taken out even when a senior officer asks for it. On such occasions do keep a note of the movement of the stock file and retrieve it as early as possible.

Now days you may also build the stock file in your computer. In a computerized stock file you can retrieve orders quicker than the manual one, if you index the key words, reference number of the orders and the date of issue.

2.3.3. HOW TO CREATE A STOCK FILE?

In the “in Text Activity” in Section 1.3 of this Unit, you have already identified a few subjects on which you would like to have a Standing Guard File. In case, you do not have one in your section, would you not like to create one so as to reduce your process time? So it would be useful to consider how this aid to processing can be created.

To create afresh a stock file, you need to have some experience of having dealt with the subject. You would recall that the stock file is made up of three parts. The first step to create it is to build by collecting copy of

orders issued on the subject identified by you. At least some of these would already be available in the section. You have to look for the previous references given in these orders and get a copy from the concerned. Alternatively you may also collect it from the department situated near your office.

What you have to do next is to go through these orders, jotting down and then put these points in a sequence. You have now already created the first two parts of the stock file, namely, the index and copy of the orders. Now show it to one of your colleagues who have experience of having dealt with the subject, to the Superintendent for their suggestions.

You are now ready to build your stock file. For this you have to take previous years files on the subject. If you can retrieve last two or three years files it would be ideal. You have to go through the correspondence portion of these files and flag the communications used at different stages of processing of the case. For example, if the subject is direct recruitment, the following communications may be flagged, namely, communications.

To intimate vacancies including the format in which it is sent

To the authorities concerned to verify the character and antecedents of the candidates

To the medical authority for medical examination

To send offers of appointments including the detailed terms and conditions

To intimate appointment of those who join the post etc.

You may find standard formats prescribed by Government. You may then take photocopy of each of these communications. There could be a few variations in these communications sent from the same file or among those sent over a period of two or three years. You could take advantage of these variations to draft a model form of communication. This too could be shown to an experienced colleague, the Superintendent, to finalize the model forms of communication. The finalized draft would form part of your stock file.

This, you can create a stock file on a subject. There is, however, no hard and fast rule to proceed exactly in these steps. But this is one of the easier ways of what some consider as difficult job of creation of this. However, if you do undertake this task, try devoting an hour or so a day, for about a fortnight, you would soon have a device which would save at least an hour or so of your processing time on a regular basis.

2.3.4. HOW TO UPDATE A STOCK FILE?

A stock file would gradually lose its utility if it is not updated regularly. Think of such a mechanism created in 1985 on the subject “pensionary benefits” but not updated since then. Of what use will it be now, particularly because the definition of pay has been revised. Similarly, some of the pensionary entitlements have undergone a change. Therefore, one of your responsibilities is to regularly update it.

One of the ways to update it is to take a photocopy of orders issued on the subject, important decisions taken within your organization and keep them in the stock file in a chronological order. Depending on the content of these orders or decisions there could be a need to update the index.

2.4. ADMINISTRATIVE REPORTS

You might have seen the State Administrative Report published every year. This is a compilation of administrative reports of all the departments working in the State. Did you see the administrative report of your department? If you are in administrative or establishment seat, probably you may be involved in a compiling it yourself.

2.4.1. WHAT IS ADMINISTRATIVE REPORT?

The administrative report is an important publication of the department or the State, as the case may be, wherein the development work done during the previous financial year (i.e. 1st April to 31st March) is reported. In respect of the State Administrative Report the printing of it should be completed before the commencement of the budget session of the Legislative Assembly. The purpose is that the

Legislators may know the work done during the last year and emphasize on further development to be taken during the current year. It helps the individual departments and the State to plan for future based on the achievements or otherwise of the previous years.

2.4.2. HOW IT SHOULD BE PREPARED?

To serve the purpose it should be comprehensive and give exact details needed without giving unnecessary, lengthy descriptions. Would you like to recall the important points that are covered in the Administrative Report of the state or your department? Please indicate points in the box given below:

Activity

You could bring some of the points. To make it uniform and to help the departments the State Government has given a format for preparation of the administrative report in respect of individual departments. The important areas on which information is to be incorporated in the report are:

1. Administrative set up of department in brief at head office as well as in the districts

2. Brief mention of the legislations with which the department is concerned
3. The income of the department with details
4. A brief account of the budget provided during the year and its expenditure on establishment as well as developmental activities
5. Details of the developmental schemes and its implementation during the year with results
6. Any other special features on the information worth mentioning.

Let us now see the above aspects in detail.

2.4.3. ADMINISTRATIVE SET UP

The administrative set up refers to the structure of the organization, both in the head office and subordinate or district, mandal and other offices. This gives the whole picture of the department. The various levels in the department their inner relationships, spread across the State. It is always better that a flow chart is given for this purpose instead of a lengthy description. For the purpose of office if the number of posts existing in each cadre is mentioned against each it helps in day-to-day activity also.

2.4.4. LEGISLATIONS

We know that every organization has been created for a specific purpose. Various legislations help the organization in discharging their functions. A mention about these legislations helps not only the public or legislators to know about the department but also an employee of the organization. Particularly a new recruit can understand everything about the department by going through the administrative report.

2.4.5. INCOME / BUDGET

You know that there are some revenue earning departments and some regulatory departments, which do not earn revenue. Whatever is the department the budget is approved by the Legislature. This gives an indication about the performance of the department. An objective analysis gives the details about (i) how much is spent on the establishment (ii) on various schemes or developmental activities and helps in planning.

2.4.6. SCHEMES AND IMPLEMENTATION

Details of all developmental activities, the purpose of the scheme, the targets fixed, the budget allotted, the results achieved are to be indicated here. This helps in evaluating the overall performance of that particular scheme.

2.5. GAZETTEERS

We are sure that you are familiar with this word. Normally we find two types of Gazettes. One, the Government Gazette, and the other, the Gazetteers. Do you find any difference in these two? Please indicate what do they mean?

Activity

O.K. The acts, rules, orders and notifications of the Government are published in the Government Gazette. If Government of India publishes, it becomes the Government of India Gazette and any State it becomes that State's Gazette. Gazetteers are the compilation of information in respect of the country as a whole, the district in a State.

2.5.1 A.P. GAZETTE

As explained above all orders of the State Government are published in the A.P. Gazette. In majority of the orders, the date of its effect is indicated as the date on which it is published in the gazette. The information becomes authenticated when it is given in the gazette. The A.P. Gazette will be circulated as soon as it is received to heads of sections one must read it carefully and invite the attention of the officer to anything of importance in it. It is necessary to keep all the gazettes since they are required to be referred when the need arises in processing the cases

2.5.2. THE GAZETTEER OF INDIA

This is compilation of everything about the country. The ministry of Education, Government of India, have published four volumes of "The Gazetteer of India" on the following four heads:

- Country and the people
- History and the Culture
- Economic structure and the activities
- Administration and Public Welfare

2.5.3. DISTRICT GAZETTEER

Similar to the Gazetteer of India, gazetteers are prepared for every district in the State. The district gazetteer gives important information about the State. When you are processing a case you may need information on a particular aspect of a district, which you may get in the district gazetteer of that district. Broadly the district gazetteer gives information on the following:

- History
- People
- Agriculture and Irrigation
- Industries

Banking, Trade and Commerce
 Communications
 Economic Trends and Miscellaneous occupations
 General Administration
 Revenue Administration
 Law and order and Justice
 Other departments
 Local Self-Government
 Education and Culture
 Medical and Public Health Services
 Other social services
 Public Life and Voluntary Social Service Organizations
 Places of Interest

SELF ASSESSMENT QUESTIONS (SAQs)

Indicate whether the following statements are correct or incorrect by putting a tick or cross mark in the space given against each statement

1. A Stock File contains copies of orders on principles or policy or procedure	()
2. Stock File contains specimen of communications used in a case	()
3. Copy of orders referred to in the index will not be available in the Stock File	()
4. All documents in the Stock File are kept together	()
5. Stock File is relevant only for the individual dealing hands	()
6. Stock File is to be linked with the case file and submitted to the higher officers	()
7. Stock files are not of confidential nature	()
8. Stock files are to be maintained manually. Therefore it is not useful in modern model sections that have been computerized.	()

Tick the most appropriate response

1. Stock files are developed for use in
 - (a) Examination of a case
 - (b) Taking decision in a case
 - (c) Both (a) and (b)

2. Stock files are useful for

- (a) Dealing hands
- (b) Dealing hands and superintendent
- (c) Dealing hands, superintendent and other officers
- (d) All in the hierarchy including the competent authority

3. Stock file is created

- (e) Section-wise
- (f) Subject-wise
- (g) Dealing hand-wise
- (h) All the above

2.6. Summing up

You have gone through different aspects of Stock File, one of the Aids to Processing. It contains an index or table of contents, Government orders, and departmental proceedings containing orders or forms of communication used while processing the case. Such an aid to processing is useful as a training material for a new employee. It helps in reducing the processing time and decision-making time by making available the relevant orders on the subject in one folder. Since it also contains model forms of communication, drafting of communications becomes effective. Stock File will continue to be useful only if it is updated regularly. Since Stock File is a valuable document for a Section as a whole, care should be taken not to part with it. If it has to be sent out of the section, enough care should be taken to keep note of its movement. More importantly, it should be brought back to the Section as early as possible.

The administrative report of the department or the state gives information about Administrative Set up, Legislations that are implemented by the department, income, budget and the various schemes implemented by the department. It will be helpful to all the employees as a source of information, whenever need.

We have also discussed about the State Gazetteer where all important government orders are notified, the Gazetteer of India the District Gazetteer.

2.7. Answers to Self Assessment Questions

These are only suggested answers. There could certainly be variations

1. Correct; Stock Files contains copies of orders.
2. Correct. The model forms of communications are also kept in Stock File.
3. Incorrect. Copy of the original orders referred to in the index is available in Stock File.
4. Incorrect. Stock File has district parts, one each for the index & the copy of orders or the model forms of communication.
5. Incorrect. It is useful for the dealing hand, the Superintendent and all other officers associated with the process of taking decisions.
6. Incorrect. Linking it with the case file could lead to a situation where your processing of other current on the subject could be held up. Therefore, copy of relevant orders required is taken from the Stock File and placed on the case file. However, if the senior officers need to see the Stock File, it should be sent to them after making a note of it. In any case it should be retrieved as early as possible.
7. Correct. However, if any of the copy of the order kept in is a classified document, then the Standing Guard File could be confidential.
8. Incorrect. The uses of Stock File have already been discussed. The modern office equipment has more facility for keeping this type of information and retrieving it faster when required. The model forms of communication can be created in the form of templates that save lot of time and energy. Templates are nothing but formats used for various types of communications.

Multiple Choice Questions

1. (c)
2. (d)
2. (b)

2.8 Journey to next Unit

We have discussed how the stock file, administrative report and the Gazetteers help us in processing a case. In this course till now we were discussing about processing of a case. We will now look in to the various mechanical and other aids that help us in day-to-day administration in the next module.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE -7: MECHANICAL AIDS

UNIT -1: MANUAL AIDS

CONTENT

1.1. Introduction

1.2. Objectives

1.3. What is an aid?

1.4. Types of Aids

1.4.1. Manual Aids

1.4.2. Mechanical Aids

1.5. Manual Aids

1.6. Summing up

1.7. Answers to SAQs

1.8. Journey to next unit

1.1. Introduction

Modern office management is concerned with the efficient collection and processing of information into viable decisions and their implementation. It is for this purpose, the office should be equipped with certain aids for processing proper work, which would contribute to achieving a certain standard of efficiency. In fact, such aids have become a necessity in view of the continuing growth in organizational size, the demand for ensuring greater efficiency and neatness in work. The diversification in the type of records maintained and the overriding need for economy in administrative expenditure of the government be kept in mind while opting for the aids.

1.2. Objectives

On completion of this unit, you will be able to:

- Define the term 'aid'
- List out the manual aids
- Describe the uses of each aid

1.3. What is an aid?

You will agree that like in our house in office also we require certain aids to perform our duties effectively. Then, what is an aid? Would you like to say what it is?

Activity



AID: The dictionary meaning of 'aid' is:

'To help someone or something by making their situation or what they are doing easier'

Aid is nothing but something, which helps us to do our job easier. Isn't it? Would you like to list out some of the aids, which you see in the government offices?

Activity

Yes. You could bring many

Let us list out various aids, which we will be using in day-to-day office work.

1. File pad
2. Single punch
3. Tochen
4. Scissors
5. Paper cutter
6. Stapler
7. Punching machine
8. Pen knife
9. Type writer
10. Electronic typewriter
11. Word processor
12. Computer
13. Printer
14. Photo copier
15. Duplicator
16. Franking Machine
17. Dictaphone
18. Voice Auto Software
19. Micro Filming of records
20. Internal Communication aids

- 21.External communication aids
- 22.Miscellaneous paper handling machines
- 23.Binder
- 24.Scanner
- 25.Laminating Machine
- 26.Video conferencing system
- 27.Server etc.,

You could see that some of these items are used either in the house or in office regularly and so we do not give much importance to them. Think for a minute you are applying for some other job or you are giving particulars for attending a training programme or any such thing. You may need to fill up application first. Then attach the enclosures (may be certificates) and paste the photograph. Isn't it? What is needed at that time is the file tag or stapler and gum tube. If they are not readily available we will be searching and searching. Similarly in the office as a dealing assistant or what ever capacity you are, it is necessary that the small things like file pads, cut white sheets, tags, pins, gem clips, pencil, eraser, sharpener, paper cutter single punch, punching machine, token, gum tube, etc., are kept ready with you so that wastage of time for searching for these petty items will be avoided. Only we would like to emphasise the need for them in day to day work..

1.4. Types of Aids

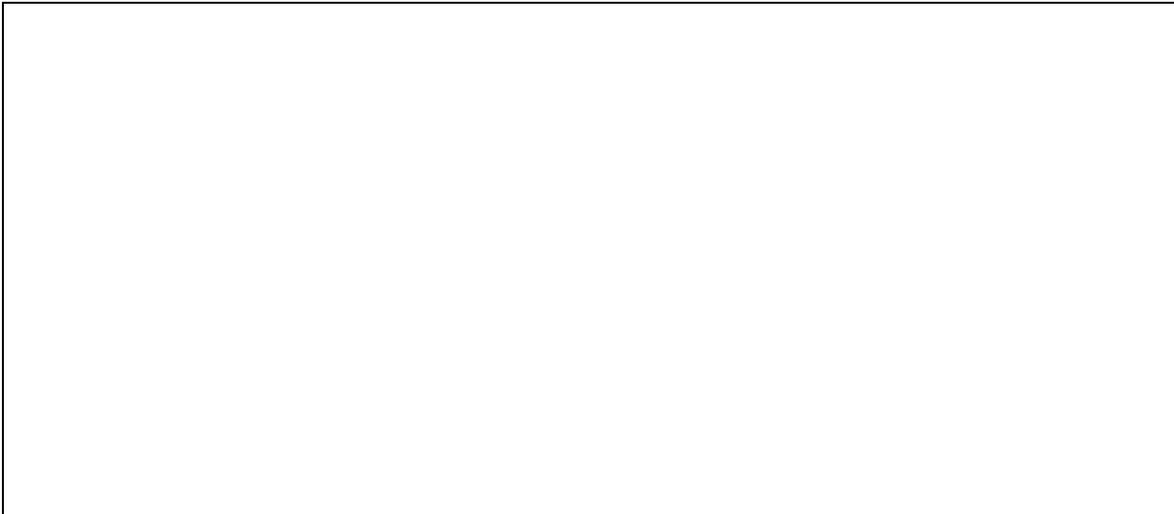
If you look at the above list as already discussed, leaving some of the smaller items they can be classified into many types. Commonly used, occasionally used is one type; electrically operated, manually operated; etc., However, The aids can be classified in to two categories.

- 1.Manual Aids
- 2.Mechanical Aids

1.5. Manual Aids

We will discuss about the manual aids in this unit. From the above list would you like to prepare a list of manual aids?

Activity



You have made a good effort. The commonly used manual aids are:

- 1. Type Writer**
- 2. Duplicator**
- 3. Franking Machine**
- 4. Staplers**
- 5. Binders**
- 6. Paper cutting machines etc.**

Though of routine nature, look at the file pad we use in our offices.

File Pad; Did you notice the file pad used in your office carefully. It has got cardboard attached with two flaps and a thread for tying. The flaps normally will be either printed with words as 'ordinary' or 'urgent'. In some cases, one flap contains ordinary or other flag contains urgent.

Typewriter

Almost all offices are having typewriters. The typewriter actually replaced the handwritten communications. Typed communications are neat and clear. It solved the problem of reading the handwritten communications. However the person who knows the type writing can only type the letters. You cannot take more than 5 or 6 legible copies. After introduction of computers with printing facility, typewriters are almost not in use.

Duplicator

We can take few copies say, 4 to 5 through a typewriter; the duplicator helps in taking hundreds and thousands of copies at a cheaper rate and in less time. Initially manually operated duplicators are mostly in use in offices. Subsequently, duplicators, which are operated with power, came in to use. Though the duplicator can be operated through electricity, it can also be used manually in case of failure of power and get the work done.

The use of it is considerably reduced today due to the introduction of photocopiers. Yet you find it in many offices to take large number of copies. It is in fact cheaper when compared with the photocopying.

Franking Machine

You might have noticed in the post office a board asking the public not to paste stamps on the envelopes if they are sending more in number. Instead they collect money from us and stamp the denomination with a machine. It is the franking machine. You might have also seen such machine in your office.

Introduction of the franking machine has saved lot of time in the offices for pasting of stamps on the covers.

Stapler

Suppose you have to send more number of pages you staple it today. When this machine was not available people used to tag the papers. Even today, in offices if large number of papers is required to be enclosed people use the file tag or thread. But you might have seen staplers, which can staple

books with hundreds of pages. Now days it is common in many offices to have a big stapler with which large number of pages can be stapled at a time.

Binders

Using staplers for binding is an out dated fashion today. We have binders of different nature. You might have got prepared some of your reports to be submitted to certain committees using comb bound or spiral bound. We have binders, which can be manually operated, and binding done with power.

Paper Cutting Machine

We use lot of paper in processing cases. In case we do not have the paper of foolscap size paper, cutting machine will help in cutting the paper to the required size neatly.

We have not discussed all the manual aids. There are many such aids, which are in use in our offices.

Self-Assessment Questions (SAQ)

I. Answer the following questions;

1. What is an aid?
2. How many types of aids are normally used?
3. What do you understand by the term 'manual aid'?
4. What are the commonly used manual aids in your office?

II. Fill in the blanks

1. Typewriter replaced sending ----- letters
2. Large number of copies can be taken through -----
3. Duplicating is cheaper compared to -----
4. -----, ----- Binding can be done manually
5. Pasting of stamps on envelopes can be avoided by using -----

1.6. Summing up

In whatever name we call we use large number of aids in day-to-day work. Aid helps us in performing the same work more efficiently and economically. They can be classified into manually operated and mechanically operated. Typewriter, duplicator, franking machine, stapler, binding machine, franking machine etc. are some of the examples for the aids normally used.

1.7. Answers to SAQs

I. Answer the following questions;

1. Aid is nothing but something, which helps us to do our job easier

2. The aids can be classified in to two categories.

Manual Aids

Mechanical Aids

3. Manual aid is one which needs to be used manually with out Power or other means, but it helps us to do the job easily.

4. The commonly used manual aids are:

Type Writer

Duplicator

Franking Machine

Staplers

Binders

Paper cutting machines etc.

II. Fill in the blanks

1. Hand written

2. Duplicator

3. Photo copying

4. Comb, Spiral

5. Franking Machine

1.8. **Journey to next Unit**

We have discussed about the manual aids in this unit. The other type is mechanically operated. Let us learn about them in the next unit.

DISTANCE TRAINING COURSE ON OFFICE MANAGEMENT

MODULE -7: MECHANICAL AIDS

UNIT -2: MECHANICAL AIDS

CONTENT

- 2.1. Introduction**
- 2.2. Objectives**
- 2.3. What is a Mechanical aid?**
- 2.4. Types of Mechanical Aids**
- 2.5. Summing up**

1.1. Introduction

We have seen in unit 1 that an aid helps us in doing things more Efficiently. They are of two types; One, which can be operated manually, and the other mechanically. The mechanical aids are much faster and save lot of time. They are used for different purposes. We will learn about them in this unit. Though then is no special mention about Mechanical Aids in the tottenham system keeping in view the technological developments, we briefly discussed about various aids that are being in use in many of the Government Officers.

1.2. Objectives

After going through this unit you will be able to:

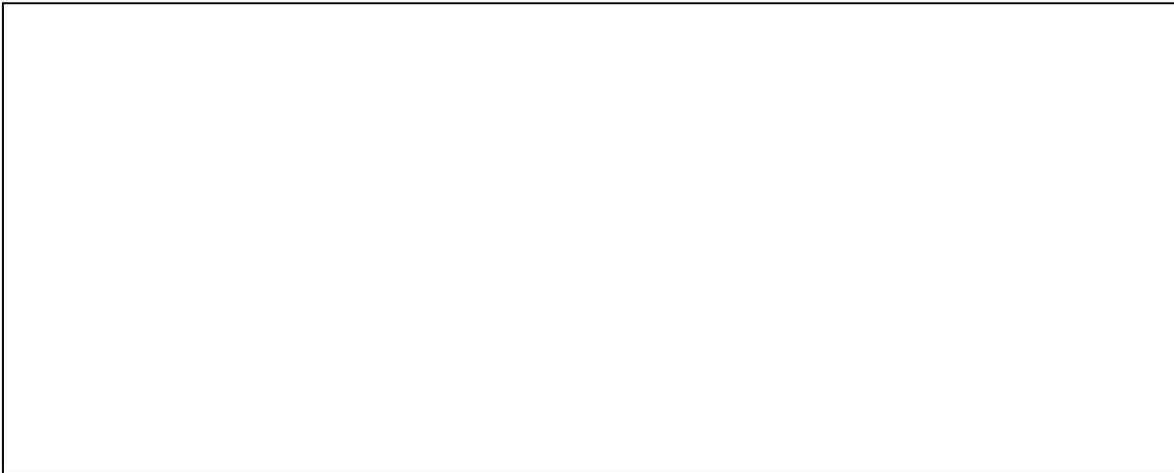
- Define Mechanical aids
- Describe the types of Mechanical aids
- Explain the uses of each mechanical aid

- State the need for the maintenance of the aids

2.3. What is a Mechanical aid?

We have learnt about the definition of an aid in the earlier unit of this module. Do you remember? It is 'To help someone or something by making their situation or what they are doing easier'. Then what is a mechanical aid? Would you like to try?

Activity



Before saying something about mechanical aid, Let us see what the word 'mechanical' means:

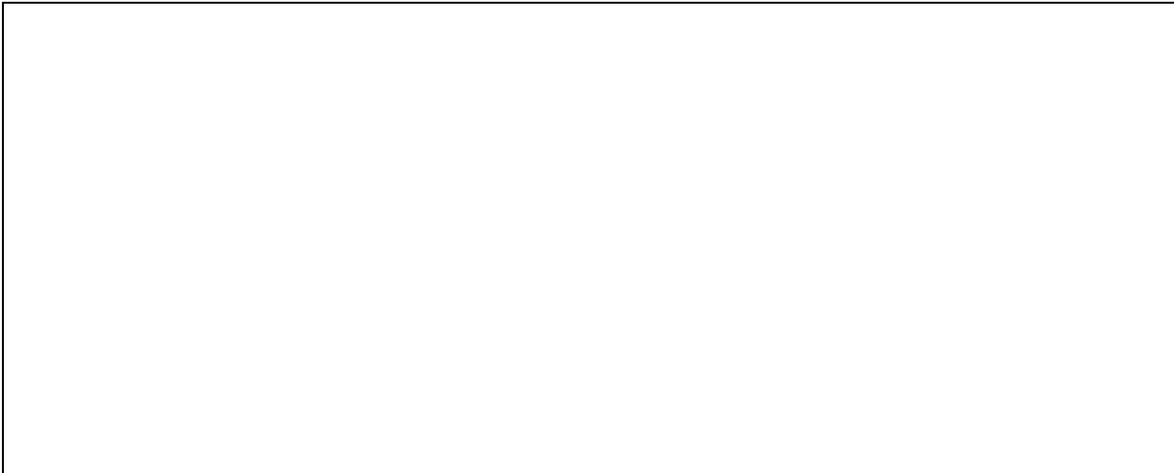
Mechanical

The dictionary meaning of the word mechanical is:

'Using power from an engine to do a particular kind of work'

Now, a mechanical aid runs with power and help to do something easier. We have listed a large number of aids in unit 1. Do you remember and prepare a list of the mechanical aids from out of the list?

Activity



Very good. Following are some of the mechanical aids.

28. Electronic typewriter
29. Word processor
30. Computer
31. Printer
32. Photo copier
33. Duplicator
34. Dictaphone
35. Voice Auto Software
36. Micro Filming of records
37. Internal Communication aids
38. External communication aids
39. Miscellaneous paper handling machines
40. Binder
41. Scanner
42. Laminating Machine
43. Fax Machine
44. Telex Machine
45. Wireless Machine
46. Telephone
47. Video conferencing system
48. Server etc.,

There may be some more you might have come across. If so, add to the list.

2.4. **Types of Mechanical Aids**

We have quite a big list. Would you like to classify them further?

Activity



A good attempt. All these aids perhaps be classified based on their functions. Look at the computer. It helps in processing. Take a fax machine it helps to send communications. Microfilm to store information. You can see that we have one or the other aid to meet all the functions a normal office does. Hope you remember the common office functions we discussed in the module 1. Let us try to classify the aids on those functions.

COMMON OFFICE FUNCTIONS AND THE AIDS

COLLECTING INFORMATION

1. Fax Machine
2. Computer through Internet and intranet
3. Telex machine
4. Telephone

CLASSIFYING INFORMATION

1. Computer

PROCESSING INFORMATION & TAKING DECISION

1. Computer
2. Electronic Type writer
3. Word processor
4. Dictaphone
5. Voice Auto software
6. Scanner

COMMUNICATING DECISION

1. Fax Machine
2. Telex Machine
3. Computer
4. Telephone

5. Wireless Machine

MONITORING INFORMATION

1. Telephone
2. Computer network
3. Video Conferencing

STORING INFORMATION

1. Computer

2. Microfilm

3. Binder
4. Scanner

5. Laminating Machine

**If you look at the above list Computer comes everywhere.
You can
Understand the importance of a computer by seeing the list.**

Let us now see some of these items one after the other.

Electronic typewriter:

This is used with little more advantages to a manually operated typewriter. Operation is easy. You need not type the same matter again and again since it has got memory and reproduce any number of copies. An electronic typewriter can perform all the functions that a word processor is capable of, subject to display and memory limitations. An electronic typewriter can also be attached to a computer and the material can be got printed.

Word processor:

A word processor is a microcomputer, which can be used for storing, altering and rearranging, in any desired manner, pages of text in large numbers. The output from a word processor is of high quality and is useful in offices, which have substantial report writing work involving repeated editing. This can also be used for word processing functions with the help of appropriate software package. The major difference in a manual or electronic typewriter and the word processor is that it has got more memory power.

Computer:

An advanced version of the microprocessor is the latest computer. A computer may be used for storing, retrieving and processing of large information of all types in a fast and accurate manner. It facilitates quick updating of information. Computers can be broadly categorized into three categories viz., mainframes, minicomputers and micro or personal computers. The most appropriate computer system for a department has to be decided based on the type of work and workload. It will be better to take the advise of experts in the field before deciding the type of computer. In our state the Andhra Pradesh State Technology services Limited (APTS) is to be consulted in this regard, Not only computers, the government have issued orders to consult the APTS in the purchase of all electronic items.

Computer has almost replaced the typewriter and electronic typewriter today. The above classification indicates the use of computer in all aspects of office work. The success of bureaucracy of Weberian model, which depends on, the written documents or the files based on the rules and regulations. The office system now in use is dependent on the records, stock

files etc., The concept of a 'paperless office' is slowly but steadily gaining momentum.

You might have heard that in the state some of the districts like Chittoor, Khammam have already started working on this concept. The Secretariat Knowledge Information & Monitoring System (SKIMS) project is aimed at introducing the concept of e-governance at secretariat level and later to all departments. It becomes another volume if we take up explaining the entire project. But, we would like to mention here all the applications that can be done through the computer in an office.

HOW COMPUTER CAN HELP IN AN OFFICE?

Receipt of Tappals:

In the present system we are getting tappals through person, post, telegram and recently through fax and e-mail. The computer provides both

- Internal Communication and
- External Communication

Do you have any idea? Would you like to think and write down in the space provided below?

Activity

Yes. Through e-mail. Internal communication system or networking of the office is done through intra net and external communication system through Internet. These words are so popular today that even you find small children in the e-mail centers.

What we would like to emphasize here is that the receipt of tappals into the office will be done in future through e-mail without any loss of time as in the present day system

Entry in the Inward Register

The tappals so received through e-mail automatically are registered in the Inward register by the computer and the current number given to it. The letters received by hand needs to be scanned till the time paper is completely replaced in the system.

Distribution to the Dealing Hand

The subjects being dealt by each of the sections be recorded in the computer so that it automatically marks the currents to the concerned sections. In this way the distribution is done through internal mail. Presently this done manually and the software needs to be developed.

Registry in the Personal Register

The contents of the currents should automatically be entered in the personal register of the dealing assistant by the computer. The present available software on office management does not provide this facility and it is being done through keying the contents.

Processing the File

The computer provides processing of the file through the network. You can prepare your note, forward it to your superintendent through network. At all levels in the office it can be forwarded and will be returned in the same way. You need not have a paper with you. No need for an attender to carry your file!

We are sure that you are going to ask some questions now? Isn't it?

In processing a file manually the precedents and rules and regulations are kept along with the file. How this is to be done? Is this your question?

Records

You can just ask your computer to save the disposals, important papers. The system provides for maintenance of records. There is no need for a record room! All records are classified and retained in the computer. You just ask it to provide that particular record, you get it on the click of a button. No record assistant, no racks, Cabinets, yet you get the record you wanted immediately. No delay for placing an indent, searching by the record assistant and in sending it to you.

Stock File

How about a stock file? The important government orders, office orders you want to be retained in the stock file, if direction is given like that automatically are recorded in the stock file. You can click on the stock file or whatever name you give it, click on that button automatically takes you to it and you can refer to that particular G.O.

Consultation

You want to consult some one on some of your doubts or to get some clarifications; you can send a U.O.Note on mail and get the clarification. You want to discuss something you can go on chat and get yourself clarified through the net both internal and external. No wastage of time to get such clarifications through paper.

Fair Copying

The draft put up with the file in a computer after approval becomes automatically a fair copy, since superior officers in the draft make the corrections. There is again no need for re-typing the fair copy. Even if you have the normal files, not the computer maintained files, the draft if typed on a computer can with the corrections carried out becomes the fair copy. There is no need to type it completely once again.

Despatch

The officer who approves the draft if he clicks on the button sends, it is automatically mailed to the addressee. No need to fair copy and entry in the local delivery or dispatch registers, affixing stamps to the envelopes etc., etc., Where if the other person who receives is not having a computer or e-mail, you can even send from your computer by fax.

Printer

You know what is a printer. There are various types of printers available. Depending upon the nature and need of your work you can select one. A computer printer gives better quality of print in quickest possible time.

Photocopier

A photocopier produces copies of any document on plain paper faster than cyclostyling/ duplicating. It may be used in offices where copying load is high. Photocopying is relatively expensive you should take care about deciding whether to use photocopier or the duplicator considering the number of copies needed. It is always advisable to use the duplicator

where more number of copies needs to be taken. Similarly it is advisable to use the photocopier where very less number of copies are needed.

Today there are various facilities available with the photocopier. Viz., reducing the size, increasing the size of the print, colour printing, setting the papers (i.e. if you are copying a 100 page book, there is no need to turn each page and keep it in the machine every time, you keep the book in whatever order you want, it gives copies in the same order). Where large number of documents are to be copied it is very helpful

Dicta phone

Did you ever heard about it? What do you understand by the term Dictaphone? Would you like to write down in the space provided here?

Activity



It will have 2 things. One is Dicta and second is phone. Normally, this is used in offices. It is necessary that the persons taking dictation should always be available for taking a dictation. If the stenographer is not available the dicta phone will take dictation. This is a compact machine which enables an officer to record dictation at his convenience without having to wait for his stenographer. The cassette containing the dictated message can be handed over later to the stenographer who will type the matter straightway without taking it down in long or short hand first.

Fax Machine

Various developments among that the fax machine is a very useful one. We can send messages from one place to another. Normally the cost of telephone call is the cost of despatch of paper by fax. The distance between two offices is more we can use to send a paper by means of fax. It is used in many offices. Fax messages are not entered in the inward. One more thing is due to some mechanical problems sometimes the communication isn't received properly. It is necessary that whenever this type of communication is received we can immediately photocopy the same properly.

Duplicator

We have discussed about manually operated duplicator in unit 1. This machine can be connected to power, which will work much faster.

Voice Auto Software

You have seen the Dictaphone above. It replaces the stenographer for taking dictation, but he has to type the text. The voice auto software, provided in a computer works as a stenographer for taking dictation and as a typist to type the text. You can tell whatever you want to say to your computer it automatically takes the dictation and feeds the material. If you want to send it as a e-mail you can do so or you want to have a print you can have it. Look, how things are becoming easier and easier!

Microfilming of records

Do you remember that you have learnt about this in module 5 while discussing about records management? A microfilm is a largely reduced photographic image of a document, which can be magnified to any desired degree in order to be read or printed.

You know that retaining large amount of paper (records) need lot of space and expenditure in terms of time and manpower and need lot of furniture. Microfilming the records enables us to avoid all this and also the durability and safety of upkeep is more. Literally you don't require any space to store the film.

Internal Communication Aids

What is communication? We have discussed in module 1 and 5. Aids, in this module itself. Would you like to list out the internal communication aids that are used in your office?

Activity

O.K. We have learnt about computer in the above paras. The telephone with EPABX can be used as a conference system both internally and externally.

The intranet, if available in an office can be used as an internal communication aid.

External communication aids

While discussing about computer we have seen how the Internet helps us in communicating externally. Besides the computer, would you like to list out some of the external communication aids?

Activity

Well done. The external communication aids generally used are:

- 1. Fax machine**
- 2. Telephone**
- 3. Telex machine**
- 4. Computer – Internet**
- 5. Wireless system**

Even you can add the ham radio here, which helps in communication in disasters, when the other modes of communication fail.

Miscellaneous paper handling equipment

Paper collators, cutting and stitching machine, binding machine and document shredders are some of the devices to save labour in the offices.

Telex Machine

It is similar to telegram. You can receive and send messages from your place provided you the telex.

Wireless

Mostly used in police and revenue departments when the normal telephone fails. You should have the wireless equipment connected to you and the receiver to whom you wish to talk.

Telephone

We hope there is no need to say about a telephone. Can we dream today a life without a telephone? An internal and external communication media! Even the Internet works with it. No fax machine can work without it.

Video conferencing system

Did you ever calculate the cost of an official meeting where various officers across the state participate? People from far off places

need to assemble at one place for an hour or few hours meeting. Calculate the cost of travel, stay and the disruption of regular work during their absence at the work place during this period. The video conferencing eliminates all this. You can sit at one place and at a given time have a conference of all those connected officers through the video conferencing system.

We are sure that you have, if not in your office have experienced the video conferencing on the TV during election sports etc.

2.4. Summing up

We have tried to bring all mechanical aids, which are helpful in our office management at one place. Hope you might have heard that the old people use to say ‘Kasiki poinavadu katiki poinavadu vokate’ i.e. to say that the person who goes on a pilgrimage to Kasi is equal to that of a person who dies. In olden days transportation and communication was so poor. You have to walk all the distance through thick forests. The person may yet times become a victim of wild animals.

From then to now, we have advanced a lot. Today the distance between Delhi and Hyderabad is only 2 hours if you travel. But the distance between any parts in the world is only few seconds if you send the communication by e-mail.

As seen above we have many mechanical aids, which help us. It is our duty to make use of them effectively to meet the needs of our office management for public welfare.