

Administrative Skills:
Office Procedure,
Noting & Drafting
for 89th Foundation Course

PRESENTED BY:

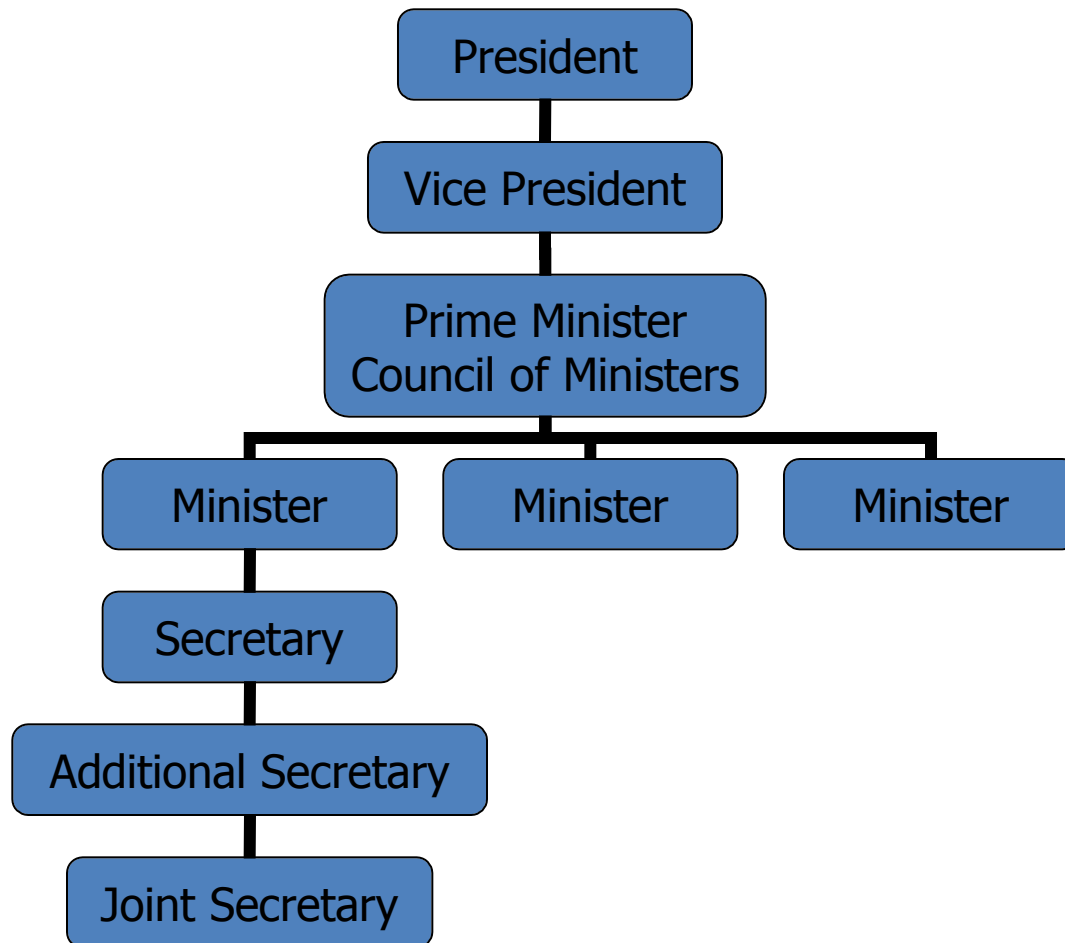
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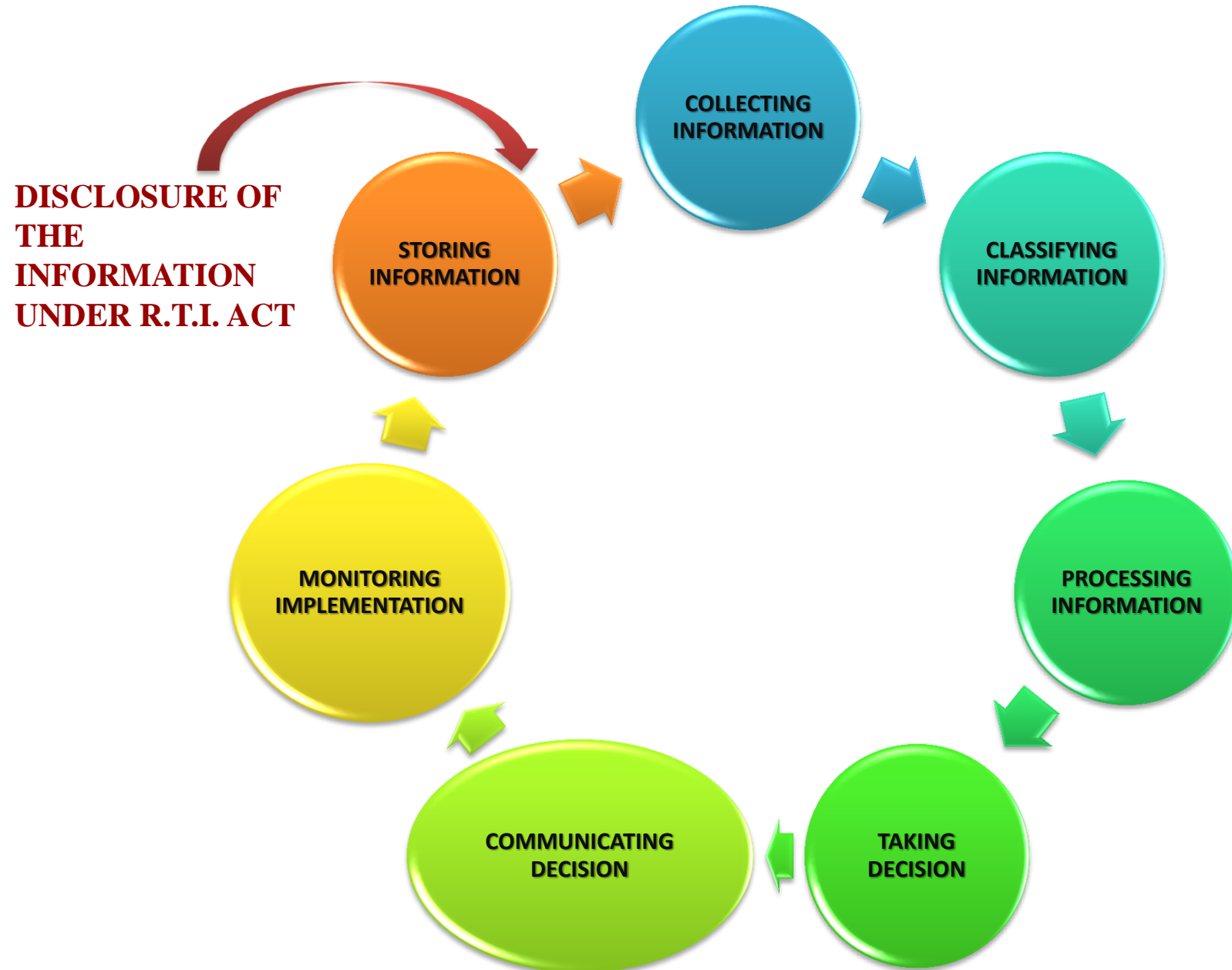
**CENTRAL SECRETARIAT
MANUAL
OF
OFFICE PROCEDURE**

The administrative structure of the Government of India

(The roles of the various Ministries are defined as per the Rules of Business)



COMMON OFFICE FUNCTIONS



FEW IMPORTANT HINTS

Use the right and best Language in Administration

Punctuality, Promptness, Regular Attendance and Obedience can be said as FOUR PILLARS of the Discipline

Silence and Mutual Courtesy among the staff members are must

Every Employee is expected to have a thorough knowledge in Rules and Regulations of the Government

IGNORANCE OF RULES AND REGULATIONS IS NOT AN EXCUSE

Integrity has to be maintained among the staff members

Offices will remain closed on Saturdays and Sundays

C.Ls. - CASUAL LEAVES 8 DAYS

R.H. - RESTRICTED HOLIDAYS 2

C.H. – Compensatory Holiday in lieu of attendance on a holiday

CASUAL LEAVE

Casual leave is a concession granted to government servants to enable them to stay away from office for a short period on account of illness or to enable them to attend urgent private matters

The maximum period of casual leave which a Government servant is allowed to avail himself is 8 days in calendar year subject to a maximum of 5 days at a time

The limit of 5 days at a time may be relaxed in special circumstances at the discretion of the Head of Department

OFFICE HOURS

8.30 AM TO 4.30 PM

9 AM TO 5 PM

10 AM TO 6 PM

GRACE TIME 10 MINUTES

LUNCH HOUR 30 MINUTES 1 TO 1.30 PM

PUNCTUALITY

Strict measures should be taken by the administrative authorities for the enforcement of punctuality

Section Officers/Supervisory Officers should be very particular in scrutinizing the attendance register

Surprise daily checks may be carried out in one or two sections of the Department/Office under the direct supervision of the senior officer like the Head of Department/Head of Office

The lunch hour must be scrupulously observed by the subordinate staff AND by the Supervisory officers and periodically and surprisingly

PERMISSION TO LEAVE OFFICE

A member of staff will not leave the office premises during working hours without permission

When a priority case requires action on the same day, the staff concerned will not leave office without permission

OBSERVANCE OF PROPER DECORUM

No Government employees should play cards on the lawns and such other places inside and outside office buildings

DAFTRIES AND PEONS---HOURS OF ATTENDANCE

Daftaries and Peons should attend office half an hour earlier than the hour prescribed for the office

HALF-A-DAY'S CASUAL LEAVE

Taking half-a-day's casual leave for the forenoon shall attend office at 1.00 p.m. and those taking half-a-day's casual leave for the afternoon may leave office at 1.00 p.m.

PENALTY FOR LATE ATTENDANCE

Occasional late attendance by Government servants due to unavoidable reasons e.g. illness in the family, a cycle puncture, late running of buses, heavy rains etc. may be condoned by the competent authority

In case of Government Servants who are frequently or habitually late in attending office, half day's casual leave should be debited to the casual leave account of such Government servant for late attendance. The Competent Authority may however, condone late attendance up to an hour on not more than two occasions in a month, if he is satisfied that it is due to unavoidable reasons

Action to be taken for late-coming when no casual leave is at credit

If an official who has no casual leave to his credit comes late without sufficient justification, the administrative authority can propose to take disciplinary action

WEARING OF UNIFORM BY GROUP 'D' EMPLOYEES

Members of Class IV staff should be in uniform only during working hours

ADDRESSES OF STAFF

A list of the addresses of all members of the staff working in any office should be maintained by each Section Officer and a copy should be pasted on the piece of cardboard and should be displayed at a Convenient place in the Office

MAINTENANCE OF COMPLAINT BOOK

No File/Register is permitted to take to home without prior permission of higher authorities

No employee is allowed to come to Office on holidays without prior orders of the officer

Authorized registers will be as per Codal Provisions

Tappal should be before the officer by 3.00 pm for endorsement

However, in case of urgent tappals, the same can be kept before Officer at any time

Entering in Inward Register & D.R. (DISTRIBUTION REGISTER) Section-wise and obtaining acknowledgement are compulsory

Dealing Assistant has to diarise the currents and get acknowledged while sending them to different Officers in the Office itself and as well as outside

PROTOCOL TO PUBLIC SERVANTS: When People Representatives i.e. MP/MLA/MLCs/MPP Members etc., visit the Office, they must be dealt with utmost care and in a very cautious manner

TREATMENT TOWARDS VISITORS: Behaviour of the Office Subordinates must be watched by the Officers to avoid indecent behaviour towards visitors to keep up the prestige

CITIZEN CHARTER: This must be displayed in the entrance of the Office and also must be made available with PRO & APRO as per the Right to Information Act, 2005

DON'Ts

Habitual late attendance, absenteeism or absenting for more than 3 days at a time without proper permission is deemed to be a major offence

Drunkenness, fighting or indecent behaviour within or outside of the office are considered major offences liable for punishment

Theft, fraud and dishonesty are deemed as major offences

DON'Ts

**Not to get engaged in or incite others to
strike/slowdown activities**

**Should not refuse to work on any job of same status
when ordered**

No private/personal work within the premises

**Not to hold any meeting or take part without
permission**

DON'Ts

Not to be an office bearer of a political party /an organization which takes part in the politics

Not to participate/assist in any manner in any political movement/agitation/demonstration

Not to canvas in any manner in any elections to Legislature or Local Authority

Don't exceed your powers

financial and administrative, except in an emergency

it is irregular and gives rise to suspicion

Regularize your deed immediately by taking post-facto approval in writing

Don't deal with firms giving incomplete address or particulars

**Go into antecedents of such firms wherever required
Verify bonafide of the firms, which furnish addresses
like "C/o. Post Box No."**

DON'Ts

Don't engage in any employment other than Govt. employment

Don't give evidence in connection with any enquiry, other than judicial or departmental enquiry or enquiry before an authority appointed by Government, Parliament, or State Legislature, without previous permission of Competent Authority

Don't make statements criticizing policies or action of any Government (States or Central)

DON'Ts

Don't approach directly or indirectly any foreign Govt. or organization for financial assistance for visiting a foreign country for attending a course abroad without prior permission of the Government

Don't acquire or dispose of any immovable property without prior intimation to Government

DO's

Always take prompt action to redress the complaints or grievances of the people, wherever possible

If you have to say 'NO' to somebody, say the same very politely, but firmly

It is better to say 'NO' and decide than to keep the matters pending

**Encourage your subordinates to do their best
If you want to bring about effective change in shortest time, encouragement is the best tool**

Verify periodically the rules, regulations, policies, guidelines, procedures, practices and functions existing in the organization according to which the works of your unit might be carried out

It is desired to update and consolidate them in order to provide clear and unambiguous guidelines

On occasions of social/religious functions, gifts received from relatives and personal friends having no official dealings in conformity with the social/ religious practices, should be reported to the Competent Authority

Noting & Drafting

FILE

A File is made up of:

- **Current File (C.F.)**
- A N D**
- **Note File (N.F.)**

Current file consists:

**Communications received (INWARD)
Communications sent (OUTWARD)
Drafts etc.**

A N D

**Note File is used for internal
talks/decisions among the staff members
from higher officials to lower officials and
vice-versa**

CURRENT FILE

- ❖ **Papers in the Current File are arranged:**
 - **In a Chronological order**
 - **Keeping previous paper on the top**
 - **Neatly tagged together**
 - **Page numbers on both sides of C.F., if matter is typed on the 2nd page, with Red Ink starting from page-1**

NOTING

GUIDELINES

All notes should be concise and to the point. Excessive noting should be avoided

Use of complicated and ambiguous language should be avoided

The dealing hand will append his full signature with date on the left below his note

An officer will append his full signature on the right hand side of the note with his name, designation and the date

Better the matter is broken into short paragraphs dealing with single point

Paragraphs should be serially numbered

SPECIMEN FORMAT OF THE MAIN NOTE

SECRET

Copy No. _____

No. _____
MINISTRY OF _____
DEPARTMENT OF _____

New Delhi, the _____

(date of the note)

NOTE FOR THE CABINET

OR

NOTE FOR THE CABINET COMMITTEE ON

OR

NOTE FOR THE GROUP OF MINISTER ON

Subject: _____

- Contents should be typed in double space (in font size of 12-14) not exceeding 7 to 8 pages. All pages of all copies should be legible.
- Each para and sub-para should be appropriately numbered.
- The fact that Appendix and Annexes are attached with the note should be indicated at relevant place(s) in the note. Continuous page numbers of the Appendices/Annexes should also be indicated in bracket against each. On each Appendix/Annex the relevant paragraph of the main note should be indicated, for easy reference.
- The names of the Ministries/Departments consulted on the proposal(s) should be indicated in a separate paragraph. Their views together with the comments of administrative Ministry/Department thereon should be briefly indicated in the note. The details in this regard may be indicated in a tabular form in annexes to be attached with the note.
- There should be a separate approval para which should be self-contained and seek approval to the specific proposal/proposals.
- The penultimate should indicate about the Implementation Schedule attached as Appendix. (This appendix is to be placed immediately after the main note).
- The last para should indicate about the approval of the Minister-in-charge to the proposal(s) contained in the note.

Signature _____

Name _____

Designation _____

(Not below the rank of Joint Secretary in the
sponsoring Ministry/Department)

Telephone No. _____

[Cabinet Secretariat Memo. No. 1/16/1/2000-Cab. Dated _____]

NOTE FILE

1/3rd Margin should be left on left side

Page Numbers should be given in the centre at the top of the page on both the sides

File Number should invariably be written on every page on the top at right side

Use of Ink

All officers and staff below Joint Secretary

Blue or black Ink

Joint Secretary and above

May use Green or Red ink

NOTE FILE

- **Subject and Reference should be in the first page and can also be written subsequently, if required**
- **Para Numbers should be assigned to each para even for observations of the officers with a single word or punctuations viz. "Approved", "Speak", "Put-up", "??", "!!" etc**

NOTE

A note is a piece of writing intended for internal use within the organization

A Note...

Facilitates/ensures comprehensive examination

Provides written record of decision taken

Constitutes proof of approval/orders by the competent authority

Ensures consistency of approach

Provides historical and evidential material

HOW TO WRITE A NOTE

- **Simply worded**
- **Factually correct**
- **Non repetitive**
- **Concise (comprehensive)**
- **Precise (businesslike and to the point)**
 - **Objective and unbiased**
 - **3rd person passive voice**
 - **Polite**

CONTENTS OF A NOTE

- **Statement of the subject and problems**
- **Relevant facts and figures**
- **Procedures prescribed and precedents**
- **Laws/Rules etc on the subject and their application**
- **Views/Advices of others, if any, consulted**
- **Possible course of action**
- **Implications (Legal, Social, Administrative, Financial etc.) of the various options available**
- **Suggested course of action**

In short, numbered paragraphs of a few sentences (of about 10 words) each

Signed in full and dated by the dealing hand (on the left hand bottom) and by the officers on the right hand bottom

C.W./S.W. SUPDT/S.O.

A.D. D.D. J.D. ADDL.DIR. DIR.
(LEVEL JUMPING)

Secretariat Practice is little different when a file is sent to C.S./MINISTERS/C.M. ETC. for orders in circulation

CS
MINISTER (AGRICULTURE)
C.M.

**Notes once written should not be modified, replaced or
pasted by other notes**

**Opinions such Ruling, Concurrence etc. of other
Sections/Departments viz., Law Section, Service Rules
Section, Revenue Section etc. can be obtained wherever
necessary by way of an Inter-Departmental Note**

**When orders of the Ministers are required a Note for
Circulation should be prepared in the Note File itself duly
summarized the contents under the caption “NOTE FOR
CIRCULATION”**

Shadow File

Main Note File

Authentication of Government Orders

All orders are made and executed in the name of the President of India and signed by an officer having regular or ex-officio secretary's status of and above the rank of Under Secretary

O R

other specifically authorized to authenticate such orders under the Authentication

WHILE WRITING A NOTE

AVOID

- ✓ **Verbosity**
- ✓ **Long and complicated sentences**
- ✓ **Reproduction of rules/regulations**
- ✓ **Intemperate language**
- ✓ **Bias**

The oral instructions given may be confirmed in writing at the earliest soon after the Officer resumes duty

post facto approval

In case if a lower officer takes a decision in the absence of appropriate authority, the file should be put up to the appropriate authority after the required orders are issued

(a.i.) (after issue)

FLAGGING

- Flags should be indicated in ALPHABET AND NOT IN NUMBER viz. A, B, C, AA, BB etc. **and not** 1, 2, 3, 4
- Care should be taken to see that no alphabet is repeated for second time
- Care should be taken to see that the flags are kept in such a way that catches the eye
- If number of flags are attached, flag A should be the first reference, then B and so on and so forth
- Care should be taken to see that one flag does not cover the other flag

REFERENCING

Whenever a note is put up, proper referencing should be done. The references should be noted chronologically

Referencing should be done with Pencil both in Note File and Current File

LINKED FILES

If some matter in any closed/disposed file needs to be referred for reference or to show as a precedent

- Main File should be on the top and Linked files should be beneath the Main File
- Strings of upper file pad are tied to back of the pad

- Slip indicating:

**TOP FILE FOR ORDERS AND
LINKED FILES ARE FOR REFERENCE**

Should pasted on the Main File

DRAFTING

IMPORTANT POINTS FOR DRAFTING

A draft should

- carry the exact message sought to be conveyed
- be clear, concise and Incapable of misconstruction
 - be brief and complete
- result in the desired response from the recipient
 - be divided into paragraphs, according to the logical sequence of ideas expressed

CHECK LIST FOR DRAFTING

A draft should indicate

- File No.**
- The name, designation, telephone number, fax number and complete postal address of the sender AND receiver's organisations**
- The name/designation of the addressee with complete postal address**

•Salutation (i.e. Sir, Dear.....etc.), where required

•Subject

•No. and date of the last communication in the series (from the addressee or from the sender)

•The enclosures which are to accompany the fair copy (A short oblique line in the margin)

•Subscription (i.e. yours faithfully, yours sincerely etc.), where required

•The mode of transmission, e.g. 'By Registered post' 'By Special messenger etc., at the top right corner

•Urgency grading, if required

FORMS OF WRITTEN COMMUNICATION

LETTER

It is used for corresponding with foreign governments, State Governments, the Union Public Service Commission, subordinate offices etc.

A letter begins with the salutation "Sir(s)" as may be appropriate

DEMI-OFFICIAL LETTER

It is generally used in correspondence between Government officers

It may also be used when it is desired that matter should receive personal attention of the individual addressed

Demi-official letter is written in the first person in a personal and friendly tone

Communication to non-officials can also take the form of demi-official letter

OFFICE MEMORANDUM

It is generally used for corresponding with other departments or in calling for information from or conveying information to its employees

It may also be used in corresponding with attached and subordinate offices

It is written in the third person and bears no salutation or supersession except the name and designation of the officer signing it

INTER-DEPARTMENTAL NOTE

It is generally employed for obtaining the advice, views, concurrence or comments of other departments on a proposal or in seeking clarification of the existing rules, instructions etc.

EXPRESS LETTER

It is used in communicating to out-station parties in matters warranting urgent attention at the receiving end. It is worded exactly like a telegram but transmitted through a post office instead of a telegraph office

OFFICE ORDER

It is normally used for issuing instructions meant for internal administration, e.g. grant of regular leave, distribution of work among officers and sections

ORDER

It is generally used for issuing certain types of financial sanctions and for communicating government orders in disciplinary cases, etc., to the officials concerned.

RESOLUTION

This form of communication is used for making public announcement of decisions of government in important matters of policy e.g. the policy of industrial licensing, appointment of committees or commissions of enquiry. Resolutions are also usually published in the Gazette of India

PRESS COMMUNIQUE/NOTE

This form is used when it is proposed to give wide publicity to a decision of government

ENDORSEMENT

This form is used when a paper has to be returned in original or its copy is sent to another department or office, for information or action. It is also used when a copy of a communication is proposed to be forwarded to parties other than the one to which it is addressed

TELEPHONIC COMMUNICATIONS

Appropriate use of the medium of telephone may be made by departments for intra and inter-departmental consultation. Telephonic communications, wherever necessary, may be followed by written communications by way of confirmation

NOTIFICATION

This form is mostly used in notifying the promulgation of statutory rules and orders, appointments and promotions of gazetted officers, etc., through publications in the Gazette of India

A COMMA

KILLS A MAN

KILL HIM DON'T LEAVE HIM
KILL HIM, DON'T LEVE HIM
KILL HIM DON'T, LEAVE HIM

GOD IS NOWHERE

GOD IS NOW_HERE

PHYSIO THE_RAPIST

PHYSIO THERAPIST

????????

I PAID, I HAVE PAID, I HAVE BEEN PAID, I'M PAID

ONE OF THE BOOK, ONE OF THE PENCIL

HE DID NOT WENT, TALKED, SAID

I GOES, THEY COMES, HE GO, SHE GIVE (S)

THE RAMA RAJU SAID