

WELCOME
TO
THE SESSIONS
ON
OFFICE PROCEDURE-
Noting & Drafting

OBJECTIVES

At the end of the sessions participants will be able to:

- Describe the steps for processing dak in an office
- List the action to be taken on the receipt
- Explain the need for Noting
- Determine the quantum of Noting in different types of cases
- Write a structured note with reference to a given problem/ issue
- Describe the method & forms of Communication used in an office
- Draft a Communication to convey a decision

Action on Receipt

- GENERAL PRINCIPLES:
- Initiate action – as per priority
- Number of levels – minimum
- Paper work – essential minimum
- Time - least possible
- Optimising – quality and quantity

ACTION BY DEALING HAND

- Go through the dak and separate urgent ones
- Enter in the Diary
- Deal with urgent ones first
- Check enclosures ...
- If any other section involved forward a copy
- Place the receipt in current file, and...
- Ensure docketing, referencing is done in the note
- Submit the case file to the next higher authority for...
- Indicate date of submission in the Diary

ACTION BY SECTION INCHARGE

- Scrutinise the note put up by D/H
- Dispose of routine cases
- Take immediate action on the case file...
- Record own comments, suggestions,if any
- Submit the case to next higher Authority of the Channel in the Organisation.

THE SECTION TO ENSURE THAT...

- *In the file submitted...*
- Statements are correct
- Mistakes, missing data - pointed out
- Statutory / Customary Procedure, Precedent-attention drawn
- Relevant Law / Rules – pointed out
- Points requiring decision – clearly brought out
- Possible alternatives – suggested
- Level of disposal – indicated.

PROCESSING STEPS

➤ FILING-

➤ [Check filing system-numbering]

➤ DOCKETING

➤ NOTING

➤ REFERENCING

➤ SUBMISSION

➤ DECISION

➤ DRAFTING

NOTING

“Note is a tool for taking decision “

“A Note is defined as the Remarks recorded on a Case to facilitate its disposal”

NOTING- NEED

- Facilitate/ensure - comprehensive examination
- Written record of decision and justification
- Precedence for future cases
- Ensure consistency of approach
- Provide Historical/evidential material

Noting – Some Must Points

- Note Sheet, Margin
- File #, Page Numbering
- Deptt./Section,
- Subject
- Docketing , Referencing, Linking
- Concise & to the point
- No paraphrasing
- Concluding paragraph
- Dated Signatures & Marking
- ‘From pre page’ / Courtesy Sheet

CONTENTS OF A NOTE

- Statement of case
- Relevant facts & figures
- Law/rules on the subject
- Views/advise of other Deptts, if any.
- Possible courses of action
- Implications of various options
- Suggested courses of action with reasons

Structure of a Note

- **BACKGROUND OF THE CASE-**
- *FACTS*
- **ANALYSIS-**
- *ALL POSSIBLE ISSUES BROUGHT OUT*
- **SUGGESTIONS-**
- **IMPLEMENTABLE SOLUTIONS**

NOTING -QUANTUM

EPHEMERAL - NIL

(Casual Leave Appln/ Early going Request)

ROUTINE & REPETITIVE - STANDARD PROCESS SHEET

ACTION IN CORRESPONDENCE - MINIMUM

PROBLEM SOLVING - MAXIMUM

POLICY & PLANNING - MAXIMUM

Problem Solving Cases

Detailed note providing maximum information.

Still the note should be concise and to the point.

- I. What is the problem?
- II. How has it taken?
- 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 the consequence of the proposed solution.?

Policy & Planning Cases

- Dealt with at sufficiently higher levels of the organization
- Thorough examination
- Maximum amount of noting developed systematically
-

Policy & Planning Cases

A note in such cases should be structured in following manner :

➤ **Problem/Issue**

- State the problem/Issue
- How it has arisen ?
- What are the critical factors?

➤ **Additional Information**

- Rule, Policy, Precedents

Contd...

Policy & Planning Cases

➤ **Critical Analysis**

- on merits answering question
- what are the possible alternative solution
- which is the best solution
- views of other division/depts. in the orgn.
- financial and other implications,
- repercussions
- Modality of implementing the decision
- Authority competent to take a decision
- Concluding para

LANGUAGE ..

- Impressive ?
- Jargons ?
- Flowery ?
- Ambiguous sentences
- Use Simple words
- Avoid Redundancy/Deadwood
- Use Short & Simple sentences
- Courteous & Temperate language

Use of simple words..

SHOWY WORDS

**CONSTITUTES
COMPONENT
UTILISATION
MANDATORY
PENULTIMATE
PROXIMO
DERELICT**

SIMPLE WORDS

**MAKES UP
PART
USE
REQUIRED
LAST BUT ONE
LAST MONTH
NEGLIGENT**

DEADWOOD

- We held a meeting for the purpose of
We met for
- Prompt and speedy
Prompt or Speedy
- During the course of our discussion
In our discussion
- In the event we find ourselves in disagreement
If we disagree
- Consensus of opinion
Consensus
- 8.30 a.m. in the morning
8.30 a.m.

Short and Simple sentence..... ?

- She is a person who does an excellent job as a programmer.
- It may be pertinent to point out at this juncture that the discrepancy that exists in our planning is.....
- The trouble with the new form is that it was designed in a far from proper manner in the first place.

Short & Simple sentences.... ?

- **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 Parliament, financial institutions and the members of Public, but they also serve as memory / history of the Department and act as induction material for newly recruited officers and therefore they should be retained covering all the divisions of the Department.**

Short & Simple..

- Records should be retained for two reasons.
- First - for reference by those in the Department.
- Second- for information as required by members of
- Parliament, financial institutions and members of public.
- Besides, the records serve other purposes -
 - - Source material for history of the Department,
 - - Institutional Memory
 - - Induction material for newly recruited officers.
- ***Therefore, every division of the Department should retain records as per the policy of the Organisation.***

Language.....

- Mr.Z , a senior work analyst has done a work study and has recommended reduction in staff of a particular Section.
- The concerned Section in charge has put up a note... ;
- “ In case Mr.Z, the senior analyst feels that he can run this Section with the reduced staff, that he has recommended for, in his so called Inspection Report, the undersigned is prepared to exchange position with him and forgo even the special allowance being now enjoyed by him. This will also save a lot of money of the Organisation.”

Noting Skill -

- Commands...?
- Check up :: Facts
- Supply :: Missing Facts
- Refer to :: Rules / Regulations
- Quote :: Precedents
- Suggest :: Alternatives
- Assess :: Implications

Am I Clear ?

- Let us check the understanding ?
- How ?
- Doing a Practical ?
- Exercise on noting..

ARRANGEMENT OF PAPERS FOR SUBMISSION

- REFERENCE BOOKS
- NOTES PORTION
- RUNNING SUMMARY
- DRAFT
- CORRESPONDENCE PORTION

➤ Contd.....

ARRANGEMENT OF PAPERS FOR SUBMISSION.....

- APPX. TO NOTES / APPX. TO CORRRS.
- STANDING GUARD FILE/ STANDING NOTE
- REFERENCE FOLDER
- EXTRACTS FROM GAZETTE
- LINKED FILES
- ROUTINE NOTES & PAPERS

DECISION COMMUNICATION – DRAFTING

- Communication...?
- Exchange of ideas, information, response
- Visual
- Oral /verbal
- Written
- Print
- Digital

An effective communication should :

- Identify :: sender
- Adopt :: right form
- Visualize :: response
- Express :: clarity, consistency, uniformity
- Avoid :: redundancy, verbosity,
repetition, circumlocution
- Summarise :: Complex & lengthy

SEARCHING QUESTIONS

- Is a draft necessary?
- Who should be addressed and who should sign?
- What is the relationship?
- What should be the form?
- What is the intention of the decision?
- Are the details available?

Forms of communication

Target Groups

➤ Letter

Members of Public, Foreign Govts., State Govts., Statutory/ Constitutional Authorities , Public Bodies, Public Enterprises.

➤ Office Memorandum - to convey instruction/order / information to:

Attached / Subordinate Offices, Other Ministries/ Departments, Officers/employees,

➤ Inter Departmental Note –

to elicit/convey- views/ concurrence - Other Ministries / Departments, Attached and Sub-ordinate offices

IMPORTANT POINTS FOR DRAFTING

A Draft should---

- Be clear and concise
- Be incapable of misconstruction
- Result in desired response
- Be divided into paragraphs
- Have coherent flow of ideas
- Be logically sequenced
- Have reference to previous correspondence
- Be initialled by the officer approving it.

Check List for Draft

A Draft should indicate—

- ✓ File No.
- ✓ Name, address, phone & fax no.of sender Orgn.
- ✓ Name, designation, of the addressee with correct & complete/full postal address
- ✓ Salutation (Sir, Dear, etc.),
- ✓ Subject of communication,
- ✓ No. and date of last communication

Contd.

Check List for Draft.....

- No. of the enclosures, if any, to accompany the fair copy
- Subscription (Yours faithfully etc.)
- Mode of transmission (indicated by....)
- Urgency grading (indicated by
- Endorsement, if required
- Name, Designation, contact details of the Sender/signing Officer

?

- Should I practice /do an exercise ..
- to check my understanding /learning of the topic..?

Exercise on drafting ...

THANK YOU



APPENDIX 1

Dak Register

S.No.	Particulars of dak received		From whom received	To Whom received	Remarks
	Number	Date			
1	2	3	4	5	6

APPENDIX 2

Invoice

Department

Section Desk

Date	C.R. / IFC Nos of dak sent	Number of items of dak		Total	Signature of receiver
		Registered in dak register	Not registered in dak register		
1	2	3	4	5	6

APPENDIX 3
Section/Desk Diary for Receipts
 [Vide para 17(1) and (2)]
 Date

Sl. No.	Diary Number	Number & date of receipt		From whom	Brief subject	To whom marked	File No.	Replied to		No reply was necessary	Remarks
		Number	Date					In Hindi	In English		
1	2	3	4	5	6	7	8	9	10	11	12

INSTRUCTIONS

1. Column 1, a Running Summary Sl.No. will be given datewise.
2. Columns 2-7 will be filled at the stage of diarising *i.e.* before the receipts are made over to the dealing hands.
3. Devnagri script will be used for diarising Hindi receipts. In case Hindi is used for all entries in the section diary, Hindi receipts may be suitably distinguished by either marking 'Hindi' in Column 12 or using a different colour of ink.
4. Column 8 will be filled on the basis of entries in Column 5 of the assistant's diary. For this purpose, the diarist will collect and consult the assistant's diaries periodically, say once a week.
5. Columns 9 and 10 will be filled by diarist on receipt of office copy of issue.
6. Column 11 will be filled by the dealing hand after a decision has been taken at an appropriate level that no reply is necessary.
7. Movement of receipts marked to officers for perusal will be indicated in column 12.
8. In the case of a desk, all the columns will be filled, at appropriate stages, by the supporting staff attached to the desk functionary.

APPENDIX 4

Personal Section Dairy

S.No.	Diary Number	Number and Date of receipt		From whom received	Brief Subject	To whom marked	Remarks
		Number	Date				
1	2	3	4	5	6	7	8

1. Column 1 a running S.No. will be given date wise.
2. Column 2 to 6 will be filled at the stage diarying. i.e. before receipts are sent to officers.
3. Column 7 will be filled after receipts are seen and passed by officers.
4. Subsequent movement of papers, when received back from the higher officers, will also be marked in column 7 after striking off the previous entry.
5. Important instructions received by the officers will be briefly entered in column 8.

APPENDIX 6

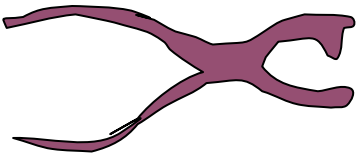
Assistant's Diary

S. No.	Diary No. or File No.	Subject	File No.	Date of Submission
1	2	3	4	5

INSTRUCTIONS

1.1. Column 2 should show 'diary number' or 'file number' according as the paper marked to a dealing hand is a receipt or a come-back case.

2.2. Column 4 need be filled only in respect of diary numbers.



12 F.No.A.33083/ 1/...

S.No.17(R)

Pg. No.22/C

“ Link-up the minutes of the previous meeting and consult DoPT”

Sd/-

(Jafar Ali)/ 5.5.05

DS(A)

This relates to creation of a post of Scientific Officer, at CS Lab, Bangalore.



2. Minutes of the previous meeting are linked - up.★

Pg 10
-12/C

3,A self contained I.D. Note is put up for approval please.

ASK

8/5/05

S.O(Lab)

US

DS

○ **S.No.17(R)** 22

No.F.42-34/2005-TKM

Govt. of India

Office of the PSA

New Delhi

Dated 23/4/05

Link-up the minutes of the Previous meeting
cretary

D/ Science & Technology

Subject :----

Sir,

This is to bring to your kind notice that

--..... etc. etc.

(Dr.M Mahadevan)

Scientific Advisor

INFORMATION PROCESSING PATHWAY

