

WELCOME

DISTRICT OFFICE MANUAL

by-

T.Samba siva Rao

○ A.O.,T&A Dept.,HYD



OFFICE MANAGEMENT

- × **Office**;- It is a place where information on paper or in any mode is coverage's documented, preserved and used for current and future operations of the organization.
- × **Management**;- A task of planning, coordinating and motivating the efforts of others towards specific objectives in a given setup.
- × **Officer**;- is a person who commands over resources, and responsible for converting resources in to results.

FUNCTIONS OF THE OFFICE

➤ **1) Organizing**:- Provides a mechanism through plan for achievement of desired goals

➤ **2) Planning**:- Blue print to achieve the desired goals

➤ **3) Staffing**:- Selecting the right person for the right job

➤ **4) Directing**:- is nothing but inspiring, the staff towards the goals

➤ **5) Communication**:- Transfer of message from one to another/ from top to bottom / vice-versa

➤ **6) Controlling**:-Control consists of clarification with conformity

➤ **7) Motivating**:-Develops a will to do with a conformity to achieve targets

➤ **8) Co-ordinating**:- Exchange of ideas among staff to achieve targets

➤ **9) Honoring**:- Recognize, the work done, give perks, money / honor

DISTRICT OFFICE MANUAL

TOTTENHAM OFFICE SYSTEM- Arcat District Collector

(A.P. Go.Ms.No.1825 G.A.D. Dept Dt;26-12-1959)

17 Chapters, 143 paras & 10 Appendices

▣ *Traditions*: For individual

- ▣ *Customs*; For Society
- ▣ *Morals*; For Heart
- ▣ *Codes*; For Governments
- ▣ *Laws*; For Enforcement



Chapter-1 **Introduction (para-1)**

- i) Applicable – Receives salary from the consolidated Fund.**
- ii) Use the right and best language in Admn.**
- iii) Punctuality, Promptness, regular attendance, obedience - Four pillars of discipline.**
- iv) Silence and mutual courtesy among staff must**
- v) Know the rules/regulations- Ignorance is not an excuse**
- vi) Integrity should be maintained among staff.**

CHAPTER-II ATTENDANCE (PARAS 2-8)


Attendance Register :- 10 minutes grace period. 1 hour late /earlier-
times in a month For Hindus – **new moon** day & Muslims -
Friday 1 hour 1-2 pm. (GoMsNo.156,GAD(ser-c) Dept.,dt;6-2-61).

Lunch Hour:- 1 - 3 p.m. routine manner.

(GoMsNo.1931&GAD(ser-c)Dept., dt;27-10-1965).

- Late attendance: Review periodically, For each 3 lates 1 CL/CCL
(GoMsNo.574,GAD(ser-c)Dept., dt;3-7-71).
- Turn Duty :- No one is called on P.H.s continuously more than 2 days.
(GoMsNo.351,GAD(ser-c)Dt;6-2-61)
- C.C.L.s –Max-10, Ceiling –7, Validity 6 m.
(Go Ms No. 751 GAD dt;26-08-67).
- During Duty:-No one is allowed to leave the premises .
- During Leave:- Purpose must be stated & **Keys should handed over.**

Chapter-III General Discipline (Para 9&10)

- 1. Staff behavior must be in a quiet and dignified manner .**
 - 2. No divulging information to outsiders in official capacity.**
 - 3. An O.S. made responsible for ensuring tidiness/cleanliness.**
 - 4. No file/register permitted to home without prior permission.**
 - 5. No body is allowed to come on holiday without office order.**
(Go.Ms.No.751,GAD Dt;26-8-1967).
 - 6. No unauthorized registers allowed & Authorized registers as per codal norms, must be maintained.**
- 

Chapter-IV: Organization Setup (paras 11-13)

The method of conducting official business is called “**Tottenham Office System**”

Office is divided in to convenient sections, named alphabet letter to each section. The office business, starts from opening of tap pals to consignment of files to record room.

- **Equitable distribution** by an **office order** is must.
- The section head will exercise general **supervision**.
- He should stand **exemplary** to the lower staff.

Use of distribution number as reference.

COMPUSORY REGISTERS

1) IN WARD REGISTER

2) SECURITY REGISTER

3) DISRIBUTION REGISTER

4) PERSONAL REGISTER

5) ASSETS REGISTER

6) STAMP REGISTER

7) OUTWARD REGISTER

8) LOCAL DELIVERY REGISTER 9) CALL BOOK REGISTER

10) RECORD ISSUE REGISTER 11) SUITS REGISTER

CHAPTER-VI **TAPPALS.** (PARA 26-28)

- i) Tappals open in the presence of the officer concerned**

- ii) Acknowledge - all currents -either post or in person**

- iii) Tappal at 3.00 pm should kept before the officer for endorsement**

- iv) Enter in Inward Register & distribute -D.R. section-wise & obtain acknowledgement**

- v) Head of section is responsible for registration - Currents entry in to P.R. & action on all currents on priority basis**

CHAPTER-VII REGISTERING OF TAPPALS (29-33)


- Registration of currents in the P.R. with **least possible** time & action as per the priority endorsement by the officer.
- Each Asst. is responsible for the **safe custody** of his files/registers/ other important records in his charge.
- **No need to register ,F, endorsement in the P.R.**
- To avoid inconvenience to the public, Interim arrangement must made, when clerks are **tour /leave**.
- **No pay** for additional work up to 14 working days.
- Exceeding 14 working days addl pay-for Ist **3 m. 1/5th**, by H.o.O . & next 3 m. **1/10th** by the Govt. only.

CHAPTER-VIII PREPARATION OF NOTE FILE (PARA 34-49)

- ❑ **File** two parts - i) Note File ii) Current File.
- ❑ **Current File** -Incoming & outgoing currents
- ❑ **Note File :- is** a written summary of facts reported with relevant rules & orders chronologically, to facilitate for salvation.
- ❑ In a précis form – Authority must be cited - flagged alphabetically – References must be marked with pencil in the margin.
- ❑ **Link Files** - kept in the **beneath** of the current file & tied together with the strings of the linked file.
- ❑ 1/3 rd margin proffered for Note File for **marginal** remarks . While reply the note will continue, but not in the margin. .

Preparation of Note File

Each current must be studied then only Prepare a note of facts in an logical order for taking decision of the officer.

- **Broken up into short paragraphs, each para with a point in simple and polite language.**
 - **Full signature in the left side of the n.f. with date, Para no. is must.**
 - **Note is an official dairy of an office, not to be disclosed to others, even in the court of law.**
 - **Section Head is responsible for accuracy of note & drafts.**
 - **No note was made on currents except very simple ones.**
 - **Both C.f & N.f tag separately, numbered with red & black ink.**
- 

Chapter-IX Drafting (50-61)

- i) After **note** order passed, **draft** should be put up. In simple cases, draft along with the note file may be proffered
- ii) Proper title is the index of a draft -i.e. subject- write intelligently, politely, briefly, with specific & complete fact of conclusion taken in note file
- iii) **Minimize enclosures** –avoid unnecessary / piecemeal references
- iv) **Disposal of draft** mention on the right side & after dispatch, same to be tagged to current file chronologically

v) Various form of drafts

- 1) Memo 2) Letter 3) D.O. Letter 4) Proceedings
- 5) U. O. Note 6) Office Order 7) Notices 8) Circular
- 9) Telegram/Telex Email/FAX .

CHAPTER-X STYLE IN NOTING AND DRAFTING (62)

- ❖ Govt. addressed plural, but a board singular.
- ❖ No Bombastic words and abbreviations.
- ❖ Spoken English is proffered rather than of poetic language & Split infinitives
- ❖ Draft must be full form- no doubt/deviation.
- ❖ Courts correspondence with the registrar .



- R- 35 years, D-10 years, K-5 year/3 years, L- 1year.
- N-Dis is to be returned with original.
- Disposal a Jacket – Note a title - Mention total no. of pages of both note file and current file
- Avoid Premature disposal,- Care should be taken, before of any disposal, file/register.
- Periodicals simply filed and tied annually for disposal.
- Special note, on disposal jackets of each file asper the importance



- ❖ Proper use of envelopes for various sizes of importance.
- ❖ Valuables-Cheque/DD/S.R.s etc., by regd. Post.
- ❖ Local delivery with local delivery register.
- ❖ Dispatch stamp must obtain from the outward.
- ❖ Reconcile Stamp Register Vs outward register to avoid mis-appropriation.



Chapter-XIII Record Room Maintenance (80-98)

- **No clerk** entry allowed into record room.
- If file /register required on requisition for 3 m.
- Renew 3 m. & then asst. Retains on permanent basis.
- **Custody of the keys** with the night watch man/ HoO to act in an emergency situation.
- Fire Extinguishers & buckets with sand be kept in the record room to fight fire accidents.
- Destruction of records, punctually with **prior intimation.**
- For clarification the **Director of Archives.**




CHAPTER-XIV INDEXING AND TITLES (PARA-99-119)

- 1) Record keeper arrange files subject wise, adhere index slips - the disposal-wise as per current numbers**
- 2) Confidential records/personal papers/Suits- must kept with index, in a lock and key admiral**
- 3) Periodical verification by the store-keeper to avoid mixing of various disposals as per index**
- 4) R & D disposals kept separately to locate easily**
- 5) Inspecting authorities must verify record room, and note the deviation to the code norms**



CHAPTER-XV PREVENTION AND CHECKING OF ARREARS (120-126)

- **Section Head verifies P.R.s by 15th to see no paper is shelved/delayed.**
 - **Verification of files & cross verification with the D.R. to P.R.**
 - **On 1st of each month prepare an abstract of pending papers with reasons.**
 - **P.R. with a running note to check the movement of file at various levels.**
 - **The officer must verify P.R. monthly & direct for better administration.**
- 

CHAPTER-XVI MISCELLANEOUS (PARA 127-143A)

- ❑ **Confidential reports:- Written/typed/ never fold. Unfavorable remarks not a punishment. Keep C.R.s in alphabetical order & sent on transfer to new station. Inspecting officers verify C.R.s.**

- **Economy of stationary:- Wasteful consumption be avoided . Indents must cut down to the minimum.**

- ❖ **Camp Tappal:- Daily in one batch or more of urgent nature when & where an officer on tour.**

- **Maintenance of stock files:- Prepare subject-wise up to date for ready reference.**

- **Administrative Reports:- Prepare & kept for future reference/ universal appraisal.**

Chapter-17 Mechanical Aids maintenance

(para 143B- 143D recently added)

Mechanical Aids :- (B) Utility registers for computer stationary ,Electronic type writer, Photo copier, Internal communication aids and microfilming seperately.

Protocol of public servants:- (C) People representatives i.e. MP/MLA/MPP etc., visits us on various matters must deal with care and cautious manner.

Treatment of visitors:- (D) Behavior of the office subordinates must watch especially at key positions to avoid indecent behavior towards visitors to uplift the decorum of the office.

Citizen Charter :- must display along with PRO & APRO for approach on Information Act.



MEMO

**GOVERNMENT OF ANDHRA PRADESH
OFFICE OF THE.....**

(Official address)

Memo No.A /1670/97.Dt: - - 2011.

Sub:

Ref:

(in third person)

**Sd/-
Designation**

**To
Address**



LETTER

BY REG.POST ACK.DUE

GOVERNMENT OF ANDHRA PRADESH

From ;-

.....

official Address

To

.....

Official Address

Lr.No.A/1670/97

Dt: - -2011.

Sir/Madam,

Sub:

Ref:

(in first person)

Yours faithfully

Sd/----

Designation



D . O. Letter

GOVERNMENT OF ANDHRA PRADESH

Sri / Smt

DEPARTMENT AND ADDRESS

Designation of the Officer

WITH BOTH OFFICE AND RESi.

TEL. NO.S & FAX . NO & E.MAIL NO.

DEAR SIR / MADAM

DEAR SRI / SMT....

MY DEAR

D . O. Lr. No.dt.

SUB :

REF:

(BODY OF THE LETTER)

(IN FIRST PERSON & IN PERSONAL & FRIENDLY TONE)

ENCL:

YOURS SINCERELY
(NAME OF OFFICER)



Proceedings

GOVERNMENT OF ANDHRA PRADESH

Proceedings of the (DESIGNATION WITH OFFICE)

Present: Sri / Smt.....(with Designation)

Sub :

Read:

ORDER

Sanction is hereby accorded.....

Sd

Designation

TO

(to whom addressed)

Copy to



- **LOOK AT THE FACE OF a poor Man
BEHIND EACH PAPER U HANDLE..**



Thank You

