

WHILE WRITING A NOTE

AVOID

- ✓ **Verbosity** (వాచాలత)
- ✓ **Long and complicated (క్లిష్టమైన) sentences**
- ✓ **Reproduction of rules/regulations**
- ✓ **Intemperate (మితిమీరిన) language**
- ✓ **Bias (పక్షపాతంచూపు)**

In few cases we do not require detailed noting. It would be sufficient if a brief note is recorded indicating the issue and consideration and the suggested action, if any

Ex: 1. The letter is from the Commr., S.E. asking information regarding _____. The information is available in the _____.

2. Subject to approval a draft reply is put up covering the information called for by the Commr. is below, for kind approval

The oral instructions given may be confirmed in writing at the earliest.

If such instructions are not from the immediate Superior, it is to be brought to his/her notice of the immediate Superior.

In case of urgency and in the absence of competent/appropriate authority, a decision is to be taken by junior level officers, that same should be put up to competent/appropriate authority after he resumes duty stating on such oral orders or otherwise and bring it to the competent authority and take his

post facto approval

(a.i.) (after issue)

DRAFTING

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A draft is a rough sketch of a communication to be issued after approval by the officer concerned

Points to be noted:

✓ A draft should :

- carry the exact messages sought to be conveyed
- be clear , concise and incapable of misconstruction
- result in the desired response from the received
- be divided into proper paragraphs, according to the logical sequence or order of ideas expressed in the draft
- contain references to previous correspondence, if any

✓ Avoid:

- Lengthy sentences, abruptness
- Repetition of words, observations or ideas
- Offending, discourteous language

IMP. COMPONENTS OF COMMUNICATION

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
8. (A short oblique line in the margin will indicate that enclosures are to be sent along with the fair copy)
9. Subscription (yours faithfully, yours sincerely)
10. Urgency grading, by registered post, by special messenger indicated at the top right corner
11. Name, designation, signature of the sender

Technical Communication

ORAL FORMS

- Face-to-face communication
- Telephonic Talk
- Meetings
- Seminars
- Conferences
- Dictation
- Instructions
- Presentations
- Group discussions
- Interviews (employment/press)
- Video conferences
- Voice conferences

WRITTEN FORMS

- Letter
- Office Memorandum
- U.O. Note
- Circular
- Telex Message
- Notification
- Demi Official letter
- Proceedings
- Telegram
- Endorsement
- Press Communication/Note
- Office Order
- G.Os.
- S.M.S.,
- E.MAILS
- Newsletters
- Reports, Proposals
- Research papers
- Bulletins, Brochures, Manuals
- In-house journals

a) Letter is the common format used for communication. 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 within the sections of the department for advice, views etc.

In secretariat U.O.Note is written from one Department to another Dept. within the Secretariat

- e) Memorandum (Memo.) : Communication to his own subordinate officers only
- f) Endorsement : To return the current in original or to communicate orders of Senior Officer from a different office to the subordinate
- g) Press Note : For publicity, a note or handout which can be edited by press
- i) Press Communication : Wide publicity of events etc.
- h) Notification : For publishing rules, explanations, appointments, works , orders etc

LETTER

1. All Government letters contain either government emblem on the top centre of the page or the words “GOVERNMENT OF ANDHRA PRADESH/TELANGANA” typed in capitals
2. The name, designation and telephone number, fax number, e.mail ID etc. 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 with full details as above except the name of the Officer whom it is being addressed
4. It must commence with Salutation “sir/madam”

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 chronologically
8. Body of the letter in convenient paras
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

Letter NO .

dt.

Sir ,

Sub :

Ref

(Body of letter) No. of Paras as required

Yours faithfully,

Enclosures:

Director General

Copy to:

D.O. LETTER

1. Similar to the letter, government emblem on the top center of the page or the words “GOVERNMENT OF ANDHRA PRADESH/TELANGANA” 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 (Mostly, we find 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. Body of the letter in convenient paras comes next
9. It is writing in the first person and in a personal and friendly tone
10. Finally it ends with an expression of regards (it depends 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
11. The subscription “yours Sincerely” comes last on the right end of the body of the letter
12. Signed by name of the officer approving it
13. Indication of Enclosures at the left end of the body of the letter
14. Grading i.e. Urgent, Priority be indicated on the right side top corner of the letter

GOVERNMENT OF ANDHRA PRADESH

Specimen of Demi-offical letter

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: With Regards/Best Wishes

Sri/Smt. (To whom it is addressed)

Yours Sincerely

XXXXXXXXXXXX

(Name of the officer)

MEMO

Addressed to all his/her own subordinates only.

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.

1. On the top center of the page the words “GOVERNMENT OF ANDHRA PRADESH/TELANGANA” should be 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. 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:

XXXXXXXXXXXXXXXXXX

Designation of Officer

Sri/ smt .(To whom it is addressed)

Copy to:

PROCEEDINGS

- Proceedings are the final orders of the department/office. 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

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

GOVERNMENT OF ANDHRA PRADESH
Dr MCR HUMAN RESOURCE DEVELOPMENT INSTITUTE OF A.P. HYDERABAD
PROCEEDINGS OF THE DIRECTOR
Present : D.SHIVA PRASAD, Director (T.C)

Proceedings No. P3/ETW/91721 /2010,

Dated: 08.09.2010.

Sub:-Dr. MCR HRDI OF AP_Refreshing Training Programme from 23-08-2010 to 28-08-2010 – Sanction of
Expr. toward payment of Honorarium& Conveyance to the Guest Faculty-Orders Issued – Reg.

Read:-1) G.O. Ms. No.561,GA (AR&T.III) Dept dated 7-10-1989.

2). Statement of Honorarium for Rs:3,200/-

ORDER:

A Training Programme on “Refreshing Training Programme for STOs/ATOs of T&A Dept.,from 23-08-2010 to 28-08-2010 was conducted.

In exercise of the power delegated in the ref. 1st cited above, sanction is here by accorded for payment of Rs:....., as per the original vouchers and statement enclosed, vide reference 2nd cited above.

The A.O., Dr MCR HRD Institute of A.P. Hyderabad is requested to adjust the amount of Rs.against the P.A. Account paid to the Course Director.

The expr. shall be debited under the following H.O.A.

2070- Other Administrative Services

003 – training

07 – training in accounts & audit

280 – professional services;

284 – Other Payments (Non-Plan) (7 TIER)

Sd/-
Director(T.C)

To
The A.O., DR.MCR HRD I, HYD.
Copy to the PAO-XVI, Copy to the Section, MCR HRD Institute of A.P., Hyd.

//t.c.f.b.o//

Course Director

U.O.NOTE

U.O.Note is the communication with in the organization

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

CIRCULAR

- The circular form should be used whenever the substance of the communication does not require the formality of proceedings or letter
- In other words it is a form of memorandum to be issued to large number of people at the same time

ENDORSEMENT

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”

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

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.

PRESS NOTE AND 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
- A press note is intended to serve as a handout to the press. They may edit, compress or enlarge as they may choose.

NOTIFICATION

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