

Office Procedure

Dr W G Prasanna Kumar

Professor Climate and Disaster Management

Dr MCR HRD Institute

Office Procedure

- File
- Current File
- Note
- Appendix to Note
- Appendix to correspondence
- Standing note
- Routine note
- Note portion of a file
- Correspondence portion

Office Procedure

- Paper under consideration
- Fresh receipt
- Section
- Diarist
- Diary number
- Dealing hand
- Case
- Come back case
- Urgent dak

Office Procedure

- Indexing of a file
- Docketing
- Department
- Departmental index
- Final disposal
- Security grading

Office Procedure

- Receipt of dak
- Acknowledgement of dak
- Registration of dak
- Distribution of dak
- Receipts – submission and diarisation
- Perusal and marking receipts
- Diarising of receipts in sections
- Diarising receipts addressed to officers

Office Procedure

- Movement of receipts
- Action by higher officers
- Allocation of disputed receipts
- Action on receipts
- General principles
- Action by dealing hand
- Action by section officer
- Examination by section

Office Procedure

- Standard process sheet
- Level of disposal and channel of submission
- Direct submission of cases by senior assistants
- Examination by officers
- Deviation from normal procedures or rules
- Running summary of facts
- Oral discussions
- Oral instructions by higher officers

Office Procedure

- Oral orders on behalf of or from Minister
- Level of disposal and channel of submission
- Confirmation of oral instructions
- Aids to processing
- Filing of papers
- Arrangement of papers in a case
- Linking of files
- Use of urgency grading

Office Procedure

- Time limits
- Weekly arrear statement
- Monthly statement of cases disposal over a month
- Call book
- Monthly progress reports of recording and review of files
- Watch on disposal of communications received from MPs and VIPs

Office Procedure

- Monitoring of court/CAT cases and implementation of Court/ CAT orders
- Applications received under RTI
- Register of parliamentary assurances
- Check-list of periodical reports
- Review of periodical reports/returns
- Responsibility of expeditious disposal of work
- Purpose and periodicity

Office Procedure

- Inspecting authorities
- Areas amenable to automation
- E-office project DAR PG Dept
- Reengineering
- Main components of e-office
- Admin module
- Records manager
- Knowledge management
- Concept of citizens charter

Office Procedure

- Departmental instructions
- Compilation/consolidation of orders/instructions
- Review of rules, regulations and manuals
- Sevottam

Official Noting

1. Introduction.
2. Definition of a note.
3. When note is required.
4. When note is not required.
5. Requirement of a note.
6. Objective of a note.
7. Advantages of noting.

8. Structure of a note:
 - a) First Part
 - b) Second Part
 - c) Third Part
9. Good noting.
10. Bad noting.
11. Checks and counter checks.

Official Noting

An officer's views on a file within a prescribed procedural framework facilitating decision making on case under consideration.

When is Noting Required

A decision making facilitating instrument for recording background of decision to be taken by Senior Officer. Procedural framework for note:

- i) It should clearly state point under consideration.
- ii) Brief background of case may also be given in order to highlight facts of case.
- iii) Mis-statement of facts, if any, should also be pointed out while writing a note
- iv) Mention Rules applicable in case under view along with correspondence portion in file.
- v) Available relevant precedents may be quoted
- vi) In note final portion, points for decisions are highlighted again and course of action is with options is given.

When noting is not required

- i) No noting is required when officer himself is competent to dispose of a matter under certain clear cut instructions, orders or delegated powers.
- ii) When a case is already decided by a senior officer and he has asked for a draft reply, noting is not required unless there is a point which escaped notice of senior officer.

Note method

1. All notes are written on note sheet and not recorded on receipt itself.
2. If higher officer gave some minutes on receipt, they should be copied out on note sheet before recording further.
3. Note recording officer should affix his sign on right side of end of note sheet along with his / her name, designation & date with rubber stamp.

Note Objective:

Written to assist competent authority to decide a matter easily.

Helps seniors to study whole picture of a case as portrayed by junior officers. decision of matter is end point of a note.

Well written note leads to correct decision and a badly composed note may lead to confusion, wastage of time and ultimately to a bad or wrong decision.

Advantage of Noting

- a. Presents various aspects of a matter in a clear perspective and bring out pros and cons of point under consideration
- b. Written precise views of writer recording reason for adopting particular course of action considered to be best of all possible courses
- c. It is a precedence for future
- d. Recorded notes help in understanding reasons for a particular decision, and in finding out, at what level decision was taken.
- e. Fixing Responsibility for particular decision
- f. Can help in continuing tasks by people later
- g. Historical record for coming officials

Structure of a Note : Three main parts:

1. First Part: It gives brief introduction of case under consideration.
2. Second Part: Main points. Mis-statement of facts if any. Relevant rules, policy of govt. precedents if any.
3. Third Part: Third part is conclusion. It may be in form of a proposal or recommendation or suggestion.

Qualities of Good Noting

- a. Paragraphs of note should be numbered from beginning
- b. It should be temperate, objective and free from personal remarks.
- c. It should be concise, with no repetition of facts, arguments, words & phrases
- d. Sequential narration with no confusion of expression, clear, precise and simple.
- f. Properly documented and referenced.
- g. Reference previous papers, precedents, rules and regulations, orders

Qualities of Bad Noting

- 1.Reproduction of PUC or FR
- 2.Un-necessary details and information
- 3.Incorrect statements and unaunticated facts
- 4.Personal biases and prejudices
- 5.Use of flowery language, long sentence and foreign words

Checks and Counter checks

1. Read P.U.C. carefully for procedure to be adopted for a matter
2. Know facts of case and find misstatement of facts or data
3. Review pertinent files relevant to case and search out rules applicable
4. Keep Government Policy in mind
5. Don't forget to mention misstatement of facts or data
6. Grammar, spelling and punctuation marks of note before signing
7. Proper referencing and flagging

Specimen of Note

- 56. Ministry of Law and Justice vide FR have requested for posting of Mr. Venkat Ratnam, Section Officer, Establishment Division Provincial Program Management Unit (PPMU) of Tamilnadu on deputation basis for a period of three years.
- 57. It is pointed here that Ministry of Law and Justice have earlier requested for nomination of OMG officers for posting in PPMUs of Punjab, Haryana and Tamilnadu under Access to Justice Program on deputation basis.

- 58. Nomination of Mr. Venkat Ratnam, Section Officer, Establishment Division was forwarded to Ministry of Law and Justice for posting in PPMU, Tamilnadu on deputation basis.

- 59. It is submitted here that Mr. Venkat Ratnam was appointed as Section Officer in 1999. Officer remained posted in Cabinet Division, Finance Division and Establishment Division. He has not availed any posting/appointment on deputation during his entire service. He is also desirous for posting in Chennai due to some domestic problems.

- 60. It is stated here that officer can be posted on deputation basis on standard terms and conditions of deputation contained in Establishment Division's OM No. 12/13/87-P-I, dated 13-1-1990.
- 61. It is, proposed that as desired by Ministry of Law and Justice we may place services of Mr. Venkat Ratnam, Section Officer, Establishment Division at their disposal for further posting in PPMU Tamilnadu on deputation basis.
- 62. Submitted for approval of JS (Admn).

(Prashant Mahapatra)
Section Officer (OMG-II)

DS (OMG)

Official Drafting

- 1.Draft
- 2.Principles
- 3.Main Points
- 4.Three fundamentals
- 5.Ensuring Correctness
6. Conclusion.

Draft: Rough notes of something to be done or made
e.g. a letter, speech plan, design drawing and so on.

Rough copy of a document to be perfected later on by
means of certain modification

Cases where communications are to be issued, officer concerned submits, together with his note, draft for approval to higher officer who has to settle matter finally.

Higher officer prepares, authorizes its issue or puts up to next higher officer for approval

There are five stages of drafting process. At each stage of process, concept is developed and refined:

- i. Understanding, ii. Analysis iii. Design,
- iv. Composition, v. Scrutiny

- i. **Understand** what is draft about.
 - ii. **Analyse** in relation to:
 - a. existing policies, rules and regulations.
 - b. potential danger areas
 - c. practicability
 - iii. **Design**: Assess the proposal nuances with existing policies in mind & design/plan draft
 - iv. **Composition**: Polish the draft
 - v. **Scrutiny**: Revise work at two levels with discipline and take a critical gaze at finished draft and logical sequence in it
- Tedious matters**: Detail, check cross references, definitions, consistency of language spelling and punctuation marks.

3. Principles of Drafting

- a) Move in logical progression and order from Understanding to Analysis to Design to Composition and to Scrutiny or Finalization.
- b) Revise till maximum perfection and satisfaction.
- c) Explain about drafting instructions to officer if desired.
- d) State clearly and fully principle objects of draft.
- e) Should refer to all known implications and difficulties whether legal, social or administrative.
- f) Should study all relevant rules and regulations
- g) Should be couched in such a language and style that exact intention of order which has been passed, is completely and clearly conveyed.
- h) Should be lucid, precise, courteous, dignified and decent with no scope for any misunderstanding. Words conveying right meaning should be used.

- i) Should be worded effectively, impressively and unambiguously with no opportunity for twisting out content with correct grammar
- j) Should be exactly to point and brief stating all relevant points
- k) No long sentences, no abruptness, no ambiguity, no circumlocution, no redundant superlatives, no bombastic words and no irrelevant material
- l) No offensive language in rejecting - should be polite un-offensive, decent and balanced

Main Points in Drafting

- (1) Written, preferably typed in double space on both sides with wide margin for corrections and additions.
- (2) Should bear relevant file number and subject, reference number of addressee's letter, if available.
- (3) For two or more letters, notifications under same file number, on same date, to same addressee, a serial number is given in addition to avoid confusion.
- (4) Show clearly enclosures to accompany fair copy.
- (5) Number of enclosures to be indicated at end of draft on left hand corner of page.
- (6) Officer on whose name letter issued, should sign with date, indicating his approval with designation.
- (7) Appropriate priority marking i.e., "Residence" "Immediate" or "Priority" should be indicated on draft.
- (8) 'By special messenger', 'Registered post or "Under Certificate of Posting", or "Express Delivery" or "Speed Post"
- (9) Endorsement to be done as when necessary.

Fundamentals of writing

A. Writing is written form of talking across

B. Keep reader in mind who will be: pleased, interested, bored, disgusted, worried or annoyed by its contents.

C. Write after careful thinking over subject matters.
Avoid rambling and muddled communication

D. Clear thought is therefore essential for clear expression.

E. Long and complex communication leads to waste of time of reader and annoys him.

F. Straight forward letter in simple language has best chance of securing full attention and action.

Ensuring Correctness

- 1) Read matter carefully
- 2) Know and collect facts
- 3) Review relevant files/documents
- 4) Under-line important facts
- 5) Check every statement
- 6) Answer all questions
- 7) Ensure that language is correct.
- 8) Referenced and flag
- 9) Good condition.
- 10) Read before signing.

Conclusion

Drafting is a practical art.

Its practice needs long apprenticeship.

It has to be done within certain limitations and restrictions, imposed by requirements of case and legal nature of document.

Every comma, semicolon and full stop in a document is significant and important, therefore, a communication has to be phrased and drawn up in positive, definite, clear and elaborate language to lessen possibility and chance of misconstruction.