

MANUAL OF OFFICE PROCEDURE

I. Write short Notes on

(1) Flagging:

Every disposal files mentioned in the current file or note file to which a reference is made in the file, should be put up for reference with flags attached to the socket in reference of RDis, DDis and on the first page in respect of DDis and DDis . Flags should not be pinned to any page of the current file/note file. When there are more on disposal for reference, flags should be attached in alphabetical order. There must be only one flag on a disfile. One flag should not cover another. Flags bearing the same letter should not again be attached to the disposals put up for reference in a file.

(2) Linked File:

Linking of files becomes necessary when a reference is made in a file to a paper or notes or orders in another pending file. The two files are then linked and attention invited to the concerned pages of the linked file. The principal file is kept above but its strings are tied below and the file referred to, is kept below as linked file and with its strings the two files are tied. The papers in then two files should remain unchanged.

Files should not be linked unnecessarily. Linking should be made only if it is absolutely necessary for disposing the case. If possible, extracts from the other files can be taken and put up to avoid linking of files. If the two files contain similar issues, the two files can be combined into one.

(3) Referencing:

Referencing is a process of putting up in a case previous correspondence rules, reports etc. required for its disposal, flagging them and indicating that face in the margin of note file/current file.

Every paper quoted by its number and date in the current file should be put up. If it is in the current file, the page number may be indicated in pencil in the margin. If it is in a disposed file, it may be obtained from records and flagged and the relevant para and page number indicated in margin.

For every statement made in the note file except expressions of opinion, an authority must be quoted. If it is in the current file, the page number may be quoted in the margin in pencil. If it is in a disfile, the old disposal is flagged and the disposal number, relevant page and para noted in the note file and its flag letter noted in pencil in the margin.

(4) In cases where a report is due only after six months or where action can be taken only on receipt of a reply which is likely to take more than six months, the file is closed and entered in the call book. On the due date, the tappal clerk takes extract from the CB and gives it to the concerned clerk for actic. Thus call book helps to take action at the appropriate time and avoid delay.

5) Demi Official Correspondence:

Normally in office correspondence the officer is addressed by designation and Not by name. But there are occasions where officers address other officers or members of the Public on official matters by name. In such letters it is not compulsory to observe all the Formalities of procedures prescribed for official correspondence. Such correspondence are known as Demi-official correspondence. When routine reminders are not answered usually D.Q. letter reminders are sent.

Distinguish-between

(1) Note File and Current File

Current file is the correspondence part of the file. Letters petitions etc. received and references issued are tagged in the current file. Note file contains notes written by the office examining the proposal with reference to acts, rules, precedents etc. and the officers decision thereon. The note file and current file are separately tagged till a final decision is taken in the file. When the file is closed, the note file and current file are stucked.together.

(2) Current and Tappal:

All communications received in the office such as letters, petitions telegrams, periodical. D.O. letters etc. until numbering are known as Tappal. The communication received in the office which are numbers are known as currents. The Tappal becomes current after numbering.

(3) Old Case and New Case:

If a current received by the clerk do not related to any pending file, it is a 'New case'. A fresh file is opened. But, it a current relates to a pending file then it is called 'Old Case'.

What is the proper method of arranging files ?

After a paper is registered in the PR, the clerk scrutinises it to see whether it is correct in its form and content, and that stamps, if any, are punched. It is then punched on the left hand top corner and if it is related to an unclosed file, it is added to the current file of the pending file and page number given chronologically and the file submitted with continuing notes. If there is no file on the subject, it is treated as a new case and the paper is tagged to a blue fly leaf and placed in an appropriate pad. All the disposal files referred to in it, are collected and is submitted with notes for orders.

A file consists of current file, a note file and if previous papers are placed for reference, those 'put up papers'. Current file and note file are maintained separately till disposal and are distinguished by the different colours of fly leaves used. Reference issued from a file is, after issue, added to the current file and page number. Given. Replies received are added to the current file and page number given. While arranging a file at the time of submission note file is placed above the current file and put up papers for reference placed at the bottom. Draft put up for approval are placed below note file. Bulky enclosures received with letter, are not added to the current file, but kept below.

When a reference is issued and there is no action in the file till the next reminder date, the files are kept in the shelf year-wise and number-wise for easy handling.

IV. What are the characteristics of a good note ?

•-

The aim of a note is to present in the most intelligible, condensed and convenient from the facts of the case. Its object is to help the disposal of the case. Therefore, a note should indicate its history or background, useful precedents, relevant acts and rules. Notes should supply deficiencies or omissions, explain doubtful points, and draw

attention to points where further information are required. In complicated cases, a precise of the contents may be written. Every statement made in the note should be supported by authority. There is no need to repeat the points and arguments already written in the note file. Similarly, there is no need to copy down the notes of previous disposals put up for reference. It is enough to invite attention to the relevant para and page of the disposal. As the officer is expected to read the current file, there is no need to copy it down in the note file.

The points for decision should be indicated. As the purpose of noting is to help the officers in taking a decision, contradictory notes from a section, duplicating notes, paraphrasing of the contents of current file etc. are unnecessary and may be avoided. A good note is written in succession of the first note to advance the case-step by step towards its disposal.

What is the method of Noting?

Notes will be written in foolscap size sheets with 1/3 margin. On the top will be written the subject and reference in red ink. The file number will be noted in the top left corner. Note sheets will be tagged to a yellow fly leaf. Pages on both sides and paragraphs will be given numbers. When a reference is issued, that fact will be indicated in square brackets underlined by red ink in the note. Similarly, receipt of communication will also be noted in square brackets in the note file. Officers queries in the current file will be copied in the note file and answered in the note file. When drafts are put up for approval, that fact should be indicated in the note file.

Note file will be separate from the current file till disposal. Note file will be placed above the current file always. While submitting files to officers, blank sheets should be added to the note file. Handwriting should be legible and tidy. If the note contains too many corrections it may be rewritten or typed. All long notes should as far as possible be typed. A note should not end at the very end of a page.

What are the characteristics of a good draft ?

Drafts should be complete and brief. It should be written in the approved form in the paper with 1/2 margin. If the draft is lengthy and likely to have too many corrects, it may be typed in double space. Draft should not contain information more than what is necessary. Enclosures should be minimised as far as possible. The wording in the draft should be very clear and should not involve Government into controversies. Amounts indicated drafts should be written in words also. Drafts should not be put up for collecting piecemeal information or for information which may be already available in the office. While preparing draft telegrams care should be taken to exclude all matters that are not essential.

What is the method of drafting?

Drafts should be written or typed in half margin in separate sheets, The margin should not be used for writing explanatory notes. Only the flag number of 'the disposal noted or page number of the current file or note file quoted should be indicated in pencil in the margin. Drafts should be brief. A slip bearing DFA (Draft for Approval) may be attached with the draft. Blank sheets may also be added with the draft. Nature of disposal such as Rdis KDis, etc. should be indicated above the draft if it is the final disposal. The next reminder date may be indicated below the draft. The addresses and the enclosures, if any, to be sent to any of the addresses may be clearly specified.

VII. What are the points to be borne in mind after dispatch ?

The clerk should see that the despatch has been correctly made and reminder dates, if noted in the reminder dates, if only an interim reference, the approved draft, after will be added to the current file, page numbered and the file kept in the shelf. In the case of final disposal, if file is arranged properly, the arrangement being first the note file, then the current file. 'R' and 'D' Disposals are put into disposal jackets. An index slip will also be prepared. On the outside of the disposal, jackets are boldly marked, the name of the department an office, nature of disposal and year of destruction. The back file referred to will be noted in the inside of the jacket. Similarly, in the disfile taken for reference, a forward number will be noted. Such chain referring is very essential. In the case of 'K' 'L' 'F'; disposals, these entries will be made in the front page itself in red ink as it has no disposal Jackets.

After arrangement, the disposal is sent to the fair copy section and the tappal clerk acknowledges receipt in the last column of the FR. The tappal clerk then sends the disposal the records section and gets acknowledgement in the tappal distribution register.

IX. What is the purpose of indexing ?

RDis and DDis files are indexed. Index slip are prepared for these files and sent to records. Index slips received from various seats of the office/along with RDis and DDis files for the entire year are consolidated and typed or printed. Copies of such annual index are circulated to all officers and ministerial subordinate staff members. The annual index enable, the clerks to trace back papers.

Index slips are prepared in the prescribed manner. A list of standard heads are given in the Appendix to MOP. The index contains a Head, Sub head and title. The Head is selected from approved list. The Head must be the word that will naturally occur to any one who wants to trace the paper. Consistency is essential in the selection of index heads. Even if the heads are badly chosen so long as there is consistency, there is no harm. After the Head and Sub head comes local classification and then the title. Brevity is the merit of a good title. If the title gives the message at a sight like press headlines, the title is good. Head or Sub head should not be repeated in the title. Personal papers relating to officers should be indexed under name of the officer concerned.

A well prepared .index for each RDis/DDis file enables the record keeper to prepare the annual index very quicklv.

X. What are the checks to be made to avoid delay and arrears in office ?

Currents received by clerks should be registered in the PR on the day of receipt itself. No paper should be kept in the section without action for more than 5 days. The Superintendents will be held responsible for any paper found pending in his section without action for more than 5 days. All papers marked for issue should be fair copied and despatched within 24 hours.

Arrears are classified as external arrears and internal areas. External arrears are checked through call book and reminder diary. Internal arrears are checked through inspection of personal register, monthly arrear statement, stock file periodical register.

2) In cases where a report is due only after six months or where action can be taken only on receipt of a reply which is likely to take more than six months, the file is closed and entered in the call book. On the due date, the tappal. clerk takes extract from the CB and gives it to the concerned clerk for action. Thus, call book helps to take action at the appropriate time.

3) Each clerk maintains a reminder diary for a calendar year. .As and when a reference is issued or when time is allowed to put up the file on a future date the due date of action is noted in the reminder diary. A clerk's first duty in a day is to go through the reminder diary end issue reminders in the concerned files on the due dates. Thus, reminder diary checks delay.

4) Inspection of personal register is a very important way of Checking delay and arrears. There should be a fixed schedule of inspection and this should be strictly followed. The inspecting officer should verify that all currents received by the clerk have been entered in the PR. This can be verified with reference to tappal distribution register. Proper inspection would reveal whether all receipts and issues have been noted and that all papers are submitted within 5 days of receipt. Stock files, periodical registers, call book, reminder diary etc. should be checked by the inspecting officer. If there is any delay, this will be revealed at the time of the inspection and the officer can quickly locate the files and papers shelved by the clerk without action.

XI. What are the functions of the Record Keeper ?

The main functions of the Record Keeper are :

1. Supply of records in response to requisitions.
2. Checking of records deposited.
3. Registry of records taken out by subject clerk and noting' their return in the register.
4. Sending of records taken out by subject clerk and noting their return in the register.
5. Cleaning and dusting or racks; and the examination of records in order to protect them from damage by white-ants .
6. Labelling and varnishing of record boards.
7. Keeping the bundles arranged neatly and methodically on the racks.
8. Keeping the record room tidy and in good repair.
9. Destruction of records in due time.