

Distance Learning Module

on

**Written Communication
In
Government Offices**

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Distance Learning Module

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Dear Reader

We welcome you to this module on written communication in Government offices. What is communication? You may say that communication is, therefore a process of sharing or exchange of ideas, information, knowledge, attitude or feeling among two or more persons through certain signals and symbols; it could be language, oral or written.


In this module we will concentrate on written communication, as it is an important part of office work. The procedure for receipt of a communication, it's processing and finally the sending of a reply will be examined. In addition you will also be able to clarify the different forms of written communication used in an office and how to draft them.


This self-learning module is based on the concept of adult learning, wherein you are given the responsibility to learn at your own chosen time, place and desire to learn. Adults like to learn by themselves but they do not like to be taught.


With this workbook you can:


- Organise your study to suit your own needs
- Study the material alone or with other people
- Work through the material at your own pace.


WHY DO YOU NEED THIS MODULE?

 When working in your office, your supervisor might have told you to put up a letter or paper under correspondence that has been received from the Head Office.

 The letter, which has been sent from Head Office, is known as a written communication. In order to make the work in the office efficient, effective and streamlined and also to maintain accountability there are laid down procedures to be followed in offices.

 If you do not have knowledge & skill about the procedures to be followed for disposal of correspondence, then you will tend to do your task in an incorrect way and the organization will suffer. It will also make you unhappy and miserable in your work.

 By working through this module, you will be in a position to know about the procedures to be adopted for disposal of written communication. In addition your skills for drafting different types of written communication will also be improved.

 This in turn will increase your competence to execute the work allotted to you so that you will have higher level of job satisfaction. In addition this will also increase your confidence and enable you to make improvement in your career prospects.

Module 1: Written Communication in Government Offices

Module Introduction:

Written communication plays a vital part in the working and management of a Government office. Correspondence is being received and sent out all the time. The office staff employed in an office have to deal with written communication or correspondence most of the time. Hence it is important that their level of knowledge and skills in communication skills be improved. In addition they have to be well versed in the procedure to be adopted when dealing with correspondence.

This module will expose you to an overview of receipts and issues, which is commonly known as dak, its receipt, registration, distribution to different branches and sections and finally disposal thereof. The procedure to be adopted for disposal of a receipt has been described in this module along with some self-assessment tools and the answers thereof. This module consists of 5 units viz.

1. Dak – Receipt, registration and distribution from Central Registry.
2. Diarisation and Action on receipt.
3. Different forms of communication –classification
4. Drafting of communication
5. Issue of drafts.

In this module giving you self-assessment questions through which you will be able to check your understanding and progress will make assessment.

Unit I: Dak -receipt, registration and distribution from Central Registry

Unit Structure

1.0. Introduction.

1.1. Objectives.

1.2. Meaning of some commonly used terms:

1.2.1. Office.

1.2.2. Branch.

1.2.3. Section.

1.2.4. File.

1.2.5. Part File.

1.2.6. Current File.

1.2.7. Closed File.

1.3. Dak

1.3.1 Definition of Dak.

1.3.2 Receipt of Dak.

1.3.3 Registration of Dak.

1.3.4 Distribution of Dak.

1.4. Summary.

1.5. Further Reading.

1.6. Check your progress - model answers

1.0 Introduction

As all of you are working in Government offices you must have come across the word dak. In this unit you will be introduced to the concept of what is dak and the procedure that you will have to adopt for receipt of dak, registration and distribution of dak from the Central Registry. After going through this unit you will be able to enhance your knowledge and skills, regarding the procedure to be adopted for receipt, registration and distribution of dak.

1.1 Objectives

After going through this unit you will be able to:

- Define the meaning of some commonly used terms in office
- Describe the procedure for receipt of dak
- Discuss the process of registration of dak
- Explain the procedure for distribution of dak from the Central Registry

1.2 Commonly Used Terms in Office

1.2.1 Office



You always hear the term that so and so is working in that office. Now what do we mean by the term Office? In a simple way we can say that an office is a collection of people, engaged in allotted work to fulfill the purpose of the organization. The main work in an office consists of dealing with correspondence. There are some offices, which are very small consisting of a few persons while on the other hand there are large offices employing hundreds of people. For example the office of the Director of Agriculture is a big office consisting of more than 400 persons while the office of the sub-divisional agriculture officer is a small office consisting of 15 to 20 persons.



The people engaged in an office are given certain tasks, which they have to complete within a given period so as to achieve the objectives of the organization (of which the office is a part). The persons employed in an office work in teams or in a hierarchy and they are paid money for the work done by them. They are basically dealing with different forms of written communication commonly known as dak and the procedure to be adopted in processing the same.



The purpose of the office in broad terms is to collect information from written communication or orally through telephone or from someone face to face. In order to be able to retrieve the information easily and without loss of time you have to derive some methods. This is known as the classification of information. The classification is done through filing system. Next you will have to process the information to enable a decision to be taken. Once the decision is taken it has to be communicated to the party concerned. In addition to the above the progress of the work has to be monitored through reports and returns. The information received in the office will also have to be stored for future use, which is known as recording.

1.2.2. Branch

An office may be divided into branches. We have different branches like Magistracy, Administration, Election, Nazarat and Personnel.

Each branch is headed by a Branch Officer of the Deputy Commissioner's Office of the rank of Extra Assistant Commissioner who is responsible for all the works relating to the branch.

1.2.3. Section

Each branch is subdivided into sections. The sections are the smallest units in an office.

For example in case of the office of the Deputy Commissioner, we have the Nazarat Branch is again subdivided into sections viz. (a) Nazarat Section, (b) Bakijai Section and (c) Loan Section.

1.2.4 File

Your supervisor must be asking you to put up the files every day. What do we understand by the term file? A file means a collection of papers on a specified subject matter and assigned a file number and consisting of one or more of the following parts viz.

1. Correspondence
2. Notes
3. Appendix to correspondence
4. Appendix to notes

Receipts and other related papers on a specified subject matter are kept in the file along with noting. All the receipts and notes are numbered serially. After the file becomes bulky it should be closed and a new file bearing the same file number can be opened and marked Part –II. Generally speaking when the number of receipts in a file reaches one hundreds, then a new file should be opened.

1.2.5. Part File

When you have put up a file to your superior officer and the same is under process, then it may so happen that a correspondence has been received which is both important and urgent and needs to be put up urgently.

In order to avoid delay, you should not wait for the file, which has been put up to come back to you after the due process is over. You can open a new file bearing the number of original file and put up the receipt for processing and decision-making by your superiors. This new file that you have opened is called a part file.

But you must note carefully that once both the files come back to you after being returned from your senior officers, you must take out the papers in the part file and amalgamate it with the original file giving serial numbers to both the correspondence and notes.

1.2.6. Current File

Current file means a file, action on which has not been completed. In other words we can say that whenever any written communication relating to the specific subject matter being dealt with in that file is received, then that receipt has to be put up and processed in the current file.

1.2.7 Closed File.

All files cannot be kept as current files for an indefinite period. If you were to do so then you would be buried in a mountain of files. In order to avoid such a situation, you have to go for closing recording of files. This means the process of closing a file after action on all the issues considered thereon has been completed.

<p>Now we have examined the meaning of some commonly used terms in an office. The meaning of other commonly used terms is given in the subsequent units.</p>



1.3. DAK.

1.3.1 Definition of Dak

(a) Dak includes every type of written communication such as letters, telegrams, interdepartmental note, files, wireless message, telex, fax message, e-mail etc., which is received by post, messenger or by other means. The dak is generally received in the central registry, from where it is distributed to the different sections through the help of “work allotment chart”.

(b) Classified Dak: Some dak will have security grading and will be addressed to an officer by name and not by designation. This is due to the fact that the dak is of a confidential nature and its contents are not to be shown to all. Such type of dak bearing security gradings like secret, confidential etc. are known as classified dak. These type of dak are not opened in the Central Registry but are sent to the concerned officer in whose individual name it has been addressed.

Dak may also be classified as immediate, top priority, urgent, fixed date etc. Matters requiring prompt action are given urgency gradings.

(c) Receipt: You can say that dak after it has been received by the concerned section or the officer in charge of the section as receipt. As soon as a correspondence reaches a section or section officer then we call the dak as receipt.

1.3.2 Receipt of Dak:



The incoming dak is received in the central registry during office hours.



Sometimes important or immediate dak is addressed by name or sent through a special messenger. In such cases, the dak will be received by the officer concerned or by his personnel assistant.

Outside office hour's dak will be received by:

- a. By the addressee themselves at their residence if marked immediate and addressed by name; and
- b. In other cases by the officer on duty in the control room if it is functioning.

The head of office should himself open the covers of all the correspondence addressed to them by name. When they are absent from headquarters, the covers should be opened by the officers who is put in charge of the current duties.

Check your progress - 2.

Indicate whether the statements written below are true or false.

	<u>True</u>	<u>False</u>
(a) Dak include files.	<input type="checkbox"/>	<input type="checkbox"/>
(b) In big offices dak is received in Sections.	<input type="checkbox"/>	<input type="checkbox"/>
(c) Dak, which are marked as secret, are to be opened in the Central Registry.	<input type="checkbox"/>	<input type="checkbox"/>
(d) Urgency gradings are given in Dak for security reasons.	<input type="checkbox"/>	<input type="checkbox"/>
(e) When Dak is received in the section it is called a receipt.	<input type="checkbox"/>	<input type="checkbox"/>
(f) Dak addressed to Officers by name will be opened by the Central Registry.	<input type="checkbox"/>	<input type="checkbox"/>

1.3.3 Registration of Dak

- (a) All the covers, except those addressed to officers by name or those bearing a security grading, will be opened by the Central Registry.
- (b) After opening the covers, the dealing assistant in the central registry will check enclosures, the signature of the sender, and make a note of any enclosures found missing.
- (c) Urgent dak will be separated from other dak and will be dealt with first.
- (d) All opened dak, as well as the covers of unopened classified dak, will be date stamped as per specimen shown below:

Office of the (Name of the office).....
Received on
Central Registry No.....
Section Diary No.....

- (e) The entire dak will then be sorted out section wise (and officer wise if addressed by name). To facilitate this the Central Registry will maintain an alphabetical index of the subject, dealt with in each branch/section.
- (f) The Central Registry in the dak Register will register the following categories of dak.

- i. Telegrams, wireless messages, telex messages, fax messages and e-mail.
- ii. Registered postal dak.
- iii. Court summons and receipts acknowledging valuable documents, e.g. service book, agreements etc.
- iv. Assembly question, resolutions, cut motions and references seeking information relating to them.
- v. Unopened inner covers containing classified dak.
- vi. Letters from members of Assembly/Parliament and
- vii. Any other categories covered by office instructions.

The Central Registry will maintain one or more dak registers as may be found convenient. In no case, however, will a single register be maintained/operated upon by two or more assistants. Where more than one dak register is maintained each register will be identified with an alphabetical code letter 'A', 'B' and 'C' and so on.

In case of two or more dak registers, there should be a grouping of correspondents register-wise so that the receipts are not registered randomly in any volume of the register.

The Central Registry no. assigned in the dak register, will be exhibited on the dak in the appropriate place in the stamp affixed on it.

DAK Register

A specimen copy of the Dak Register is shown with some entries made therein.

DAK Register :-

Golaghat District.

Date :- 01.01.2001.

<u>Sl.No</u>	<u>Particulars of Dak</u>		<u>From whom received.</u>	<u>To whom sent</u>	<u>Remarks.</u>
	<u>Received.</u>				
	<u>Number</u>	<u>Date</u>			
01	02	03	04	05	06
01.	435	02.10.2001	Secretary to the Government of Assam, Agriculture Department Dispur Guwahati	The Deputy Commissioner	
02.	301	04.10.2001	Director of Accounts and Treasuries, Dispur Guwahati	The Deputy Commissioner	Enclosure missing
03.	97	05.10.2001	District Elementary Education Officer	Addl. Deputy Commissioner, (Development)	No Signature of sender

All the dak received must be entered date wise and serially as shown above. In the column 2 & 3 you write down the letter number and date of the particular dak that you are entering. In the remarks column you may note your comments as shown in the column 6 above.

Now can you point out the mistakes in the entries made in the dak register shown below: -

DAK Register.

Sl.No	Particulars of Dak Received.		From whom received.	To whom sent	Remarks.
	Number	Date			
01	02	03	04	05	06
2345	1485	01.10.2001	Secretary to the Government of Assam, Finance Department. Dispur, Guwahati	Deputy Commissioner	
2346	1525	02.10.2001	Director of Fishery, Guwahati.	Deputy Commissioner	
2349	1302	02.10.2001	Director of Agriculture.	Addl. Deputy Commissioner	
2350	2040	03.10.2001	Director General of Police	Superintendent of Police	

Check your progress - 3.

Indicate whether the statements written below are true or false.

	<u>True</u>	<u>False</u>
(a) The Dealing Assistant in the Central Registry will prepare an invoice for each section to which dak will be distributed separately	<input type="checkbox"/>	<input type="checkbox"/>
(b) Dak may not be distributed to the Sections in the messenger book.	<input type="checkbox"/>	<input type="checkbox"/>
(c) All Dak will not be stored section wise in the Central Registry	<input type="checkbox"/>	<input type="checkbox"/>
(d) Unopened inner cover of classified Dak will not be registered in Central Registry.	<input type="checkbox"/>	<input type="checkbox"/>
(e) Letters from Members of Parliament/ Assembly will be registered in the Central Registry.	<input type="checkbox"/>	<input type="checkbox"/>
(f) Only single register should be maintained in the Central Registry for registration.	<input type="checkbox"/>	<input type="checkbox"/>

1.3.4. Distribution of Dak

- a. The delivery assistant in the central registry will prepare an invoice separately for each section to which the dak will be distributed. The dak along with the invoice will be sent to the section concerned and acknowledged by the diarist. The invoice duly signed will be returned to the Central Registry where it will be filed section wise and date wise. A specimen copy of the invoice is shown below: -
- b. Alternatively the Dealing Assistant may send the dak to be distributed in a messenger book or dak register maintained section wise and the acknowledgement obtained.
- c. The procedures mentioned above is also applicable to the dak meant for officers, which will be acknowledged by their personal staff or by the officers themselves.
- d. Urgent dak will be distributed as and when received. Other dak may be distributed at suitable intervals viz. 11 a.m. 2 p.m. and 4 p.m. When ordinary dak is received too late to be included in the last daily round, then it will be kept ready for distribution early next day. The official in-charge of the Central Registry will ensure that, as far as possible, sorting, registration and invoicing of dak is completed on the day of its receipt.
- e. Urgent dak received outside office hours in the central room will be dealt with in accordance with the instructions issued from time to time.

In Text Activity -2.

Invoice

Branch / Section

Date	C.R. Numbers of Dak Sent.	Number of items of dak.		Total	Signature of Receiver.
		Registered in the Dak Register.	Not registered in Dak Register.		
01	02	03	04	05	06

Can you mark entries of the dak received from different sources as given in the Dak Register at Page 17.

Check your progress - 4

Indicate whether the statements written below are true or false.

	<u>True</u>	<u>False</u>
(a) The Dealing Assistant in the Central Registry will prepare an invoice for each section to which dak will be distributed separately.	<input type="checkbox"/>	<input type="checkbox"/>
(b) Dak may not be distributed to the Sections in messenger book.	<input type="checkbox"/>	<input type="checkbox"/>
(c) Acknowledge of dak sent to the section is not compulsory.	<input type="checkbox"/>	<input type="checkbox"/>
(d) Urgent dak is to be distributed once in a day.	<input type="checkbox"/>	<input type="checkbox"/>
(e) Ordinary Dak is to be distributed three times in a day.	<input type="checkbox"/>	<input type="checkbox"/>
(f) Ordinary Dak received very late in the day will be distributed early next day.	<input type="checkbox"/>	<input type="checkbox"/>

registration and distribution of dak, let us recapitulate the main point. In the beginning we introduced the meaning of some commonly used terms in office. We have also exposed you to the procedure to be adopted for receipt, registration and distribution of dak.

1.5 Further Reading: - A Manual of Office Procedure

Check your progress: Model answers.

Model Answer to check your progress - 1.

- a) Organizational.
- b) Classified.
- c) Decision.
- d) Reports and Returns.
- e) Recording.

Check your progress - 2.

- a) True.
- b) False.
- c) False.
- d) False.
- e) True.
- f) False.

Check your progress - 3.

- a) True.
- b) False
- c) False.
- d) False.
- e) True.
- f) False.

Check your Progress 4.

- a) True.
- b) True.
- c) False.
- d) False
- e) True.
- f) True

Unit 2: Diarising and Action on Receipt

Unit Structure

2.0 Introduction

2.1 Objectives

2.2 Meaning of some important terms:

2.2.1 Diarising

2.2.2 Docketing

2.2.3 Filing

2.2.4 Note

2.2.5 Dealing assistant

2.3 Diarising of receipt

2.3.1 Procedure of diarising

2.3.2 Movement of receipts and action by higher officers

2.4 Processing receipts

2.4.1 Procedure

2.4.2 Action by supervisory assistant.

2.4.3 Examination by section of paper under consideration

2.5 Noting

2.5.1 Guidelines for noting

2.5.2 Notings on files received from other section

2.6 Arrangements of papers in a case

2.7 Use of urgency grading

2.8 Summary

2.9 Check your progress – model answers

2.0 Introduction



In unit no. one you were exposed to the concept of receipt, registration and distribution of dak by the Central Registry. Now let us go a bit further and see what happens to the receipt when it is sent to the section. In this unit you will first learn the meaning of a few terms like diarising, dealing assistant, docketing, noting and filing. In addition explanation will be given on the procedure to be followed for processing a receipt in a section. This will enable you to process the receipts as per procedure and thus lead to increase in your competence.

2.1 Objectives

At the end of this unit you will be able to:

- Describe the meaning of terms like diarising, dealing assistant, docketing, noting and filing
- explain the procedure for diarising receipts
- describe the procedure to be followed in processing receipts
- explain the procedure for noting on a file
- arrange papers in a case serially
- classify urgency gradings.

2.2 Meaning of some important Terms

2.2.1 Diarising

An assistant within a section is entrusted with the responsibility of maintaining the section diary. All the receipts sent from the Central Registry are received by the designated assistant and he enters the receipts in the section diary, a specimen of which is shown below. The process of diarising means registering or in other words entering the serial no. and date etc. in the section diary. A specimen copy of the section diary is shown in the next page.

Section Diary

Date _____

Serial No.	Number & Date of receipt		From whom	Brief Subject	To whom marked	File No.	Remarks
	Number	Date					
1	2	3	4	5	6	7	8

The instructions are given below:

1. Column 1-6 will be filled up at the stage of diarising i.e. before the receipts are made over to the dealing hands.
2. Column 7 will be filled on the basis of entries in column 4 of the assistant's diary. For this purpose the diarist will collect and consult the assistants diaries periodically, say once a week.
3. Movements of receipts marked to officers for perusal will be indicated in column 8

2.2.2 Docketing

As and when you receive a receipt it has to be put up in the file for examination in the section. The points that have to be highlighted and examined are written in the notes portion. While writing the note you will have to make an entry on the note about serial number assigned to each correspondence (whether receipt or issue) for its identification. The docketing should be made before writing the note in case of a receipt and after the note is written in case of issue.

2.2.3 Filing

A proper filing system is essential for convenient identification, sorting, storage and retrieval of papers. A file consists of two main parts namely, notes and correspondence. The former contains notes recorded on a paper under consideration (P.U.C) or independently on the same subject from time to time. The correspondence part contains all communication received and the office copies of all letters issued.

The correspondence part is arranged according to the date of receipt and the earliest correspondence received should be at the top. The paper under consideration should always be turned for conveniences, and placed at the top of the correspondence.

When notes or correspondence portion of a file becomes bulky (e.g. one hundred page or so) it will be kept in a separate cover and marked Volume I, of the file. Further action on the file will be continued in a new volume of the same file, marked as Volume II.

Every paper in a file will be punched at the left hand top corner to the correct gauge (one inch from either side) before it is tagged to the correspondence to the notes.

2.2.4 Note

You must have come across the word note while working in your office. What do we mean by the word note? Note means the remarks recorded on a case to facilitate its disposal. It includes a precis of previous papers, a statement or analysis of the questions requiring decisions. In addition it may also contain suggestions regarding the course of action and the final orders passed by the senior officers. Another way of defining a note is to look at it as a minutes recorded on a case. For example if there is a leave application from an employee in the office praying for earned leave. Then in the notes portion you have to highlight when the employee had gone on earned leave on a previous occasion, how much leave is at his disposal, whether earlier earned leave had been sanctioned or not. In this way noting has to be done.

Check your progress – 1		
<u>Please tick the correct answer</u>	True	False
(a) Docketing is done in case of a receipt before writing the note.	<input type="checkbox"/>	<input type="checkbox"/>
(b) Docketing is not necessary in case of issue of correspondence.	<input type="checkbox"/>	<input type="checkbox"/>

(c) A proper filing system is essential for retrieval of papers.	<input type="checkbox"/>	<input type="checkbox"/>
(d) A file consists of four parts.		
(e) Correspondence should not be arranged according to the date of receipt in a file.	<input type="checkbox"/>	<input type="checkbox"/>
(f) When the notes or correspondence part of a file becomes bulky then a new volume of the same file is to be opened ?	<input type="checkbox"/>	<input type="checkbox"/>
(g) papers in a file will be punched in the top right hand corner, before it is tagged.	<input type="checkbox"/>	<input type="checkbox"/>
(h) Note means the minutes recorded on a case	<input type="checkbox"/>	<input type="checkbox"/>

2.2.5 Dealing Assistant

You must be aware that in an office there are staff like lower division assistant and upper division assistant who are allotted specific tasks. Any assistant who is entrusted with the task of initial examination and noting on cases is called a dealing assistant. You as the dealing assistant will be the custodian of all the current files on the subjects allotted to you. Your duty is to open new file, initiate examination and noting on cases and put up the file to your superior i.e. the branch officer for further processing and taking a decision.

Check your progress - 2

<u>Please tick the correct answer</u>	
1. <i>A dealing assistant is</i>	
a. A lower division assistant	<input type="checkbox"/>
b. An upper division assistant	<input type="checkbox"/>
c. Both a. and b. above	<input type="checkbox"/>
d. None of the above.	<input type="checkbox"/>
2. <i>Dealing assistant will</i>	
a. Open new files.	<input type="checkbox"/>
b. Initiate examination on cases.	<input type="checkbox"/>
c. Make noting on files.	<input type="checkbox"/>
d. All of the above.	<input type="checkbox"/>

2.3 Diarising of receipt

2.3.1 Procedure of Diarising

While the receipts are sent to each section from the Central Registry, the diarist will enter all the receipts in the section diary which was shown in Para 2.2.1.

- 1) The diarist will diarise in the section diary all the receipts except the following before they are submitted to the officers concerned or distributed among the dealing hands after entering the diary number of the receipts in the column (2) of the Assistants Diary.
 - Receipts which as a class are adequately taken care of by a register specially devised for the purpose for example telephone bills which are entered in telephone bill register.
 - Unsigned communications on which no instructions have been recorded by officers and on which no action is to be taken.
 - Identical copies of representations except for the first one received.
 - Post copies of telegrams, W.T. messages, fax message unless the endorsement contains a message in addition to that contained in the telegram etc.
 - Petty contingent vouchers such as claims for labour hire or conveyance hire, chit asking for articles of furniture, stationary etc.
 - Casual leave application
 - Copies of miscellaneous circulars, office memorandum, extracts etc. circulated by any section for general information, e.g. orders of general application, telephone lists, notices of holidays, tour programmes etc.
 - Any other types of receipts which under office instructions are not required to be diarised.
- 2) Inter branch notes, telegrams or any other category of receipts sought to be distinguished from the rest, may be entered in section diary and underlined in red ink.
- 3) If a receipt is diarised after lapse of more than 15 days from the date it bears, the entry regarding column 3 of the section diary will be circled in red ink.
- 4) The diary number of a receipt will be indicated in the space provided for the purpose in the stamp affixed by the central registry.
- 5) The branch officer will scrutinize the section diary once a week to see that it is being properly maintained and sign on the section diary as a token of his scrutiny. A specimen copy of the Assistants Diary is shown below.

Assistants Diary

Sl.No.	Diary No. or File no.	Subject	File No.	Date of submission.
1	2	3	4	5

INSTRUCTIONS

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. Column 3 and 4 need be filled only in respect of diary numbers.
3. Column 3 need show only catchwords sufficient to enable the dealing hand to recall the case.
4. The date on which receipts files are received by the dealing hand should be entered in red ink across the page above the entries to be made for the day.

Check your progress – 3

Please fill in the blank.

- (a) Section diarist will make an entry of the date in the ----- diary.
- (b) There are ----- columns in the Section diary.
- (c) Movement of receipts marked to officers will be indicated in column ----- of the Section diary.
- (d) ----- leave applications should not be entered in the section diary.
- (e) Telephone bills are to be entered in -----
- (f) If a receipt is diarised after lapse of more than 15 days from the date it bears the entry regarding column ----- of section diary will be circled in red ink.

2.3.2 Movement of receipts and action by higher officers

- 1) Receipts submitted to officers will move in pads conspicuously labelled as “receipt pads”. Their movement and perusal will receive prompt action.
- 2) The branch officer will keep a careful watch on any holdup in the movement of receipts. The diarist will bring to his notice any receipts which are not received back from officers within 24 hours.
- 3) Officers to whom receipts are submitted:
 - a) go through the receipts and initial them
 - b) remove receipts which they may like to dispose of without assistance from sections or to submit to higher officers.
 - c) where necessary, give directions regarding the line of action to be taken on other receipts which are returned back.

Check your progress – 4

Fill in the blanks.

- (a).Receipts sent to officers will be sent through_____pads.
- (b) The branch officer will keep a careful watch on _____in the movement of receipts.

- (c) Officers who receive the receipts will take _____ action on them.
- (d) Officers to whom receipts are submitted will _____ the receipts and _____ them.
- (e).Where necessary officers will give _____ regarding the line of action to be taken on the receipts.

2.4 Processing Receipts

2.4.1 Procedure

Once the dealing assistant receives the receipt he will have to take the steps mentioned below:

- a) Check the receipts with the entries in the assistants diary and satisfy himself about the receipts entered in column (2) of the diary have been received and also fill up column three of the assistants diary.
- b) Go through the receipts and separate the urgent ones from the rest. This will enable you to deal with the urgent receipts first. Other wise if you do not separate them, then it may so happen that some of the urgent receipts may be overlooked leading to serious consequences.
- c) After separating the ordinary receipt from the urgent ones check enclosures and if is missing, initiate action to obtain it. For doing this you will put the receipt with the missing enclosures and obtain the branch officer approval for obtaining the fresh copy. The draft letter seeking for the enclosures from the sender of the receipt should be put up at the same time so as to avoid delay.
- d) In addition to the above you will ensure that copies of the receipts which have relevance to other sections are copied and sent to that section so as to enable the other section to initiate action.
- e) Next you will have to put up the receipt in a current file if one already exists or open a new file. The procedure for opening a new file may be referred to in unit I. Then you will have to indicate the file no. in column 4 of the assistants diary after you have put up the receipt in the file to the concerned officer. Here you must be careful to file the papers in terms of the procedure given earlier in this unit.

Each receipt will have to be given a serial no. and a page number. The page numbers will be given consecutively for both the notes portion as well as the receipts and issues.

- f) After marking the serial no. and the page number you will have to identify and examine the issues involved in the paper under consideration and record a note in the note sheet of the file. While examining the issues involved, you may have to refer to earlier correspondences, previous orders on the note sheet and circulars and orders issued from time to time and which has a bearing on the case.

While putting up and examining the P.U.C., you have to “flag mark” the earlier correspondence, refer to the page of the note sheet where orders were given earlier and also refer to the circulars and memorandums issued earlier which are kept in guard file. **The guard file is a file in which Govt. Circulars, orders etc. are kept for ready reference.**

Where necessary use urgency gradings like immediate, urgent, fixed date, etc. Once your note is complete and all reference papers in the case has been arranged, then you will put up the case to the higher officer, so that these files having urgency gradings will be dealt with promptly.

- g) You will also have to indicate the file in which the receipt is submitted in column 4 and the date of submission in column 5 of the assistant’s diary.

Check Your Progress – 5			
<u>Please tick the correct answer:</u>	True	False	
(a) The dealing assistants will check the receipts with the entries in the assistants diary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Dealing Assistants will not separate the ordinary and urgent receipts .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Dealing Assistants are not concerned about enclosures to receipts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Unsigned receipts are to be processed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Receipts which have relevance to other sections should be copied and sent to that section.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) A new file is to be opened for each and every receipt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Notes portion of the file need not have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

page number.

(h) Files having urgency grading will be dealt with in the normal course of time.

i) Guard files contain copies of Govt. circulars, orders etc. for ready reference.

2.4.2 Action by supervisory assistant

In your office you will be having the supervisory assistant and your file has to be put up to your higher officers through the Supervisory Assistant. The Supervisory Assistant will scrutinise the note of the dealing hand, then record where necessary a note giving out his own comments or suggestions. If any reference or other material relevant to the case has been left out he will ensure that everything is in order and submit the case to the appropriate higher officer.

The Supervisory Assistant will ensure that a running summary of facts is prepared at the earliest appropriate stage in each suitable case. This is an aid to processing and it is prepared to facilitate decision-making and to avoid repeated recapitulation. In fact it is a summary of facts in each case which is prepared and placed on the file in a separate folder labeled as such. It should be kept up-to-date, whenever further developments take place.

Here it must be pointed out that opinions of individual officers should not be incorporated in the running summary of facts. However when a case is referred to another department/office for advice or concurrence, the advice and views of the other department or office consulted should be treated as constituting a material part of the case and added to the summary.

Check your progress – 6

Please answer the following questions:

a) What is the role of the Supervisory Assistant in processing a receipt?

b) What do you understand by the term running summary of facts?

c) What is the utility of running summary of facts?

2.4.3 Examination by section of paper under consideration

When the receipt in a section is being examined the following points should be kept in mind so as to make the examination effective:

When the line of action on a receipt is obvious or it is based on clear precedent or practice or the line of action has been clearly indicated by the higher officer on the body of the receipt, then a draft will be put up without any elaborate note. In other cases, the section while putting up a case, will

- see whether all the statements, so far as they are open to check, are correct
- point out mistake, misstatements, missing data or information if any
- draw attention, where necessary, to the statutory or customary procedure and point out the relevant law and rules. The appropriate section of law and rule may sometimes have to be flag marked and put up with the file
- furnish other relevant information or data available in the section, if any
- state the questions for consideration and bring out clearly the points requiring decisions
- draw attention to precedents, i.e. action taken or orders given on earlier occasions
- evaluate relevant data and information viz. you will have to examine and analyse the data and information
- suggest, where possible, alternative courses of action for consideration.

The branch officers will take final action on different classes of cases in accordance with such instructions as may be issued by the Head of Office.

Check your progress – 7

<u>Please tick the correct answer:</u>	True	False
a. When the line of action on a receipt is clear you have to give an elaborate note	<input type="checkbox"/>	<input type="checkbox"/>
b. When processing the file you do not need to point out the precedents	<input type="checkbox"/>	<input type="checkbox"/>
c. We do not need to point out the relevant laws and rules when processing a file	<input type="checkbox"/>	<input type="checkbox"/>
d. Information and data are to be put up without any evaluation/analysis	<input type="checkbox"/>	<input type="checkbox"/>


e. Suggesting of alternative course of action while processing receipts is a good practice

2.5 Noting

2.5.1 Guidelines for noting

In the beginning of this unit we have given you a brief definition about the word note. By noting we mean the process of making remarks on a case in a note sheet. The process of writing notes is an important part of office procedure and it needs skills to prepare an effective note. Notes are important as all the points and issues to be raised and discussed are highlighted and the decision of the appropriate superior officers given in the note. A few guidelines for noting are listed below:

- a) While writing notes you must be careful and write what is relevant and to the point i.e. the notes should be concise. In case a lengthy note is inevitable, then you should conclude the note with a paragraph bringing out clearly but briefly the points for considering a decision. Paragraphs of notes should be serially numbered.
- b) The verbatim reproduction of extracts from a paraphrasing of the paper under consideration should not be attempted. The same principle applies to fresh receipts or any other part of the correspondence or notes on the same job.
- c) When passing orders or making suggestions, an officer will confine his notes to the actual points he proposes to make without reiterating the ground already covered in the previous notes. If he agrees to the line of action, suggested in the preceding note, he will merely append his signature.
- d) Any officer/official who has to note upon a file on which a running summary of facts is available will, in drawing attention to the facts of the case, refer to it in his own note.



In case a running summary of facts are not available, then a self-contained summary will be prepared and put up with the case to be submitted to superior officer.

- e) While writing the notes we have to be careful about the use of language. It should be devoid of harsh language. For example, if some apparent errors or mis-statements are to be pointed out or criticised, care should be take to write the observation in courteous and temperate language free from personal remarks. The notes must be written in the third person.
- f) When a paper under consideration raised several major points, each requiring detailed examination and order each point will be noted upon seperately in the sectional notes.
- g) Notes and orders will be recorded on note sheets.
- h) The dealing assistant will append his legible signature with date on the left below the note. Officers will append their signature on the right side of the note. In case of delay of more than 7 days in the submission of a case the signature and the date below that should be in red.

Check your progress – 8

Please tick the correct answer:

True

False

a. While writing notes you should ensure that they are generally lengthy and without paragraphs.

b. Notes should not contain verbatim reproduction of extracts

from a paraphrasing of the paper under consideration.		
c. Points already covered and analysed in a paper under consideration should not be repeated in a note.	<input type="checkbox"/>	<input type="checkbox"/>
d. It is not necessary to put up a running summary of facts with the case.	<input type="checkbox"/>	<input type="checkbox"/>
e. While noting we are at liberty to use harsh language.	<input type="checkbox"/>	<input type="checkbox"/>
f. Notes should be written in the third person.	<input type="checkbox"/>	<input type="checkbox"/>
g. Notes and orders will be recorded on fullscape paper.	<input type="checkbox"/>	<input type="checkbox"/>
h. The dealing assistant should append his signature with date on the right hand corner of the note sheet below the note.	<input type="checkbox"/>	<input type="checkbox"/>

2.5.2 Noting on files received from other sections

- a) Sometime you may receive notes or files from another section on certain issues which your section will have to examine and decisions, opinions or ruling communicated to the section concerned. The officer to whom such note is submitted will either accept the note or record a note of his own.

In the former case, he may direct that the note in question or a specified portion thereof may be reproduced on the main file for communication to the section concerned.

In the latter case he will record a suitable note on the main file itself.

In either case, a copy of the note recorded on the main file will be kept in the routine notes for retention in the receiving section before the file is returned to the original section.

- b) Where the reference requires information of a factual nature or other action based on a clear precedent or practice, the dealing assistant in the receiving section may note on the note straight away.
- c) Where a note on a file is recorded by an officer after obtaining the order of higher officer, the fact that the views expressed therein have the approval of the latter should be specifically mentioned.
- d) In case of oral discussion between two or more officers or between the officer and the assistant, the conclusions reached will be recorded on the relevant file by the officer authorising the action.

Intext activity – I

1. What is the system of noting and putting up papers under correspondence that you have been following so far in your office ? Can you write down the main points ?

2. Can you compare the system of noting followed by you with the procedure given in this unit and list out the differences ?

2.6.1 Arrangements of papers in a case

When you are putting up the file the papers in a particular case will be arranged in the following order from top downward:

- a) At the outset will be placed the reference books on rules, regulations laws etc. The relevant portions of the laws, rules etc. should be flagmarked with pieces of paper indicating there in the page number.
- b) Thereafter you have to put the running summary of facts and flag mark the relevant portion thereof.
- d) A draft prepared for replies to the paper under consideration if any will have to be placed for approval.

- d) Correspondence portion of the current file ending with the latest issue or receipt as the case may be
- e) Appendix to notes and correspondence
- f) Studying guard file, standing note or reference folder if any
- g) Other paper, if any, referred to e.g. extracts of notes or correspondence from other files, copies of orders, resolutions, gazettes, arranged in chronological order, the latest being placed on top.
- h) Recorded files if any, in chronological order, the latest being placed on top.

2.7 Use of Urgency Gradings

Sometimes it may so happen that your supervisor will ask you to put up the file urgently. In an office some work have to be done urgently while others can be done normally. In order to facilitate your work, the use of urgency grading is resorted to. The following three kinds of urgency markings are authorized for use:

- 1. a). Immediate
- b). Urgent
- c). Fixed date

- 2 Each of these urgency markings has a distinctive use and should not be used indiscriminately:
- Immediate cases should be taken up immediately on receipt, if necessary by stopping all other work and should be attended to on the day of receipt or at the latest on the next day.
 - Urgent cases should be attended to within 3 days.
 - Fixed date cases should be given precedence over other ordinary cases to which no urgency labels have been attached, keeping in view the date fixed for the case.
 - Cases bearing no urgency markings should be attended to as early as possible but in any case not later than 7 days.

Check your progress – 9		
	True	False
<u>Please tick the following questions</u>		
(a) Rules, regulations, laws, etc. should be put up with a case where necessary.	<input type="checkbox"/>	<input type="checkbox"/>
(b) Appendix to notes and correspondence should not be put up with a case.	<input type="checkbox"/>	<input type="checkbox"/>
© Immediate, urgent and fixed date are the three kinds of urgency markings that are used.	<input type="checkbox"/>	<input type="checkbox"/>
(d) Urgent cases should be attended to within 8 days.	<input type="checkbox"/>	<input type="checkbox"/>
(e) Parliament questions are to be attended to immediately.	<input type="checkbox"/>	<input type="checkbox"/>
(f) Cases bearing no urgency markings should be attended to within 7 days.	<input type="checkbox"/>	<input type="checkbox"/>

2.8 Summary

Now that you have read through the unit on diarising and action on receipt, let us try to recall the main points. In the beginning we introduced the meaning of the words --

diarising, Docketing, filing, noting dealing assistant,. Then we explained the procedure for diarising of receipts and processing of a receipt in a section.

2.9. Check your progress – model answers

Check your progress 1

1. ©
2. (d)

Check your progress 2

- a) True
- b) False
- c) True
- d) False
- e) False
- f) True
- g) False
- h) True

Check your progress 3

- a) Section diary
- b) 8
- c) 8
- d) casual
- e) telephone register
- f) 3

Check your progress – 4

- a) receipt
- b) only holdup
- c) prompt
- d) go and initial
- e) instructions

Check your progress – 5

- a) True
- b) False.
- c) False
- d) False
- e) True
- f) False
- g) false
- h) False
- i) True

Check your progress – 6

- a) The role of the supervisory assistant is to scrutinise the note of the dealing hand, examine them and where necessary write a note giving his own comments or suggestions. He will also ensure that all relevant materials to the case have been included and ensure that everything is in order. He will then submit the case to the appropriate higher officer.
- b) The running summary of facts is a precis of facts in each case which is prepared and placed on the file in a separate folder labeled as such. It should be kept upto date, whenever further developments take place. Opinions of individual officers should not be incorporated in the running summary of facts.
- c) The running summary of facts is an aid to processing and it is prepared to facilitate decision making and to avoid repeated recapitulation.

Check your progress – 7

- a) False.
- b) False.
- c) False.
- d) False.
- e) True

Check your progress – 8

- a) False – notes should be precise and contain paragraphs.
- b) True
- c) True
- d) False
- e) False – Polite language should be used.
- f) True
- g) False
- h) False.

Check your progress – 9

- a) True
- b) False
- c) True
- d) False
- e) True
- f) True

Unit 3 : Different Forms of Written Communication

Unit Structure

3.0 Introduction

3.1 Objectives

3.2 Communication

3.2.1 Definition

3.2.2 Uses of Communication

3.3 Forms of Written Communication

3.3.1 Letter

3.3.2 Demi-Official Letter

3.3.3 Office Memorandum

3.3.4 Telegrams

3.3.5 Express Letters

3.3.6 Office Order

3.3.7 Order

3.3.8 Notification

3.3.9 Unofficial Memorandum / Note

3,3,10 Wireless

3.4 Procedures of Correspondence

3.4.1 Acknowledgement and Interim Replies

3.4.2 Correspondence with members of Assembly / Parliament

3.4.3 Correspondence with the Secretariat / Government

3.4.4 Correspondence between Deputy Commissioner & Sub-Divisional Officer etc.

3.4.5 Procedure regarding reports, maps, bills and returns

3.4.6 Transmission of records

3.4.7 Confidential Papers

3.5 Summary

3.6 Check Your Progress - Model Answers

3.0 Introduction

In Unit - 2 we had discussed about diarising and action on receipt. Proceeding further let us discuss about the different forms of written communication or correspondence and the rules and procedures of correspondence. In this unit you will learn about the definition of communication, uses of communication and the process of communication. In addition you will be given the description of the different forms of correspondence like letter, demi-official letter, office memorandum etc. The procedures and rules to be followed in different types of written communication will also be explained in details. This will enable you to prepare and use different forms of correspondence in your day to day office work.

3.1 Objectives

At the end of this unit you will able to :

- a) Define communication
- b) Discuss the uses of communication
- c) Explain the communication process
- d) Describe the different forms of written communication
- e) Explain the rules and procedures of written communication.

3.2 Communication

In this sub-section we are going to deal with the definition, use and process of communication.

3.2.1 Definition

Communication may be defined as a process of sharing or exchange of ideas, information, knowledge, attitude or feeling among two or more persons through certain signs and symbols.

If we look at this definition closely we will observe that two or more persons are involved in the process of communication. The one who gives the message is the **SENDER** and the one who receives it is the **RECEIVER**. This exchange of an idea or information is called the **MESSAGE**. What is the means through which this information is exchanged? The information could be shared or exchanged through oral or written language. It could also be exchanged through signs and gestures which is known as non-verbal communication. The means through which the message passes from the sender to the receiver is called the **CHANNEL**. Examples of Channels of communication are written, verbal, non-

verbal, mass media like TV, Radio, Newspapers etc. There are also barriers to communication like noise, poor hand writing, soft speech, human bias, etc. These act as barriers to effective communication and have to be overcome.

3.2 Uses Of Communication

Communication is vital in our day to day existence. There are a large number of functions of communication like receiving and sending information regarding our environmental and all the events and incidents that are taking place around us. Another use of communication is in the teaching and learning process so that you can update your knowledge, skills and attitude. Another important use of communication is in the field of training. As workers in an office or organization the main function of communication is to exchange information and ideas so that decisions can be taken and the same communicated promptly.

Check your progress - 1			
Please tick the correct answer :		TRUE	FALSE
a)	Two or more persons are necessary for communication	<input type="checkbox"/>	<input type="checkbox"/>
b)	The person who receives the message is called the Sender	<input type="checkbox"/>	<input type="checkbox"/>
c)	Communication can be made only through written language	<input type="checkbox"/>	<input type="checkbox"/>
d)	The means through which communication passes from the sender to the receiver is called the channel	<input type="checkbox"/>	<input type="checkbox"/>
e)	TV is a channel of communication	<input type="checkbox"/>	<input type="checkbox"/>
f)	Noise is not a barrier to communication	<input type="checkbox"/>	<input type="checkbox"/>
g)	Communication is not important for taking decisions	<input type="checkbox"/>	<input type="checkbox"/>

3.3 Forms Of Written Communication

The different forms of written communication used in an office

are described below. Each form has a use and in some cases, a phraseology of its own.

3.3.1 Letter

This form is used for all formal communication to the Central Government, State Governments, Subordinate offices and other offices such as High Courts, Universities, Public Bodies and members of the public generally. If you are in the District and Subordinate offices you will use this form to communicate with the Secretariat, Heads of Department, statutory bodies, members of public etc. It is generally not used for correspondence between different departments of the Secretariat of the same Government and between branches of the same office.

A letter is composed of the following parts :

- a) Letter Head : This bears the name of the Government of the State and that of the Department and Branch in case of the Secretariat. In other cases the name of the office.
- b) File number and date of communication
- c) Name and / or organization of Sender
- d) Name and / or designation of the addressee.
- e) Subject and Reference : The subject will be written in clear terms and will be brief. It will indicate generally the contents of the letter. If you are sending the communication in reply to a previous letter, you will have to mention in the beginning the number and date of reference of the previous letter. If a number of letters have already been exchanged, you will have to give a reference to the latest main communication on the subject.
- f) Salutation : If you are addressing to official authorities, you should begin with the salutation Sir, and those addressed to non-official individual or groups of individuals with Dear Sir / Sirs. Those addressed to firms will begin with the salutation Dear Sirs. You should end all official letters with the subscription " Yours faithfully " followed by the signature and designation of the person signing the letter.

- g) Main text of letter : The language used should be clear, and to the point. In case you are dealing with a number of issues a separate paragraph should be used for each point.
- h) Subscription and signature : You should end all official letters with the subscription " Yours faithfully " followed by the signature and designation of the person signing the letter.

Here you must also note that official letters emanating from a Department and conveying the views and orders of the Government must specifically be expressed to have been written under the direction of Government.

Specimen copy of a letters is shown below :

Specimen

GOVERNMENT OF ASSAM
OFFICE OF THE DEPUTY COMMISSIONER
BONGAIGAON

_____ Branch / Section

NO: _____

Dated _____

From Shri / Smti _____,
Deputy Commissioner,
Bongaigaon.

To The Secretary to the Government of Assam,
Revenue Department,
Assam Sachivalaya,
Dispur, Guwahati - 781 006.

Sub Allotment of fund for Flood Relief

Ref Government letter NO: _____ dated _____

Sir,

I have the honour to inform you that in view of the recent spate of successive floods, vast areas of this district have been badly affected and relief measures have been undertaken on our emergent basis.

Funds allotted for the purpose, vide Government letter quoted above has been exhausted. I would therefore, request you to accord sanction of a further amount of Rs. _____ (in figures) immediately to meet the relief expenditure.

Details of the areas affected and damages caused are being submitted.

Yours faithfully,

Deputy Commissioner,
Bongaigaon.

MEMO NO: _____ Dated _____

Copy to :

- 1) The Commissioner, Lower Assam Division, Guwahati for favour of information and necessary action.
- 2) The Sub-Divisional Officer, Bijni / North Salmara. They are requested to submit detailed report in respect of their respective Sub-Division immediately.
- 3) All Sub-Deputy Collectors, for furnishing reports relating to their respective areas.

Deputy Commissioner,
Bongaigaon.

In text Activity - 1

Can you draft a letter to the Secretary to the Government of Assam, relief & Rehabilitation Department seeking more funds for flood relief?

3.3.2 Demi-Official Letter

If you are to write a Demi-official letter, then you have to keep in mind that, this form is generally used in correspondence between Government officers for an interchange or communication of opinion or information without the formality of the prescribed procedure. It may also be used when it is desired that a matter should receive personal attention of the individual addressed. Communication to non-official can also take the form of a demi-official letter.

Demi-official communication is addressed personally by name. It is written in first person singular with the salutation My dear _____ or dear _____ and terminating with your sincerely signed by the officer without mentioning his designation below the signature.

Specimen copy of a Demi-official letter is shown below :

Specimen

D.O. letter

D.O. NO: _____

Dated Bongaigaon _____

Shri _____
Deputy Commissioner,
Bongaigaon.

My dear / Dear Shri _____

You must be aware that, the transformer is Ward No.3 of Bijni Town has been out of order during last week. In view of the ensuing annual examination in the schools, there is a pressing need to restore power supply in Ward No.3 in order to avoid difficulties for the students.

In spite of repeated reminders to the Assistant Executive Engineer of the your department at Bijni, the fault has not been rectified till date.

I am therefore requesting you to look into the matter personally and ensure that the fault in the transformer is rectified without further delay.

With regards

Yours sincerely,

(Name of the Officer)

To
Shri _____

To be written in Demi-official pad.

Check your progress – 2

Please tick the correct answers :

TRUE **FALSE**

- | | | |
|--|--------------------------|--------------------------|
| a) D.O. letters are written to draw the personal attention if the individual addressed | <input type="checkbox"/> | <input type="checkbox"/> |
| b) D.O. letters are addressed only by the designation of the individual addressed | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The salutation in a D.O. letter is by using the term Sir only | <input type="checkbox"/> | <input type="checkbox"/> |
| d) A D.O. letter is terminated by using the word your faithfully | <input type="checkbox"/> | <input type="checkbox"/> |
| e) D.O. letters should be written in D.O. letter pad | <input type="checkbox"/> | <input type="checkbox"/> |

3.3.3 Office Memorandum

Office memorandum is a form that is generally used for correspondence between the departments of the same Government. It is also used in calling for information from or conveying information (not amounting to an order) to its employees. It is written in the third person and bears no salutation or subscription except for the name and designation of the officer signing it. The name of the department to which the communication is addressed is shown below the signature on the extreme left of the page. Generally important Government instructions and clarification etc. are issued in the form of office memorandum. The use of this form in correspondence with Heads of the Departments and subordinate offices should be avoided.

A specimen copy of an office memorandum is shown below :

OFFICE MEMORANDUM

Specimen

GOVERNMENT OF ASSAM
OFFICE OF THE DEPUTY COMMISSIONER
BONGAIGAON

_____ Branch / Section

NO: _____ Dated _____

Office Memorandum

Sub Delay in disposal of cases

For the past couple of months, it has been observed that there has been an unusual delay and irregularity in the matter of dealing with certain cases assigned to some Branches / Sections. It is impressed upon all concerned, once again, especially the branch officers that in view of the earlier specific instructions issued in this respect, vide this office OM NO. _____, dated _____, there should not be any delay in disposing of Government business.

If, however, there is any difficulty at any stage, this should be brought to the notice of the undersigned forthwith.

Deputy Commissioner,

Copy to :

- 1) All Officers,
- 2) All Branches / Sections

Deputy Commissioner,

3.3.4 Telegram

This form is used for communication with out-station parties in matters demanding prompt attention. As a rule, no telegram should be issued if an express letter or a letter marked "immediate" or "priority" can serve the purpose. An express telegram will not be issued when an ordinary telegram can serve the purpose.

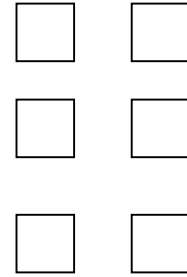
You should make the text of the telegram as brief as possible in order to save expenditure. But care must be taken to ensure that you do not sacrifice clarity for the sake of brevity. Telegrams are to be written in the format prescribed by the telegraph department.

You should also note that telegrams are of two kinds viz;

- a) En Clair telegrams which are the normal telegrams and are written in plain language. They are issued through issue sections.
- b) Cypher and Code telegrams are used for communicating secret and confidential matters and are therefore send in code or Cypher. These are transmitted through and cleared by the Political Department.

Telegrams, other than Cypher and Code telegrams, should be followed by post copies.

Check your progress - 3			
Please tick the correct answers :		TRUE	FALSE
a)	Office memorandum is written in the first person	<input type="checkbox"/>	<input type="checkbox"/>
b)	Office memorandum bears salutation and subscription	<input type="checkbox"/>	<input type="checkbox"/>
c)	Important Government instructions are issued in the form of office memorandum	<input type="checkbox"/>	<input type="checkbox"/>
d)	Telegrams are to be used for dealing with only urgent matter	<input type="checkbox"/>	<input type="checkbox"/>
e)	Long sentences are to be used in writing telegrams	<input type="checkbox"/>	<input type="checkbox"/>
f)	Confidential matters are to be sent through En Clair telegrams	<input type="checkbox"/>	<input type="checkbox"/>



3.3.5 Express Letters

If you want to communicate with out-station parties in some matters warranting urgent attention at the receiving end, but not justifying the expenses of a telegram, then you could use an express letter to communicate. The express letter is worded just like a telegram but sent through a post office instead of a telegraph office. This however, does not imply that the letter should be sent by express delivery (since abolished). You have to give the same priority to the express letter as in the case of the telegram.

A specimen copy of an express letter is shown below :

Express Letter

GOVERNMENT OF ASSAM
OFFICE OF THE DEPUTY COMMISSIONER
BONGAIGAON

NO : _____ Dated : _____

To _____

Sub

Reference this office letter NO : _____, date _____
Government is pressing hard in view of Assembly session. Please expedite
reply.

Deputy Commissioner

3.3.6 Office Order

Normally, you will use this form of written communication for issuing instructions meant for internal administration e.g. grant of regular leave to non-gazetted officers, distribution of work among officers and sections.

A specimen of an office order is shown below :

GOVERNMENT OF ASSAM
OFFICE OF THE DEPUTY COMMISSIONER

_____ Branch / Section

NO: _____, Dated : _____

OFFICE ORDER

Shri _____ SA/UDA/LDA/JK/Peon of this _____ is granted earned leave on _____ ground for _____ days from _____ to _____ on average / half pay as admissible under the Revised Leave Rules, 1934 with permission to Prefix / Suffix _____ holiday(s) to the leave.

It is certified that Shri _____ is likely on expiry of the leave, to return to the post for duty from which he proceeded on leave.

Deputy Commissioner,

Copy to :

- 1) The incumbent
- 2) Personal file of the incumbent
- 3) Branch / Section concerned
- 4) Bill Assistant

Deputy Commissioner,

3.3.7 Order

You will generally use this form for issuing certain types of financial sanctions and for communicating Government Orders in disciplinary cases to the officials concerned.

Check your progress - 4

Please tick the correct answer :

- | | TRUE | FALSE |
|---|--------------------------|--------------------------|
| a) Express letter are sometimes used in place of telegrams to save costs. | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Express letters are worded like a telegram | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Office orders are meant for sending instructions outside the office | <input type="checkbox"/> | <input type="checkbox"/> |
| d) There is no salutation in office orders | <input type="checkbox"/> | <input type="checkbox"/> |
| e) An order is used for granting leave to employees | <input type="checkbox"/> | <input type="checkbox"/> |



3.3.8 Notification

This form will be used for notifying by publication in the Assam Gazette the promulgation or amendments of rules and orders, appointments, promotions, transfers etc. of gazetted officers and other important matters such as constitution of committees required by the rules to be notified, award of important scholarships etc.

3.3.9 Unofficial Memorandum / Note

Whenever an unofficial reference has to be made you can do it in the following ways viz;

- a) by sending files itself to a department / office with a note recorded thereon, or
- b) by sending a self-contained note or memorandum.

This method is generally employed for obtaining the views, comments etc. of other Departments / Heads of Departments on a proposal, obtaining a clarification etc. of the existing instructions or quisioning papers or information etc. You need not use any salutation or complementary closing words when using this form of correspondence.

Here you should note that correspondence between a Head of Department and his Administration Department will, as far as possible be by unofficial notes. Copies of such correspondence will not be sent to the district and sub-ordinate offices.

3.3.10 Wireless

You must have come across wireless messages while working in your office. This form of correspondence is generally used for communicating with out-station parties. This form is used for law and order matters and also for issues relating to floods and other natural calamities. Further, it can be used for any matter requiring priority attention. These messages also have priority gradings viz;

- a) Crash - This grading denote topmost priority and should be resorted to in very exceptional circumstances where the recipient

has to take immediate executive action to save human life or to prevent damage to valuable property.

- b) Immediate - You may use this priority to messages conveying important information relating to law and order for immediate attention and action, for instance information regarding probability of strikes, disturbances or any other upheaval etc.
- c) Ordinary - This priority can be used in messages of routine nature which do not come under any of the above categories but are connected with law and order and which are urgent enough to justify the use of wireless.

Check your progress - 5			
Please tick the correct answer :		TRUE	FASLE
a)	Un-important matters are communicated by issuing notification	<input type="checkbox"/>	<input type="checkbox"/>
b)	Appointments promotions and transfers of Gazetted Officers are issued through notification.	<input type="checkbox"/>	<input type="checkbox"/>
c)	Unofficial memorandum are communicated by letters.	<input type="checkbox"/>	<input type="checkbox"/>
d)	Copies of unofficial memorandum / note should be sent to district and subordinate offices.	<input type="checkbox"/>	<input type="checkbox"/>
e)	Wireless message is used mainly for corresponding with outstation parties.	<input type="checkbox"/>	<input type="checkbox"/>
f)	Wireless message can be classified into five priority grading.	<input type="checkbox"/>	<input type="checkbox"/>

3.3.11 FAX

At present letter, messages and information can be sent through Fax. Urgent letters and messages etc. can be sent through this modes. This channel of communication can be used for written correspondence. The advantage of this method of communication is that information can be

transmitted immediately. You can also verify immediately after the information is communicated whether the information has been received. However, copy of the letter, message etc. should be sent by normal postal channel. This channel of communication should not be indiscriminately as it is costly. These should be economy of words while transmitting information through this channel.

3.3.12 Email

This is another modern channel of communication letters, messages, information, reports etc. can be transmitted through the mode of communication. For sending and receiving communication through this channel, e-mail address of both the sender and receiver will have to be created. This is known as the e-mail address. Organizations, Departments and even individuals can have their own e-mail address. This is a relatively cheaper mode of communication when compared to FAX.

3.4 Procedures of Correspondence

The different types of procedures that you will have to follow in dealing with written communication are described below :

3.4.1 Acknowledgement and Interim Replies

All communications which you will receive from members of Assemblies / Parliament, recognized associations, public bodies and members of the public generally, which you are not in a position to answer promptly, then you will have to take necessary steps to acknowledge the receipt of the correspondence. If any such communication is wrongly addressed, then you should take necessary steps to send it to the appropriate office under intimation to the party concerned.

In all other cases in which delay is anticipated in sending out a final reply, an interim reply will be sent to the party concerned at the earliest possible stage, indicating, where ever possible the approximate date by which a final reply may be expected.

3.4.2 Correspondence with Members of Assembly / Parliament and Assembly / Parliament Secretariat

When you are dealing with correspondence with Members of Assembly / Parliament the following points should be kept in mind.

- a) Communication meant for the Assembly / Parliament Secretariat and requiring urgent or high level attention should be addressed to the Secretary of the Assembly / Parliament and not to the Speaker.

- b) Communication received from members of Assembly / Parliament should be attended to promptly.
- c) Where a communication is addressed to the Deputy Commissioner it should, as far as practicable, be replied to by the Deputy Commissioner himself. In other cases a reply should normally be issued over the signature not an officer not below the rank of Sub-divisional Officer.
- d) Any information sought for by a member of the Legislative Assembly or Parliament should be supplied only under the approval of the Deputy Commissioner or Additional Deputy Commissioner. In case of information relating to any policy matter, the approval of the concerned administrative department of the Secretariat will be obtained before the information is furnished.
- e) As far as possible, in communicating with members of Assembly / Parliament pre-printed or cyclostyled replies should be avoided.

3.4.3 Correspondence with Secretariat / Government

Wherever any letter etc. has to be sent to the Secretariat, Commissioner of Divisions and Heads of Departments, then those letters should be signed by the Deputy Commissioner himself. In case of other District offices, the head of office, should himself sign such letters. Similarly, all letters etc. to the Deputy Commissioner / Head of District office should be signed by the Sub-divisional Officer himself.

3.4.4 Correspondence Between Deputy Commissioner and Sub-Divisional Officer etc.

You must be aware that if you are working in the District and Sub-divisional office, then effort should be made to reduce formal correspondence between the Deputy Commissioners and Sub-divisional Officers. This is because of the fact that Sub-divisional offices are merely branches of the Deputy Commissioners office and not in any sense a distinct or independent office. In this connection the following rules should be observed viz;

- a) All communication between Deputy Commissioner and Sub-divisional Officers should ordinarily be in the form of half margin memoranda and not in official letters. Order will be passed on the margin of the memoranda, which will then be returned to the office of issue.

- b) Copies of these memoranda, should not be kept in the office from which they are issued. If the order which is passed is of importance, a copy should be prepared in the office in which the memoranda is received, headed by a brief abstract of the reference. Deputy Commissioners when passing orders (i) of their own initiative or (ii) on reference from Sub-divisional Officers should note whether the order is to be copied or not. In case of (i) the copy will be made in the Sub-divisional Office, in case (ii) in the district office.
- c) When orders are made in a district office which have to be carried out at a sub-division (other than general orders relating to practice and procedure) the communication conveying the orders will ordinarily be forwarded in original to the Sub-divisional Officer. The Sub-divisional Officer will then make a brief note on the memoranda reporting that action has been taken or stating that the orders have been noted, as the case may be.
- d) All periodical reports and returns due from the Sub-divisional offices should be submitted in original and sent back to be filed in the sub-divisional office after incorporating in the district report or return. If explanations are necessary, they should be called for by a memorandum attached to the original return or statement accompanying a report and the sub-divisional officers explanation recorded similarly.
- e) Correspondence between Deputy Commissioner and Sub-divisional Officers should not be entered in the correspondence register. Separate note-books should be kept in the district and sub-division offices for communication between the two officers.

Check your progress - 6

Fill in the blanks :

- a) Communication meant for Assembly / Parliament Secretariat should be addressed to the _____ .
- b) When furnishing replies to members of Assemblies / Parliament the reply should be signed by an officer not below the rank of _____ .
- c) Cyclostyled replies should be avoided while communication with _____ .
- d) In case a delay is anticipated in sending reply to a correspondence then an _____ reply will be sent to the party concerned.
- e) While corresponding with the Secretariat & Heads of Departments the letter has to be signed by the _____ .

3.4.5 Procedure Regarding Reports, Maps, Bills and Returns

- a) When you have to send reports to superior authority, then you must ensure that they should be complete in all respects. Voluminous enclosures are not to be submitted with a simple expression of opinion. It is the duty of every officers making a report to superior authority to state the case concisely in his own language. Enclosures that are not necessary to elaborate the subject should not be submitted. All enclosures to official letters should be signed by the officer who is signing the forwarding letter.
- b) In case maps are sent as annexures to letters, then the subject that they are intended to illustrate, the number and date of the letter and the office from which they are transmitted should be distinctly indicated on the face of the map.
- c) No letter of any kind should be send along with monthly bill for payment of salaries, or with any contingent bill which is neither unusual or extraordinary nor likely to be disputed.
- d) No letter is to accompany a periodical statement of any kind which is self explanatory or in regard to which a distinct and elaborate report is not required. The signature of the officer who is sending the return, along with the date and number to the document at the foot of the statement, will be sufficient in all such cases.

3.4.6 Transmission of Records

- a) You must be aware that special procedures have to be adopted for transmission of records. Records should be sent by parcel post and no parcel should contain more than the papers connected with one case.
- b) A forwarding letter should be enclosed with the record that has to be despatched and the cover of the parcel should bear the distinguishing number and the date of that letter.
- c) A letter of advice should be forwarded simultaneously with the dispatch of the parcel, but separately and by ordinary letter post. In the letter of advice, mention must be made about the number and date of the forwarding letter sent with the record which was dispatched by parcel.
- d) The office receiving a record through parcel should acknowledge the receipt of the same. In case no acknowledgement has been received by the sender, enquiry must be made to ascertain the cause.
- e) The forms to be used in dispatching records viz; (I) form of letter to accompany records, (ii) memorandum of acknowledgement & (iii) form of letter advising the dispatch of records, are standardized forms.

3.4.7 Confidential Papers

- a) You will have to adopt special procedures when dealing with confidential papers. Confidential papers should not pass through the office in the same way as other correspondence. Only a few trustworthy dealing assistants should be allowed to deal with them.
- b) Confidential papers should pass from hand to hand either by personal delivery or in sealed covers.
- c) When you dispatch confidential papers out of the office, then you should put them into double covers, the inner one being marked confidential and superscribed with the name of the addressee only. The outer cover should have the usual official address.

Check your progress - 7

Please tick the correct answer :

TRUE **FALSE**

- | | | | |
|----|---|--------------------------|--------------------------|
| a) | Voluminous enclosures with correspondence are to be submitted with a simple express of opinion. | <input type="checkbox"/> | <input type="checkbox"/> |
| b) | An officer preparing a report to superior authority should state the case concisely in his own language | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | Enclosures to official correspondence need not be signed by the officer concerned | <input type="checkbox"/> | <input type="checkbox"/> |
| d) | Forwarding letters should accompany monthly bills for payment of salaries. | <input type="checkbox"/> | <input type="checkbox"/> |
| e) | Records have to be sent by parcel post only. | <input type="checkbox"/> | <input type="checkbox"/> |
| f) | No forwarding letter is to accompany a record that has to be dispatched. | <input type="checkbox"/> | <input type="checkbox"/> |
| g) | There is no need to acknowledge receipt of records. | <input type="checkbox"/> | <input type="checkbox"/> |
| h) | Any dealing assistant can deal with confidential papers. | <input type="checkbox"/> | <input type="checkbox"/> |
| i) | Confidential papers should be dispatched in double covers. | <input type="checkbox"/> | <input type="checkbox"/> |
| j) | The inner cover in which confidential papers are sent should not be sealed with sealing wax. | <input type="checkbox"/> | <input type="checkbox"/> |

3.5 Summary

After having read this unit you must have acquired some knowledge about the different forms of written communication that are generally used in an office. You are now in a position to classify the various forms of written communication and when to use each of these forms. In addition you have also learned about the procedures to be adopted regarding correspondence.

3.6 check your progress -- Model answers

Model answers to check your progress - I

- a) True
- b) False
- c) False
- d) True
- e) True
- f) False
- g) False

Check your progress - II

- a) True
- b) False
- c) False
- d) False
- e) True

Check your progress - III

- a) False
- b) False
- c) True
- d) True
- e) False
- f) False
- g) True

Check your progress - IV

- a) True
- b) True
- c) False
- d) True
- e) True

Check your progress - V

- a) False
- b) True
- c) False
- d) False
- e) True
- f) False

Check your progress - VI

- a) The Secretary of the Assembly / Parliament
- b) Sub-divisional Officer
- c) Members of Assembly / Parliament
- d) Interim
- e) Deputy Commissioner / Head of Office
- f) Formal
- g) Branches
- h) Half - Margin Memoranda

Check your progress - VII

- a) False
- b) True
- c) False
- d) False
- e) True
- f) False
- g) False
- h) False
- i) True
- j) False

Unit 4 : Drafting of Communication

Unit Structure

4.0 Introduction

4.1 Objectives

4.2 Procedure for drafting

4.3 Styles of drafting

4.4 Some points regarding Styles in drafting

4.5 Pattern and organization of material

4.6 Editing of drafts

4.7 General instructions for drafting

4.8 Addressing communication to officers by name

4.9 Summary

4.10 Check your progress - Model Answers

4.0. Introduction

After going through unit - 3 you are fairly acquainted with the different forms of written communication. Now let us proceed further and examine matters regarding drafting of communication. In this unit you will learn about the procedure of drafting. In addition you will acquire get knowledge about the general instructions regarding drafting. Some exercises have been included so that you will be able to check your progress as you read this unit.

4.1 Objectives

At the end of this unit you will be able to :

- a) Explain the procedure of drafting
- b) Define about the styles of drafting
- c) Discuss some points about styles of drafting
- d) Explain about pattern and organization of material
- e) Describe the procedure of editing drafts
- f) Recall the general instructions for drafting

4.2 Procedure for Drafting

When you are working in your office, you must be dealing with many cases which are simple and straight-forward. Then there are other cases which are of a repetitive nature. For cases which are very simple and of a repetitive nature, you need not make drafts for such cases. You can use standard forms of communication in such cases, which may be cyclostyled or photocopied. This will lead to saving of time and effort on your part. You can submit such cases in the standard forms to the appropriate officer with fair copies of the communication for signature.

At other times, you will come across cases where the line of action is obvious and no elaborate noting is necessary. In examining such case where the matter at hand develops a clear line of action, then a draft will be put up

straight for approved. However, in matters where the line of action is not very clear, than a draft will be put up only after the appropriate officer has and indicated or approval the line of action that is to be taken. In such cases the officer will also suggest what the contents of the communication should be.

An officer who has given his views regarding the line of action to be taken on a case will have the fair communication made for his signature, and authorise its issue. In other cases when he cannot issue the communication at his level, then a draft will be prepared and submitted by him to the appropriate officer for approval.

4.3 Style of Drafting

Whenever you are drafting letters, memorandum, office orders etc. you have to be very careful about the wording of the draft. We have discussed about the different forms of communication and the circumstances under which they should be used in unit - 3 of this module.

A draft should convey the exact intention of the order passed. The language used in drafting should be simple, clear and to the point. You should not leave any scope for ambiguity lengthy sentences, abruptness, redundancy. Superlatives are to be avoided. Repetitions of words, expressions or ideas should not be included in the draft that you are preparing. Communication of some length or complexity should generally conclude with a summary.

The body of a draft should be written in a straight forward and easily understood style. Now what do we mean by the word style? Style is concerned with words themselves and how they are arranged. Much of the subtlety and interest of effective communication lies in judging the right style for the purpose. In drafting it is important that the writer chooses a style likely to convey the information in the most effective way and produce the required response.

Check your progress - 1		
	True	False
1. Standard forms of communication can be used in cases which are complicated	<input type="checkbox"/>	<input type="checkbox"/>
2. In complicated cases draft need not be put up along with the note sheet	<input type="checkbox"/>	<input type="checkbox"/>
3. Communication of some length or complicity may not conclude with a summary	<input type="checkbox"/>	<input type="checkbox"/>
4. Superlatives are to be avoided in drafting		
5. Style of drafting is concerned with the words themselves and how they are arranged		

4.4 Some Points Regarding Styles In Drafting

The Style in drafts is as important as their contents. You should follow the instruction given below in drafting of communication and also for notes :

- a) Government will be treated as a plural noun
- b) Information is singular
- c) ' Work ' must not be confused with ' works '. There are construction works and you ' work ' when you are on duty
- d) The words ' Proximo ', ' Idem ' and ' Ultimo ' should be avoided as they lead to confusion. Instead you can choose the names of the months
- e) Avoid using the word ' the same '. Instead use the word it or some other simple word
- f) Such needlessly formal words as ' therein ' and ' thereon ' should not be used. Instead you can see the words ' in it ' or ' on it '
- g) Instead of passive verbs, you should use active verbs while drafting, in order to avoid vagueness in style. For example do not write as ' It is not understood for ' ' I do not understand '/
- h) You must avoid using foreign or classical words and expressions
- i) Short sentences should be preferred to long for e.g. He is requested _____is better than the Deputy Commissioner attention is invited to Office Memorandum _____

- j) The phrase 'do the needful' should never be used. Either state definitely what is to be done or say 'do what is necessary'. Such words as 'avoid' and 'not readily available' should be avoided
- k) Split infinitives should not be used. For example you have to write 'kindly to state' and not as 'to kindly state'. Another example is 'The Deputy Commissioner will in the circumstances now stated, be requested' is not good English. It may be written as 'In the circumstances now stated, the Deputy Commissioner will be requested to _____'.
- l) Avoid using words like former and latter as it creates confusion
- m) You should desist from using only one phrase for beginning each correspondence. Some people begin every letter with the phrase 'with reference to'. It is better to vary the phrase so as to make it more definite. You could start off your letter by writing 'In reply to your letter no. _____', 'as directed' and so on; or begin in narrative form, 'in their order _____ Government directed _____'.
- n) Do not use the term 'as well as' when you could use the word 'and'. Similarly, desist from using 'in case' when the word 'if' is sufficient. Other examples are 'I am unable to' instead of 'I cannot' and 'hand over' for 'give'. Again instead of using the word 'by the time' you should use the word 'then'.
- o) While drafting you should be careful not to misuse tenses and moods. The misuse of the word had is one of the commonest errors. The word had is rightly used to emphasise the priority of one event in the past to another. It is correct to say 'I had gone to bed when the house caught fire' but senseless to say 'I had gone to

bed at 10 O' Clock last night '. The correct form is ' I went to bed at 10 O' Clock last night '.

The examples given about styles of drafting has given you some idea about the styles to be used in drafting of communication.

Check your progress - 2

Please tick the correct answer :

	True	False
a) The word Government will be treated as a singular noun	<input type="checkbox"/>	<input type="checkbox"/>
b) While drafting you should use the word ' it ' in place of ' the same '	<input type="checkbox"/>	<input type="checkbox"/>
c) Words such as ' therein ' and ' thereon ' can be used while drafting	<input type="checkbox"/>	<input type="checkbox"/>
d) You should use active verbs while drafting	<input type="checkbox"/>	<input type="checkbox"/>
e) Foreign and classical words and phrases are to be used while drafting	<input type="checkbox"/>	<input type="checkbox"/>
f) Short sentences should be preferred to long one	<input type="checkbox"/>	<input type="checkbox"/>
g) Such words as ' do the needful ', avail and not readily available should be used while drafting	<input type="checkbox"/>	<input type="checkbox"/>
h) Split infinitives should not be used while drafting	<input type="checkbox"/>	<input type="checkbox"/>
i) Words like former and latter should be avoided as it creates confusion	<input type="checkbox"/>	<input type="checkbox"/>
j) Tenses and moods should not be misused while drafting	<input type="checkbox"/>	<input type="checkbox"/>



4.5 Pattern and Organization of Material

When you are drafting any form of communication it is essential that the body of the letter be written in the most effective manner. If you follow the pattern suggested below then it will increase the effectiveness of your draft

- a) Give a brief account of the basic situation which lead to the drafting of this communication
- b) Then give further details depending on the situation
- c) Lastly give a statement of the action required

The advantage of using a pattern while drafting leads the writer to consider the basic communication necessities, and it also economises on time as the writer does not have to spend time wondering how to arrange the information.

4.6 Editing of Drafts

After drafting any form of communication, you will have to edit it. Editing is the activity of looking over a piece of written material and adjusting it to make it more effective. While editing you will have to read through the draft, correcting errors and deleting portions of the draft that you think are unsuitable or badly written.

When preparing drafts for different form of communication, you will have to check your own work to make sure that it makes sense. Besides you will also have to ensure that it is grammatically correct and that it suits the purpose for which it is intended. You will have to ask the question, ' Does it make sense'? However it may so happen that it may make sense to you but what about the receiver of the communication? Will it make sense to the receiver of the message for whom it is intended. These are a few points amongst others that you have to keep in mind while editing your drafts.

4.7 General Instructions for Drafting

You will prepare a draft in Assam Schedule - V form No. 66 or 67 and draft continuation sheet where necessary. You can write or type the draft in double space in half margin and on both sides of the paper. Obsolete forms, or papers retraced from old records, blank on one side may also be used for drafts and rough calculations.

After having drafted the letter, then you will have to attach a slip bearing the word ' Draft for approval ' or DFA to the draft. If you have to put up two or more drafts on a file, then you will have to number the drafts as DFA-I, DFA-II, DFA-III and so on and so forth.

All the references mentioned in the draft will be pointed out in pencil in the margin with reference to their page number in the file.

The number and date of the communication to which you are going to make a reply to or of the last communication in the series of correspondence on the same subject will have to be referred to. In case you have to refer to more than one communication or a series of communication, then you will have to do this on the margin of the draft. The subject will have to be mentioned in all the communication including reminders.

In a draft you will also have to show clearly the enclosures that you are going to send with the fair copy. To draw the attention of the typist, the comparers and the despatcher, a disposal stroke will be made in the margin. The

number of enclosures that you are going to send will have to be indicated on the draft on the left side bottom of the page as ' Enclos. Nos'. _____ .

If copies of an enclosures referred to in a draft are available and are therefore, not to be typed, the fact will be stated in the margin of the draft for the guidance of the typist.

All drafts that you put up in a file will bear the number of the file and the page number of the correspondence portion. In addition you will also have to indicate on the draft the name, designation, telephone number, fax number and E-mail number of the officer, over whose signature the communication will be issued.

When other State Government, or Departments etc. are consulted on any matter, time limit for replies will ordinarily be specified.

The officer concerned will initial on the draft in token of his approval. An intermediary officer approving the draft will also initial it before sending it to a higher officer.

4.8 Addressing Communication to Officers by Name

Generally while drafting correspondence you will not address the communication to an officer by name. But occasions may arise when a communication may be addressed to an officer by name, so as to draw his personal attention, because of its secret nature, special urgency or importance. At other times it may so happen that some ground has already been covered by personal discussion and the officer to whom you are marking the paper would be in a position to record his views or give his decisions straight away. Whenever you mark a paper to an officer by name, reminders regarding that paper may also be sent to the same officer (or if he has been transferred, to his successor) or a higher officer by name. A demi-official letter will, however, always be addressed to an officer by name.

The drafts of all communication with priority and security markings will be marked on the top right hand corner under the orders of Superintendents or higher officers.

Check your progress - 3

Fill in the blanks :

a. A draft will be prepared in Assam Schedule _____ .

b. If two or more drafts are put up on a file, the drafts will be numbered _____ .

c. The number of enclosures will be indicate at _____ of the draft on _____ side bottom of the page as _____ .

4.9 SUMMARY

After having read through unit - 4 you can perceive that drafting of communication is an important task in your office work. By now you have learned about the procedure of drafting, styles of drafting, pattern and organization of material, editing of drafts and some general instructions for drafting. The language used while drafting different forms of written communication should be simple, clear and to the point. In addition you must also keep in mind the general instructions for drafting so as to make your communication effective.

4.10 CHECK YOUR PROGRESS - MODEL ANSWERS

4.9 Summary

Having read this unit on drafting of communication you must have increased your knowledge about the procedure to be adopted for drafting of various forms of communication. Besides you were also given some information regarding styles of drafting, pattern and organization of materials and editing of drafts. The points discussed in this unit should be kept in mind and applied while you are drafting in your office.

Check your progress - 1

- a. False
- b. True
- c. False
- d. True
- e. True

Check your progress - 2

- a. False

Check your progress - 3

- a. V form No. 66 or 67
- b. DFA-I, DFA - II, DFA - III etc.
- c. Bottom; left; Enclos. Nos.
- d. reminders
- e. number; correspondence
- f. time limit
- g. sign
- h. name
- i. draw

Unit 5 : Issue of Drafts

Unit Structure

5.0. Introduction

5.1. Objectives.

5.2. Issue

5.2.1. Definition of issue.

5.2.2. Marking of drafts for issue.

5.3. General Instructions regarding typing.

5.4. Comparison and signing of fair copies.

5.5. General Instructions regarding despatch.

5.6. Despatch of postal communication.

5.7. Despatch of non postal communication.

5.8. Stamp Account Register.

5.9. Action after issue.

5.10. Reference lists.

5.11. Summary.

5.12. Check your progress- model answers

5.0. Introduction

In unit 4 you must have gained knowledge about the procedure for drafting of communication, styles of drafting, editing of drafts etc. After having drafted any form of written communication, the next step is about the procedures to be followed for issue of drafts. In this unit you will learn about the definition of issue, general instruction regarding typing and despatch, the procedure to be followed for despatch of postal and non-postal communication etc. Some exercises have also been included so that you will be able to check your progress as you read this unit. But avoid the tendency to look at the answers before you answer the questions in the exercise yourself.

5.1. Objectives

At the end of this unit you will be able to –

- (a) define the term issue.
- (b) list the general instructions regarding despatch.
- (c) Recall the steps for despatch of postal communication and non postal communication.
- (d) Describe the procedure for return of paper after issue.
- (e) Explain the action to be taken after issue.
- (f) Recall the reference lists to be maintained.

5.2. Issue

After having drafted any communication, the next step is to issue the draft. But before the draft can be issued it has to be typed, compared and other steps taken so that it can be sent to its final destination. A number of steps have to be followed before a written communication can be finally issued for despatch. But before we proceed further regarding the procedure for issue of drafts, let us begin by having a look at the definition of issue.

5.2.1. Definition of Issue

Now what do you understand by the word issue of drafts. The term issue is used to signify the different stages of action after approval of a draft, namely typing of the fair copy, examination of the typed materials, retyping or correcting the fair copy again if there are any errors, submission of the copy for signature and finally despatch of the communication to the addressee.

5.2.2. Marking of Drafts for Issue

After a draft has been approved, then you will carry out the steps listed below :

- (a) Examine the draft to see that it is ready for issue and any instructions issued by the higher officer for completing or modifying the draft have been carried out. You will also ensure that there are no accidental errors.
- (b) If there are too many corrections in the draft and it is unclear then you must keep a typed copy as an office copy. If you need more spare copies then you will have to indicate that fact to the typist.
- © You must also ensure that copies of enclosures are attached to the draft if these are available in the section.

- (d) If any abbreviation has been used in the draft, then you must ensure that at the time of typing the fair copy the full form is given e.g. G.O.I may stand for Government of India, D.S. may stand for Deputy Secretary.
- (e) Indicate whether fair copies are to be signed by the officer approving the draft or by the branch officer concerned.
- (f) Ensure that all fair copies of drafts are received within a day.
- (g) Give a clear indication on the draft whether a communication is to be despatched by special messenger, speed post, fax, Registered post etc. depending on the situation.
- (h) Mark the draft for issue.
- (i) Pass on the file to the dealing assistant, who will pass on the matter to be typed, to the typist.

--

Check your progress – 1

Please tick the correct answer.

	True	False
a) Communications can be issued at draft stage	<input type="checkbox"/>	<input type="checkbox"/>
b) If a draft becomes unclear due to too many corrections then a typed copy has to be kept as an office copy.	<input type="checkbox"/>	<input type="checkbox"/>
c) Fair copies of drafts are to be received within two days from the typist.	<input type="checkbox"/>	<input type="checkbox"/>
d) Copies of enclosures need not be attached with the draft.	<input type="checkbox"/>	<input type="checkbox"/>
e) Communication that has to be despatched by speed post need not be indicated in the draft.	<input type="checkbox"/>	<input type="checkbox"/>

5.3. Instructions Regarding Typing

After a draft has been checked and finally approved by the appropriate officer, then it must be sent to the typist. Each typist will maintain a daily log book in the form given in Annexure --I and will enter the details of the work allotted to him and completed by him. The following instruction will have to be followed by the typist :

- a) He will note the priority grading in a draft and type out those drafts that are marked as immediate or urgent.
- b) Fair copies of all communication will be typed on paper of suitable size, printed forms being used as far as possible and suitable.
- c) If plain paper is used for typing out the fair copies of drafts the name of the issuing office will be typed at the appropriate place at the top of the fair copy.
- d) Fair copies will be typed with single spacing.
- e) The number of enclosures indicated in the drafts, will be typed at the appropriate places on the bottom of the page on the left hand side.

f) No stencil will ordinarily be cut unless more than 16 copies of a paper are required.

g) The typist will type his initial with date in the left hand bottom corner of the fair copy e.g. ANS/10th Jan, 2002.

5.4. Comparison and Signing of Fair Copies

After the typists have typed the fair copies keeping in mind the instructions given in the earlier section, then he will pass on the typed matter along with the drafts and relevant files, if any, to the dealing assistant concerned. The dealing assistant will then

- a) compare the fair copies with the draft;
- b) initial (with date) on the draft indicating that the drafts have been compared;
- c) attach enclosures if any;
- d) send the fair copies along with the enclosures and duplicate office copy, if any,
together with the approved drafts, in a signature pad to the officer concerned for signature.
- e) Signing of pair communication and movement of signature pads should receive prompt attention.

f) On return of the signature pads, the assistant concerned will see that the fair copies have been duly signed by the officer and that corrections, if any, made by the officer while signing are carried out in all the copies. The signed fair copies, together with office copies will then be passed on to the despatcher.

5.5. General Instructions Regarding Despatch

After the fair copy has been signed by the officer concerned and sent to the despatch section, the despatch assistant will have to make arrangement to send the communication to the addressee. But before despatching the communication, the instruction mentioned below will have to be followed by the despatch assistant:

- a) At the outset, the despatcher will have to date the fair copy, office copy and spare copies, if any,

b) Thereafter he will have to affix the stamp "issued" on the office copy along with his initial and date. This will enable the dealing assistant to keep track whether the communication has been issued or not.

c) It may so happen that sometimes an enclosure to any written communication has to be sent separately. Then a note to that fact must be kept in the fair copy as well as office copy. A slip must also be attached to the enclosure which are to be sent separately, indicating the number and date of communication to which they relate.

d) All the communication that are meant for despatch will be separated into two lots by the despatcher i.e, one lot will consist of communication that are to be sent by post while the other lot will consist of correspondence that are to be delivered by hand. The details regarding the despatch of postal and non postal communication are described in Section 5.6 and 5.7.

i) As far as possible the despatcher will issue the letters, memorandum etc. on the same day. In no case will he detain any outgoing communication for more than a day without the prior permission of the supervisor in charge of the issue section.

e) The despatcher will then enclose communication meant for despatch by post, or those addressed to officers by name, in covers of appropriate size. However he will have to ensure that all communications intended for the same addressee are placed in a single cover.

f) Economy slips will have to be used for all covers except :

- (i) those with bulky contents.
- (ii) those addressed to private bodies and members of the public; and
- (iii) those intended for despatch under registered or insured covers.

g) If window envelopes are used, then the fair communications have to be folded in such a way that the address typed on the correspondence is visible through the window.

h) When covers other than window envelopes are used, then the address and the number of the communication will have to be written on the economy slip on the cover, as the case may be.

Check your progress – 2

Answer the following question

- (a) Why do typists have to maintain daily log book?

- (b) Why are drafts written or typed in double spacing?

(c) What is the utility of using printed forms in communications?

(d) Who do typists send the fair copy of communication to the dealing assistant and not to the officers directly?

(e) Why are stensils used in communication?

(f) What is the procedure to be adopted if an enclosure have to be sent separately to any written communication?

(g) What is the purpose of sending communication intended for the same addressee in a single cover ?

(h) List the instances where economy slips may not be used.

(i) What is an window envelope and how does it differ from other covers or envelopes?

5.6. Despatch of Postal Communication

In the previous section you have read that communication can be despatched by post or by other means. In this section you will learn about the procedure to be adopted for despatch of postal communication. When we say postal communication, the image that comes to your mind may be that of letters etc. that are to be sent by post. Whenever any written communication is to be transmitted through the channel of post then it is called postal communication.

Whenever any communication has to be sent by post, the despatcher will hand over the communications to the duftry who will :

(i) paste the telegrams if typed on plain paper, over the printed form of telegram supplied by the Post and Telegraph Department and then affix service postage stamps of the appropriate value thereon;

(ii) if a credit deposit account is maintained for issuing telegrams, affix rubber stamps indicating the credit deposit account number assigned to the office in the space provided for affixing postage stamp.

(iii) affix postage stamps of the appropriate value on covers, packets etc. where necessary after weighing them, using service postage stamps.

(iv) stamp the postal covers with a rubber stamp bearing the name of the office concerned;

(v) return the communication to the despatcher.

After receiving back the covers, telegrams etc. from the duffry, the despatcher will then enter the particulars of the communication and the value of the stamp affixed in the despatch register. A format of the despatch register is shown below

Despatch Register				
				Date.....
Serial No.	To whom addressed	Communication No. and date	Whether by Registered Insured or Speed Post	Value of Postage stamps affixed.
1	2	3	4	5
<p>Instructions</p> <ol style="list-style-type: none"> 1. The date of despatch will be entered at the beginning of the entries of the diary. 2. Entries in Column 5 will be totalled up at the end of the day and the total indicated in red ink. 				

In the case of telegrams the serial number assigned to them in the despatch register will be noted on the top receipt portion of the telegram. This will help in linking of the telegram receipts to the relevant entries in the despatch register.

Whenever a communication is sent by registered post with acknowledgement due, then the communication number/correspondance number should be written on the acknowledgement card. When the acknowledgement card is received back then it can be sent to the section concerned without any difficulty.

Telegrams, letters by speed posts and other urgent communications should be despatched promptly. Registered and insured articles should be sent to the post office well before the closing hour prescribed for the receipt of such communications. Other communications should be posted at regular intervals.

Receipts for telegrams, registered, and insured post etc. should be checked carefully by the despatch assistant. These should be filed properly for reference in the event of need.

Check your progress - 3

Please tick the correct answer

- | | True | False |
|--|--------------------------|--------------------------|
| a) Written communication transmitted through the channel of post is called postal communication. | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The Duftry does not affix postage stamps to covers etc. | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The despatch register is maintained by the duftry. | <input type="checkbox"/> | <input type="checkbox"/> |
| d) The value of postage stamps affixed in a day should be totalled at the end of the day. | <input type="checkbox"/> | <input type="checkbox"/> |
| e) When an acknowledgement card is received back then it must be kept in the issue section. | <input type="checkbox"/> | <input type="checkbox"/> |

5.7. Despatch of Non Postal Communication

Generally local dak is despatched by means of non postal communication, i.e, it is sent by messenger to be delivered by hand. These local dak are to be sorted according to the location of the addresses. After sorting they should be entered in the messenger book and handed over to the

messengers for delivery to the addresses. A format of the messenger book is reproduced below for your guidance.

Messenger Book

Serial No.	To whom addressed	Communication No. & Date	Signature of the Addressees.
1	2	3	4

Instructions

1. The communication number and date pertains to the letter or memorandum or any other written communication under reference.
2. The date of issue will be entered at the beginning of the entries for the day.
3. Name of the messenger may be given below the serial number where necessary.
4. Messenger books should be numbered serially and an adequate number of such books allotted to each section.

Urgent communication should be despatched promptly. The exact time in which the communication is sent by the despatch assistant, should always be noted in the messenger book. The recipients should also be required to indicate the time when they receive the communication. In case of ordinary communication, it must be ensured that they are despatched at least twice a day at suitable intervals.

Only urgent communications will be despatched outside office hours. No communication should be sent to an officer at his residence unless:

(i) it is of such a nature that action has to be initiated immediately and the same cannot be kept pending till the next working day.

(ii) it is marked immediate and addressed to the officer by name;
and

(iii) its delivery to the officer's residence has been authorised by the Branch officer concerned at the despatching end.

After delivering the communication, the messenger will come back and report to the despatch assistant. The despatch assistant will then examine the messenger books to see that all the communications entered in the book have been acknowledged by the recipients. The recipients acknowledge receipt by signing on column 4 of the messenger book along with the date of receipt. In case the communication have not been acknowledged due to a variety of reasons, then that fact will be brought to the notice of the branch officer or Supervisor. The branch officer or Supervisor will investigate the matter and take further suitable action to ensure that the communication is delivered.

After the issue of fair copies of communications the despatcher will send the office copies, together with the drafts to the assistant in the section from where the communication was initiated. The dealing assistant will file the office copy in the relevant file serially.

In order to ensure that all the procedures regarding the issue

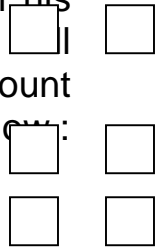
Check your progress - 4

Please tick the correct answer

- | | True | False |
|--|--------------------------|--------------------------|
| a) Generally local dak is despatched by means of non-postal communication. | <input type="checkbox"/> | <input type="checkbox"/> |
| b) A messenger book has six columns. | <input type="checkbox"/> | <input type="checkbox"/> |
| c) On certain occasion the name of the messenger may be entered in the messenger book. | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Normal communication will be despatched after office hours. | <input type="checkbox"/> | <input type="checkbox"/> |
| e) In case of urgent communication the time of despatch will be entered in the messenger book. | <input type="checkbox"/> | <input type="checkbox"/> |

5.8. Stamp Account Register

For despatch of the written communication through the channel of the postal system, postage stamps are essential. The despatch assistant will keep sufficient stocks of service postage stamps of the required denomination. For smooth functioning of his work and also for the purpose of monitoring, the despatcher will maintain an account of postage stamps in the Stamp Account Register. A specimen of the stamp Account Register is shown below:



Date	<u>Value</u> In hand	Of Received during the day	Stamps Used during the day	Balance at close of the day (Cols.2+3-4)	Signature of Despatcher	Signature Of Supervisory Assistant
1	2	3	4	5	6	7

Instructions

1. Separate registers should be maintained for (a) ordinary postage stamps and
(b) Service Postage stamps.
2. Column 2 will repeat the figure in Column 5 of previous day.

The Supervisory Assistant/Supervisor will check the entries made in the Stamp Account Register every day. After checking he will append his signature along with the date on the page of the register pertaining to that day. He will also conduct surprise test checks of envelopes ready for despatch by post. This will enable him to make sure that :

- (i) the value of the stamps affixed there tallies with that shown on the Despatch Register; and
- (ii) that the required value has been obtained by using the minimum number of stamps of appropriate higher denominations,

The branch officer will also inspect the two registers i.e, the Despatch Register & the Stamp Account Register, in a month and verify that the value of the stamps in hand tallies with that shown in the register.

Check your progress - 5

Fill in the blanks.

- a) Accounts of postage stamps are maintained in the ----- register.
- b) Separate Registers should be maintained for ----- stamps and ----- stamps.
- c) There are ----- columns in the stamp account register.
- d) Column 2 in the stamp account register will repeat the figure in Column 5 of ----- day
- e) The branch officer will inspect the ----- register and the ----- register once in a month.

5.9. Action After Issue

Once the fair copies are despatched for issue and the office copies are sent back to the section, the dealing assistant will have to take any of the following line of action :

- a) Check that the office copies bear the stamp “issued”;
- b) make sure that the papers sent with the draft have been received back;
- c) place office copies, with drafts, if any, on the relevant files, and
- d) docket the communication issued;
- e) examine whether the communication issued can be considered as a final disposal of the paper under consideration. If it is a case of final disposal then action has to be taken to record the file.
- f) cases which should be seen by higher officers for information or for confirmation of the action taken will be sent to them.
- g) cases on which further action is necessary in continuation of the action taken (for example on a side issue etc.) will be submitted to the officer concerned.
- h) if after the issue of communication, further action is to be initiated at a later date, then mark the file for being put up on that date. The movement of the file will be recorded in the file movement register and a note kept in the reminder diary.

5.10. Reference Lists

While issuing communication for delivery, certain information is necessary to facilitate quick despatch. The information that have to be maintained are listed below :

- a) residential address and telephone numbers of officers and staff;
- b) residential address and telephone numbers of officers of other offices designated to receive dak outside office hours.
- c) residential address and telephone numbers of officers of Secretariat designated to receive Assembly papers.
- d) Postal addresses of all offices under the Deputy Commissioner, which deal directly with it.
- e) telegraphic addresses of outstation offices frequently addressed;
- f) schedule of postal rates.
- g) Fax numbers and e-mail address of the categories of officers mentioned above who are having fax and e-mail facilities.

These lists should be maintained by the Nazarat section. They also have to be kept up-to-date and displayed prominently for easy consultation by the despatcher and other officials on duty.

Check your progress – 6

Answer the following :-

- a) Do you need to docket a communication after it has been issued? Yes or No.
-

5.11. SUMMARY

You have now read through unit 5 and you must have learned about the term issue and the detailed procedure to be followed for issue of communication. The issue section is an important part of any office and if you adhere to all the rules and procedures associated with issue of communication then the communication process will become more effective.

5.11 SUMMARY

You have now read through Unit-5 and you must have learned about the term issue and the detailed procedure to be followed for issue of communication. The issue section is an important part of any office and if you adhere to all the rules and procedures associated with issue of communication then the communication process will become more effective.

5.12. Check Your Progress – Model Answers

Check your progress 1

- a) False
- b) True
- c) False
- d) false
- e) False.

Check your progress 2

- a) Typists maintain daily log book so that the supervisors can monitor the volume of works given to them.
- b) Drafts are written or typed in double space so that the officer concerned to whom the draft is submitted for approval is in a position to have sufficient space for addition, deletions, corrections or alterations etc.
- c) By using printed forms in communications a lot of time and effort can be saved. It also reduced the tedious nature of drafting the same matter repeatedly.
- d) The typists send their fair copies to the dealing assistant before sending it to the officers so as to enable the assistant to compare the fair copy with the draft communication and make necessary corrections if any error has been made by the typist.**
- e) When a large number of copies of a communication have to be despatched then a large amount of time will be needed if the fair copies are made through normal procedure.
By making stensils a large number of copies can be made and thus time is saved. In addition the officer concerned does not have to sign a large number of fair copies.
- f) Whenever an enclosure has to be sent seperately to any written communication, then a note to that fact must be kept in the fair copy as well as the office copy. A slip must also be attached to the enclosures which are to be sent separately, indicating the number and date of the communication to which they relate.
- g) You can save postage stamp by using a single cover for sending communication intended for the same addressee.