

**DISTRICT OFFICE  
MANUAL**

# **ENJOY THE STORY OF FOUR PEOPLE**

- THIS IS A STORY ABOUT FOUR PEOPLE NAMED EVERYBODY, SOMEBODY, ANYBODY & NOBODY. THERE WAS AN IMPORTANT WORK TO BE DONE & EVERYBODY WAS SURE THAT SOMEBODY WOULD DO IT. ANYBODY COULD HAVE DONE IT, BUT NOBODY DID IT. SOMEBODY GOT ANGRY ABOUT THAT BECAUSE IT WAS EVERYBODY'S JOB. EVERYBODY THOUGHT THAT ANYBODY COULD DO IT, BUT NOBODY REALISED THAT EVERYBODY WOULD NOT DO IT. IT ENDED UP THAT EVERYBODY BLAMED SOMEBODY WHEN ACTUALLY NOBODY ACCUSED ANYBODY.

# WHAT IS AN OFFICE?

## Office is:

- A workplace where teams of people work together in a hierarchy.
- People are paid for efforts / services.
- A kind of control tower where information is processed to facilitate competent authority to take decisions to achieve organizational goals

**PROCEDURE is a way of doing something especially one that is formally or conventionally accepted as being correct.**

# *TOTTENHAM SYSTEM*

- HIERARCHY
- OFFICE DIVIDED INTO SECTIONS
- SECTION CONSISTS:
  - SECTION HEADS & CLERKS
  - FIXING UP DUTIES & RESPONSIBILITIES
  - ACCOUNTABILITY
  - MONITORING
  - EVALUATION

# **REGISTERS ETC. TO BE MAINTAINED**

- **ATTENDANCE REGISTER**
- **LATE ATTENDANCE REGISTER (RUN ON NOTE)**
- **CASUAL LEAVE ACCOUNT**
- **COMPENSATORY LEAVE ACCOUNT**
- **SERVICE REGISTER**
- **INWARD-DISTRIBUTION-SECURITY**
- **PERSONAL // PERIODICAL (R.O.N)**
- **STOCK FILES**
- **ARREAR LIST//REMINDER DIARY**
- **CALL BOOK**
- **FAIR COPY REGISTER**
- **LOCAL DESPATCH REGISTER**
- **STAMP ACCOUNT OR POSTAL REGISTER**
- **RECORD REGISTER**
- **GOVERNMENT SUITS REGISTER**
- **REGISTER OF TRUNK CALLS**
- **LOG BOOK-CASH BOOK**

# **GENERAL DISCIPLINE**

- **QUIET & DIGNIFIED**
- **COURTEOUS**
- **NO WASTAGE OF TIME**
- **PERFECT SILENCE**
- **OFFICIAL SECRECY**
- **NON ACCEPTANCE OF PRESENTS**
- **REMUNERATION**
- **PROMPTNESS**
- **PUNCTUALITY**
- **TIDINESS**
- **CLEANLINESS**
- **DISCIPLINE**

# **ATTENDANCE & LEAVE**

1. HOURS OF ATTENDANCE
2. GRACE TIME
3. LATE ATTENDANCE
4. LATE PERMISSION
5. FORFEITURE OF LEAVE
6. WORK OUT OF OFFICE HOURS
7. TURN LISTS - REGISTER
8. CASUAL LEAVE
9. OPTIONAL HOLIDAYS
10. CASUAL LEAVE GRANTED UNDER F.R.7 & DOM P 7



# CASUAL LEAVE & COMPENSATORY LEAVE

## Dos

- WHEN THE LEAVE APPLICATION IS MADE
- PURPOSE MUST BE STATED DEFINITELY
- OBTAIN PRIOR PERMISSION AND ORDERS
- HAND OVER KEYS – SECTION HEAD
- PROCESS THE LEAVE APPLICATION THROUGH PROPER CHANNEL

## DO NOT

- STATE VAGUE REASONS
- GIVE UNSAVOURY MEDICAL PARTICULARS
- ABSENT IN ANTICIPATION OF SANCTION

**\*REMEMBER “LEAVE IS NOT A RIGHT”**

# OFFICE MANAGEMENT SYSTEM

**ME  
N**

**PUB. ADMN  
SALARY ADMN  
WELFARE ADMN  
MOTIVATION  
MORALE  
DISCIPLINE**

- 1. GOOD COMMUNICATION**
- 2. MAINTENANCE**
- 3. PUBLIC RELATIONS**

**MO  
NEY**

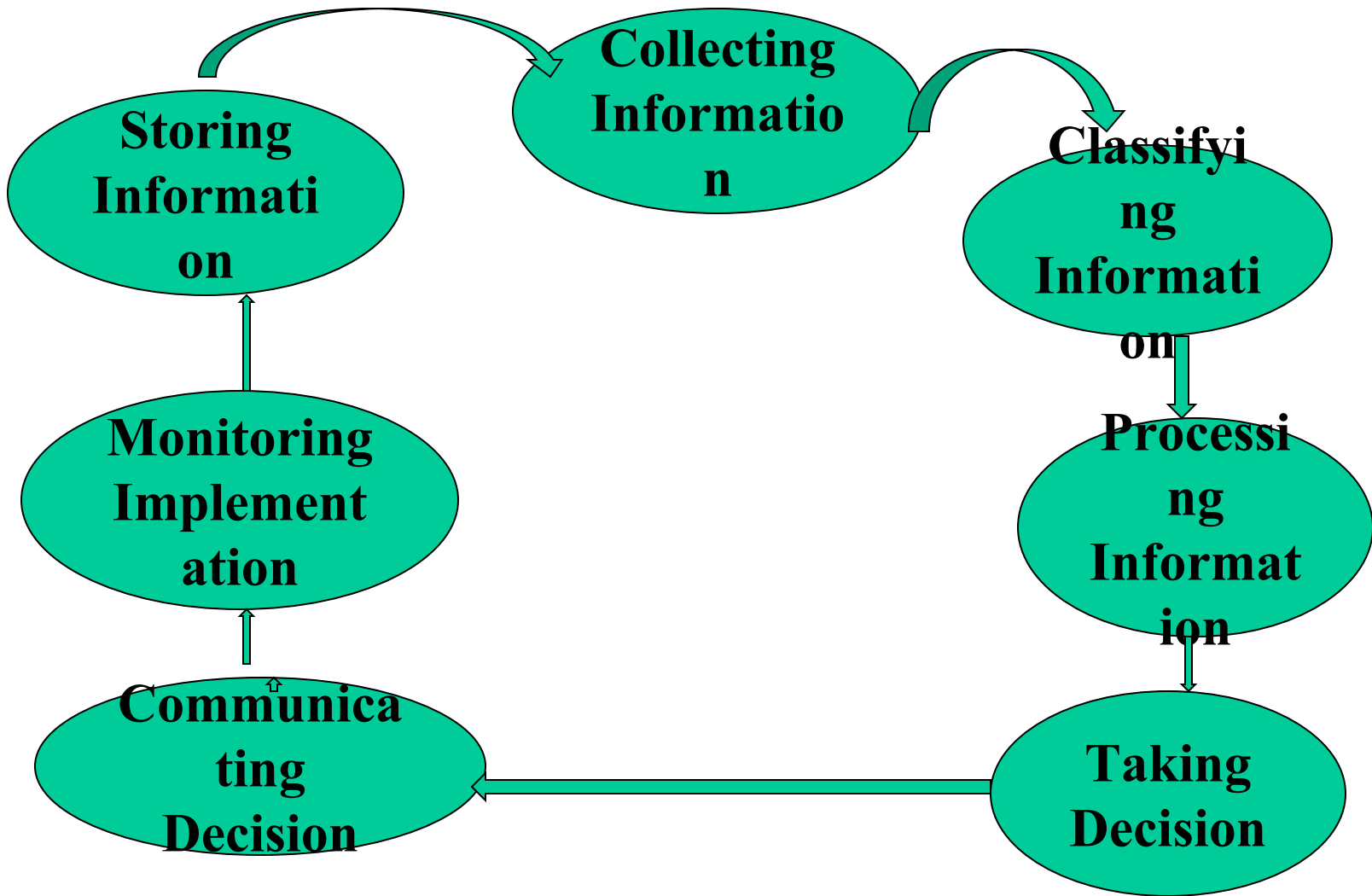
**RECEIPTS  
EXPENDITURE  
BUDGETTING  
ACCOUNTING  
AUDITING**

**MG  
T.**

**LAND  
BUILDINGS  
FURNITURE  
STATIONERY  
MACHINES  
APPLIANCES**

**MATE  
RIAL**

# COMMON OFFICE FUNCTIONS



# **PERSONAL REGISTER –** **CHECK LIST**

1. Maintained by each dealing clerk
2. Maintained for one year
  - 1<sup>st</sup> January to 31<sup>st</sup> December
  - Old Personal Register continued till 31<sup>st</sup> March
  - Undisposed Currents to be entered in new personal register on 1<sup>st</sup> April
  - Adequate No. of pages to be left in the new Personal Register for B.F. files / Currents.

## PERSONAL REGISTER

3. Continuous Sl. No. Jan – Dec
4. New Currents to be entered with all particulars in columns 1 to 4
5. Clubbed Cs – only the old file No. given in column 4
6. Adequate care taken to write subject / title.
7. Subject – main head underlined in red ink.
8. A certificate to the effect of entry of BF currents on 1<sup>st</sup> page attested by Superintendent

# PERSONAL REGISTER

9. Reminders to be entered in Red Ink
10. 2 or 3 currents in each page.
11. Separate files with a Red Line
12. Nature of disposal in last column with date
13. Once file is disposed Current No. to be rounded off in red ink &
14. Disposal handed over to Record Assistant.

# FILE MANAGEMENT

- A file is made up of:
  - Current file
  - Note file
- Current file consists of :
  - Communications received
  - Communications sent

# Current File

Papers in the current file are arranged:

In Chronological order

Previous paper on the top

Neatly tagged together

Both sides of the page of C.F.

In Red Ink starting with one



# Note File

- 1/3<sup>rd</sup> Margin
- Page No and C.No on top
- Subject/ title
- Reference
- Broken into short paragraphs dealing with single point

# LINKING FILES

- If some matter in any pending file needs to be referred to in note put up in a file under consideration
- Put up file under the file under consideration
- Strings of upper file pad tie to back of the pad

Strings of lower file tied around upper file

Slips indicating TOP FILE FOR ORDERS/ L.F. FOR REFERENCE

& L.F. for REFERENCE to be pinned to flaps of upper and lower pads, respectively

## NOTE

Remarks recorded on a case under consideration to facilitate its disposal

- REASONS FOR:
- Facilitates/ensures comprehensive examination
- Provides written record of decision taken and justification thereof
- Constitutes proof of approval/orders by the competent authority
- Ensures consistency of approach
- Provides historical and evidential material

# Content of a note

- Statement of the case of problem
- Relevant facts and figures
- Procedure prescribed and precedents
- Law /rules etc on the subject and their application
- Views/advice of others if any consulted
- Possible course of action
- Implications(legal, social administrative,financial ) of the various options available
- Suggested course of action

# How to Write a note

- Simply worded (logically sequenced and with good readership appeal)
- Factually correct(fact based)
- Non repetitive (by drawing attention through references on the margin or in the body of the Note esp. for those which can be referred by Nos. and dates)
- Referenced(to achieve economy of words and comprehensiveness)
- In short, numbered paragraphs of a few sentences(of about 10 words) each
- Signed in full and dated by the dealing hand (on the left hand bottom) and by the officers on the right hand bottom without wasting much space in between

# Avoid while writing a note

- Verbosity
- Long and complicated sentences
- Reproduction of rules/regulations
- Intemperate language
- Bias

# Noting

- How it should be?
- Recorded on a note sheet (even at least one word should be carried over to the next page, instead of ending the note at the extreme bottom of the page at least extra black courtesy sheet should be added for further noting)
- Concise (comprehensive)
- Precise (businesslike and to the point)
- Objective and unbiased (3<sup>rd</sup> person passive voice and double negative without being too prolix/clumsy)
- Polite (temperate language, even when pointing out obvious mistakes statements)

- He fainted when he came to Paragraph 13 where you say, “as we have already clarified in paragraph 6 and elaborated in 9 ...”

- In the first paragraph we were ‘surprised’,  
in the second ‘shocked’,  
in the third ‘disappointed’.  
We can only ‘regret’ in the fourth  
paragraph.



# Drafting

- A draft is a rough sketch of a communication to be issued after approval by the officer concerned
- Points to be noted:
- Draft should :
- Should carry the exact messages sought to be conveyed
- Should be clear , concise and incapable of misconstruction
- Should result in the desired response from the receiver
- Should be divided into proper paragraphs, according to the logical sequence or order of ideas expressed in the draft
- Should contain references to previous correspondence, if any
- Avoid: Lengthy sentences, abruptness
- Repetition of words, observations or ideas
- Offending, discourteous language

# DRAFTING-CHECK LIST

- A draft should indicate the following:
- File Number
- The names and complete postal address of the sender organization
- The name/designation of the addressee with complete postal address
- Subject of the communication
- Number and date of the last communication in the series (from the addressee or from the sender)
- The enclosures which are to accompany the fair copy
- Subscription
- Urgency grading (By registered post/Spl. Messenger)
- Name and Designation, signature of the sender  
form applicable should be carefully chosen

# Types of Communication

- Memo
- Letter
- DO letter
- Proceedings
- UO Note
- Office order
- Notices
- Circular, Telegram/telex /Email/ Tel.Message/Fax Message

# Memo

Memo No.A /1670/97 Dt

Sub

Ref

(in third person)

Sd/-

Designation

To

Address

# Letter

TM/Lr.No.A/1670/97 Dt

To

Official Address

Sir/Madam

Sub

Ref

(in first person)

Yours faithfully

Sd

Designation

# DO Letter

DO Letter No.A/1670/97 dt

Sir(Respected Sir)

Dear Sri / My Dear

Sub

Ref

(in first person)

With regards

Yours Sincerely

Sd/

By Name

Name

Official Designation

# Proceedings

- Proc.No.A/1670/97 dt  
Present  
Sri

Sub

Read

ORDER

Para 1: Background, (2) Issue (3) Authority (4) Sanction  
5. Limitations (6) Head of Account

Sd

Designation

Address

# Nature of Disposals

- R Dis- Retain Disposal- Permanent
- D Dis- Destroy disposal- 10 years
- L Dis- Lodge disposal –1 year
- F Dis- To be filed
- Ndis- To be returned in original endorsement
- XL Dis- To be filed without numbering
- X N Dis- To be returned without numbering
- K Dis- 3 years/ 5 years of retention  
(after obtaining Govt.orders by HOD)



# Disposal Jacket

To have on front page:

Name of the Department :

Name of the office:

Nature of disposal: R/D-2201

Date of disposal-

Subject

Number of pages : CF

NF

# Index Slip

D Dis A1 1564/99 dt.20..6.2002

Sub:

No.of pages C/f

No.of pages of N/F

# Prevention and checking of arrears and delays

- Checking - PR ,PDL Regr, Arrear list,other registers as per Calendar of check  
Reminder diary to watch prompt  
Reports/Replies  
Random checks
- Surprise checks
- Check of over 3 months cases

# Reminder Diary

- Date of reminder if no report/ reply received
- Maintained date wise
- Checked along with PRs
- To ensure prompt action

# Call Book

- Maintained for calendar year
- Only If no action beyond 6 months needed in a file
- Orders obtained for transfer to CB and date of revival
- When received CF and NF separated
- Given new current number
- Timely revival to be checked
- Maintained for the entire office year wise

# Call Book FORMAT

- Sl.No.      Personal or      date of      Subject  
                                 current Reqr      entry in  
                                 No.      The regr  
                                 2      3      4  
Details of      Fresh new case No.  
Order to lie      assigned and date of  
Over      revival in the FR  
5      6

# PDL Register

- To watch prompt receipt and submission of PDLs
- Supdt to maintain monthly check list
- Issue advance reminders on quarterly, half yearly and annually etc PDLs
- Checked along with PRs

# Periodical Register Format

S.No.	Name of Periodical	Incoming due date and from whom due
-------	--------------------	---

1

2

3

Date of Receipt	Out going date due &to whom due	Periodical date of despatch
--------------------	------------------------------------	--------------------------------

4

5

6

Remarks (Reminders & Replies)

7



# Arrear List

Abstract list only

Maintained monthly

To know progress of work

For obtaining pending indicate details

Check of long pending currents by  
Superintendent

# Arrear List Format

Sections& No.previously No.Recd Total  
Clerks

1 2 3 4

No.Disposed of Balance % pending

5 6 7

Remarks

8

# Run on Note file

Calendar of check by supervisory officers

- Check necessary for preventing delays
- Remarks of check of PRs and other registers answered within 48 hours
- Maintained for calendar year
- Periodical check to be ensured

# Stock file

- Maintained subject wise
- All important orders of Government and dept kept in chronological order
- All pages numbered
- Index
- Weeding of repealed orders