

DISTRICT OFFICE MANUAL

Office Management

- × Office;- It is a place where information on paper or in any mode is coverage's documented, preserved and used for current and future operations of the organization.
- × Management;- A task of planning, coordinating and motivating the efforts of others towards specific objectives in a given setup.
- × Officer;- is a person who commands over resources, and responsible for converting resources in to results.

District Office Manual

- ▣ 17 Chapters, 143 para & 10 Appendices.
- ▣ TOTTENHAM OFFICE SYSTEM = Arcat District Collector.

A.P. Go.Ms.No.1825 G.A.D. Dept Dt;26-12-1959.

- ▣ i) A.P.F.C. Vol-1-330 articles,
- ▣ ii) A.P.F.C.Vol-II-27 Appendices;
- ▣ iii) T.R.s-42,
- ▣ vi) APRP Rules-59-Appendices 10;
- ▣ v) F.R.s-130 & Dept., Rules of concerned Dept.,

Chapter-1 Introduction (para-1)

- i) Applicable – Receives salary from the consolidated Fund.**
- ii) Use the right and best language in Administration.**
- iii) Punctuality, Promptness, regular attendance, obedience
- Four pillars of discipline.**
- iv) Silence and mutual courtesy among staff is must.**
- v) Know the rules/regulations- Ignorance is not an excuse.**
- vi) Integrity should be maintained among staff.**

Chapter-II Attendance (paras 2-8)

Attendance Register :- 10 minutes grace period. 1 hour late /earlier-times in a month For Hindus - **new moon** day & Muslims -**Friday** 1 hour 1-2 pm. (GoMsNo.156,GAD(ser-c) Dept.,dt;6-2-61).

Lunch Hour:- 1 - 3 p.m. routine manner.

(GoMsNo.1931&GAD(ser-c)Dept., dt;27-10-1965).

- Late attendance: Review periodically, For each 3 lates 1 CL/CCL
- (GoMsNo.574,GAD(ser-c)Dept., dt;3-7-71).
- Turn Duty :- No one is called on P.H.s continuously more than 2 days.
(GoMsNo.351,GAD(ser-c)Dt;6-2-61)
- C.C.L.s -Max-10, Ceiling -7, Validity 6 m.
(Go Ms No. 751 GAD dt;26-08-67).
- During Duty:-No one is allowed to leave the premises .
- During Leave:- Purpose must be stated & Keys should handed over.

Chapter-III General Discipline (Para 9&10)

- 1. Staff behavior must be in “a quiet and dignified manner”.**
- 2. No divulging information to outsiders in official capacity.**
- 3. An O.S. made responsible for ensuring tidiness/cleanliness.**
- 4. No file/register permitted to home without prior permission.**
- 5. No body is allowed to come on holiday without office order.
(Go.Ms.No.751,GAD Dt;26-8-1967).**
- 6. No unauthorized registers allowed & Authorized registers as per codal norms, must be maintained.**

Chapter-IV: Organization Setup (paras 11-13)

The method of conducting official business is called “**Tottenham Office System**”

Office is divided in to convenient sections, named alphabet letter to each section. The office business, starts from opening of tap pals to consignment of files to record room.

- **Equitable distribution by an office order is must.**
- **The section head will exercise general supervision.**
- **He should stand exemplary to the lower staff.**

Chapter- v The Office System-General Outline (14-25)

Use of distribution number as reference.

COMPUSORY REGISTERS:-1) IN WARD REGISTER

2) SECURITY REGISTER

3) DISRIBUTION REGISTER

4) PERSONAL REGISTER

5) ASSETS REGISTER

6) STAMP REGISTER

7) OUTWARD REGISTER

8) LOCAL DELIVERY REGISTER 9) CALL BOOK REGISTER

10) RECORD ISSUE REGISTER 11) SUITS REGISTER

- i) Tappal open in the presence of the officer concerned.**
- ii) Acknowledge - all currents -either post or in person.**
- iii) Tappal at 3.00 pm should kept before the officer for endorsement.**
- iv) Enter in Inward Register & distribute -D.R. section-wise & obtain acknowledgement.**
- v) Head of section is responsible for registration - Currents entry in to P.R. & action on all currents on priority basis. P.R. is the travel dairy of a current from incoming to go-out of the seat worker.**

Chapter-VII Registering of tappals (29-33)

- Currents must register with **least possible** time. Action as per the priority endorsed by the officer.
- Case workers are responsible for the **safe custody** of his files/registers/ other important records.
- No need to register ,F, endorsement in the P.R.
- To avoid inconvenience to the public, Interim arrangement must made, when clerks are **tour /leave**.
- **No pay** for additional work up to 14 working days.
- Exceeding 14 working days addl pay—for 1st 3 m. 1/5th, by H.o.O . & next 3 m. 1/10th by the Govt. only.

Chapter-VIII Preparation of Note File (Para 34-49)

- ❑ File two parts – i) Note File ii) Current File.
- ❑ Current File – Incoming & outgoing currents
- ❑ Note File :- is a written summary of facts reported with relevant rules & orders chronologically, to facilitate for salvation.
- ❑ In a précis form – Authority must be cited – flagged alphabetically – References must be marked with pencil in the margin.
- ❑ **Link Files** – kept in the **beneath** of the current file & tied together with the strings of the linked file.
- ❑ 1/3 rd margin proffered for Note File for **marginal** remarks .
While reply the note will continue, but not in the margin. .

Chapter-IX Drafting (50-61)

- i) After **note** order , **draft** should be put up.
- ii) In simple cases, draft along with the note may be proffered.
- iii) Proper title is the index of a draft –i.e. subject– write intelligently, politely, briefly, with specific & complete fact of conclusion already taken in note file.
- iv) **Minimize enclosures** –avoid unnecessary references / piecemeal references.
- v) **Disposal of draft** mention on the right side & after dispatch, same has to be tagged to c.f. chronologically.

vi) Various form of drafts:-

- 1) Memo 2) Letter 3) D.O. Letter 4) Proceedings
- 5) U. O. Note 6) Office Order 7) Notices 8) Circular
- 9) Telegram/Telex Email/FAX .

Chapter-X Style in Noting and Drafting (62)

- ❖ Govt. addressed plural, but a board singular.
- ❖ No Bombastic words and abbreviations.
- ❖ Spoken English is proffered rather than of poetic language & Split infinitives
- ❖ Draft must be full form– no doubt/deviation.
- ❖ Courts correspondence with the registrar .

Chapter-XI Disposals (para 63-71)

- R- 35 years, D-10 years, K-5 year/3 years, L- 1year.
- N-Dis is to be returned with original.
- Disposal a Jacket – Note a title – Mention total no. of pages of both n.f. and c.f..
- Avoid Premature disposal,- Care should be taken, before of any disposal, file/register.
- Periodicals simply filed & tied annually for disposal.
- Special note, on disposal jackets of each file as per the importance of the subject.

- ❖ Proper use of envelopes for various sizes of importance.
- ❖ Valuables–Cheque/DD/S.R.s etc., by regd. Post.
- ❖ Local delivery with local delivery register.
- ❖ Dispatch stamp must obtain from the outward.
- ❖ Reconcile Stamp Register Vs outward register to avoid mis–appropriation.

Chapter-XIII Record Room Maintenance (80-98)

- No clerk entry allowed into record room.
- If file /register required on requisition for 3 m.
- Renew 3 m. & then asst. Retains on permanent basis.
- **Custody of the keys** with the night watch man/ HoO to act in an emergency situation.
- Fire Extinguishers & buckets with sand be kept in the record room to fight fire accidents.
- Destruction of records, punctually with **prior intimation.**
- For clarification the **Director of Archives.**

Chapter-XIV Indexing and Titles (para-99-119)

- 1) Record keeper arranges files subject wise, & give index slips as per the disposal-wise.**
- 2) Confidential Records/personal papers/Suits- must kept with index, in a lock and key admiral.**
- 3) Periodical verification by the store-keeper to avoid mixing of various disposals as per index.**
- 4) R & D disposals kept separately to locate easily.**
- 5) Inspecting authorities must verify record room, and note the deviation to the code norms.**

Chapter-XV Prevention and checking of arrears (120-126)

- **Section Head verifies P.R.s by 15th to see no paper is shelved/delayed.**
- **Verification of files & cross verification with the D.R. to P.R.**
- **On 1st of each month prepare an abstract of pending papers with reasons should put forth before the concerned.**
- **P.R. with a running note to check the movement of file at various levels.**
- **The officer must verify P.R. monthly & direct for better administration.**

Chapter-XVI Miscellaneous (para 127-143A)

- **Confidential reports:- Written/typed/ never fold. Unfavorable remarks not a punishment. Keep C.R.s in alphabetical order & sent on transfer to new station. Inspecting officers verify C.R.s.**

- **Economy of stationary:- Wasteful consumption be avoided . Indents must cut down to the minimum.**

- ❖ **Camp Tappal:- Daily in one batch or more of urgent nature when & where an officer on tour.**

- **Maintenance of stock files:- Prepare subject-wise up to date for ready reference.**

- **Administrative Reports:- Prepare & kept for future reference/ universal appraisal.**

Chapter-17 Mechanical Aids maintenance

(para 143B- 143D recently added)

Mechanical Aids :- (B) Utility registers for computer stationary ,Electronic type writer, Photo copier, Internal communication aids and microfilming separately.

Protocol of public servants:- (C) People representatives i.e. MP/MLA/MPP etc., visits us on various matters must deal with care and cautious manner.

Treatment of visitors:- (D) Behavior of the office subordinates must watch especially at key positions to avoid indecent behavior towards visitors and must try to uplift the decorum of the office.

Citizen Charter :- must display along with PRO & APRO for approach on Information Act.