

The background is a vibrant blue color with a pattern of white circles of various sizes. A large, white, curved shape, resembling a stylized 'C' or a partial circle, is positioned on the left side of the image, partially overlapping the blue background. The text is centered within this white shape.

**Office Management
&
Office Procedure**

OFFICE & OFFICE SYSTEM

- *Office is a work place where teams of people work together, mostly in a hierarchy.*
- *People are paid for their efforts by the organization.*
- *An office is a kind of control tower where information is processed to facilitate a competent authority to take decisions to achieve organizational goals.*

STORY OF FOUR PEOPLE

There were four People in an Office named **EVERYBODY**, **SOMEBODY**, **ANYBODY** & **NOBODY**. There was an important work to be done and **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** realized that **EVERYBODY** would not do it.

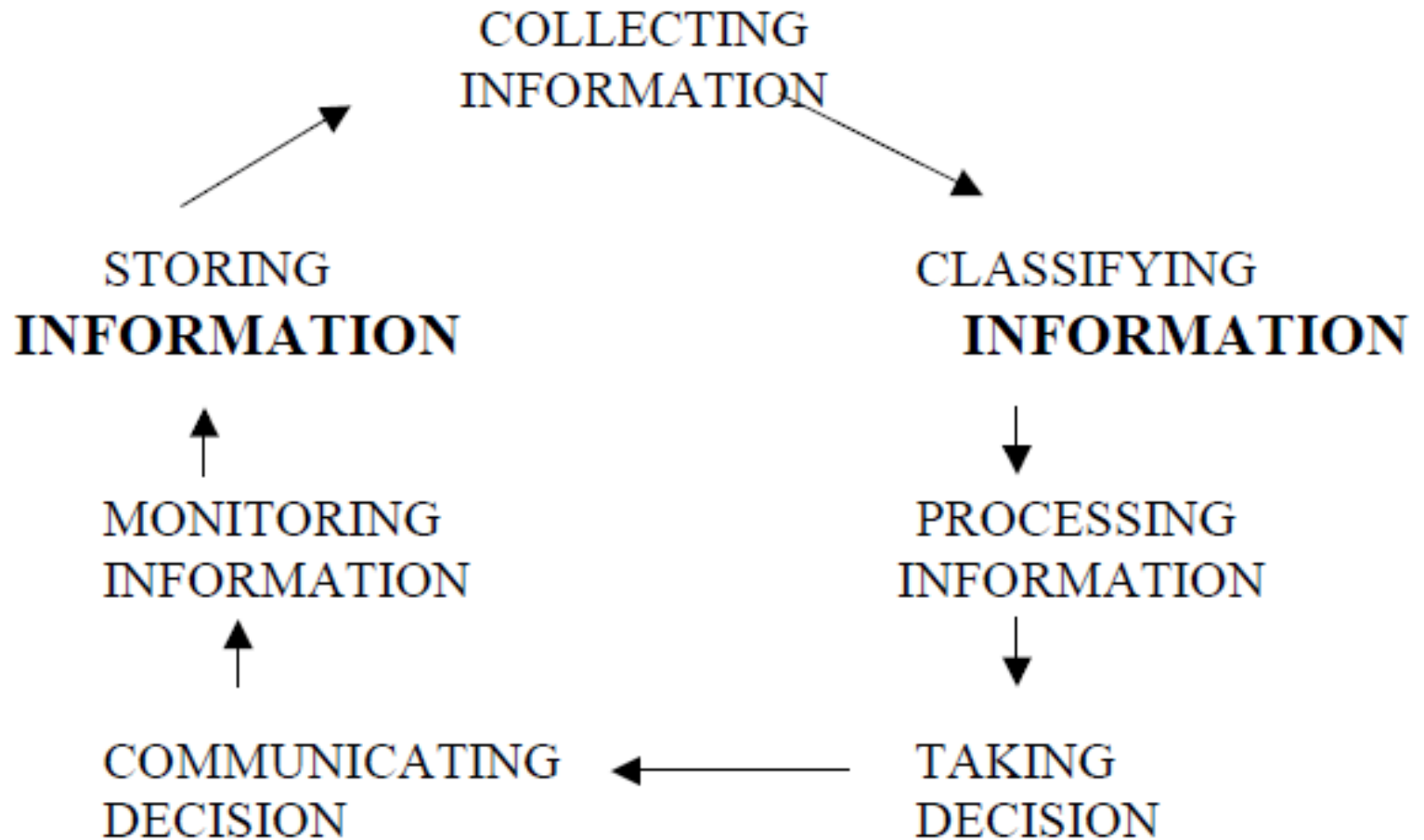
It ended up that **EVERYBODY** blamed **SOMEBODY**, when actually **NOBODY** accused **ANYBODY**.

SYSTEM

In government offices the procedure to be followed is prescribed by rules.

From all the above, simply, we can define a ***“System”*** as ***“doing the things methodically by following certain procedures laid down with a clearly defined roles and responsibilities for smooth and effective functioning of the office”***.

COMMON OFFICE FUNCTIONS



अभिलेख प्रबन्ध

अभिलेख –

वे सभी पत्र, पत्रावली व सामग्री (फोटो, फिल्में, कैसेट, फ्लॉपी, सी.डी. आदि) जो वर्तमान या भविष्य में उपयोगी हो, अभिलेख कहलाते हैं।

अभिलेख रखे जाने के कारण –

- योजना बनाने में सहायक होते हैं।
- महत्वपूर्ण सूचनाओं की आवश्यकता।
- कानूनी आवश्यकता के लिये।
- समस्या समाधान, निर्णय अथवा मार्गदर्शन हेतु।
- पूर्व प्रक्रियाओं/निर्णयों की जानकारी हेतु।
- सीमा, सम्पत्ति आदि के साक्ष्य हेतु।
- राजनैतिक, आर्थिक एवं सामाजिक इतिहास हेतु।
- लेखा परीक्षा के दौरान साक्ष्य हेतु।

पत्रावलियों को सूचीबद्ध करना

- कार्यालय के कार्य (Business)
- अक्षरवार (Alphabatically)
- भौगोलिक स्थिति के अनुसार
- विषयवार (Subject Wise)
- तिथि / वर्षवार (Chronological)

अभिलेखों का वर्गीकरण

- 1 स्थायी .. नीतिगत निर्णय
- 2 आवश्यक महत्वपूर्ण सूचना
- 3 वांछित जो कुछ समय तक उपयोगी हो.

अभिलेख प्रबन्ध के मूल नियम –

- तात्कालिक आवश्यकताओं को देखते हुए सूचनाये शीघ्र/कम समय में प्राप्त हो जाय.
- कम से कम खर्चीला हो.
- अभिलेखाकार से पत्रावली/अभिलेख आवश्यकता पड़ने पर तत्काल उपलब्ध हो जाय.

अभिलेख प्रबन्ध के स्तर

- अभिलेख का सृजन.
- अभिलेखों का वर्गीकरण.
- अभिलेखों का अभिलेखागार को हस्तान्तरण.
- मार्ग दर्शक अभिलेखों को रखना.
- अभिलेखों का रद्दीकरण.

OFFICIAL SECRETS ACT, 1923

केन्द्र सरकार, राज्य सरकार के सेवकों तथा भारत से बाहर रहने वाले भारतीय नागरिकों पर लागू.

एक्ट के अन्तर्गत निम्न कार्य दण्डनीय है –

- देश / राष्ट्र की सुरक्षा से सम्बन्धित महत्वपूर्ण / संवेदनशील सूचना / अभिलेख को किसी अनाधिकृत व्यक्ति को देना.
- ऐसे किसी अभिलेख को अनाधिकृत रूप से रखना.
- निर्धारित स्थान से अन्यत्र रखना.
- ऐसे अभिलेखों/सूचना की पूर्ण सुरक्षा न करना.
- कोई ऐसी बातचीत/पत्र व्यवहार करना जिससे गोपनीयता भंग होती है, आदि

वर्गीकृत अभिलेख (Classified Documents)

परम गोपनीय (Top -Secret)

सेना के आयुद्ध भण्डार, सामरिक महत्व के स्थान, योजनायें, गुप्त सूचनायें आदि

अति गोपनीय (Secret)

विभिन्न आन्दोलन से सम्बन्धित सूचनायें.

देश की सुरक्षा एवं प्रतिष्ठा से सम्बन्धित सूचना.

सुरक्षा के दृष्टिकोण से बन्दी लोगों के बारे में सूचना देना.

बजट तैयारी से सम्बन्धित सूचना.

गोपनीय (Confidential)

नियुक्ति / प्रोन्नति / चयन.

अनुशासनिक कार्यवाही.

MAINTENANCE OF FILES

- A file must contain both **CURRENT FILE** and **NOTE FILE** duly assigning page numbers for both and Para numbers in Note File
- **CURRENT FILE:** Must contain both outgoing and incoming currents, other intermediary correspondence etc.
- **NOTE FILE:** Summarizing the facts notes are written in the Note File indicating the Rule position, position of Law, Govt. Orders wherever required duly pointing out the matters seeking orders/clarifications

CURRENT FILE ARRANGEMENT

- The papers in a Current File should be arranged in a chronological order duly numbered
- References in every current should be indicated in a side margin with pencil showing the current no. where that particular reference is available in that file
- In case if no information of a particular reference in the current is available in that File the letters 'N.A.' should be put
- Statements, Maps, Plans etc. should be placed below the current file, for ready reference

It is advisable even to preserve the drafts already made but were not accepted by higher authorities below the current file and note file, separately

NOTING

- **Noting should be as brief as possible to the exact point and should be in simple language**
- **Noting should be intelligible, condensed and convenient form possible**
- **Points at issue requiring orders/clarifications etc. are to be examined with reference to any useful precedent, Rule or Law which enables the Officers to arrive at a quick and correct decision**


DON'Ts

- **Reproduction of facts already available in the Note File**
- **Leaving long space in a particular page or leaving pages blank without putting a big cross across the page**

DRAFTING

- **The title/subject in the draft should be the same as shown in the Note File**
- **The title/subject should indicate the exact nature of the reference made or orders passed. There should be no ambiguity**
- **Below the title, the references received from outside and the references sent, other than routine reminders, should be cited in a chronological order**
- **The draft should be on the same lines as approved note, taking into account the observations/comments made by the officers and orders passed**
- **The draft should be in easy and natural style and concise**

DON'Ts

- **Words/Phrases which lead to ambiguity, confusion and necessitate looking back for date, person, thing etc. referred**
 - **Long words, foreign or classical words or expressions**
 - **Vague and clumsy phrases**
 - **Discourtesy Words**
 - **Short Abbreviations**
 - **Colloquial phrases like “so impertinent”, “so many times, “not too bad” etc**
- 

REFERENCING

- It is one of the important elements for quick and proper disposal
- Details of a case previously noted or reported
- Details of previous cases, precedents should be referred in the Note File
- Referencing should be made by noting the page no. of current file/note file, disposal no., G.O. No., Name of Act, Code or Manual etc.
- Referencing should be done with pencil in the margin of the note file or draft put up
- Disposals should be flagged
- Any other statements relating to other files should also be flagged when they are put in the file
- The flags of each disposals or statement put up should be denoted by an alphabetical letter

Communication

ORAL FORMS

- **Face-to-face communication**
- **Telephonic Talk**
- **Meetings**
- **Seminars**
- **Conferences**
- **Dictation**
- **Instructions**
- **Presentations**
- **Group discussions**
- **Interviews (employment/press)**
- **Video conferences**
- **Voice conferences**

Communication

WRITTEN FORMS

- Letter
- Office Memorandum
- U.O. Note
- Circular
- Notification
- Demi Official letter
- Proceedings
- Endorsement
- Press Communication/Note
- Office Order
- G.Os.
- S.M.S.,
- E.MAILS
- Newsletters
- Reports, Proposals
- Research papers
- Bulletins, Brochures, Manuals
- In-house journals

THANK YOU