

# **DRAFTING MODULE -** **DRAFTING OF NOTE FILE,** **CURRENT FILE, LETTERS ETC.**

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# INTRODUCTION

- At the end of this session, you will be able to -
  - Know the terms - Drafting, Note file, current file
  - Know the types of letters / correspondence, and their formats
  - Know the vocabulary used in office correspondence
  - Know about Flagging and Referencing
  - Draft a Note file and Current file
  - Draft various types of letters used in office correspondence

# OFFICE

## ➤ What is an 'Office'?

- Office is a continuous, work-specific information processing unit
- It is a reservoir of relevant Rules, precedents, data and decisions

## ➤ How can the information be processed?

- By examination, with reference to the -
  - ✓ Relevant Rules,
  - ✓ Set procedures
  - ✓ Existing orders and
  - ✓ Jurisdiction / authority

## ➤ Processing of information - necessity to maintain the record

# FILE

## ➤ What is a 'File'?

- A collection of documents
- Consists of - Note file and Current file

## ➤ Note file -

- Used for internal communication / decisions among the Staff and higher Officers, and vice-versa

## ➤ Current file -

- Consists of communication received and sent, drafts etc.

# CURRENT FILE

- Arrangement of Current File -
  - In a chronological order
  - Previous paper on the top
  - Neatly tagged together
  - Page numbers on both sides of the page

# NOTING

## ➤ What is a “Note”?

- A written record of examination of a case

## ➤ What is the need of a Note?

- Used as an instrument of disposal of a case
- Tool for decision making

## ➤ Guidelines for noting -

- Concise and to the point
- Simple and direct style of writing
- Avoid verbatim reproduction
- Courteous language
- Paragraphs of convenient size and serially numbered
- Leave sufficient margin

# NOTE FILE

- How to write / maintain a Note File?
  - Subject title / reference in the first page
  - Matter to be arranged in paragraphs
  - Para numbers to be assigned to each paragraph
  - 1/3<sup>rd</sup> margin on the left side
  - Page numbers on the top of both sides of the page
  - File number on each page

# NOTE FILE

- Contents of a Note File
  - Statement of the case
  - Relevant facts and figures
  - Procedures prescribed and precedents
  - Laws / Rules etc on the subject and their application
  - Advises / views of others, if consulted
  - Possible course of action
  - Implications of the various courses of action
  - Suggested course of action



# NOTE FILE

## ➤ 5 C's of a Note File

- Complete - What, Why, When, Where, Who etc.
- Clear - with short and familiar words / sentences
- Coherent - to the subject of the file
- Correct - in facts, figures and grammar
- Courteous - in expression

# NOTE FILE

- While writing a Note File, avoid -
  - Verbosity
  - Long and complicated sentences
  - Reproduction of rules / regulations
  - Intemperate language
  - Bias

# FLAGGING

## ➤ Indication of Flags -

- In alphabets, not in numbers - A, B, C .... Z, AA, AB etc.
- No alphabet to be repeated
- Flags should catch the eyes
- Flags to be referred serially, A - 1<sup>st</sup> reference, B - 2<sup>nd</sup> reference and so on
- One flag does not cover another flag

# REFERENCING

- Proper referencing to be done
- References to be noted chronologically
- Referencing to be done with Pencil both in NF and CF

# DRAFTING

- What is a Draft?
  - A rough sketch of communication to be issued after approval by the concerned Officer.
- Drafting is the process of preparing this rough sketch.
- Where Draft is not necessary?
  - Simple cases like sending an acknowledgement
  - Cases of repetitive nature
- Contents of a Draft -
  - Identifying the sender
  - Adopting the right form of communication
  - Visualising the response
  - Clarity, consistency and uniformity
  - Avoid redundancy, verbosity and circumlocution

# DRAFTING

- Important components of communication -
  - File number
  - Name and complete address of sender
  - Name and address of the addressee
  - Salutation
  - Subject of the communication
  - Reference(s)
  - Content of the communication
  - Subscription (Yours faithfully, yours sincerely etc.)
  - Urgency grading
  - Name, designation and signature of the sender

# FORMS OF OFFICIAL COMMUNICATION

- Official Letter
- Demi Official Letter
- Office Order
- Memorandum
- Circular / Circular Memo
- Government Order
- Proceedings
- Endorsement
- Notification
- Press Note

# FORMS OF OFFICIAL COMMUNICATION

## ➤ Official Letter -

### ■ Target group -

- ✓ Authorities, other than subordinates, within the Department / Government
- ✓ Other Governments / Departments, Corporations, Public Representatives and Members of the Public, Organisations etc.

### ■ Purpose -

- ✓ For all official communication

### ■ Language -

- ✓ Clear, unobjectionable and un-ambiguous



# FORMAT OF OFFICIAL LETTER

## GOVERNMENT OF TELANGANA COMMERCIAL TAXES DEPARTMENT

From:

Sri XXXXXX,  
Commercial Tax Officer,  
.....

Sir,

Sub:

Ref:

<Body of the letter>

To:

The Commissioner . . .

Rc.No.

, Dated:

---

Yours faithfully,

Commercial Tax Officer,

---

Enclosures:

Copy submitted to

Copy to:

# FORMS OF OFFICIAL COMMUNICATION

## ➤ **Demi-Official (DO) Letter -**

### ■ Target group -

- ✓ Officials of equivalent cadre or one or two levels above the sender
- ✓ Non Officials

### ■ Purpose -

- ✓ To draw personal attention of the addressed Officer
- ✓ To communicate the decisions of high precision / significance

### ■ Language -

- ✓ Clear, unobjectionable and unambiguous
- ✓ Courteous
- ✓ Personal salutation

# FORMAT OF DEMI OFFICIAL LETTER

XXXXX,  
Commercial Tax Officer.

D.O.Lr.No. \_\_\_\_\_, Dated:

Dear / Respected Sri / Smt,

Sub:

Ref:

--

<Body of the letter>

Yours sincerely,

(XXXXX)

To

Sri / Smt.

<Designation of Addressee>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ Office Order -

### ■ Target group -

- ✓ All Officers and Staff working in the Office of the sender

### ■ Purpose -

- ✓ For issue of orders within the office
- ✓ Ex. Allotment of subjects / sections among the Staff

### ■ Language -

- ✓ Clear and can be reasonably authoritative

# FORMAT OF OFFICE ORDER

Office of the

---

OFFICE ORDER

No.

Dated:

Sub:

Ref:

---

<Body of the order>

<Designation>

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ **Memorandum** -

### ■ Target group -

- ✓ Subordinate Officers

### ■ Purpose -

- ✓ For issue of instructions
- ✓ To call for explanation

### ■ Language -

- ✓ Clear and can be reasonably authoritative
- ✓ Time limit can be stipulated

# FORMAT OF MEMORANDUM

Office of the

---

MEMO

No.

Dated:

Sub:

Ref:

---

<Body of the Memo>

<Designation>

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ Circular / Circular Memo -

### ■ Target group -

- ✓ Within the Office / Department
- ✓ Subordinate Officers
- ✓ Other Departments, as well

### ■ Purpose -

- ✓ To call for information from multiple authorities
- ✓ To communicate guidelines (on rules and regulations)

### ■ Language -

- ✓ Clarity about the information being sought for



# FORMAT OF CIRCULAR

Office of the

---

CIRCULAR

No.

Dated:

Sub:

Ref:

---

<Body of the CIRCULAR>

<Designation>

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ **Government Order -**

### ■ Target group -

- ✓ All the related Departments / authorities

### ■ Purpose -

- ✓ For passing final orders in respect of decision taken by the Government

### ■ Language -

- ✓ Clear and authoritative
- ✓ Explain the conditions leading to the orders

# FORMAT OF G.O.

## ABSTRACT

XXX XXX XXX

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## REVENUE (CT.I) DEPARTMENT

G.O. Ms.No.

Dated:

Read the Following:

- 1.
- 2.

--

ORDER:

<Body of the order>

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

SECRETARY TO GOVERNMENT

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ **Proceedings -**

### ■ Target group -

- ✓ Stakeholders of the Department / Office
- ✓ Subordinate Officers / Staff

### ■ Purpose -

- ✓ For passing final orders in respect of decision taken by the Officer

### ■ Language -

- ✓ Clear and authoritative
- ✓ Explain the conditions leading to the orders

# FORMAT OF PROCEEDINGS

PROCEEDINGS OF THE COMMERCIAL TAX OFFICER, \_\_\_\_\_  
PRESENT: SRI XXXXX

Proc. No.

Dated:

Sub:

Ref:

--

ORDER:

<Body of the order>

Commercial Tax Officer,  
\_\_\_\_\_

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ Endorsement -

### ■ Target group -

- ✓ Addressee of the document received
- ✓ Other Departments / Sections
- ✓ Subordinate Officers

### ■ Purpose -

- ✓ To return the original communication received, with some remarks
- ✓ To communicate the communication received from other authorities, among the subordinate officers / staff

### ■ Language -

- ✓ Clear
- ✓ May contain certain instructions to the subordinates for compliance

# FORMAT OF ENDORSEMENT

<Original Document received>

Office of the  
\_\_\_\_\_

Endt. No.

Dated:

Returned in original / Communicated to the \_\_\_\_\_  
\_\_\_\_\_ with a request / information / instructions to \_\_\_\_\_

<Designation of sender>

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ Notification -

### ■ Target group -

- ✓ Stakeholders of the Department / Office
- ✓ Public as a whole

### ■ Purpose -

- ✓ For publishing the rules and regulations made as per law
- ✓ For publishing the postings, transfers, promotions etc. of the Officers / Staff
- ✓ Generally issued after consultation with Law Department

### ■ Language -

- ✓ Clear and authoritative
- ✓ Explain the source of authority



# FORMAT OF NOTIFICATION

Office of the

---

NOTIFICATION

No.

Dated:

Sub:

Ref:

---

<Body of the NOTIFICATION>

<Designation>

To

<Addressees>

# FORMS OF OFFICIAL COMMUNICATION

## ➤ **Press Note / Corrigendum / Rejoinder -**

### ■ Target group -

- ✓ Press / Public

### ■ Purpose -

- ✓ For wide publicity of Government schemes / programmes
- ✓ For publication / broadcasting in the Newspapers / Electronic Media

### ■ Language -

- ✓ Clear and precise

# FORMAT OF PRESS NOTE

Office of the

---

PRESS NOTE / REJOINDER

<Body of the Note>

<Name & Designation of sender>

To

<Addressees>

# GOOD / BAD DRAFTING

I PAID, I HAVE PAID, I HAVE BEEN PAID, I AM PAID

HE DID NOT WENT

I GOES

THEY COMES

THE RAVI SAID

**KILL HIM, NOT LEAVE HIM**

**KILL HIM NOT, LEAVE HIM**

**QUESTIONS ???????**

**THANK YOU**