

DEFINITION OF DAK

Dak includes every type of written communication such as letters,, telegrams, interdepartmental notes, files, wireless message, telex, fax message, email 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”.

What is classified Daks?

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 shown to be 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.

What is Receipt ?

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

What is Receipt of Dak ?

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

- 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 hours 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.

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.....

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

- (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 email.
 - ii Registered postal dak.
 - iii Court Summons and receipts acknowledging valuable documents, eg. Service Book, Agreements etc.
 - iv Assembly question, resolution, cut motion 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 correspondences register-wise so that the receipts are not registered randomly in any volume of the register
- All the dak received must be entered date wise and serially as shown below. 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 coloum 6 shown below:

DAK REGISTER

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

S.No.	Particulars of Dak Received		From whom Received	To whom sent	Remarks
	Number	Date			
01	02	03	04	05	06

- 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.
- 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.
- 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.

What is Diarising ?

All the receipts sent from the Central Registry are received by the designated assistant and he enters the receipts in the section diary or The process of diarising means registering or in other words entering the serial no. and date etc. in the section diary.

Types of receipts which should not be diarised – The following types of receipts should not be diaries

- (a)** unsigned communications on which no instruction have been recorded by officer and on which no action is called for;
- (b)** extra copies of one and the same representation by the same person addressd to the same or different authorities;
- (c)** Post copies of telegrams excepts those which contain any additional information or instruction;
- (d)** Copies of routine circulars extracts, etc, which are received in the course of circulation for general information (i.e. List of holidays, list of telephones, tour programmes);
- (e)** casual leave applications of departmental staff;
- (f)** Any other type of receipts, which by an office order need not be diarised.

Section Diary

Date.....

S.No.	Number and Date of Receipt		From whom	Brief Subject	To whom marked	File No.	Remarks
1	2	3	4	5	6	7	8

What is Filing System ?

- To streamline the case of office working and have an easy access the file system is maintained.

or

- The file system is meant for recording all the documents i.e. Notings, Correspondence, Orders, Circulars issued from time to time are kept in a particular subject file. A file consists of two main parts namely, notes and correspondence.
- Generally, we take the file numbers and Register numbers from Central Control Register of files which is lying in Administration Section of the Organization.

Classification of files

- There are two types of classification of files i.e. (i) General (ii) Secret/Confidential.
- On the note parts, we make notes according to the correspondence placed in the correspondence right side. The correspondence parts contains all communications 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.
- 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 guage (one inch from either side) before it is tagged to the correspondence to the notes. It may also be ensured that the documents of file from both the note and correspondence side must be numbered serially.
- Page Numbers should be given in the centre at the top of the page on both the side.
- File Number should invariably be written on every page on the top at right side.
- T Linking – Shows the correspondence of a particular case where they ar placed.
- Transfer of files: - When the files are transferred to one section to another or one department to another department all the previous closed files are also transferred to the concerned departments / sections.

What is note ?

- Note means the remarks recorded on a case to facilitate its disposal. It includes a précis 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. 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 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.

- A draft is a rough sketch of a communication to be issued after approval by the officer concerned

Points to be noted:

A draft should :

- carry the exact messages sought to be conveyed
- be clear, concise and incapable of misconstruction
- result in the desired response from the received
- be divided into proper paragraphs, according to the logical sequence or order of ideas expressed in the draft
- contain references to previous correspondence, if any

Avoid:

- Lengthy sentences, abruptness
- Repetition of words, observations or ideas
- Offending, discourteous language

Noting

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.

Noting

Guidelines for noting

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 criticized, 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 separately 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

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 analyzed in a paper under consideration should not be repeated in a note.
- d. It is not necessary to put up a running summary of facts with the case.
- e. While noting we are at liberty to use harsh language.
- f. Notes should be written in the third person.
- g. Notes and orders will be recorded on fullscape paper.
- h. The dealing assistant should append his signature with date on the right hand corner of the note sheet below the note.

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 authorizing the action.

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 ?

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 flag marked 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.

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:

a) 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.

b) Urgent cases should be attended to within 3 days.

c) 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.

d) 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

True

False

Please tick the following questions

- (a) Rules, regulations, laws, etc. should be put up with a case where necessary.
- (b) Appendix to notes and correspondence should not be put up with a case.
- © Immediate, urgent and fixed date are the three kinds of urgency markings that are used.
- (d) Urgent cases should be attended to within 8 days.
- (e) Parliament questions are to be attended to immediately.
- (f) Cases bearing no urgency markings should be attended to within 7 days.

- Pay bill will be kept upto 25 years . Retention period of the same depends as prescribed in departments particular manual.
- Service Book will be kept in safe custody after 25 years of retirement.
- Policy/Rules related files kept in a safe custody whole life while the correspondence file are retained for 03 years w.e.f. effected date, except court cases files which will be retained till the final decision given.
- There are two types of records exists in Govt. Deptt. i.e. Effective and Non-Effective :-

Effective Category prevails all service records of the individuals who are in service.

Non-Effective all service records in respect of employees who have retired/death/resignation.

Types of letter: Simple letter :- Carrying address at left hand side, Subject, Body of Draft, No Salutation requires, No Salutation like Thanking you, Yours faithfully etc. required.

Only name, signature, designation will appear at the end of letter

N.O.O. :- (Not on original) means we don't inform the sender's from where we are sending / forwarding copies. However, in the office copy it will bear N.O.O. and the address of the addressee where we are forwarding the copies. Such type of letters must be written in 3rd Person i.e. It is requested etc.

Demi Official Letter must be written in 1st or 2nd person for example :- I am in receipt your letter no. etc.