

Official Correspondence



2nd MCMC at BCSCA

By Rehmat Ullah

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- **Skill required for Official Correspondence**
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Official Correspondence

- **A formal mode of communication**
- **Government institutions at all levels tend to engage and communicate through inter-departments, attached departments and subordinate offices (administrative, financial and policy execution)**
- **All official works proposing or intended to take actions or communicating decision to take actions or confirming actions taken**

Official Correspondence

- **Official:-** relating to position. **Correspondence:-** letters, especially official or business letters; the action of writing, receiving and reading letters...
(Cambridge Dictionary)
- Formal written communication through letters exchanged between top leadership, departments in an official capacity
- It covers all forms of correspondence to functions of government institutions
- **Standardization** is practice of using consistent formats, language and procedures in official communication to ensure clarity
- It always involves adherence to **legal, regulatory or policy documents** may have legal implications

A Brief Historical Background

Ancient Times: In ancient civilizations, rulers and administrators communicated through messengers, engraved tablets, and scrolls (Greek primarily).

Medieval / Middle Age (1000 to 1450): The chancery system in medieval Europe played a significant role in the development of formal written communication.

Early Modern Era: The invention of the printing press in the 15th century contributed to the standardization of official documents.

Modern Era (18th and 19th Century): The industrial revolution and administrative reforms further increased the need for systematic and organized official communication.

20th Century: The **widespread use of typewriters, telephones, and telegraphs** expedited communication processes. Governments established clear protocols and codes for drafting and sending official letters (now codes are RoB, MoSI and other institutions)

Digital Age (21st Century): The **advent of computers and the internet revolutionized official correspondence.** Email, electronic documents, and digital signatures became commonplace, streamlining communication processes.



Official Writing Skill

Is there any difference b/w the following?

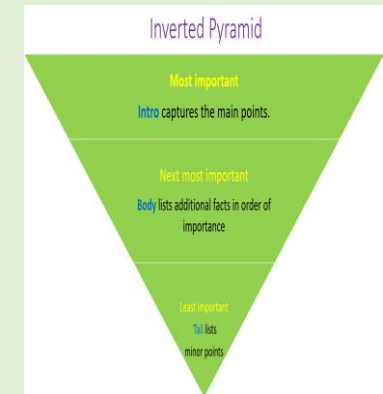
Writing Skill

Official Writing Skill

Does each of the following need different writing skills?

Is any difference b/w the following?

- An editor/reporter of a newspaper
- A fiction/drama writer
- A speech writer
- A business manager
- **A person working in public sector**



**First, what is difference b/w
Public Servant and Civil Servant?**

**Why Writing Skill is Important
for Pubic / Civil Servants?**

Is there any difference b/w the following?

- **Private Correspondence**
- **Business Correspondence**
- **Public Sector Correspondence**

Is written communication skill a
requirement of the public sector less
and more of the private sector ?

How many times, did you observe that your juniors could not understand your message properly and did not complete the task accordingly?

How many times, you came back from your senior's office with lack of clear message?

If it so, then ...**why** ?

Stages of Communication

- To develop intended message
- To deliver message
- To receive & understand (questions),
- To reply message

What are Essentials of Proper Message?

Proper Message

- Complete message (requires **information/necessary details/ answer / solution**)
- Clear message (knowledge of **laws, process**)
- Concise (to the point as it is **decision**)
- Concrete (specific **facts & figures**)
- Avoid confusion (**unnecessary details**)

Official Correspondence...

What is Draft?

**What is Difference between Drafting &
Noting?**

Draft is a rough form of written communication which can be edited, corrected, amended & improved

Para-104 (f) MoSI, 2013: DFA

Paras-130 & 131 MoSI 2013: Draft

Para-132: Prerequisites: Line spacing, Margin, Enclosures, Initials

**(who prepared and approved, copy of draft), Priority (Court Matter/
Matter Important / Urgent / Secret etc.)**

Para-181 of MoSI: Notes:- Notes shall ordinarily be recorded on cases which have to be put up to Higher Officers for orders...

Noting is a process of preparing the brief essence of a proposal on paper under consideration with correct facts, statistics, and position of laws and rules etc., on Note Sheet/Portion to make an important final decision by a senior officer in authority on the file. Noting down to up for the officer competent to decide the case.

Prerequisites under Para-83 (a) to (e):- Clear, Correct and Concise.

(a) the question for consideration;

(b) the circumstances, brief background and full facts of the case. Point out any error or mis-statement of facts;

- (c) **Discussion and Analysis** any [law] rule, regulation, precedent or policy having bearing on the case. Should discuss their application to the case under consideration;
- (d) the points for decision; and
- (e) the suggestions for action. **Example for discussion**

Exercise

Discussion and Analysis on Note

How?

**Use of Black or Blue pen for note and
initial/signature?**

Para-80. The only **blue** and **black** inks can be used by all the Civil Servants for noting, drafting and signing of papers. “Green Ink” for official use by the Governor or Chief Minister, Minister and Advisor only

Disposal of a case after proper examination

- Your examination (Noting) must be expressed and structured in detail with clarity
- When as an authority, you have decided a case on a file (in Noting Part), should it be left with a junior officer to convey it (**issue a letter without showing you**)?

Stages of conveying an official decision

1. Rule.11 RoB, 2012, Consultation among various Departments. (1) (a) the Department In-charge shall be responsible for consulting the other Departments concerned; (3) When a case is referred by one department to another for consultation, all relevant facts and the points necessitating the reference shall be clearly brought out; Para-132 of MoSI: The consultation may also be made by personal discussion between the responsible officers of the departments concerned as follow:-
 2. Decision is got approved from the competent authority (through Noting).
 3. For conveying an official decision, it is drafted by a junior office (Language of the official communication cannot be left with a junior officer)
 4. Drafted communication (DFA is submitted for approval to higher ups)
 5. Decision is issued by a junior officer with his signature after seeking approval from the decision-making authority.

Use of Abbreviations

Para-101. Uniformed approach to using abbreviations, only standardized abbreviations should be used. The following abbreviations may permissibly be used in noting:-

- (1) **P.U.C.** ... Paper Under Consideration.
- (2) **Corr.** ... Correspondence
- (3) **U.O.** ... Un-Official
- (4) **D.O.** ... Demi-Official/Officially
- (5) **S.N.** ... Serial No.
- (6) **K.W.** ... Keep With (File)

- (7) **L.F.** ... Linked File
- (8) **D.F.A.** ... Draft For Approval
- (9) **Memo.** ... Memorandum
- (10) **P.P.** ... Previous Paper
- (11) **P.** ... Page
- (12) **O.O.** ... Office Order
- (13) **C.R.** ... Character Roll
- (15) **P.E.R.** Performance Evaluation Report
- (16) **Endt:** ... Endorsement
- (17) **O/C** ... Office Copy

Discuss or Speak on Note

- **Para-106 of MoSI:** Appropriate disposal of “**Speak**” and “**Discuss**” cases: There is a lack of clarity in various government instructions on the disposal of “Speak” or “Discuss” cases desired so by senior officers. Henceforth it shall be the responsibility of the senior officer desiring to “discuss” a case, or “speak” about it, to note down the outcome of the discussion, and the consequent decision(s), before the case is sent back to the subordinate officer(s) for further action or submitted to the higher authorities. In case of lengthy discussion(s), the outcome should be minuted under the signature of the senior officer.

DOs of Official Correspondence

- **Format**
- **Subject Proper**
- **Flow**
- **Shape**
- **Professional Language**
- **Facts**
- **Data**
- **Laws / rules /regulations**
- **Sequence**
- **Enclosures**

DO'NTs of Official Correspondence

- **Delayed Response**
- **Informal Language**
- **Ambiguity and Vagueness**
- **Too Lengthy (unnecessary information)**
- **Abbreviations or Acronyms without explaining**
- **Tone and syntax be rough**
- **Biases of personal level**

Forms of Official Correspondence

• **Para-107:** A written communication may take anyone of the following forms:-

(a) Official letter;

(b) Memorandum;

(c) Demi-Official letter;

(d) Un-official reference;

(e) Endorsement;

(f) Notification;

(g) Press

Communiqué/Notes;

(h) Telegrams, Telex and

Teleprinter Massage; and

(i) Office Order.

Letter

- **Para-108. Used for communication with:-**
- **Inter-Governments (federal and provincial)**
- **Inter-Departments**
- **Attached Department**
- **Public Bodies**
- **Public Service Commission**
- **High Court**
- **Private individuals.**

Ingredients of a Letter

- (a) Letter Head;
- (b) File Number & Dispatch, Place of Issue, Date;
- (c) Name and designation of the Head of the Department or the sender or of the officer on whose behalf the letter issued;
- (d) Designation and address of the addressee;
- (e) Subject;
- (f) Salutation; (110. Dear Sir)
Start of text: “ I am directed to refer to....” ‘ The undersigned is directed to...’
- (g) Main Text;
- (h) Subscription “ Yours sincerely” “Yours truly” (For official (optional) for private (compulsory)
- (i) signature and name of the officers signing the letter in **parenthesis**; and
- (j) telephone Number of the sender in the top left corner **(Appendix-II & III) next slide.**

Official & Address to Non-Official Reply

Telephone No.
of the sender

Number of letter.....
GOVERNMENT OF BALOCHISTAN
Name of the Department/Wing.
Date including the place of issue.

To:

Designation and address of the addressee.

Subject: _____

Dear Sir/Sirs,

I am directed to _____ (when purporting to issue under directions from government).

I have the pleasure to _____ (when not purporting to issue under directions form Government).

Your truly,

Signature
(_____ NAME _____)
Designation of the Sender.

Particulars of documents attached, if any

Reminder

Para-50. A Section Officer is expected to send replies to most of the communication on his own, especially those which:-

- (a) are covered by clear policy decisions;
- (b) require only issue of reminders for obtaining information previously called for;
- (c) involve merely supply of information which is not ordinarily withheld; or
- (d) are covered by the delegation of powers made to him by Administrative Secretary.

In such cases, it will not be necessary for a Section Officer to record an elaborate note on the file.

Reminder

Para-242 Reminders: Procedure.

The **first reminder** to another department issued after reasonable lapse of time.

The **second reminder** should be by the Section Officer or Deputy Secretary. If there is still no response the matter should be taken up at a higher level by Deputy Secretary/Additional Secretary or the Secretary.

Such written reminder should, of course, be supplemented by **telephonic reminders** to the officers concerned.

The Federal Government or other Provincial Governments and officers not subordinate to Governments should be reminded by official and demi-official letters

Para-244. On receipt of a **third reminder**, the officer receiving it should himself, wherever possible, secure the pending file and dispose of the case as expeditiously as possible or arrange for its quick disposal by the Officer dealing with the case.

Writing Reminder 1st or 2nd

Subject:

I am directed to refer to this office earlier letter number even dated day/month/year on the subject cited wherein it was requested/advised desired / directed / required / etc.

.....

Please refer to this office earlier even letter no/s..... on the subject cited wherein it was desired/directed/ required/etc

Memorandum

- **Para-112. Memorandum:-** A memorandum may be issued where a reference can conveniently be made in a brief form without observing the formalities pertaining to an official letter. The memorandum is normally employed for corresponding with subordinate offices or offices of equal status within the same Government.

Memorandum

- **Para-112 (a)** The form of a memorandum may also be used:-
 - (i) for correspondence between the Secretariat and head of Attached Departments; and
 - (ii) in replying to application for appointments, etc;

Ingredients of Memorandum

Para-113. The memorandum should be composed of the following:-

- (a) letter head bearing the words “Government of Balochistan” and the name of the Department;
- (b) number of file number, dispatch number, place of issue and date;
- (c) designation and address of the addressee;
- (d) subject;
- (e) text;
- (f) signature and designation of the sender; and
- (g) telephone number of the sender shown in the top left hand corner(**Appendix-IV**) **next slide**;

MEMORANDUM

Telephone No.
of the sender

Number of letter.....
GOVERNMENT OF BALOCHISTAN
Name of the Department/Wing.
Date including the place of issue.

To:

Subject: _____
 Designation and address of the addressee.

Memorandum

Reference _____

Text _____

Particulars of documents attached, if any.

Signature
(Name of the sender block letters)
Designation of the Sender.

Demi-Official (D.O.) Letter

- **Para-114 (a).** Demi-Official Letter:- This form of correspondence should be used between Government officers when it is desired that a matter should receive the personal attention of the individual addressed. It should, therefore, be answered demi-officially by the officer to whom the communication under reply is addressed or by his successor in office;
- (c) Demi-official correspondence may appropriately be used in cases of extreme secrecy no risk and in certain cases relating to matters of personal nature, and occasionally in cases of great urgency to save time.

Para-119. **Subordinate officers** are **NOT** required to address either directly or demi-officially on matters of public importance.

Demi-Official (D.O.) Letter

- **Para-115.** A demi-official communication should be addressed to an officer by name.
- ‘My dear.....’ officer of **equal status or for an officer one step higher** with subscription ‘**Yours sincerely**’.
- ‘Dear Mr.....’ shall be used for **officers two or more steps higher in status** with subscription ‘**Yours sincerely**’.

Ingredients of Demi-Official Letter

Para-116. The demi-official letter should conform to the following particulars:-

- (a) the name and designation of the sender should be typed under the crest on the first page. The telephone number of the officer sending the communication should invariably be indicated on the top left corner;
- (b) the name and address of the person addressed should be written at the bottom of the letter, beginning from left margin, one space or two below the writer's signature; and
- (c) the covers of demi-official correspondence should be addressed by name **(Appendix-V) next slide.**

DEMI OFFICIAL LETTER

Name, Designation and
Telephone No. of the
Sender

D.O No.....
GOVERNMENT OF BALOCHISTAN.
NAME OF THE DEPARTMENT

Place of issue & Date

Subject: _____

My dear (when addressing officers of equal or junior status)
.....

Dear Mr (when addressing officer of senior status).

I am desired to (when purporting to issue under direction from
Government).....

I am to(in other cases).

Yours sincerely,

Signature
(Name in block letter)

Name, Designation and
Address of the addressee.

Un-Official (U.O.) Reference / Letter

- **Para-120.** This form of communication is normally used for making inter-departmental reference between Secretariat Departments particularly when files are sent to other Departments for information or advice **(Appendix-VI) next**
- Practice in vogue for circulating letter internally

UN-OFFICIAL REFERENCE

GOVERNMENT OF BALOCHISTAN
S&GAD
(Regulation Wing)

Subject:- _____

Will the Section Officer (Regulation-I), Government of Balochistan,
Finance Department kindly refer to

2. _____

Signature
Section Officer (R-I)

The Section Officer (Regulation-I),
Government of Balochistan,
Finance Department.

U.O No. SO.II (2(3)/S&GAD/2013.
Dated Quetta, the _____ May, 2013.

**What is Difference b/w
Notification and Order?**

Notification

- **Para-124.** This form shall be used for making Gazetted appointments, postings, transfers, promotion, creation, up-gradation and redesignation of posts etc., and also for publishing rules, orders, bills, ordinance, etc. in the official Gazette (**Appendix-VIII**) next



Name of Department/Wing with Section

Dated (Place of issue).....

NOTIFICATION

No The Government of Balochistan is pleased
it is hereby notified

Text
.....

Name in block letters
Designation of the
Issuing Authority.

The Controller, Government Printing and Stationery
Department, Balochistan, Quetta for publication
and provision of ____ copies of the Gazette.

No Dated

.....
ENDORSEMENT

A copy is forwarded to

All concerned.....

Signature
(Name in block letters)
Designation of the Officer
issuing the endorsement

Order

- **Para-129.** This form should be used for conveying instruction to be followed in the department/office and for making [internal] postings, transfers, appointments, promotions, upgradation and redesignation etc.; of **Non-Gazetted staff**
(Appendix-XI) next

Dated (Place of issue)

OFFICE ORDER

Text

Signature
(Name in block letters)
Designation of Issuing Authority.

No. _____ dated (place of issue), the _____

A copy is forwarded to:-

1.
2.
3.

Signature
(Name in block letters)
Designation of the Officer
issuing the endorsement

What is Press Communiques or Press Note?

Press Communiqués or Press Note

- **Para-125.** This form is used when it is sought to give wide publicity to a Government decision or policy through the Press (for detailed see paras 156 to 167)
- **Practice in vogue through DGPR**

**What are Forms of Communication
other than Official Correspondence?**

- **Summary for the Chief Minister (Political executive decision)**
- **Summary for the Governor**
- **Summary for the Cabinet**
- **Note for the Chief Secretary**
- **Note for Secretary ABC (by attached departments)**
- **Consultations with S&GAD (Rule-12 of RoB), CMIT (Rule-13), Home Department (Rule-14), Finance (Rule-15), P&DD (Rule-16) and Law Department (Rule-17).**
- **Para-wise Replies on Petitions**
- **Correspondence with NAB:- Para-68 (f)**

Explanation, Charge Sheet/ Order of Inquiry, Inquiry Report, Bills, Rules and Policies Writing Replies to Petitions/Appeals in the Courts Preparing of Working Paper/Minutes of Meetings

Summary

Summary for Cabinet (Rule 27)

Summary for Governor (Rule 44)

Summary for Chief Minister (Rule 45)

Elements of Summary

- **Printed**
- **Name of Department followed Summary for ...**
- **Subject**
- **Background of the case**
- **Relevant facts**
- **Points for decision**
- **Recommendations of the Secretary**
- **Signed by Secretary.**
- **Through Minister In-charge**
- **Not beyond two pages**
- **No salutation**
- **No subscription**

Electronic Correspondence

- **E-mail**
- **Characteristics of Official Email**
- **To, CC: BCC:**
- **Subject:**
- **Salutation**
- **Intro and Body**
- **Concluding sentence**
- **Subscription with Kind/Best or Warm Regards**
- **Name, Designation, Address, Contact#**

Courtesy in Official Communication

- **Be thoughtful and appreciative**
- **Avoid expressions that underestimate, belittle, hurt or irritate**

What is Unbecoming Official Language?

BEEDA, 2011

- 2 (r) “Misconduct” (iii) conduct unbecoming of an officer and a gentleman;
- (vi) making appointment or promotion or having been... in violation of any law or rules;
- (ix) frivolous litigation against the Government or Government functionaries without availing remedy of departmental appeal/representation;
- (x) violation/deviation from prescribed Government policy or rules;
- (xi) direct interaction with print or electronic media...;
- (xv) un-authorized communication of official documents or information or contents of any official documents to a person not authorized to receive it, or to a non-official person, or to the Press;



Thank you

Q&A

Rehmat Ullah
ullah.rehmat@hotmail.com