

Documents and File Management Techniques



**1st Tehsildar Pre-Service Training at
BCSA**

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Sequence

- Definitions and Brief Historical Overview
- Theories and Model
- Documents and File Management in Govt. System
- Classification and Categorization
- Life Cycle of File
- Requisitioning of File/Records
- File Processing
- Paper Receiving System and Time Limits
- Parts and Kinds of File
- Administrative Decision-making

Definitions

Documents management is an art of managing properly to name, store and handle documents in a systematic manner.

File management is a process maintaining records in proper manner by dividing documents subject-wise in different stages when needed it will be easy to get that particular record. Managing such arrangements for efficient use for the purpose.

Both form the functions, policies, procedures, operations and other activities of an organization.

A Brief Historical Overview

Literature reviewed indicates that dates back to ancient culture and civilization (modern practice – ancient origin).

About 6500 years ago, people of Ancient Sumer (modern-day south-central Iraq) had developed techniques where Recordkeepers marked livestock and other items down on mud tablets.

5000 years ago, people used to write their important notes or thoughts on rock and wet clay to remember things for the future trace in Mesopotamian, Babylonian. Museums with historic monuments written on different objects, also paintings, used methods to record things manage files in that way.

A Brief Historical Overview

In 1300 (700 years ago) letter books were invented then they used to write things in that letter book and maintained their records.

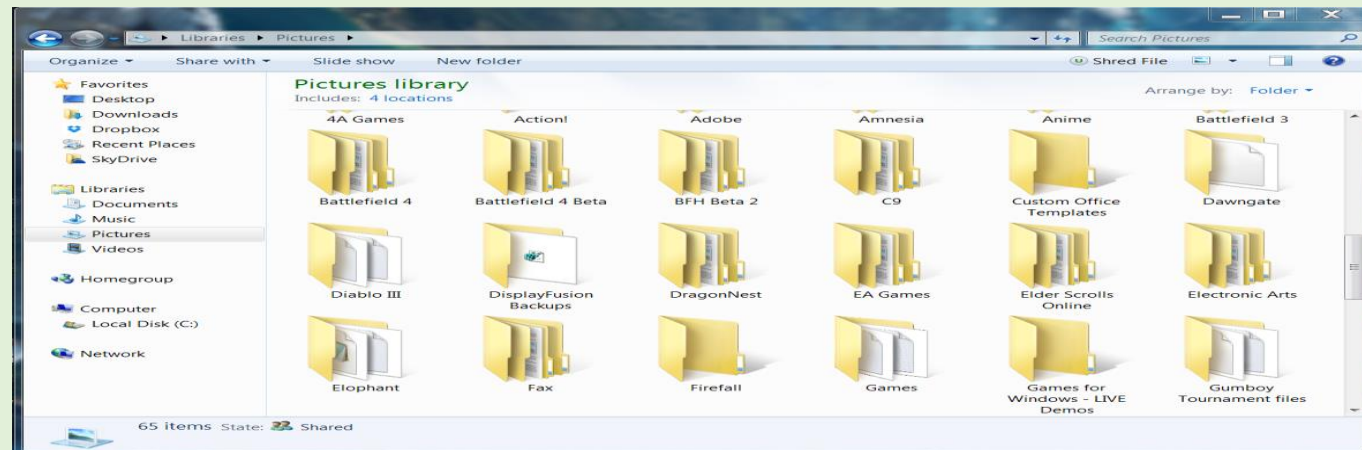
In **19th century**, pigeon-holed cabinets were invented and used by different big firms to store letters in files like in banks, courts, this storage method is most commonly used.



Henry Brown, American, invented horizontal filing cabinet in 1886 whereas Edwin G. Seibels is the inventor of the most commonly used vertical filing cabinet in 1898.

A Brief Historical Overview

- All above historical developments and archival theories left deep impact on electronic records and file management in information technology system
- The first management system introduced in 1960's. The concept to store large amount of data. Now, with this management system in which all data is stored folder-wise indicated from its name.



A Brief Historical Overview

- Web-enabled Database Interface (1990s-present)
- **Floppy-based data** (1990s), thereafter, **Portable flash drive** was invented to store files and transfer data from one system to another.
- Now, Cloud storage is introduced which made easy to store files from anywhere and any computer. This helps user from losing the data or from any data threat with their high-security methods.
- Database center

Archival Theories and Model

- **Archival Theory** relating to paper-based record management with Strong accountability mechanism in place. Hard to manipulation and less prone forgery.
- **New Archival Paradigm Theory** David Bearman and Margaret Hedstrom supported the new paradigm and proposed a new electronic records management model that emphasizes the need to analyze organizational functions, define business operations and metadata of records, determine access control tactics, and establish a security system.

Archival Theories and Model

- **Life-Cycle Model** In response to the growing space problem caused by the massive amount of records, Brooks first proposed the idea of "life history of documents" in 1940 and, a few years later, revised the idea into the "life history of given bodies of records" which is regarded as the origin of the life-cycle model. The emergence of electronic records has created debate over the validity and applicability of the life-cycle model dominated until emergence of electronic data. Lacking to deal with electronic record led to emergence of Records Continuum Model.
- **Records Continuum Model** is built around four axes: identity, evidentiality, trans-actionality, and recordkeeping. Digital archiving requires active archival intervention to entire records continuum...

Document & File Management in Govt. System

- The **US, UK and Australia lead the world** in archival theories and practices in their management of government records.
- The United States (National Archive & Record Administration)
- United Kingdom (The National Archive)
- Australia (National Archive of Australia)
- Archive Departments (their own methodology as prescribed)
- Chapter VI of Balochistan Land Revenue Act, 1967 covers Record-of-rights, Documents and Periodical Records
- Land Records Manual (Punjab's applicable to entire Pakistan/adopted) **(References hereinafter referred with Clause followed by point)**
- Balochistan Manual of Secretariat Instructions, 2013 **(hereinafter referred as with Para without point)**

Document & File Management in Govt. System

- **Clause-19.11:-** Papers which form part of the same case or proceedings is called file.
- **Clause-19.43:-** All revenue records consist only of papers contained in files.
- **Clause-19.44:-** Revenue records consists of registers (including statements, returns, lists...) books and files.

Files, these are divided into two classes

- (i) Such as consigned to the record room.
- (ii) Such as excluded from the record room

Classification & Categorization of files

Para-210 (c):

‘Classification’ means classification of files into “Secret” and “Confidential” [or non of them as routine business files].

Para-210 (d):

‘Categorization’ means categorization of files into various categories on the bases of period for which they should be preserved.

Classification of Files

Paras-224-228:-

Secret & Confidential

- Files are to remain secret or confidential, they should be recorded accordingly.
- A separate register for secret and confidential files
- Current and old be locked in almirah keys of Officer In-charge

Classification of Files

APPENDIX-XVIII

[Paragraph 225]

CONFIDENTIAL FILES REGISTER

BRANCH

Serial No.	File No.	Subject	When submitted and to whom	When received back	Number of pages	Remarks.
1	2	3	4	5	6	7

Categorization of files under Land Record Manual

1st Category: Clauses-19.47 & 19.50 Permanent Files for indefinite period all categories prescribed

2nd Category: Clauses-19.49, 3.16 (i) & (ii) preserved for 12 years then to be destroyed

3rd Category: Clauses 7.39 & 7.38(viii) Record for 5 Years

4th Category: Clause-19.46 Registers to be kept for 3 Years

5th Category: Clause-19.53 Files 3 months to 1 Year

Categorization of files under BMoSI, 2013

219-223. Categorization:-

Category A: Permanent Record

Category B: Semi-permanent Record can be A
(ie service record)

Category C: Record for 5 to 15 years

Category D: Record for up to 4 years

Secret Files: Discussed above

Category A - Permanent Record

Para-220:-

This category shall include vital records of permanent value, which are irreplaceable and have to be preserved with the utmost care.

This requires frequently for reference over a long period of years

- (a) Orders on important matters of policy legislation, rules and regulation;
- (b) Files conveying important instruction of a general nature;
- (c) Files of historical, academic or public importance;
- (d) Files relating to individuals whose importance warrants retention of their cases permanently; and
- (e) Documents such as treaties and agreements

Category B – Semi-Permanent Record

Para-221:-

This category shall include all those files which are not important enough to be preserved permanently but at the same time important enough to be retained for a longer period **time depending upon the extent of frequency of their utility.**

Not frequently used for references

Service records of the Government servants should be classified under this category.

Can be transferred to A Category

Category C – Life 5 to 15 Years

Para-222:-

- This category shall include files which have limited utility and which may be required for [several] years.
- This category largely depends on the nature and importance of the subject, frequency of usage.
- Officer In-charge have discretion to decide as to which the files should be included in this Category

Category D – Life up to 4 Years

Para-223:-

- This category consist of files containing correspondence of routine or temporary nature which are not likely to be required beyond a period of three years.
- These are retained for a period ranging between one and four years, given their relative importance and utility

Life Cycle of File

1. Preparation / Creation of File

Preservation:-

2. Recording / Closing of File

3. Indexing of File

4. Weeding out of file

Creation of File

Para-49 (d):-

Prepare new files, both for correspondence and noting give a suitable number and title, add receipts label and make the necessary opening

Clause-19.11. Arrangement of files before they are sent to record room. This para prescribes the rules relate to the compilation of files, such as, inter alia, Papers which form part of the same case or proceedings... should first be brought together.

Creation of File

- File Opening Date
- Subject-wise Opening Files (Calander Year) i.e. Rainfall, calamity, damages, registration, mutation, village-wise details, stamp duty etc...
- Employees' Personal Files
- Budget:-
- Head of Expenditure-wise (FY-wise, audit)
- Head of Revenue Collection-wise
- Procurement

Creation/Opening File

62. The number on each file will indicate:-
- (a) the Section or Branch to which the file pertains;
 - (b) the serial number of the sub-headings;
 - (c) the serial number of the file;
 - (d) the year in which the file is opened; and
 - (e) the name of the department in an abbreviated form;
63. The number of the file entitled "Recruitment of Staff" will, therefore, be for example: Junior Clerk

No. S.O.(Services-V)/1-3/2013-S&GAD

Creation of File

1. No.
2. Section Branch
3. Serial Number / Sub-Heading
4. File Year
5. Name of Department Abbreviated
6. Place of office

File No. _____
Category _____

GOVERNMENT OF PAKISTAN

Ministry/Division.....
Deptt/Office

Section.....
Branch

NOTES/CORRESPONDENCE / ROUTINE

Subject :

.....

.....

.....

Creation of File

No.S.O.(Services-V)/1-3/2013-S&GAD/_____

1. No.
2. Section Brach
3. File Serial Number / Sub-Heading
4. File Year
5. Name of Department Abbreviated

Creation of File


No.S.O.(Services-V)/1-3/Leave/2013-S&GAD/111-123

1. No. S.O.
2. Section Branch (Services-V)
3. File Serial Number / Sub-Heading 1-3/Leave
4. File Year 2013
5. Name of Department Abbreviated S&GAD
6. Dispatch No. 111-123
7. Vol-I

File No: _____

No.S.O.(Services-V)/1-3/Leave/2013-S&GAD/

SERVICES & GENERAL ADMINISTRATION
DEPARTMENT



Subject: Leave

Ph: No:9201453

Preservation of File

Para-210 (1):-

Definition:- Preservation of records includes recording, indexing, printing, classification and weeding of files. It is continuous process and not completed unless properly recorded.

Recording of File

Para-210 (2) (a):-

‘Recording’ means the process of closing of a file after action on all issues has been completed

Para-211:-

Read notes and correspondence and verify that no further action remains to be taken

Take extracts of important orders, decisions, advice, etc; for incorporation in the reference register

Officer Incharge checks and satisfies himself that all pages are complete and intact

Recording of File

- You can remove and destroy all unimportant papers
- Means that action has been completed.
- Decide about future of the file.
- Transferring to Record Room, if it is decided.
- Write crossed with Closing Date
- Indicate its category [A,B,C,D]
- Indicate in which year it is to be destroyed [B,C & D files].

Indexing of File

Para-210 (2) (b):

‘Indexing’ means preparation of index slips for each file and ultimately an Annual Index of the files of the Department

Paras-213 to 218:

Explain about indexing and its cards

Clause-19.11. Arrangement of files and the rules relate to the compilation of files. Sub-clause III. – The list must be drawn up as the case proceeds and each paper entered in the proper column of the index.

Index Register for general files, registers, books and maps, and Index of litigation cases containing columns with Name of Parties, Nature of Cases, Subject, Court, Counsel, File No. and Result

Weeding out File

Paras-210 (2) (e) Definition:-

‘Weeding’ means sorting out and destroying of those records which have outlived their utility and need no longer be preserved. Register recording disposal of files

Paras-230 to 234:-

231:- Starting from January each year the Section Officer will undertake an exercise for sorting out files out for destruction during that year. He shall prepare a list of all such files.

232:- Prior approval of his higher ups

233 (b):- Procedure of weeding/destruction of files / records due for destruction; Secret & confidential files and papers shall be burnt under the personal supervision of the Officer In-charge; Other files to be destroyed shall be effectively torn and disposed of as ordered by the Government from time to time.

Weeding out File

Clause-19.12:-

... be disposed of by the Moharrir In-charge of the files/records in a manner laid down second column. The destruction should be carried out by the moharrir in the presence of the district Kanungo and of Tehsildar or Naib-tehsildar in tehsils.

Clause-19.16:-

[Register] Particulars showing the date of destruction - Most of the records filed in Land Records Office are of permanent nature. As regards the **destruction of khatauni with fard, partal, chitha wajib-ularz, chitha hquq chahat, chitha shajra nasab and sheets of rejected mutations the record-keeper (naib-sadar kanungo)** will make such arrangements that each document is destroyed at the proper time. The particulars for the destruction of kuliat file will be noted on the fly index.

Weeding out File

Clause-19.29:- Destruction of revenue files and registers

Clause-19.30:- Destruction of records, how to be carried out - All records and registers liable to destruction shall be destroyed as soon as the period for their retention has expired

Clause-19.31:- Detail of the destruction procedure and responsibility of recordkeeper (naib-sadar Kanungo)

Clause-19.53:- Destruction of papers which do not come into the Land Record's Office -

Weeding out File

APPENDIX-XV
[Paragraph 212 (b)]

REGISTER OF FILES DUE FOR DESTRUCTION

Year of Destruction _____
(New Page for every year)

Serial No.	File No.	Subject	Classification assigned	Date of Destruction	Remarks.
1	2	3	4	5	6

Requisitioning Files from Record Room

- **Normally** recorded files will be kept in the Section concerned for 3 years from the date of recording.
- In the month of January following the year in which the 3 years' period expires, the Section Assistant shall prepare a list of files to be transferred to the Record Room.
- He shall transfer the files to the Record Room and obtain the signature of the Officer In-charge on one copy of the list in token of having received the files.
- No files kept in the Record Room shall be allowed to be removed from it except against proper requisition slips signed with date by the officer requisitioning the file.

Requisitioning Files from Record Room

Clause-19.18. Issue of files from record room - Files required by a court should be accompanied by a requisition in the form R-8.

The district kanungo should comply with only those requisitions which are made in accordance with the rules referred to above.

File Processing

- **‘File Processing’** starts with paper.
- Every official action required to be processed on paper
- Every official decision required to be processed on paper
- Papers form part of the relevant files

What is difference ?

Paper received by you.

Paper received by your office.

**Ensure that paper has been received by your
office, not by you.**

**Government has made a proper system
to this effect**

Paper Receiving System

Paper Receiving System

Every office is required to establish this section

Receipt & Issue (R&I) Section

or

Receipt & Dispatch Section

or

named as Central Registry

Paper Receiving System

A Deputy Commissioner has received an application during his visit to a village.

What should be the procedure to make it: 'officially received'?

Paper Receiving System

As DC, suppose you have handed over this paper to your PS/ personal staff officer, who has further handed it over to the subordinate staff.

Subordinate staff has forwarded it to the concerned section. The concerned section has processed it for your/DC's approval.

Is this paper properly received and processed?

No

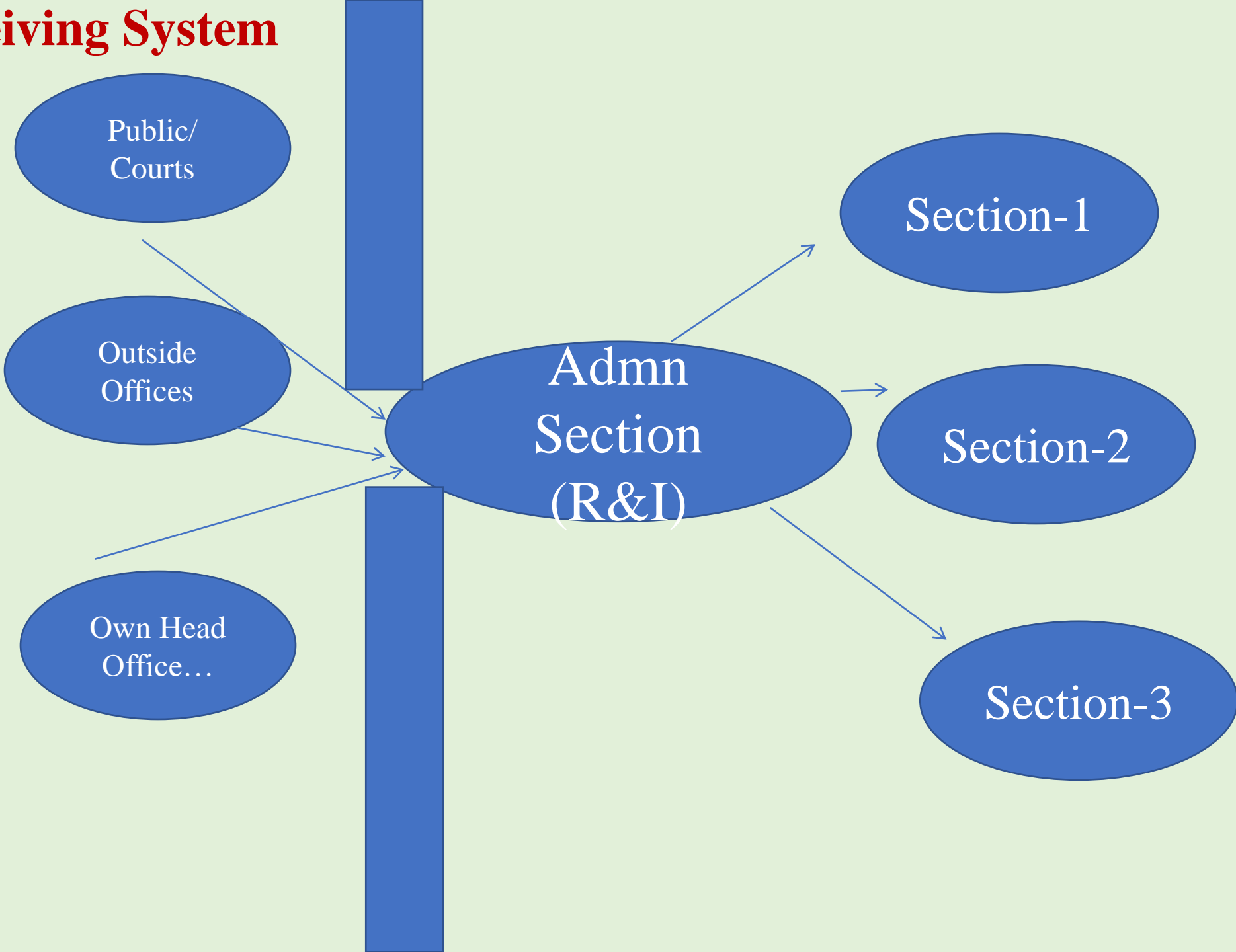
Paper Receiving System

- DC staff may receive such papers.
- These papers shall be handed over by the DC staff to the R&I Section for diarizing.
- R&I Section once diarized will send it back to the DC staff (if it is addressed to DC).
- DC Staff will receive it and diarized it and show it to the DC, who will mark it to the concerned section.
- The concerned section will receive diarized it and process(examine) it for approval of the DC.

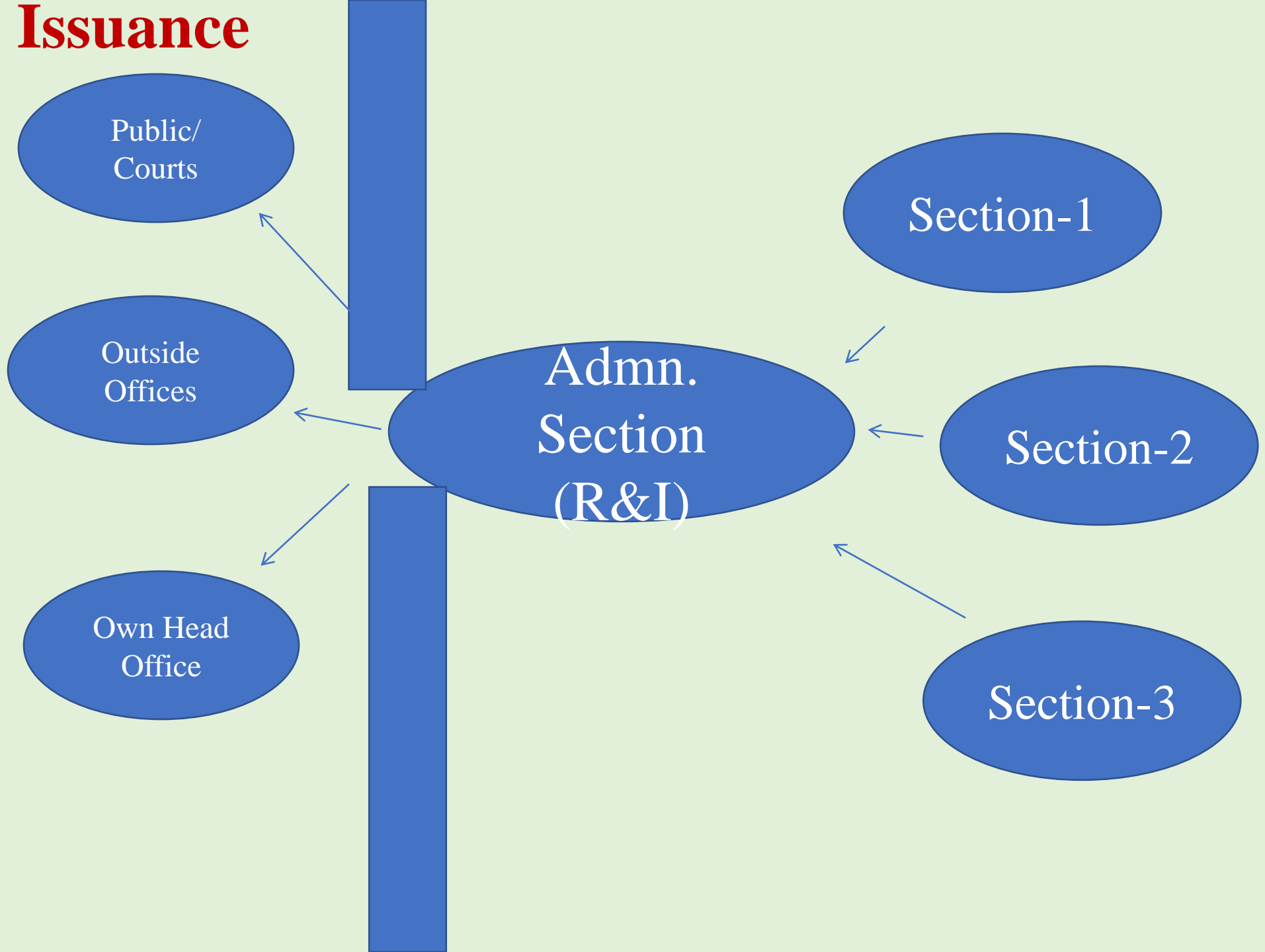
Paper Receiving System

- Receipt & Issue Section
 - Coming in and Going out of Papers in a public office shall be through one place (R&I Section)
1. Receiving (in) from outside
 2. Distribution (internal)
 3. Issuance (outside) from internal sections

Paper Receiving System



Outside Issuance



Paper Receiving System

- Person and paper should be separated.
- Not everyone is allowed to see an official file.
- Receipts addressed to an officer shall be sent to him unopened by R&I Section.
- By name receipts to be received by officer himself or by his staff.
- By-name receipt shall not be opened by staff unless permitted.

Paper Receiving System

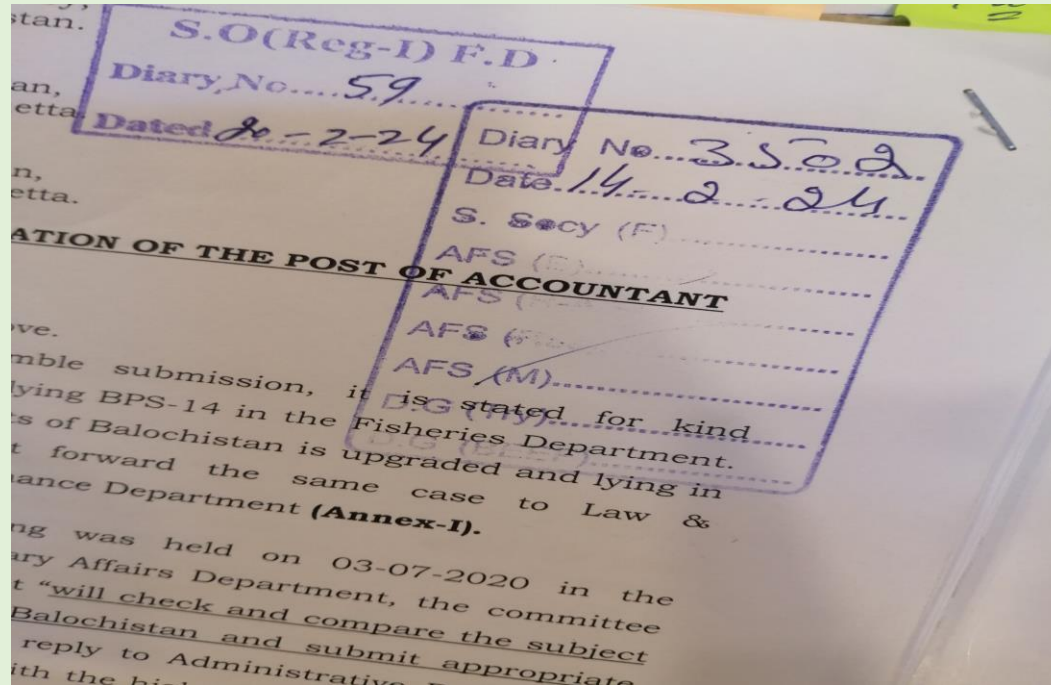
- All other covers shall be opened in R&I Section or Central Registry and sorted out 'section wise'.
- All receipts to be stamped showing the name of the office and date of receipt/ diary number by R&I Section.
- Place a complaint / suggestion box there.



Diarizing and Disposal of Receipts

1st Stage: Diarizing by R&I Section

2nd Stage: Diarizing by the concerned section



Clause-3.48-B Receipt Books/[Register] (each Putwari is responsible)

Clause-3.49. Entry in diary (revenue records, persons, fee, rates)

Diarizing and Disposal of Receipts

- Inter-office Receipt and Issuance System (from one office to other)
- Within office receiving (**R&I Section is not involved**)
- The paper received from R&I(outside) or from within office will be scrutinized for **accepting** (being relevant) or **returning** (being irrelevant)

Diarizing and Disposal of Receipts

Documents not needed to be diarized in a section

- Circulars
- Press cuttings
- **Anonymous communications**
- Applications for casual leave
- Stationery requisitions

Diarizing and Disposal of Receipts

- Once the paper is **owned** (received and diarized in your section), it will require **disposal** by your office.

(whether remarked by higher ups “pl. process” or “pl. examine and put up” or sent without any remarks

- All receipts shall be placed in a “Dak Folder” and placed before the officer by the Section Assistant.

**If you receive dak folder what will you write
on the receipts?**

Diarizing and Disposal of Receipts

-Going through carefully the papers the Officer will give directions... like

1. Please process.
2. Pl. examine and put up.
3. Put up please.
4. Put up on the file please.
5. Put up with previous ref.
6. It relates to some other section...

No approval or rejection **on a receipt (F.R./PUC)**, unless it is placed in a file.

If so, seek confirmation.

Time Limits for Disposal of Cases

Para-2(e):- “Case” means a particular matter under consideration includes all papers required to enable the matter to be disposed of...

Para-69 (a):- Urgent and be disposed of within 48 hours

APPENDIX-XXII: 1(3):- Disposal of cases determines performance of an officer

Para-51. If SO is unable for any reason to dispose of a paper within a week, he shall take it personally to his Superior Officer and obtain his instructions or guidelines

Time Limits for Disposal of Cases

Para-7(c):- Subject to time limits fixed for the disposal of various categories of cases (**Appendix-I**), a Section Officer shall deal with the most of the communications received in his section **within a week of their receipt.**

Immediate and urgent cases are to be disposed of within 24 and 48 hours, respectively of their receipt:

Time Limits for Disposal of Cases

21. The periods of limitation prescribed for various kinds of appeals, etc., Are as under:-

No. of article of the first Schedule to the Limitation Act, 1908, or other relevant rule and description of appeal or application.		Period of Limitation
151	From a decree or order of a High Court in the exercise of its original jurisdiction.	20 days
152	Under the Code of Civil Procedure to the Court of a District Judge.	30 days
156	Under the Code of Civil Procedure to High Court.	90 days
158	Application to set aside or to get an award remitted for reconsideration of filing of the award.	30 days from the date of service of notice
161	For a review of judgment by a Court of Small Causes.	15 days
162	For a review of judgment by a High Court.	20 days
164	Application by defendant to set aside a decree passed Ex-parte.	30 days.
178	Application for the filing in court of an award.	90 days from the date of service of notice of making of award.
Order XIII Supreme Court Rules 1980	For petition for special leave to appeal to the Supreme Court.	30 days where leave to appeal is refused by the High Court otherwise 60 days.
Order XII Rule 6B Supreme Court Rules, 1980.	For appeal to the Supreme Court where certificate of fitness is granted by High Court.	30 days from the date of grant of certificate.

Time Limits for Disposal of Cases

APPENDIX-I
[Paragraph 7 (c)]

**TIME LIMITS FOR THE DISPOSAL OF CASES AND REFERENCES
CONCERNING GENERAL ADMINISTRATIVE AND FINANCIAL
MATTERS WHICH ARE COMMON TO ALL DEPARTMENTS**

S. No	Case	Time Limits	Remarks
1.	Seen or filed cases which do not involve reading of previous references.	Same day	
2.	(i) Policy circulars and instructions etc., seen or filed.	Same day	
	(ii) Acknowledgment cases.	Same day	
3.	Seen or filed cases involving extensive reading of previous references.	One week	
4.	Routine cases requiring short notes in which no reference to rules or regulations is required	One week	
5.	Routine cases requiring short notes and drafts in which no reference to rules or regulations is required	One week	
6.	Cases:-	2 Weeks	
	(i) requiring references to rules and regulations, or other routine references to other departments.		
	(ii) not requiring reference to rules and regulations but requiring lengthy reading and noting.	One Week	

Time Limits for Disposal of Cases

	(ii) not requiring reference to rules and regulations but requiring lengthy reading and noting.	One Week	
7.	Cases requiring application and interpretation of rules and regulations involving lengthy reading and noting	3 Weeks	
8.	Cases containing recommendations for modification of policy or cases referred to other departments except those of routine nature	No realistic limit is possible. 1 to 2 month approximately.	
9.	Cases involving of policy.	No realistic limit is possible. 1 to 2 months approximately	
10.	Preparation of working papers, proceedings of meetings and conferences	Maximum 2 weeks.	
11.	Periodical returns, Statements:- (i) Seen and filed	3 days.	
	(ii) Scrutinized and commented upon.	2 weeks	

Time Limits for Disposal of Cases

	(iii) Consolidated and submitted to authorities concerned.	1 month.	
	(iv) Prepared after collecting data, submitted to authorities concerned.	No realistic limit is possible. 1 to 2 month approximately, and above depending on the date prescribed for its submission.	
12.	Leave cases (other than casual leave.)	Sanction should issue within 2 weeks of the receipt of complete papers.	
13.	cases involving examination and disposal of appeals, representations, and memorials.	1 month	
14.	Screening panels for promotion, confirmation, scholarships, fellowships, training etc.	1 to 2 months.	
15.	Promotion cases	2 months.	
16.	Uniform/liveries cases	1 week	
17.	Creation of new posts	All posts provided in the Budget should be sanctioned within 1 month of the communication of the budget grant by Finance Department	In case of educational institution case should be taken to see that the posts are filled before the start of academic session.
18.	Adhoc appointments	<ol style="list-style-type: none"> 1. Vacancies should be intimated to the competent authority within 15 days of their occurrence 2. Vacancies should be filled on adhoc basis subject to policy enforced:- 	

Time Limits for Disposal of Cases

33.	Assembly Questions.	same day.	
34.	Cases relating to security measures.	1 to 2 days.	
35.	Completion/verification of Service Books.	1 week.	
36.	Verification of Service.	1 week.	
37.	Title to leave.	1 week.	
38.	Fixation of pay	One month.	
39.	Preparation of pay bills.	One Week.	
40.	T.A. Bills.	One Week.	
41.	Medical reimbursement claims.	Sanction should issue within two weeks of the receipt of complete papers.	
42.	Advances.	Sanction should be issued within 2 weeks of the receipt of advices from the Audit Officer	
43.	Final payment of G.P. Fund.	Accountant General should authorise final payment within a month of the receipt of intimation alongwith necessary certificates from the concerned quarters.	
44.	(a) Grant of pension.	(i) Action shall be initiated one year before the date of retirement of the Govt: Servants.	The pension papers will be initiated and completed by the Head of Department.
		(ii) Application on Form Pen-3 will be obtained from the retiring Govt: Servant six months before his retirement or on the date he proceeded on LPR and forwarded to the Audit Office for issue of PPO after completing Sections 6 and 7 of the Form.	Attached Department in the case of gazetted officer and by the Head of Office in the case of non-gazetted Govt: Servants.
		(iii) PPO will be issued by	

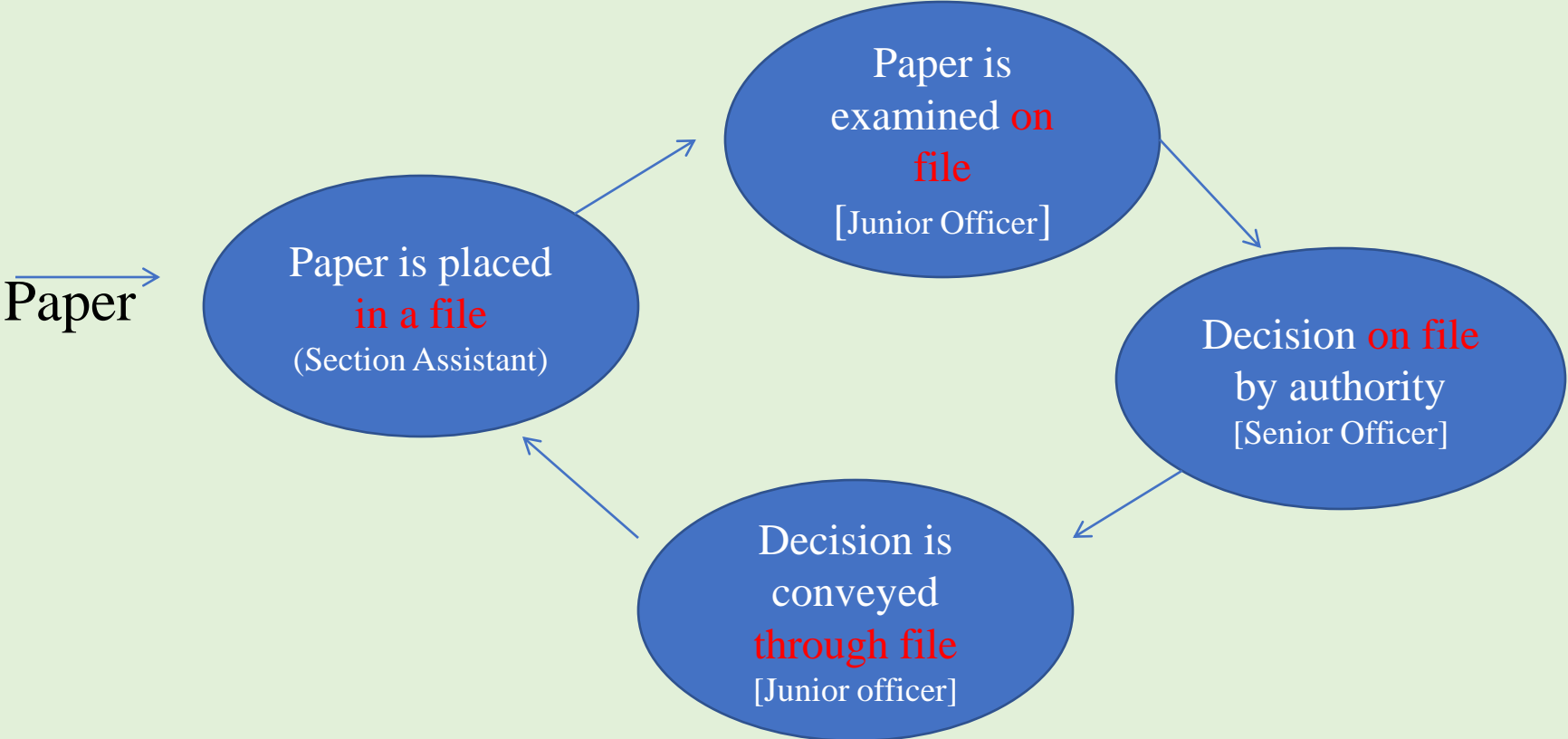
Time Limits for Disposal of Cases

	(ii) Contingent Register (iii) T.A. Account Register Twice a week (iv) Medical A/C Register v) Permanent Advance Register.	Twice a week	
80.	Hiring of typewriters/ purchase and condemnation of typewriters.	One week	
81.	Cases regarding writing off of unserviceable stores / stocks.	Two weeks	
82.	Repair of Typewriters, printers and computers.	7 days.	
83.	Purchase and distribution of consumable articles.	2 days.	
84.	Checking up of schedules of payment.	One week.	
85.	Monthly Expenditure Statements.	5 days.	
86.	Various Periodical Reports and Returns.	1 week.	
87.	Disposal of Audit Objection, Draft Paras/Audit and Inspection Notes.	By the target date fixed by Audit in each case.	
88.	Budget proposals.	As per Budget Calendar.	
89.	Distribution of Non-Developmental Budget.	15 days from the date the budget grant is received from the Finance Department.	
90.	Distribution of Developmental Budget.	By the end of August every year.	Finance Department should release the Budget grant by the end of July at the latest.

File System

- No officer and his/her office is without file
- No paper will be disposed of without a **relevant file**
- File System means **Paper Disposal System**
- **04 Stages** of Disposal System in Government

Paper Disposal System



Why disposal not on a receipt/PUC itself ?

File System

- Decision should be made after proper deliberation (application of mind, data, discussion & analysis)

due diligence (**accountability**)

- Decision is required to be expressed and structured

Parts of File

- Correspondence Part
- Noting part (decision making part)
- Evidence/ rules etc. for decision
- Disposal of a papers on the Noting Part of a file

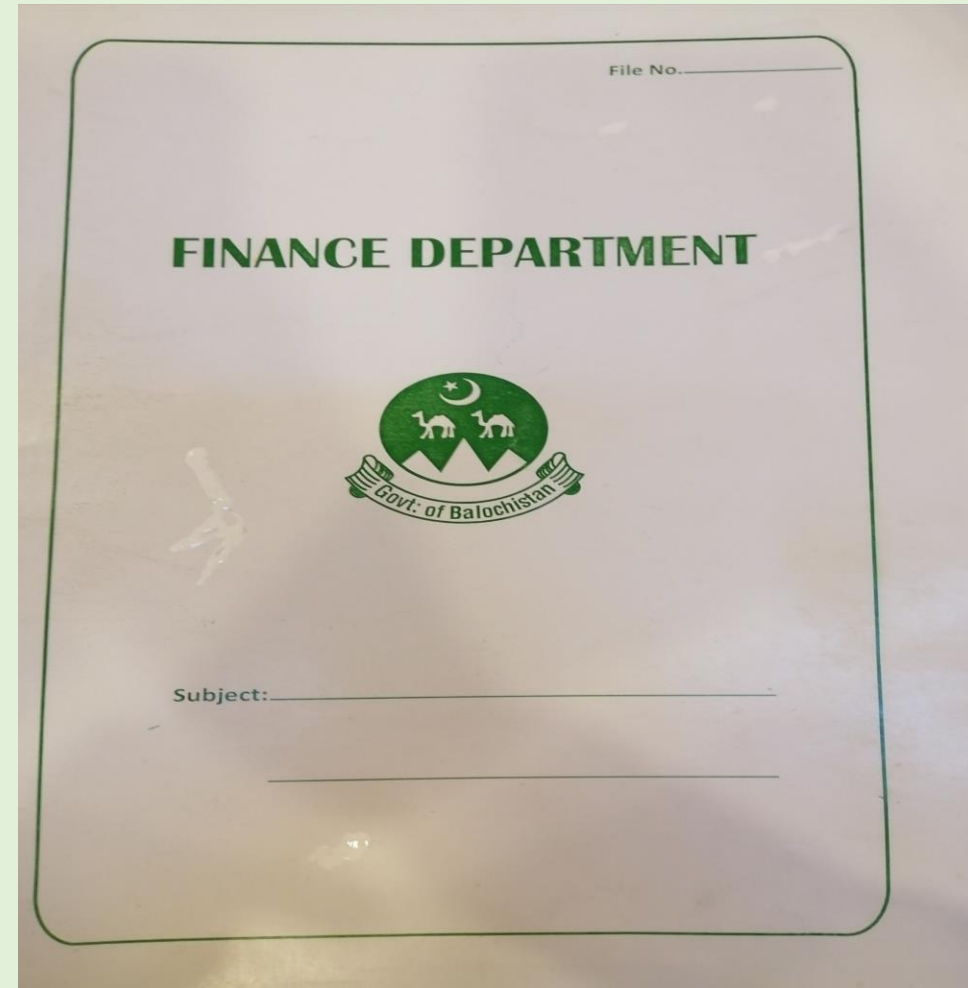
Noting Part of File

- Outside the folder, some papers are placed which are used to write brief facts of the case / proposal of its disposal in order to get approval from the senior authorities
- Para Numbering
- Main file consists of **Correspondence Part**, and Green Note Sheet is Noting Part of a File

**What is meant by
para-4/n, para-4/N, para-4/S, para-4/M**

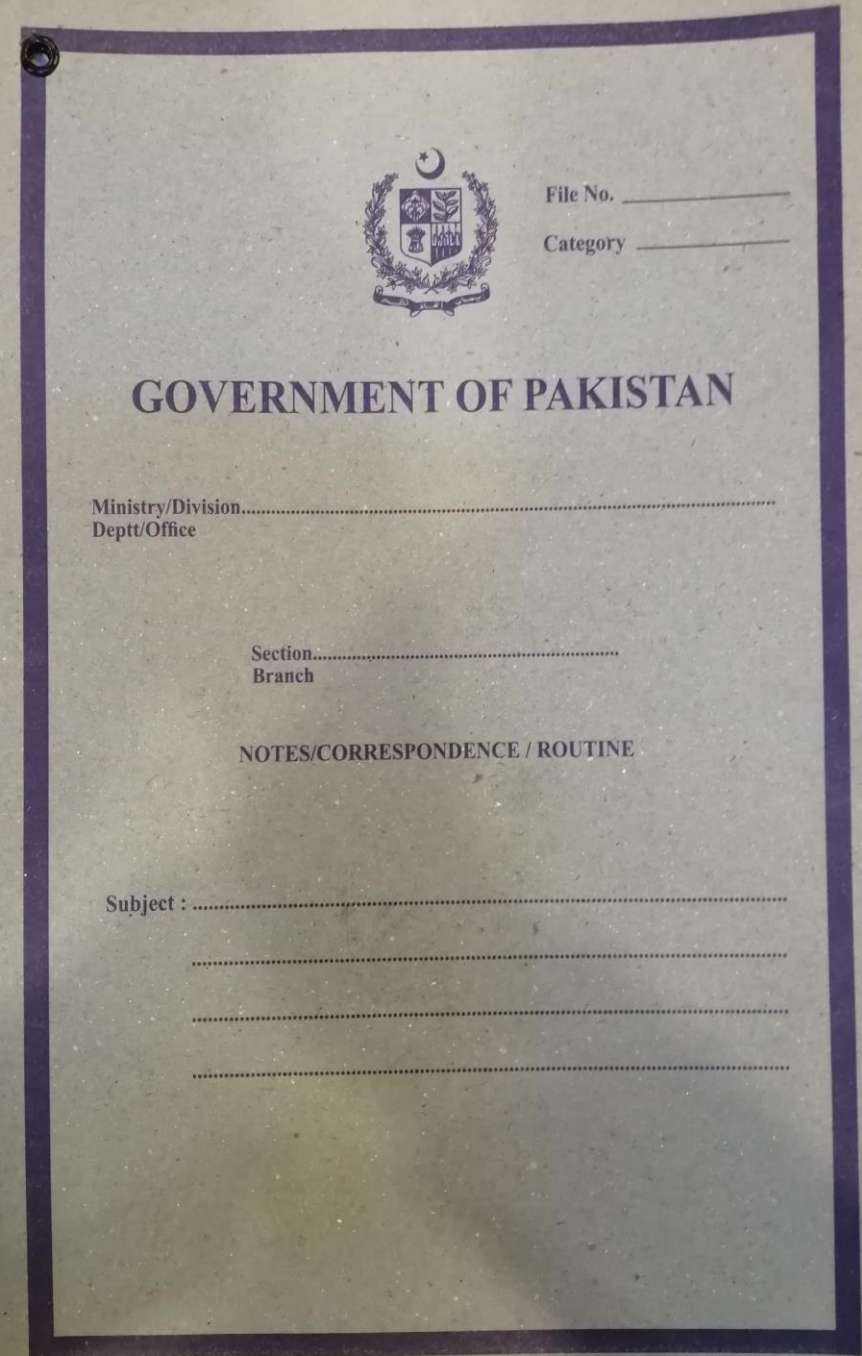
Face of File

Observe an office operational file and what is written on its front cover.




Face of File

1. Department / Office Name
2. Department / Office Logo
3. File Number
4. Subject of File
5. Volume of File
6. Categorization of File (A,B,C & D)



The image shows the front cover of a file from the Government of Pakistan. It features a blue border and a central emblem of the Government of Pakistan. The form includes fields for 'File No.', 'Category', 'Ministry/Division', 'Deptt/Office', 'Section', and 'Branch'. Below these fields, it says 'NOTES/CORRESPONDENCE / ROUTINE' and 'Subject :'. There are several horizontal lines for writing the subject and volume of the file.

File No. _____
Category _____



GOVERNMENT OF PAKISTAN

Ministry/Division.....
Deptt/Office

Section.....
Branch

NOTES/CORRESPONDENCE / ROUTINE

Subject :

.....

.....

.....

Kinds of File

1. Main File
2. Part File
3. Routine File
4. Duplicate File

Main File

- It is regular file regarding some official matter.
- It is allotted a specific file number.
- On a particular matter only one file is opened, not two.
- Every case is decided on the main file.
- If it is away, it is traced / retrieved and case is put up on it.

Part File?

Part File

Para-64:-

- New file may not be opened unnecessarily. The opening of part file should also be avoided as far as possible. A part file may, however, be opened when the main file is not likely to be available for some time, and action on a freshly receipts should not delay. Contains distinct number to indicate its relation with the main file.
- It is opened when main file is held up with senior authorities.
- It carries the same number of main file but addition (Part-I, Part-II etc.)
- It is merged with the main file.

Numbering Part File

No.BCSA/DS(R) 21(21)/MCMC/2024/(Part-I)/

More than one Part File

No.BCSA/DS(R) 21(21)/MCMC/2024/(Part-II)/

New Noting Paras as well as New Page Numbering after merging of part file and main file.

Merging Part File with Main File

Two issues:

1. New page numbering
2. New noting paras

~~1 205~~

~~1 126~~

1. Part file pages are place in the main file.
2. Part file pages are not erased but crossed (with single line).
3. New page numbering is allotted in continuation of main file numbering both in pages and Note Sheet.

Routine File

Para-86:-

- It is opened when some other office file comes to your office for comments/opinion/consultation.
- Your office will open a new file for internal working and approval of the departmental comments/opinion.
- After approval of the competent authority, the comments will be noted down on the other office file and is returned.

Duplicate File

- In secretariat instructions, there is no mention of duplicate file.
- If a file is misplaced, then its enquiry is initiated.
- After enquiry and fixing responsibility on some one, approval from the competent authority is obtained for opening of a duplicate file.
- Duplicate File and Part File are two different things.
- Instances of losing personal file.

Duplicate File

- For opening a Part File, approval from the senior authority is not required but Duplicate File is opened after enquiry/fixing responsibility and obtaining approval from the competent authority.
- It carries file number of the misplaced file but bracketed with word (Duplicate).
- Previous papers are collected through different possible sources: other office files, other offices, the complainant, etc.
- When main file is recovered, the duplicated file is merged with the main file.

Use of Labels on File

1. Residence
2. Immediate
3. Priority

Residence

Para-195 (a) (ii):-

Residence : It will be used for files or papers which is necessary to send to an officer's residence after office hours [i.e. weekends or during Holidays].

Immediate

Para-187:-

Immediate: Cases are labelled “IMMEDIATE” shall be sent to the residence of the officer concerned after office hours and on weekends or holidays, if necessary.

Conventional practice is using Red Pen

Priority

Para-191:-

Priority: Priority reference should be separated from ordinary receipts as soon as they are received in the Receipt and Dispatch Branch or Section concerned and should be diarized and transmitted at once

Para-194:-

The officer submitting priority cases shall vigil, personally remind higher ups that such case is being unduly delayed.

Administrative Decision-making Procedure

- Decision making is fundamental procedure in institutions of a state
- Administrative decisions are taken through ‘Noting on a file’
- Learning ‘**Noting Skill**’ is a key to become a competent decision maker.

Administrative Decision-making Procedure

- The officers of every service are required to take decisions.
- Their decisions must be ‘decisions with reason’.
- Their decisions must be in written form.
- Their decisions must be on a file.
- Their decisions must be in the Noting Part of a file.
- Their decisions must be in accordance with the Instructions regarding Noting.

Administrative Decision-making Procedure

83. The object of a note is to supply in the most concise, correct and clear form the relevant information required for the disposal of paper under consideration. In some cases a mere perusal of the paper under consideration will be sufficient and no further elaboration will be needed beyond a brief suggestion for action. When a note is needed, it shall be a presentation of the case in the following sequence:-

- (a) the question for consideration;
- (b) the circumstances leading up to it, with brief background and full facts of the case. (The noting officer should point out any error or mis-statement of facts in the paper under consideration or in the notes of other Departments);
- (c) any rule, regulation, precedent or policy having bearing on the case. (The noting officer should discuss their application or otherwise to the question under consideration);
- (d) the points for decision; and
- (e) the suggestions for action.

Administrative Decision-making on Note

- When a decision is to be taken by a superior officer.

First thing in Noting

- Remarks (if any) of the higher authority on F.R./PUC are required to be reproduced on Noting Portion.
- First Para (Brief background)
- 2nd Para (Facts and previous references)
- 3rd Para (Facts of laws, rules, policies, judgments...)
- 4th Para (Explicit proposal / recommendation for decision)
- 5th Para (Note is ended as:- Submitted pl. Submitted for approval of **para___/N** above pl. DFA is submitted, pl.)

Administrative Decision-making on Note

On Note Sheet

It is signed by the initiating officer with date (on right side).

Marking to:

Senior officer (On left side).

When decision is approved (Noting Stage), then comes the stage of its communication (Drafting Stage).

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
- 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.**

Format of Official Letter

APPENDIX-II
[Paragraph 109 (j)]

OFFICIAL LETTER

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,

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 faithfully,

Signature
(_____ NAME _____)
Designation of the Sender.

Particulars of documents attached, if any

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**
- **Unbecoming / personal level**



Thank you

Q&A

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