

CHAPTER -II

DEFINITIONS

3. *SPECIAL MEANINGS/DEFINITIONS* –

Special meanings to be attached to/definitions of some of the terms used in the Manual are given below:-

- (1) '*Appendix to correspondence*' in relation to a file means lengthy enclosures to a communication (whether receipt or issue) on the file, inclusion of which in the correspondence portion is likely to obstruct smooth reading of the correspondence or make the correspondence portion unwieldy.
- (2) '*Appendix to notes*' in relation to a file means a lengthy summary or statement containing detailed information concerning certain aspects of the question discussed on the file, incorporation of which in the main note is likely to obscure the main point or make the main note unnecessarily lengthy.
- (3) '*Branch Officer*' in relation to a section means the immediate officer who takes the work directly from the sections placed under his charge.
- (4) '*Case*' means a current file or a receipt together with other related papers, if any.
- (5) '*Central Registry*' means a unit within a Department/Office/Organization charged with the responsibility of receiving, registering and distributing dak, meant for that Department/Office/Organization.
- (6) '*Central Receipt & Issue Section*' means a unit within a Department/Office/Organization consisting of the Central Registry and the Central Issue Section.
- (7) '*Classified document*' means document bearing a Security grading.
- (8) '*Citizen's/Client's Charter*' is a document which represents a systematic effort to focus on the commitment of the Organisation towards it's Citizens/Clients in respect of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievances Redress, Courtesy and Value for Money. This also includes expectations of the Organisation from the Citizen/Client for fulfilling the commitment of the Organisation.
- (9) '*Come back case*' means a case received back for further action

such as re-examination or preparing a draft or a summary of the case.

- (10) '*Correspondence portion*' in relation to a file means the portion containing 'receipts' and office copies of 'Issue' pertaining to the file including self-contained inter-departmental notes; but excluding those recorded on the notes portion of the file itself.
- (11) '*C.R.No.*' means the serial number assigned by the Central Registry to dak in the dak register preceded by the code letter identifying the register.
- (12) '*Current File*' means a file, action on which has not been completed.
- (13) '*Dak*' includes every type of written communications such as letter, telegram, inter-departmental note, file, fax, e-mail, wireless message which is received, whether by post or otherwise, in any department/ office/ organisation for its consideration.
- (14) '*Dealing Clerk*' means any functionary such as a Lower Grade Clerk, Higher Grade Clerk or an Assistant entrusted with initial examination and noting upon cases.
- (15) '*Departmental index*' means a consolidated index of files opened by different sections of a department during a year (except those of a classified nature or those proposed to be retained for less than 10 years) arranged in a single series in the alphabetical order of the catchwords under which they have been indexed.
- (16) '*Departmental instructions*' means instruction issued by a department to supplement or vary the provisions of the Manual of Office Procedure.
- (17) '*Departmental Record Officer (DRO)*' means the officer nominated by the records creating agency for overall records management.
- (18) '*Diarist*' means a clerk within a Section charged with the responsibility inter-alia of maintaining the Section Diary.
- (19) '*Diarising*' means registration of receipts in the Section Diary as well as in the dairy register with the Personal Staff of Officers.
- (20) '*Diary Number*' means the serial number assigned to a receipt in the Section Diary followed by the year and the abbreviated symbol of the Section, e g. 100/80-AR.
- (21) '*Division*' is a unit of a Wing within a Department. A division may comprise a number of branches.
- (22) '*Docketing*' means making of entries in the notes portion of a file

about the serial number assigned to each item of correspondence (whether receipt or issue) for its identification.

- (23) '*File*' means a collection of papers on a specific subject matter assigned a file number and consisting of one or more of the following parts :
- (a) Correspondence.
 - (b) Notes.
 - (c) Appendix to correspondence, if any
 - (d) Appendix to notes, if any
- (24) '*Final disposal*' in relation to case under consideration means completion of all action thereon culminating, where necessary, in the issue of final orders or final reply to the party from which original communication emanated.
- (25) '*Fresh Receipt (FR)*' means any subsequent receipt on a case which brings in additional information to aid the disposal of the paper under consideration.
- (26) '*Indexing*' in relation to a file means indicating its title under appropriate catchwords arranged in their alphabetical order with a view to facilitate its location in the event of need.
- (27) '*Index slip*' means a card or a paper slip displaying the title of file under a catchword followed by a reference to its file number.
- (28) '*Information and Facilitation Counter (IFC)*' is a facility, normally set-up outside the Security Zone of Departments/Organisations to provide information to the citizens/clients about the programmes, schemes, etc., as well as status of cases, applications, etc. IFCs are also called 'May I Help You' or 'Help' Counters in certain organizations.
- (29) '*Issue*' means a communication issued in a case.
- (30) '*Issue of draft*' includes all stages of action after the approval of a draft ending with despatch of the signed communication to the addressee e.g. fair typing, comparing, attaching enclosures, preparing pads for signature, preparing covers, making entries in the despatch registers and messenger books, affixing stamps where necessary.
- (31) '*Messenger book*' means a record maintained in form of particulars of despatch of non-postal communications and their receipt by the addressees.
- (32) '*Note*' means the remarks recorded on a case to facilitate its

disposal and includes a summary of previous papers, a statement or an analysis of the questions requiring decision, suggestions regarding the course of action and final orders passed thereon.

- (33) '*Note portion*' in relation to a file means the portion containing notes or minutes recorded on a case.
- (34) '*Nodal Department*' is one which interacts with all other Department to ensure uniformity in handling of specific matters.
- (35) '*Ordinary postal dak*' means postal dak for which no specific acknowledge is obtained by the postal offices.
- (36) '*Parliamentary matters*' includes Parliaments Questions, Assurance, etc. the manner of dealing with which is laid down in detail in the Manual "Handling of Parliament Material."
- (37) '*Paper under consideration (PUC)*' means a receipt on a case, the consideration of which is the subject matter of the case.
- (38) '*Personal staff*' includes private secretary, personal assistant, stenographer, assistant, clerk or any other clerical staff appointed to assist the functionary as well as the personal section of Chief Secretary/Secretaries/HODs as the case may be.
- (39) '*Postal communication*' means a communication dispatched by post and includes telegram.
- (40) '*Postal dak*' means all dak received through Posts offices.
- (41) '*Receipt*' means dak after it has been received by the concerned Section/ Officer.
- (42) '*Record Clerk*' means a clerk in a Department/Section responsible inter alia for typing and maintaining index slips and for looking after routine aspects of recording work.
- (43) '*Recording*' means the process of closing a file after action on all the issues considered thereon has been completed, and includes operations like completing references, removing routine papers, revising the file title, changing the file cover, recording rulings (if any) in the Precedent Book, categorising the file and stitching the file.
- (44) '*Reference folder*' in relation to a particular subject means a folder containing copies of relevant rules, orders, instructions, etc. arranged in chronological order.
- (45) '*Routine note*' means a note of a temporary value of ephemeral importance recorded outside the file, e. g. a record of casual discussion or a note on a point of secondary importance intended to

facilitate consideration of the case by higher officers.

- (46) '*Running Summary*' in relation to case/file means a summary of the fact of case/file updated from time to time to incorporate significant developments as and when the same take place. This may be termed as 'Self Contained Note' if it figures in the notes portion of the file.
- (47) '*Secretariat Officers*' are those which are responsible for formulation of the policies of the government and also for the execution and review of those policies.
- (48) '*Section*' means the basic work unit within a Department/ Office/ Organisation, responsible for attending to items of work allotted to it. It is generally headed by a Section Officer and includes "Cell" , "Unit" and other like terms.
- (49) '*Sectional note*' means a note recorded on only one of the many issues raised in the PUC.
- (50) '*Section Officer*' means an Officer supervising a Section and includes functionaries like Superintendent and Assistant-in-Charge/Head Clerk.
- (51) '*Security grading*' means security marking of classified documents as 'Confidential' 'Secret', 'Top Secret' or 'Restricted'.
- (52) '*Standing Guard File*' on a subject means a compilation consisting of the following three parts.
- (a) a running summary of the Principles and Policy relating to the subject with number and date of relevant decisions or orders quoted in margin against each;
 - (b) copies of decisions or orders referred to, arranged in chronological order; and
 - (c) model forms of communications to be used at different stages.
- (53) '*Standing note*' in relation to a subject means a continuing note explaining, among other things, the history and development of the policy and procedure, designed to serve as:
- (a) a complete background material for review of the existing policy or procedure;
 - (b) a brief for preparing replies to Parliament questions or notes for supplementaries thereto; and
 - (c) induction or training material.
- (54) '*Standard process sheet*' means a standard skeleton note developed for a repetitive item of work, indicating predetermined points of check

or aspects to be noted upon.

- (55) '*Urgent dak*' means dak marked 'Immediate' or 'Priority' and includes telegrams, wireless messages, telex messages, fax, etc.
- (56) '*Wing*' is a unit of the Department and may comprise a number of divisions.