

FORMS AND PROCEDURE OF COMMUNICATION

41.1 **Forms of written communication**

The different forms of written communications used by a department are described below. Each form has a use and, in some cases, a phraseology of its own.

(i) **Letter :**

(a) This form is used for corresponding with foreign governments, state governments, heads of attached and subordinate offices, statutory bodies like the Union Public Service Commission, public bodies and members of public generally. A letter begins with the salutation “ Sir (s) or Dear Sir (s)”, as may be appropriate.

(b) Official letter emanating from a department and purporting to convey the views or orders of the Government of India must specifically be expressed to have been written under the directions of Government.

(ii) **Demi-official letter :**

(a) This form is generally used in correspondence between government officers for an interchange or communication of opinion or information without the formality of the prescribed procedure. It may also be used when it is desired that a matter should receive personal attention of the individual addressed. Communications to non-officials also can take the form of a demi-official letter.

(b) It is written in the first person and in a personal and friendly tone.

(iii) **Office Memorandum :**

This form is generally used for corresponding with other departments or in calling for information from or conveying information (not amounting to an order of Government) to its employees. It may also be used in corresponding with attached and subordinate offices. It is written in the third person and bears no salutation or subscription except the name and designation of the officer signing it.

(iv) **Inter-departmental note :**

(a) This form is generally employed for obtaining the advice, views, concurrence or comments of other departments on a proposal or in seeking clarification of the existing rules, instructions, etc. It may also be used by a department when consulting its attached and subordinate offices and vice-versa.

(b) The inter-departmental note may either be recorded on a file referred to another department or may take the form of an independent self-contained note.

(v) **Office order :**

This form is normally used for issuing instructions meant for internal administration e.g. grant of regular leave, distribution of work among officers and sections.

(vi) **Orders :**

This form is generally used for issuing certain types of financial sanctions and for communicating Government orders in disciplinary cases etc., to the officials concerned.

(vii) **Notification :**

This form is mostly used in notifying the promulgation of statutory rules and orders, appointments and promotions of gazetted officers etc. through publication in the Gazette of India.

(viii) **Resolution :**

This form of communication is used for making public announcement of decision of Government in important matters of policy, e.g. the policy of industrial licensing, appointment of committees or commissions of enquiry. Resolutions are also usually published in the Gazette of India.

(ix) **Press Communique/note :**

This form is used when it is proposed to give wide publicity to a decision of Government. A press communique is more formal in character than a press note and is expected to be reproduced intact by the press. A press note, on the other hand, is intended to serve as a handout to the press which they may edit, compress or enlarge, as deemed fit.

(x) **Endorsement :**

This form is used when a paper has to be returned in original to the sender, or the paper in original or its copy sent to another department or office, for information or action. It is also used when a copy of a communication is proposed to be forwarded to parties other than the one to which it is addressed. Normally this form will not be used in communicating copies to State Government. The appropriate form for such communication should be a letter.

41.2 **Fax Messages and E-mail:**

- (i) In CBI, all the branches have been provided with the facility of FAX. It is incumbent on the Head of Office of the concerned Branch to ensure that the facility of FAX is maintained properly and is not misused. The FAX machine provided to the branches should be used only for sending/receiving urgent messages.

- (ii) Computers are provided to every branch of CBI. Branch SsP are authorised to subscribe to dial up internet connection upto 100 hours on each occasion. Each Head of the Office and senior officers of CBI have been provided with e-mail addresses of NIC mailing service. Branches should widely use this means of communication, which is fast and also inexpensive.

41.3 **Telephonic communications :**

- (i) In purely routine matters not warranting a written communication, departments may communicate with local parties over the telephone.

- (ii) In matters of extreme urgency, departments may communicate with other parties, both local and outstation, over the telephone. Where necessary, such communications may be followed by written communications in the appropriate form.

- (iii) Telephone calls (including STD calls) will be regulated by departmental instructions.

41.4 **Correspondence with attached and subordinate offices :**

Department may correspond with attached and subordinate offices under the control of other departments subject to general instructions as the latter may issue.

41.5 **Inter-departmental consultation :**

- (i) Inter-departmental consultation may take the form of inter-departmental notes, inter-departmental meetings or oral discussions.

- (ii) In making written inter-departmental references, the following points should be observed :

- (a) Inter-departmental references, will normally be made under the directions of an officer not below the rank of Under Secretary or as may be provided by the departmental instructions.
- (b) The points on which the opinion of other departments is sought or which it is desired to bring to their notice should be clearly stated.
- (c) Where possible, the drafts of the orders proposed to be issued may also be shown to the departments sought to be consulted.
- (d) When it is necessary to consult more than one department on a case, such consultation may be effected simultaneously by self-contained inter-departmental notes unless :
- (i) it involves copying of a large number of documents available on the file; or
 - (ii) the need for consulting the second department would arise only after the views of the first have become available.
 - (iii) (a) When such reference requires concurrence of one or more Ministries under the Government of India (Transaction of Business) Rules, the following further points should be observed :
 - (i) the originating Ministry should invariably prescribe a time limit when calling for comments or concurrence from other Ministries.
 - (ii) in case any of the Ministries so consulted is not in a position to send its comments/concurrence within the prescribed time limit, it should write back promptly, and in any case, before the prescribed time limit and indicate the additional time they would require for furnishing their final reply.
 - (b) When such a reference does not require such concurrence under the rules, the originating Ministry need not wait for the comments of other Ministry beyond the prescribed time limit and it should feel free to go ahead with its scheme/proposal without waiting any longer.
 - (c) The initiating Ministry should always feel free to recall its file from another Ministry to which such a reference has been made on a file, if such a course is required to be adopted for expediting the process of decision making in the case. Such a decision to recall a

file should be taken at a level not lower than that of a Branch Officer in the originating Ministry.

- (iv) Inter-departmental meetings may be held where it is necessary to elicit the opinion of other departments on important cases and arrive at a decision within a limited time. No such meeting will normally be convened except under the orders of an officer not below the level of Joint Secretary. In respect of such meetings, it will be ensured that:-
 - (a) the representatives attending the meeting are officers who can take decisions on behalf of their departments;
 - (b) an agenda setting up clearly the points for discussion is prepared and sent alongwith the proposals for holding the meeting, allowing adequate time for the representatives of their departments to prepare themselves for the meeting; and
 - (c) a record of discussions is prepared immediately after the meeting and circulated to the other departments concerned, setting out the conclusions reached and indicating the department or departments responsible for taking further action on each conclusion.
- (v) Sometimes, it may be necessary to have oral discussions with officers of other departments, e.g. when ;
 - (a) a preliminary discussion between the officers of the departments concerned is likely to help in the disposal of the case;
 - (b) it is desirable to reach a preliminary agreement before proceeding further in the matter;
 - (c) inter-departmental noting reveals a difference of opinion between two or more departments; or
 - (d) it is proposed to seek only information or advice of the department to be consulted.

The result of such oral consultation should be recorded in a single note on the file by the officer of the department to which the case belongs. The note will state clearly the conclusions reached and the reasons thereof. A copy of the note will also be sent to the departments consulted in order that they have a record of the conclusions reached.

Reference to the Attorney General will be made only by the Ministry of Law, Justice and Company Affairs.

41.7 **References to the Comptroller and Auditor General of India :**

References to the Comptroller and Auditor General for his views or advice can be made only by or through the Ministry of Finance. In matters of day-to-day administration, departments may, however, correspond directly with the Comptroller and Auditor General at their discretion.

41.8 **Reference to the Union Public Service Commission :**

Reference to the Union Public Service Commission will normally be made in the form of letters addressed to the Secretary. In certain matters, e.g. requisitions for recruitment, formal references should ordinarily be preceded by informal discussions at appropriate levels.

41.9 **Correspondence with Union Territory administrations :**

All communications of a routine nature which are clearly relatable to the business of a particular department, will ordinarily be addressed to the Secretary in the appropriate department. Other communications may be addressed to the Chief Secretary or the Administrator depending upon the importance of the matter.

41.10 **Correspondence with State Governments :**

(i) Communications on subjects clearly relatable to the business of a particular department will normally be addressed to the Secretary of that department. Other communications, including those of special nature or importance warranting attention at higher levels, may be addressed to the Chief Secretary.

(ii) Communications other than those of a purely routine nature, e.g. acknowledgements, will not ordinarily be addressed to State Government except with the prior approval and over the signature of the Branch Officer. Purely routine communications can, however, be signed by a Section Officer.

41.11 **Correspondence with Lok Sabha and Rajya Sabha Secretariats :**

41.12

Communications meant for the Lok Sabha Secretariat or the Rajya Sabha Secretariat and requiring urgent or high level attention may be addressed to the Secretaries concerned and not directly to the Speaker or the Chairman.

41.12 **Correspondence with members of Parliament :**

- (i) Communications received from members of Parliament should be attended to promptly.
- (ii) Where a communication is addressed to a Minister, it should, as far as practicable, be replied to by the Minister himself. In other cases, a reply should normally be issued over the signature of an officer not below the rank of Joint Secretary.
- (iii) Normally information sought by a member should be supplied unless it is of such a nature that it would have been denied to him even if asked for on the floor of the Houses of Parliament.
- (iv) As far as possible, in corresponding with members of Parliament, pre-printed or cyclostyled replies should be avoided.

41.13 **Correspondence with foreign Governments and International organisations**

Correspondence with foreign Governments and their Missions in India, heads of Indian Diplomatic Missions and posts abroad and United Nations and its specialised agencies will normally be channelised through the Ministry of External Affairs. The cases in which and the conditions subject to which direct correspondence may be resorted to are indicated in the instructions entitled "Channel of communication between the Government of India and State Governments on the one hand; and foreign and Commonwealth governments or their Missions in India, Heads of India Diplomatic Missions and posts abroad and United Nations and its specialised Agencies on the other" issued by the Ministry of External Affairs.

41.14 **Acknowledgements and interim replies :**

- (i) All communications from members of Parliament, recognised associations, public bodies and members of the public generally, which cannot be answered promptly will be acknowledged suitably. If any such communication is wrongly addressed to a department, it will be transferred promptly to the appropriate department under intimation to the party concerned.
- (ii) In all other cases in which delay is anticipated in sending out a final reply, an interim reply will be sent to the party concerned at the earliest possible stage, indicating wherever possible the approximate date by which a final reply may be expected.

41.15 **Target date for replies :**

In all important matters in which State Governments, departments of the Central Government or other offices, public bodies or individuals are consulted, time limit for replies may ordinarily be specified. On the expiry of the specified date, orders of the appropriate authority may be obtained whether the parties whose replies have not been received, may be allowed an extension of time or whether the matter may be proceeded with, without waiting for their replies.

Filename: Chapter_41.doc
Directory: C:\Office_BLJ\ManualAdmin
Template: C:\Documents and Settings\raul\Application
Data\Microsoft\Templates\Normal.dot
Title: Chapter 41
Subject:
Author: raul
Keywords:
Comments:
Creation Date: 9/5/2006 12:44:00 PM
Change Number: 1
Last Saved On: 9/5/2006 12:44:00 PM
Last Saved By: raul
Total Editing Time: 0 Minutes
Last Printed On: 9/5/2006 3:54:00 PM
As of Last Complete Printing
Number of Pages: 8
Number of Words: 2,188 (approx.)
Number of Characters: 12,473 (approx.)