



# Office-Principal

## Govt. Jagannath Munnalal Choudhary Mahila Mahavidyalaya, Mandla, Madhya Pradesh



Towards Excellence...

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AISHE Code: C-33429

College Code: 3502

# Report

## **Title of the Programme: 15 Days Certificate Course on “Office Work Procedure”**

The 15 Days Certificate Course was begun with the welcome speech by the Coordinator of the Programme, Dr. Aradhna Dubey after that the patron of the institution Dr. S.N. Khare also shared his view on the significance of the course in the upcoming career of the students. The trainer of the programme clarified the concepts of Office Work Procedure during these 15 Days of the duration for the course. The topics discussed thoroughly were:-

- A. Overview of Office Work Procedures.
- B. Importance of following procedures at the workplace.
- C. Common types of office procedures (like- email etiquette, filing system and document management)
- D. Introduction to organizational policies and protocols.
- E. Case studies and examples illustrating the consequences of not following procedures.
- F. Effective communication skills in the office environment.
- G. Verbal and Non-verbal Communication.
- H. Written Communication: Emails, Memos etc.
- I. Report Document Management: Filing, Naming Conventions and Version Control.
- J. Collaborative tools and platforms for office communication (like-Slack, Microsoft Teams etc.)
- K. Practical exercises in drafting professional emails and documents.
- L. Understanding office workflows and processes.
- M. Identifying bottlenecks and inefficiencies.
- N. Time management technique for the office productivity.
- O. Task priority prioritization and delegation.
- P. Automation tools and techniques for streamlining workflows (Like- task management software, macros etc.)

The efficiency of an organization depends largely on evolution of adequate processes and procedures and the ability of its employees to follow them. Accordingly, the efficiency of persons handling official work in a government organization like Railways can be judged by their ability to dispose of matters- mostly receipts, cases etc. with speed and quality, following the procedures prescribed for the purpose. The ultimate object of all Government business is to meet the citizens' needs and further their welfare. At the same time, those who are accountable for fair conduct of business must ensure that

public funds are managed with utmost care and prudence. It is, therefore, necessary, in each case, to keep appropriate record not only of what has been done but also of why it was so done.

### File Numbering System:-

a) File Numbering System Normally, no files should be opened for dealing with receipts of routine nature. The following two file numbering systems may be used:



- i. Functional file numbering system.
- ii. Subject classification-based file numbering system
- iii. Part File
- iv. Unique e-file number

b) **Transfer, reconstruction and numbering of files-** Whenever work is transferred from one department/section to another, the former shall transfer all the related records including file both current and closed to the latter. In case of transfer of files from one Department to the other a list will be prepared and approval of the Head of the Department taken. A paper-based file will be reconstructed if it is misplaced. The copies of the various correspondences will be obtained from the corresponding department and papers will be arranged in orders chronological and a new duplicate file prepared. A self-contained note will be prepared based on the correspondences.

c) **Movement of files-** Movement of files shall be entered in the movement file register concerned in the format to be decided by the Department through departmental instructions. This may also be done through the electronic based File Tracking System.






**Govt. J.M.C. Mahila Mahavidyalaya, Mandla, M.P.**

  
Towards Excellence...

**Department of Hindi**  
organizes

**15 Days Skill Based Certificate Course  
on "Office Work Procedures"**  
Under the Guidance of Internal Quality Assurance Cell

Date:	Time:	Venue: Smart Classroom
03/01/2022-28/01/2022	12:00 Hrs-14:00 Hrs	(Room No. 17)

 Trainer Dr. S.P. Dhumketi {Associate Professor (Hindi)}	 Coordinator Dr. Aradhna Dubey (IQAC Coordinator)	 Principal Dr. S.N. Khare
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## **Records Management: -**

**a) Activities involved in records management-** Records management covers the activities concerning mainly recording, retention, retrieval and disposal by transferring records to Record Room. Each Department is expected to issue Departmental instructions to regulate and review of records.

**b) Record Retention Schedule-** To ensure that files etc. are neither prematurely destroyed, nor kept for periods longer than necessary, there should be a Record Retention Schedule (RRS). Presently, RRS prescribed by the DoP&T is being followed uniformly in Railways.

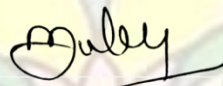
## **Checks on Delays:**

a) Timely Disposal of receipts and monitoring of Parliamentary Assurances, Parliament Questions, Applications under RTI Act, MP/VIP References, CAT/Court Cases, etc. Time Limits will be fixed for disposal of as many types of cases as possible handled in the Department through departmental instructions. As a general rule, no official shall keep a case pending for more than 7 working days unless higher limits have been prescribed for specific types of cases through departmental instructions. In case of a case remaining with an official for more than the stipulated time limit, an explanation for keeping it pending shall be recorded on the note portion by him. The system of exception reporting will be introduced to monitor the disposal of receipts. For timely disposal and monitoring of Parliament Assurances, Parliament Questions, Applications under RTI Act, MP/VIP References, Judicial/quasi-judicial, etc. each department shall maintain separate records of such cases. E Governance methods, suiting the requirements, should also be adopted for monitoring and tracking of government work.

The number of enrolled as well as the benefitted students was 72.

  
**Trainer:**

Dr. S.P. Dhumketi  
Associate Professor  
(Department of Hindi)



**Organizer:**

Dr. Aradhna Dubey  
Coordinator, Internal  
Quality Assurance Cell



**Principal:**

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