

Done
21/05/2019



F.No.AR-58 /2019/162
GOVERNMENT OF ARUNACHAL PRADESH
DEPARTMENT OF ADMINISTRATIVE REFORMS
CIVIL SECRETARIAT:: BLOCK NO.4, 4th FLOOR
ITANAGAR

Dated Itanagar the 2 May '2019

OFFICE MEMORANDUM

Subject:- Forms of Communication in Government offices.

The undersigned is directed to say that there is lot of confusion persists among various Departments and Offices under the Government of Arunachal Pradesh regarding correct and appropriate use of forms of communication, despite existence of clear instructions under the Manual of Office Procedure. The Government functioning is within the parameters of approved rules and procedures thereby particular form of communication is adopted for a specific purpose with a specific target group to be addressed. The Departments cannot deviate from the approved mode of communication while making correspondences.

In view of above, it is once again reiterated that all Departments and Offices under the Government of Arunachal Pradesh shall use standard forms of communication while making correspondence/communications with various authorities. A copy of guidelines prescribing various forms of communication and its appropriate uses are enclosed herewith for ready reference and compliance please (Annexure-A).

This issues with the approval of the Competent Authority.

(S K JAIN)

Secretary to the
Government of Arunachal Pradesh

Memo No. AR- 58/2019

Dated Itanagar 3rd May , 2019.

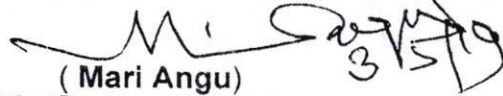
Copy to:-

1. The Secretary to the Governor, Arunachal Pradesh, Itanagar.
2. The Secretary to the Chief Minister, Arunachal Pradesh, Itanagar.
3. Ps to Speaker/Deputy Speaker, Legislative Assembly, Itanagar.
4. Ps to All Ministers, Arunachal Pradesh, Itanagar.
5. The Under Secretary to the Chief Secretary, Government of Arunachal Pradesh, Itanagar.

Contd-2

DDF(NFE)
AII DDF / ADF
For further action
20/5/2019

6. All Commissioner/Secretaries/Special Secretaries, to the Government of Arunachal Pradesh, Itanagar.
7. The Additional Secretary/Joint Secretary/Deputy Secretary/Under Secretary to the Government of Arunachal Pradesh, Itanagar.
8. The Divisional Commissioner (East & West), Government of Arunachal Pradesh, Itanagar.
9. The Resident commissioner, A.P. New Delhi.
10. The secretary, law & Legislative Assembly Government of Arunachal Pradesh, Itanagar.
11. All Heads of Department/Head of office Arunachal Pradesh, Itanagar/Naharlagun.
12. All Deputy Commissioner/Additional Deputy Commissioners (independent) for information and necessary action.
13. The director of printing, Government of Arunachal Pradesh, Naharlagun. He is requested to publish the above decision in the official Gazette and supply 100 copies for office use.
14. Computer cell AR department for uploading in the departmental website and for records.
15. Office copy.



(Mari Angu)

Chief Analyst to the
Government of Arunachal Pradesh

FORMS OF COMMUNICATION

a) LETTER

This form is used for corresponding with foreign Governments, State Governments, the APPSC, and heads of attached and subordinate offices, public enterprises, statutory authorities, public bodies and members of public generally. It must commence with 'Sir(s)', 'Dear Sir(s)' and end with 'Yours faithfully'. The name, designation and telephone number of the signatory must be mentioned below the signature. Written in first person, it carries more of formality than any personal touch. It is used for collecting/eliciting information as well as for conveying views, decisions etc.

b) DEMI-OFFICIAL LETTER

It is used in correspondence between Government Officers (of the same rank of the Addressee being not more than one or two levels above the officer who is writing) or while writing to a non-official for an inter-change of communication of information or opinion without the formality of prescribed procedure. It is written in the first person and in a personal and friendly tone. With name, designation and telephone number on the top of the letter head, it begins with the salutation 'My Dear' or 'Dear Shri' or even 'Dear Sir/Madam' as may be suitable and ends with an expression of regards and the subscription 'Yours sincerely'.

c) OFFICE MEMORANDUM

The target group to be addressed comprises other departments (but not APPSC), Attached & Sub-ordinate Offices, and the Employees. It is written in third person and bears no salutation or subscription except the name, designation & telephone number of the signatory. It is used in calling for or conveying information but not for conveying any order of the Government.

d) **INTER-DEPARTMENTAL NOTE**

To obtain the advice, views, concurrence or comments on a proposal or to seek clarification of rules, instructions etc. this form of communication is addressed to other Departments. It is also used for consultation by a Department with its Attached and Sub-ordinate Offices or vice-versa. It may be recorded on a file or even may be on independent self-contained note. No salutation, no subscription is necessary.

e) **OFFICE ORDER**

It is used for communicating internal decision of day-to-day administration e.g. grant of regular leave, distribution of work etc.

f) **ORDER**

It is used for communicating financial sanctions and orders in disciplinary cases.

g) **NOTIFICATION**

It is used for notifying the promulgation of statutory rules and orders, appointments and promotions of Gazetted Officers etc. in the Gazette of Arunachal Pradesh and is addressed to the Director, Printing, Government of AP. The details about different parts and sanctions of the Gazette reserved for different types of notification are available in **Appendix 11** of the Manual.

h) **RESOLUTION**

It is used for making public announcement of decisions of Government important matters of policy and is published in the Gazette of Arunachal Pradesh. The publication and its communication to be specified parties are authorised by means of an order below the resolution.

i) **PRESS COMMUNIQUÉ/NOTE**

These are used with a view to giving wide publicity to a Government decision. Press Communiqué is more formal and has to be reproduced verbatim by the media whereas the press note is in the nature of a hand-out which can be edited, compressed or enlarged by the media.

j) ENDORSEMENT

It is used for returning or passing on the original letter along with reply/ remarks. It is also used for supplying to copies to parties other than the addressee. However, this will not be used for sending copies to State Governments. The appropriate form in that case would be "letter".

k) CIRCULAR

This form is used when important and urgent external communications received or important and urgent decisions taken internally have to be circulated within a Department for information and compliance by large number of employees.
(Forms without any format)

l) ADVERTISEMENT

This form is used for communication with the general public to create awareness and may take the form of audio visual or written communication.

m) E-MAIL

This is a paper-less form of communication to be used by the Department having computer facilities supported by internet or intranet connectivity and can be widely used for subjects where legal or financial implications are not involved.

SPECIMEN FORMS OF COMMUNICATIONS

1 LETTER (With endorsement)

No.....
Government of Arunachal Pradesh
(Department of
(.....)

Itanagar dated the

To

The Director,
Agriculture
Naharlagun
Subject :

Sir,

With reference to your letter No Dated..... On the subject
cited above I am to inform you that

Yours faithfully,

(A.B.C.)
Under Secretary to the
Govt. of Arunachal Pradesh
Tele No

(Endorsement)

No.....

Copy forwarded for information / action to :

(1)

(2)

(A.B.C.)

Under Secretary to the Govt. of Arunachal Pradesh

2 DEMI OFFICIAL LETTER

XYZ

Deputy Secretary

Tele.No.

D.O. No : _____

Government of Arunachal Pradesh

Department of

(.....)

Itanagar , the

My dear / Dear Shri

We propose to draw up a model scheme for A copy of the outline prepared in this connection is enclosed.

I should be grateful if you would let me have your comments as soon as possible. I may add that we intend circulating the draft scheme formally to all departments in due course for their comments.

With regards,

Yours sincerely,

(X,Y,Z)

Shri A.B.C.

Deputy Secretary

Department of

(.....)

Agriculture

Itanagar - 110001

OFFICE MEMORANDUM

NO.

Government of Arunachal Pradesh

Department of

(.....)

Itanagar the

OFFICE MEMORANDUM

Subject:

The undersigned is directed to refer to the Department of Administrative Reforms Office Memorandum No dated on the subject mentioned above and to send the requisite information as in the enclosures.

2. Information regarding

will be sent on receipt from the field offices.

Enc.: 3 statements

(A.B.C.)

Under Secretary to the

Govt. of Arunachal Pradesh

Tele. No

To

The Department of

(.....)

Or

(Shri/Smt)

Political Branch,

AP Civil Secretariat

INTER-DEPARTMENTAL NOTE

Government of Arunachal Pradesh

Department of

(.....)

Subject : _____

The present rules regulating the issue of identity cards provide *inter alia* that

.....

2. A question has now arisen whether

3.

4.

5. This department will be grateful for the advice of the Department of Legal Affairs on the issue raised in para 4 above.

XYZ

Under Secretary

Tele. No.

Department of Legal Affairs (VidhiKaryaVibhag) (Shri)

Department, Itanagar

Department of _____ I.D. No Dated

5 **OFFICE ORDER**

(Specimen -1)

No.....

Government of Arunachal Pradesh

Department of

.....)

Itanagar, the

OFFICE ORDER

Shri XYZ, a permanent Lower Division Clerk in this Department is granted earned leave for Days from To with permission to prefix a public holiday, to the leave.

It is certified that Shri XYZ is likely , on the expiry of this leave, to return to duty at the station from which he proceeded on leave.

(A.B.C.)

Under Secretary to the Government of Arunachal Pradesh

Copy to :

1. Office Order File
2. US(Bill) Branch
3. Section concerned
4. Shri X,YZ, LDC

(Specimen -2)

No.....

Government of Arunachal Pradesh

Department of

.....)

Itanagar, the

OFFICE ORDER

It has been decided to transfer the work relating to _____ from _____ Section
to _____ Section

(A.B.C.)

Under Secretary to the Government of Arunachal Pradesh

Copy to :

- 1.
- 2.
- 3.
- 4.

ORDER

(Specimen 1)

No.....

Government of Arunachal Pradesh

Department of

(.....)

Itanagar, the

ORDER

Sanction of the Governor is accorded under rule 10 of the Delegation of Financial Powers Rules, to the write off irrecoverable loss of Rs.5000 /- (Rupees Five Thousands only) being the value of the following articles belonging to this department.

- 1) X XXX
- 2) X XXX

(A.B.C.)

Under Secretary to the
Government of Arunachal Pradesh

Tele. No.

Copy to:

1. The A.G., Itanagar
2. FD
3. Cash Section

(Specimen 2)

No.....

Government of Arunachal Pradesh

Department of

(.....)

Itanagar, the

ORDER

Shri _____ a Lower Division Clerk in the Department of _____ is
hereby informed that it is proposed to take action against him under Rule _____ of

2 Shri _____ is hereby given an opportunity to make such
representation as he may wish to make against the proposal within 7(seven) days from the
date of issue of this order

3

4

(A.B.C.)

Under Secretary to the
Government of Arunachal Pradesh

Tele. No.

To

Shri _____, LDC

NOTIFICATION

(Specimen 1)

[To be published in the Gazettee of Arunachal Pradesh]

Government of Arunachal Pradesh

Department of

(.....)

Itanagar, the

NOTIFICATION

No..... Shri X,Y,Z, Under Secretary in the Department of
 is appointed to officiate as Deputy Secretary in that Department vice
 Shri..... transferred to the Department of

(A.B.C.)

Under Secretary to the

Government of Arunachal Pradesh

To

The Director(Printing)
 Government of Arunachal Pradesh
 Naharlagun
 Memo No..... Itanagar, the

Copy forwarded for information to :

(1)

(2)

(3)

(D.E.F.)

Under Secretary to the Govt of Arunachal Pradesh

Endorsement should be typed on all copies except one intended for the Press.

(Specimen 2)

[To be published in the Gazettee of Arunachal Pradesh]

Government of Arunachal Pradesh

Department of

(.....)

Itanagar, the

NOTIFICATION

No In exercise of the powers conferred by section 4 of the Supply and
Prices of Goods Act, 1950 (LXX of 1950)..... The State
Government hereby fix the following schedule of the maximum price.....

(A.B.C.)

Under Secretary to the
Government of Arunachal Pradesh

To

The Director (Printing)
Government of Arunachal Pradesh
Naharlagun
Memo No Itanagar, the

Copy forwarded for information to :

(1)

(2)

(3)

(D.E.F.)

Under Secretary to the Govt of Arunachal Pradesh

Endorsement should be typed on all copies except one intended for the Press.

RESOLUTION

[to be published in the Gazettee of Arunachal Pradesh]

No.....

Government of Arunachal Pradesh

Department of-----

.....)

Itanagar , the

RESOLUTION

The Government of Arunachal Pradesh have had under consideration the question of further improving efficiency of the departments and services concerned with the collection of revenue. As a first step in that direction the Governor has been pleased, under the powers vested in him by provision to Article 309 of the Constitution of India, to decide that a Class I State service to be known as 'Arunachal Pradesh Revenue Service' should be constituted with effect from

(A.B.C.)

Secretary to the

Government of Arunachal Pradesh

ORDER

ORDERED that a copy of the resolution be communicated to

ORDERED also that the resolution be published in the Gazette of India for general information.

(A.B.C.)

Secretary to the

Government of Arunachal Pradesh

To

The Director, (Printing)
Government of Arunachal Pradesh,
Naharlagun

PRESS COMMUNIQUE / NOTE

{ Not to be published or broadcast beforea.m. / p.m. on day.

The 2002.}

PRESS COMMUNIQUE / NOTE

In response to public demand, the Government of Arunachal Pradesh have appointed a Commission to go into the problem of and make suitable recommendations to the Government.

2. The Commission will consist of Shri as Chairman and the following as members :

1.

2.

3.

3. In making its recommendations, the Commission is expected to give consideration to the following matters :

a)

b)

c)

4. The Commission is expected to submit its report to the Government by

Department of

(.....)

Itanagar , the

No.....

Forwarded to the Principal Information Officer, Press Information Bureau, Government of India, New Delhi for issuing the communiqué and giving it wide publicity.

(ABC)

Joint Secretary to the Government of India

10 ENDORSEMENT

No.....

Government of Arunachal Pradesh

Department of

(.....)

Itanagar , the

A copy each of the under mentioned paper/s received from..... on is forwarded to for information and necessary action.

(ABC)

Joint Secretary to the Government of Arunachal Pradesh

Tele No

List of papers forwarded

(1)

(2)

To
