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CHAPTER I OFFICE ADMINISTRATION

MEANING OF OFFICE ADMINISTRATION

Office administration is the process of overseeing the day-to-day operations of an office. The task of administration is usually the responsibility of an office administrator or manager. Depending on the general operating structure of the organization, and the complexity of tasks associated with the operation in general, the responsibilities of the manager or administrator may focus on a few core tasks or involve the management of a wide range of functions.

Office Administrator Job Scope

Office administrators work in a supervisory role within an organization. They ensure that the office staff is working towards facilitating office operations. They may work in a variety of industries, businesses and academic settings.

As part of their daily work duties, office administrators oversee the work of secretaries, assistants and clerks. They provide support to human resource and accounting department by providing needed information. They also manage budgets and supplies and liaison with service providers and suppliers. A major part of an office administrator's job is to manage clients' appointments and enforce office protocols.

The work of an office administrator encompasses many aspects of office operations. A multitude of skills is needed to be able to perform these tasks; ability to work with confidential data and complex issues are just two of the many skills needed to perform this job properly. People who wish to apply for an office administrator job may be interested in the following resume objective examples for their resume.

MEANING OF OFFICE PROCEDURE

A Office procedure is a chain of sequential steps involves in the office work and it gives clear guidance about what work is to be done in the office who is to do it how is to do it when and where it is to be done.

Objectives of office procedure.

In the office to complete many assignments efficiently there should be proper procedure. While choosing the work procedure it is essential to consider following factors.

- 1 Avoid unnecessary movements.
- 2 Do the work easily.
- 3 In the work the use of machines should be proper.
- 4 Taking precaution to avoid mistake in work.
- 5 Increase the speed of work flow.
- 6 Reduce the office expenditure.
- 7 Performing efficiently.

Advantages of procedure

1. Awareness of job: By appropriate procedures every employee knows his work. He knows what is the job? How to do it? Where and when to do it? Thus employees are made aware of their jobs which help them to complete the jobs in time.
2. Determination of responsibility: In the procedure distribution of work, authorities delegated to employees and responsibilities are clearly mentioned. Thus if particular job is not performed properly by the employee, punitive action can be taken without any enquiry.
3. Standardisation of procedure : In an organization some procedure is followed in all departments having standard functions. Therefore confusion is avoided.
4. Identification of problems : If the work is not being done according to the procedure or the work flow is disturbed then the reasons can be found out easily. Once the problem is identified it becomes

easy to find out solution for the problem.

5. Right decision : As the problem can be identified easily. It is easy to understand the effects of problems on various stages. So that the unwanted incidents can be avoided.

6. Training programme: Office procedure helps manager to understand the scope of improvement in the quality and pace of work. The manager can identify various training needs of every employee. So appropriate training can be imparted.

7. Proper guidance: office procedures help in creating awareness about difficulties, limitations. Therefore the manager can provide proper guidance immediately to the employees who do not perform the work properly.

8 Improvement in services: the office many times provides some or the other services to the people related to the organization. Thus office procedure facilitated right type of services in right quality at right time.

9 Co-ordination : The functions of all the departments are carried out in the proper manner and direction. These functions follow sequential order. Thus co-ordination facilitates in achieving the objectives of the organization.

10 Increasing efficiency: All the above advantages result in increasing the overall efficiency of an organization. The profit of the organization increase due to the work done in the low cost.

Methods of Office Management

The methods of office management includes preparing planning of office work, to bring co-ordination or unity in the office work, and controlling office work. The details of methods of office management are as follows.

1. **Planning the office work:** Planning includes the efforts taken/made to prepare an outline of the programme to achieve specific objectives. It means that thinking before doing is nothing but planning.

While planning the office work manager will have to consider the following factors.

- A) Which work is to be done.
- B) To do such work which means and human resources are available.
- C) To whom the responsibility of the work is to be given.
- D) According to which method the work is to be done.
- E) Where it is to be done.
- F) How much time will require to complete such work.
- G) When the work should begin/start and when it should be completed.
- H) How there can be unity in work.

Organising the office work : To carry out the office work smoothly, the office manager has to perform some functions. Organising office work is considered as one of the important functions in all the functions. Organising the office work is the sole responsibility of the office manager.

Co-ordinating office activities: Controlling means the plans instructions gives and general principles followed to perform the office work smoothly and to compare the actual work with the standards set.

The controlling of office activities function includes deciding the quality of work to be performed comparison between actual work finding the reasons for failure remedial actions suggestions for improvement etc.

Advantages of office work procedure.

- 1) Due to office work procedures the repetition of work in any function and any where in office eliminated.
- 2) Work procedures help in eliminating unnecessary motions of the workers. Due to which time and labour wastage is avoided.
- 3) Each worker's job responsibility can be fixed.
- 4) The office routine work can be completed smoothly and quickly.
- 5) Office work procedures help workers to fulfil their responsibilities confidently without taking advise of their authorities and help of their co-workers.

- 6) Office work procedures facilitate easy and effective controlling function.
- 7) It also help in eliminating the adversely affective factors in the work flow of the office work procedure helps in reducing the mistakes.
- 8) Office work procedures help in reducing the office expenditure.
- 9) Office work procedures help in co-ordination of the functions of the workers.

FILING

Meaning of Filing : The success of any business depends on various factors one of them is correspondence. Therefore correspondence must be stored in a scientific manner. Following are the two main characteristics of filing.

Process of handling Inward and Outward Mail

Handling Incoming Mail

Once it has been decided whether incoming or inward mail is to be centralized or departmentalized, it is essential to lay down an efficient procedure for its handling. The following routine is suggested for this purpose:

(i) **Receiving the mail:** Mail or dak is ordinarily delivered by the post office through its postman twice or thrice a day. If a numbered post box or post bag has been rented a messenger is sent to the post office at specific times to collect the mail. Some incoming letters may also be received through messengers or peons of other offices or departments.

(ii) **Sorting the Mail:** After the mail has been received in the mailing department, it should be sorted out before it is opened. It is easier to sort out sealed envelopes than different sized pieces of paper. Sorting may first of all be done of private letters of the employees and of business letters.

Business letters should be sorted out into three groups:

- (a) Registered and unregistered letters or mail
- (b) Sealed and unsealed envelopes and
- (c) Confidential and urgent letters and other official letters.

Opening the Mail:

Letters may be opened by hand or by letter opening machines. A paper Knife is mostly used in office to slit open envelopes ,etc. If the number of letters is very large a letter opening machine may be used with advantage.

Scrutiny of Contents:

After the removal of the contents from the opened envelopes their contents should be scrutinized to find out from whom, and for which departments, they are meant. The storing of letters on a departmental basis is done at this stage. Before ending the mail to the concerned departments ,the enclosures to the letters should be checked, compared and verified with the covering letters to find out whether they are in order or not..Sometimes the enclosures are cheques, bank drafts, postal orders or valuable documents.

Stamping the mail:

All letters, etc, received in the office should be stamped with the date of their receipt. Where the time of the receipt is also important it should be noted on the communication. In some offices, the mail is serially numbered. The stamping of the mail may be done with rubber stamps.

Recording the mail:

Many offices particularly banks municipal corporations, government offices and professional firms, keep a record of each letter received by entering its particulars in a Letter Received Book or Inward Mail Register. The particulars usually entered are:

- a) The serial number
- b) The date of receipt
- c) From whom received
- d) Subject
- e) Enclosures
- f) Initials of the person to whom the letter was handed over for attention.

Distributing the Mail:

The last stage in handling the inward mail is its distribution to the concerned executives and/or departments. Where the recording of the inward mail is practiced, the initials of the receiving clerks or executives of different departments should be obtained on the mail register in acknowledgment of their receipt.

Follow Up:

Letters received should be properly attended to and answered or the necessary action should be taken thereon. They are then filed properly. Follow up action by departmental heads or individuals executives should be taken if and when it is called for.

HANDLING OUTGOING MAIL

Production:

The production of outward letters involves drafting or dictation and the typing of letters. All outward mail should be produced before dispatch.

Signature and Reference:

Every outward letter or mail should be signed, and the authority to sign office mail should be clearly defined. Ordinary routine letters, circulars or form letters may be signed by a junior executive or a correspondence clerk, but important letters should be signed by departmental heads or the executive/director concerned.

Collection of outward mail:

In some offices different departments send letters duly typed, signed, addressed and placed in envelopes to the mailing department, which dispatches them. However in many offices, the mailing department messenger visits different departments at scheduled times and collects the mail from the trays marked outgoing mail and deposits it in the mailing department.

Entering mail in outward mail department:

Before letters are posted, a record of them should be entered in the outward mail register or dispatch register. The particulars usually entered in this register include:

- a) The serial number
- b) The date
- c) The contents of the letter
- d) The address of the receiver
- f) The value of the stamps used.

Folding Letters:

The letters are now folded and inserted in their envelopes. Before folding the letters, the address of the addressee should be noted down on the envelopes in which the folded letter is inserted.

Preparing the Envelope:

After folding the letter is inserted in the envelope, which should be properly and correctly addressed. A complete and correct address ensures a quick and prompt delivery of the letter to the addressee. Pin codes should be given. Addresses may be written by hand or typewritten or written with the help of addressing machines.

Sealing and Stamping:

After preparing the envelope the next step is to seal it with an adhesive, gum or cello tape. In large organizations, huge volume of outward mail may be sealed with the help of sealing machines. The different categories of mail-Book Post, Registered Post, VPP or Insured Articles should be sealed in accordance with postal rules.

Posting: Ordinarily, all stamped unregistered mail is put in the post box. Letters addressed to local correspondents are generally sent through messengers. Letters marked U.P.C.(Under Postal Certificate), Registered, Recorded Delivery, or V.P.P. are delivered at the counter of the post office.

Establishing Mail Routines:

The establishment of efficient procedures and routines for the handling of incoming and outgoing mail is an important aspect of planning an efficient mailing service for they make a favourable impact on outsiders and reflect the general efficiency of an organization. The routines to be followed for incoming and outgoing mail are discussed separately.

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Marks :08

CHAPTER NO :- 2

OFFICE FUNCTIONS

12.2 Meaning of an Office : In simple terms, an office is a place where some business is transacted or services are provided. It may be defined as a central place where all types of clerical work are done and all kinds of papers (letter, correspondence, files, records, etc.) are maintained to coordinate and control the affairs of the organization as a whole.

12.3 Definition of an Office : Office work is concerned primarily with the records of the enterprises making records, using records and preserving them for future reference. The office is the administrative centre of a business. The purpose of an office has been defined as the providing of a service of communication and record. Office is a unit where relevant records for the purpose of control, planning and efficient management of the organization are prepared, handled and preserved. Office provides facilities for internal and external communication and coordinates activities of different departments of the organization.

12.4 Characteristics of an Office : On an analysis of the above definition of office, the following features become evident :

(i). Location : An office is established in a particular locality so as to coordinate the functions of various departments of a business. Several factors affect the selection of an appropriate locality for establishing an office. This is discussed in a subsequent chapter separately.

(ii) Accommodation : Spacious accommodation is required for carrying out the functions of office smoothly. Provision of sufficient accommodation requires careful layout of office building.

(iii) Departmentation : A modern office performs a number of activities relating to the business. All activities of the office cannot be performed by the same people. The activities are grouped under different types and assigned to people working under different departments. This facilitates specialization in office.

(iv) Work Conditions : For increasing the efficiency of the office staff and to meet statutory requirements, it is necessary to provide good working conditions such as lighting, ventilation, air-conditioning, etc.

(v) Clerical Staff : Owing to increased volume of office work, we come across several types of clerical staff in an office. The clerical staff in a large sized office may be classified into

- (a) office superintendent who relieves office manager from supervising routine office work,
- (b) clerks of various grades such as first division clerk and second division clerk,
- (c) private secretary to assist office manager and
- (d) typist.

(vi) Equipment : To increase the speed of the office work, the office is equipped with modern office appliances and equipment like computers and fax.

(vii) Information Service : The office is rightly described as a producer of information. The office is responsible for the effective flow of information through appropriate channel to all level of

management. In the words of George R. Terry in Office Management and Control man's greatest tool today is information...information is required by all members of an enterprise. Retaining, analyzing and furnishing the appropriate type of information for various purposes to various people and from time to time is one of the important objectives of a modern office.

(viii) Organization : With a view to achieve the above object, an office is to be organized on a systematic basis. Clear cut relations are to be established between superiors and subordinates. The duties and responsibilities of every staff must be clearly laid down.

12.5 Requisites of an Ideal Office :

- (i) To maintain a good flow of work without any bottlenecks.
- (ii) To prevent duplication of work and records.
- (iii) To ensure movement of staff to the minimum.
- (iv) To prevent unnecessary correspondence.
- (v) To divide the work among staff so as to derive the benefit of specialisation.
- (vi) To keep paper work to the minimum.
- (vii) To apply the principle of management by exception.
- (viii) The exceptions to the rules must be kept at minimum.
- (ix) To prevent unnecessary checking of records and documents.
- (x) To use modern office appliances to reduce monotony in office work.

12.6. Importance of an Office : The modern commercial office is an indispensable department of every business undertaking may it be big or small, trading or manufacturing. The office exists to provide clerical services needed by all the departments of a business unit. In fact, without an efficient and well organized office, business activities can not be carried on systematically and efficiently. Professor Dicksee has aptly said that "the office is to a business what the mainspring is to a watch". The importance of office will become evident from the following:

(i) It Helps in Identification of Business : In undertakings such as bank, insurance companies, etc., office is identified with business. Office enables the investors, customers, public, overnment, tax authorities, to deal with business undertakings. For enquiries, complaints, etc., people visit only the office but not other departments of the business.

(ii) Facilitates Preparation of Records and Report : The formulation of business policies to a large extent depends upon the reports and records which reflect the success or failure of the business. Management requires information in the form of reports frequently. Some such reports are prepared weekly and some monthly. It is in the office; such records and reports are prepared and furnished to the management. So, office serves as a store room of all records which serves as the basis for the preparation of reports.

(iii) Aids Management in Carrying Out its Functions : It is through office, managerial functions such as planning, organisation, coordination and control are performed. In the words of Leffing Well and Robison "a well organised office makes it possible for management to plan its operation intelligently, to put its plan into effect surely, to follow their progress currently, to determine their effectiveness promptly, to appraise the results without delay, and to coordinate all the activities of the business".

(iv) It Provides Employment Opportunities : With the increase in the size of business, the office work also increases. To cope up with the increased office work, more number of office staff is required. Thus, existence of office department provides gainful employment opportunities to many people.

12.7 Nature of an Office Functions : The nature of an office function in a business can be discussed as follows.

(i) Office Occupies Primary Position in a Business : In olden days, the position of office in a business unit was considered to be secondary in importance. The primary position was assigned only to production departments. The traditional view with regard to the nature of office work was that of non-productive. This is so because office work is not directly concerned with production of goods or services. When a clerk records the entries in a book, it does not involve in the production of goods or services directly. Therefore, it was considered that office staff belongs to the category of non-producers. But in modern days the office staff is treated on par with producers of goods. Although they do not actually engage in the production of goods directly, they help the production to continue. To identify the product for the office-worker, we must look beyond the particular piece of work done and consider the result that is accomplished.

(ii) It is Complimentary to the Business : The modern commercial office is inevitable for the efficient functioning of a business. Today's business, with the existence of a number of departments is ever expanding. There arises a need to coordinate the work of all these departments and this task is performed in the office through a network of office staff. A business unit without an office is incomplete by itself. The establishment of an office makes the business unit a complete undertaking.

(iii) Office Job is an Art : An art refers to a performance aspect requiring a certain skill and so is an office job. It is a place where several staff and clerks are engaged to perform various jobs such as recording, filing, accounting, typing and so on. The performance of all these types of jobs requires basic skill which is to be possessed by office staff. Above all, job also implies the art of getting the work done through the subordinates by the superiors.

(iv) Office Management is a Discipline : The study of office organisation at one time was considered to be a part of the study of business organisation. At one time was considered to be a part of the study of business organisation. But today it is considered to be a separate discipline by itself. It is a branch of knowledge which involves the application of the modern principles of management to office department in order to carry out its function efficiently.

(v) Office Management is a Profession : The profession of office management is as old as the history of business. But in recent times the profession of office management has assumed greater importance. This is partly because of the specialisation of office function on one hand and the aspirations by many unemployed youth for the office job on the other hand. Recognizing the importance of this profession, many universities and private institutions are offering courses in office management. Some courses are offered as full time courses and others on part time basis. These courses have attracted many young boys and girls, expecting a job opportunity in the office of many business organisations.

12.8 Functions of an office :

12.8.1 Primary Functions : The functions of an office is mainly concerned with the recording of the business transaction, i.e., making, using and preserving records for future reference. Some of the records and books are to be statutorily maintained as per the requirement so far while other records are maintained to meet the needs of management. The primary functions of an office are :

(i) Receiving Information : Receiving information relating to the business from various sources is the major function of an office. An office receives information either from internal source or from external source. Information received from internal source is from the departmental heads and from

other levels of management. The chief forms of such information are reports, letters and telephone messages, Customers, Suppliers, government, tax department, and investors constitute the external source from which information is received. Information from external source taken the form of letters, orders, invoices, enquiries, telegrams, etc.

(ii) Recording Information : Having received information from various sources and in different forms, the second primary function of an office is to record them in appropriate books. The first step in recording the information is to sort them out. Then, it involves entering the information in ledgers concerned as, for example, all orders received are recorded in an order book, all communication relating to enquiries in an enquiry book and so on. This helps not only in easy identification, but also enables quick reference. Recording of information is also obligatory for meeting legal requirements.

(iii) Processing Information : Usually the information received by an office is not in a form which can be used directly by the management for decision making. Therefore, it involves arranging and processing the information systematically by trained staff. Very often it may involve calculation, condensation and simplification which meet the immediate requirements of management. Instances of processing information relates to costing report, statistical statements, financial statements and other reports of performance in the business.

(iv) Retrieval of Information : The office provides such information to the management as and when needed from its records. The information to be provided may be of routine nature or special nature and it may be verbal or in writing. Examples of information provided by office are orders, estimates, invoices, progress reports, financial statements and instructions issued on behalf of management.

(v) Protecting Assets : This involves safeguarding the assets of the business. By far the most important intangible assets to be protected by an office are the business secrets. The other asset to be safeguarded is cash. Surplus cash which is not required for immediate use is to be deposited in the bank. Necessary steps must be taken to collect outstanding debts and minimize bad debts. All the valuable assets must be insured against probable risk of loss. Contract deeds must likewise be properly protected.

(vi) Arranging Funds : If the business undertaking happens to be a public limited company, the office has to arrange for funds by the issue of shares, debentures, public deposits, etc. It must arrange for payment of dividend and interest thereon.

12.8.2 Secondary Functions : The secondary functions arise in course of business and are incidental to primary function. These functions may be classified as following :

(i) Communication : Communication constitutes the core of the secondary function of the office. The office deals with two types of communication, viz., internal and external. The internal communication takes place between the management and individuals within the business through conference, interviews, telephone calls, instructions and circulars. The external communication takes place between the business enterprise and outsiders through letters, telephone, telegrams, orders and so forth.

(ii) Computation : This function involves ascertainment of cost incurred in manufacturing goods, checking the invoices, computation of wages and salaries payable to employees and assessing the value of by-products, wastes and scraps obtained in the production process.

(iii) Statistical Work : The statistical work in an office comprises of classifying, analyzing,

summarizing and interpreting the report. It involves the preparation of comprehensive report accompanied by charts and diagrams as a recommendation for prompt action.

(iv) Planning and Scheduling : The planning function of office is concerned with determining what is to be done, who is to do it and where it is to be done. Scheduling is concerned with the time at which the events planned are to take place, i.e., both planning and scheduling functions are based upon records.

(v) Coordination and Direction : One of the functions of office is to coordinate the working of other departments by issuing necessary directions from time to time. This increases the overall efficiency of business enterprise.

(vi) Supervision and Control : Office is also concerned with supervising the work performed in various departments and maintain pace of work in those departments which lack efficiency. This is ensured through control techniques.

12.9 Types of Office :

An office can be classified into the three types on the basis of function, location and requirement by law. The following chart depicts the types of office.

12.9.1 On The Basis of Function : On the basis of function performed by an office, it can be classified into two types. Head Office and Branch Office. A big business will have a number of branches spread over different places. The head office is an office which coordinates the work of all such branches established in different localities. The parent establishment is known as head office and its off-shoots are turned as branch offices. The best examples of a business which follows this type of classification are banks in our country which function with a net work of several branches spread all over the country.

12.9.2 On The Basis of Location : On the basis of location, office can be classified into two types : regional office and local office. A regional office is set up at the regional level to look after the business of that region. Indian Railways offer an example for this basis of classification where in it has eight zonal or regional offices. A local office confines its business to the local area where its operations are carried out.

12.9.3 On the Basis of Legality : According to the provisions of company Act every joint stock company must necessarily have a registered office to enable those interested in a company to communicate with it. A registered office may be established in a place other than actual place of business. An administrative office is situated to carry out the control and supervisory business near the place of business.

12.10 Size of an Office : Very often it is felt that an office is necessary only for a large sized business concern, but not for a small one. The reason is that modern business makes use of different types of office equipment which are needed for a large sized business. But this argument is not correct. Firstly, in modern days, hand operated machines are manufactured and available to suit the requirements of small business. By using this equipment the efficiency can be maintained in office.

12.11

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CHAPTER III OFFICE CORRESPONDENCE

MEANING:

Correspondence is one of the important forms of written communication means conveying information or ideas or a message from one person to another. This may be oral or written form. Business correspondence refers to the communication of business messages and information through the medium of letters and other written documents. It is said that business is as old as business itself. However, business correspondence really developed after the industrial revolution. Before that time business activities were undertaken on a very small scale and it was therefore possible to develop personal relations with customers and others. But after the industrial revolution production was undertaken on a very large scale which required large scale distribution. The company form of organization was introduced and with it came business dealings with a large number of individuals and other companies so widely distributed that correspondence was one of the chief means of establishing

DEFINITION:

Correspondence has been defined as an effective means of communication between two or more persons inviting personal attention.

IMPORTANCE OF BUSINESS CORRESPONDENCE:

1. It helps to develop personal contacts.

Normally when a business is established on a very small scale, personal relations with customers can be maintained very easily. But once the business expands, it becomes difficult because contacts are very numerous and spread out over a wide area. The best way therefore of sustaining relations can be through correspondence i.e. through letters, reports, etc.

2. Introducing a new product source of persuasion.

In most business dealings each party is interested in winning over others, whether it is to secure a loan or any other facility or to recommend a product or to procure a contract.

A business letter can be used to launch a new product. This is known as a sales letter.

Sales letters can however be most effective and constitute also the least expensive way of persuading customers to buy a product.

3. Legal Significance.

There is no need to emphasize the role of record keeping in business. Past records are extremely valuable for every business enterprise as they serve numerous purposes such as reference to past events, planning for future, etc. the most important of these are the legal significance they carry. All kinds of dealings or contracts as well as deliberations and negotiations have to be properly recorded and preserved for the purpose of reference in case of legal actions.

4. Medium of settlement.

Many transactions as well as disputes are settled by means of correspondence. Adjustments of short transactions or supply of wrong or defective goods can be made by sending the necessary written information. Thus it can be said the correspondence serves as a medium through which accounts can be settled between parties to various business transactions.

5. Creation of goodwill

One of the important objects of a business is to create and develop goodwill. Business letters can be of great help for this purpose. It is said that an effective business letter is an ambassador of goodwill. Goodwill is an attitude which cannot be developed overnight. It requires sincere and sustained efforts.

Every letter should have the effect of creating a favourable image of the Organization so that goodwill for it is continually developed.

6. Avoidance of misunderstanding.

Misunderstanding is likely to arise in case of oral communication in a written communication the writer chooses the words properly to state clearly what he means. Hence, there is no chance of misunderstanding.

7. Serving as a reminder.

Communication by word or mouth may be forgotten. It may not be attended promptly. But a written communication in the form of a letter acts as a reminder and is likely to get a prompt attention.

Basic principles of correspondence:

1. Clarity

The writer must write the letter in such a way that the addressee will understand the message clearly. Clarity of expression is necessary in all business letters. The letter should be clear but polite. Clearness is obtained by making use of proper words and by their arrangement in the proper order. The letter should be grammatically correct in order to avoid confusion.

2. Conciseness

A business letter should be to the point. All relevant information should be provided, unnecessary information avoided. Maximum information must be conveyed in minimum words. Care must be taken to select proper words and phrases, lengthy sentences must be replaced by short sentences. A concise letter saves time of reader.

3. Completeness

A letter should be complete in all respects. An incomplete letter gives a poor impression of the writer and at the same time leads to further unnecessary time consuming correspondence.

4. Courtesy

The letter should be written with sincerity and in simple and clear language. It must be courteous and sympathetic also. Courtesy is a combination of politeness, warmth of heart and sincerity. The writer should as far as possible try to avoid harsh or curt expression or insulting remarks.

'U' Attitude

The 'You Attitude' means the writer of the letter mentally placing himself in the position of the letter reader. A business correspondent has to adopt 'You Attitude' in his letters. This implies that he must have careful consideration for the reader. 'You Attitude' does not mean writing the word 'you' throughout the letter. It involves consideration for the other party. It is an outlook of things from the view point of the reader.

Parts of business letter

1. The head address
2. The date
3. The reference number
4. The inside address
5. The subject line
6. The salutation
7. The body of the letter
8. The complimentary close
9. The signature
10. The enclosure (if any)
11. Postscript

1. Head address or heading

It must contain the full name and address the telephone number and telegraphic address of the party sending out the letter and should also give the reader some idea of the nature of the business.

2. The date

It is usually placed on the right side of the page, below the head address. The date is important in commercial correspondence as it helps the office to file letters in a chronological order.

A date can be written in two ways one is the English style where in the date is written as follows
5th November, 2014.

The date should never be written as 5//11/14.

3. Reference Number

It is the number given to the letter by the sender to help him to classify and trace copies of outgoing letters.

It may be given alphabetically, geographically or topic wise depending on the volume of outward mail and the type of filing and indexing used in the office.

4. Inside Address

It is the address of the firm or individual to whom the letter is addressed. Use of 'To' before the address is no longer a style.

5. Caption line or subject line.

The subject line is generally placed between the salutation and the first paragraph of the letter. It brings out the purpose of the letter.

It gives a sort of introduction to the topic of the letter. It inform the purpose of a letter in advance and it is used for filing purposes in firms in which the filing is done according to the subject matter.

6. Salutation

The term 'salutation' refers to the phrases like 'Dear Sir', 'Gentlemen', etc. This is a formal greeting from the writer. The salutation must be in keeping with the inside address. 'Dear Sir' or 'Gentlemen'. A lady is addressed 'Dear Madam'. If a person is intimately known he may be addressed as "Dear Mr. Rodrigues" or Mr. Rodrigues, or Dear Rodrigues.

7. Body of the letter

The body of the letter conveys the main object matter. It is generally subdivided into paragraphs. Each paragraph deals with a separate point.

It consists of the opening of the paragraph, main paragraph and closing paragraph.

8. The complimentary close.

It is concluding part of the letter because it pays a compliment. It is placed below the last paragraph of the letter. The usual complimentary close to a business letter is 'Yours faithfully', or 'Faithfully Yours'.

A less formal tone can be given to the letter by using the words 'Very Truly' or 'Yours Cordially'

The complimentary close should always match the salutation.

9. The Signature

The signature is always by hand and never typed. It is placed directly below the complimentary close. Business letters today carry typed name and also the designation of the signatory below the signature. This helps the reader to indentify the person by his name and his official position in the company.

Types of signature

a. Per Pro : The Per Pro signature can be used by the sender if he has been given a power of attorney by the person on whose behalf he is writing the letter.

b. For: Sometimes, the “for” signature is necessary particularly, when the person who is supposed to sign the letter is absent or not available. The ‘for’ signature carries limited weight as compared to ‘per pro’. So letter without signature is incomplete. It lacks legal validity.

10. Enclosure ‘Encl’: It indicates the nature and number of other papers, documents, etc. That may be accompanying the letter in the same envelope.

Enclosure should be arranged exactly in the same order in which they are mentioned in the body of the letter.

11. Postscript (P.S.) : Postscripts are of two alphabets placed when any additional matter is to be added to the letter, at the bottom of the page after the signature. However, a good letter writer never uses the postscript unless it is absolutely necessary. As far as possible a P.S. must be avoided in a business letter as it shows the carelessness of the writer of the letter.

Layout of the letter

Layout means the structure or the plan of a letter. It is arrangement of different parts of the letter on the paper. There are four types of layouts.

1. Indented form of layout.
2. Full Block form of layout.
3. Semi Block form of layout.
4. Hanging Indented form of layout.

The most popular types of layouts used in today's business concerns are:

1. Indented form of layout.
2. Full Block form of layout.

Indented form of layout

Head Address	
_____ _____ _____ _____	
Ref. No. _____	Date: _____
Inside Address	
_____ _____ _____	
Salutation : _____	
Sub : _____	
Body of Letter	
_____ _____ _____ _____ _____	
Complimentary close	
Encl : (if any)	Signature

Fully Block form of layout

	Head Address

Ref. No. _____	
Date: _____	
Inside Address	

Salutation : _____	
Sub : _____	
	Body of Letter

Complimentary close	
Signature	
Encl : (if any)	

Physical appearance of a letter

The physical appearance of the letter is connected with the design of the letter head. The quality of paper used, the margin used, the method used, the type of envelope used, folding of the letter and so on.

It may be noted that attractive physical appearance is necessary in the case of all types of letters but more so in the case of business letters.

The paper should be of superior quality. The design of the letter heads must be simple and decent. The quality of the paper should be in harmony with the paper. The appearance of a neatly typed letter is more impressive than that of a bad written one.

Proper margins make the letters attractive. Usually there should be adequate space between the paragraphs of the letter.

Folding, too many folds spoil the shape of the letter the number of folds should be minimum, folding of letter is a simple method but should not be neglected.

The letter should be inserted in a cover of appropriate size after folding.

OBJECTIVE QUESTIONS:

Answer the following questions in a word or phrase.

1. An effective means of communication between two or more persons inviting personal attention.
2. The signature can be used by the sender if he is given power of attorney by the person on whose behalf he is writing the letter.
3. It indicates the nature and number of other documents accompanying the letter.

Answer the following questions:

1. Explain the importance of business correspondence. (any five points).
2. State and explain the basic principles of correspondence. (any three points)
3. What is 'You attitude' in letter writing?
4. State and explain the parts of business letter.
5. Write a note on 'physical appearance of a business letter'.
6. State and explain the :
 - a) Procedure for inward mail.
 - b) Procedure for outward mail.
7. Give the specimen of :
 - a) 'Inward Register'.
 - b) 'Outward Register'.
 - c) 'Peon Book'.

OUTWARD MAIL REGISTER

I. Prepare an Outward Mail Register for Bajaj Electricals Pvt. Ltd., Margao-Goa with the following information:

- 1) Sent a letter by Ordinary Post to Geeta Stationery, Shop No. 60, Old Market, Margao-Goa, on 25th August, 2015, regarding the delivery of goods. Postage drawn Rs. 70/-; Spent Rs. 20/-.
- 2) Sent a letter by Speed Post to Apna Food Products Ltd., Plot No. 139, Phase III, Kundai Ind. Estate, Kundai-Goa, regarding a court matter. Postage drawn Rs. 120/- ; Spent Rs. 100/- on 30th August, 2015.
- 3) Sent a Registered A. D. Letter to Kaviya Traders, Plot No. 133, Pilerne Industrial Estate, Pilerne, Bardez-Goa, on 3rd September, 2015, which is a complaint for non-payment of a bill. Postage drawn Rs. 80/-; Spent Rs. 50/-.
- 4) Sent a letter by Hand Delivery to Parodkar Agencies, Shop No. 11, Gandhi Market, Margao-Goa, on 10th September, 2015, which was an invitation of new premises.
- 5) Sent a complaint letter to Classic Digitals, Shop No. 35, Pajifond, Margao-Goa on 12th September, 2015, regarding delivery of damage goods. Postage drawn Rs. 50/- . Spent Rs. 10/-.

- 1) Sent a letter by Mr. Raju G. Dessai, to Paraodcar Agencies, Shop No. 30, Gandhi Market, Margao-Goa, on 10th September, 2015, inviting for an opening of new office premises.
- 2) Sent a letter with Tulsidas L. Kerkar, to Ocean Electronics, Shop No. 33, Aquem, Margao-Goa, on 15th October, 2015, regarding collection of cheque.
- 3) Sent a letter by Avinash Naik, to Borkar Stores, Pajifond, Margao-Goa, on 20th October, 2015, regarding quick delivery of order.
- 4) Sent a letter with Raju G. Dessai, to Pramod Electronis Ltd., Pajifond, Margao-Goa, on 25th November, 2015, regarding quick installation of A.C.
- 5) Sent a letter with Avinash Naik to Sunny Stationery, Pajifond, Margao-Goa on 20th November, 2015, enclosing a cheque of Rs.5,000/- as payment of order.

Write a layout of Indented form of letter.

Write a layout of Fully Blocked form of letter.

Marks:08

CHAPTER IV OFFICE ENVIRONMENT

Meaning of Office Environment:

Office Environment has an important bearing on the efficiency of employee. An office may be properly laid out and the best type of the furniture equipment may be installed in it, but its efficiency may be very low if the physical working conditions are not good. Physical working conditions are the life of an office. It refers to what kind of work atmosphere is there in the office: is it a positive environment where people do their job or negative environment where people hate to come in the office.

Importance of Office environment:

- Office lighting;
- Ventilation and Temperature control;
- Interior decoration and furnishing;
- Office furniture;
- Freedom from noise and dust;
- Safety;
- Sanitary Arrangement;
- Security;
- Secrecy;

OFFICE LIGHTING:

Lighting is perhaps the most important of all the physical condition of the office. Bad light causes eye-strain and fatigue to workers which may lead to bad handwriting, bad carbon and incorrect figure work.

TYPES OF LIGHTING SYSTEMS:

There are five types of lighting systems

- **Direct:** In this type of lighting approximately 90 to 100% of the light is directed downward to the working surface. It provides good intensity of light.
- **Semi-direct:** In this system a transparent or translucent shade is used which direct 60 to 80% of light downward remaining light is directed upward and is reflected from the ceiling.

- **Indirect:** In this system 90 to 100% of the light is directed towards the ceiling or walls and is then diffused and reflected downward on the work surface, It does not causes eye strain but it is not good for office work.
- **Semi-indirect:** In this system a transparent shade, bowl cover or reflected is placed under the lamp so that 20 to 40% of light is directly diffused downward on the working surface and 60 to 80% of light may be directed to the ceiling which is reflected downward to the working surface.
- **General diffuse:**
In this system an equal amount of light is diffused directly or indirectly by its reflection from ceiling in walls. This system gives more light with the same wattage than the semi-indirect lighting.

Kinds of Lighting:

-

Natural:

Day light is the best form of lighting. The maximum use should be made of natural lighting from whatever source it is available. It is economical and no fittings are needed and there is no recurring expenditure also. Adequate provision should be made while laying out the office. It is also healthy and strains the eye less.

- **Artificial:**

Artificial lighting may be used to supplement the natural light. It is not possible to provide natural light over the whole working surface, hence artificial lighting has to be provided so that the working surface may be properly and evenly illuminated. An important advantage of artificial lighting is that it can be easily controlled in the form of quantity, quality and intensity.

Artificial lighting are mainly of two kinds:

a. **Fluorescent:** The illumination produced by it closely resembles that of natural lighting. It is very expensive to install it but it produces less heat and less glare, last longer than filament bulbs and consumes less electricity and the light is more evenly distributed.

b. **Incandescent:** This kind of light is produced by filament bulbs. It is less expensive than fluorescent lighting. But is less commonly used because its colours are less natural and the bulb do not last long and consumes more electricity and produce more glare and shadows. It may also be used to heat for the office building.

Benefits of good lighting in the office:

1. **Increase Output:**

A good lighting increase in the rate of working output.

2. **Better Work quality:**

The quality can be improved by bring light upto accepting standards. If the light is not good more errors are more frequent to eye strain or fatigue.

3. **Reduction of Fatigue:**

Working in the office under poor lighting for long period causes eye strain and may cause eye sight defect .Good lighting may reduce fatigue.

4. **Better employee moral:**

Good lighting and good use of colour may create pleasant work of atmosphere which improve the moral of the office employee.

5. **Higher prestige for the firm:**

An attractive and efficient lighting makes a favorable impression on the visitors who visit the office.

USE OF COLOURS:

Use of light colours and ceiling helps in the maximum utilization of natural and artificial lighting. Lighter colours reflect more light because they absorb less light than the dark colour and increase the intensity of illumination. Office floors, carpets furniture ceiling table fans and equipment etc. should be of light colours to get more lights at less cost. Usually colours in the range of yellow, orange and red are regarded as 'warm' and have psychological effect of encouraging warmth and cheer. In contrast cool colours like blue, violet, dark green produce a subduing effect of restraint and calmness.

Ventilation: Ventilation in the office refers to the supply of clean and fresh air

in the right amount at the right temperature and of the right humidity. Proper ventilation is an importance aspect of an office environment. Fresh air must pass through the office regularly this is possible only when the office premises are properly ventilated.

The following methods are generally used to maintain proper ventilation:

1) **Natural Ventilation:** Natural ventilation may be obtained by providing enough doors, windows and ventilator at the right type at the right places. It helps to get regular flow of fresh air from the outside and of stale air from the inside. Natural ventilation can be increased by providing roof ventilator and internal tube ventilators.

2) **Artificial Ventilation:** Artificial ventilation may be achieved by use of electric fans, exhaust fans, air cooler, air filters etc.

a) Electric fans: Electric fans are used to circulate air because air circulation is much better than stagnant fan. Electric fans may be classified into pedestal fan, table fans wall fans and ceiling fans.

Following are drawbacks of electric fans:

- i) *They do not lower the temperature of room .*
- ii) *They disturb paper work with strong air they generate.*
- iii) *They stir up particles of dust.*

b) Exhaust fans: This fan expel the stagnant air from the room. They effective measures of ventilation. Fans may be used in toilets, crowded rooms canteens, machine rooms, workshop etc.

c) Air cooler: Nowadays air coolers become very popular in offices. They draw in the air which passes through water vapors and becomes cool. They especially use during the dry part of the summer.

d) Room heaters: It is provided during the winter to keep the temperature of the workplace above the atmospheric temperature.

e) Air filters: Air filters are used to ensure that the outside air which enters the room becomes dust free and clean

3) **Air conditioning:** Is the most suitable forms of ventilation, it contributes to mental activity and boosts the efficiency of the employee. It is costly but it eliminates the problem of cleanliness, heat and ventilation, humidity and noise etc.

Following are the advantage of air conditioning:

- a) *It helps to maintain employees' efficiency.*
- b) *It helps to safeguard their health.*
- c) *It helps to keep production cost low.*
- d) *It helps to protect the product or equipment in the plant.*

TEMPERATURE, HEATING AND COOLING:

The temperature of the office room should be maintain at a proper level because too much heat or cold induces physical discomfort and affects the efficiency of the staff. The ideal room temperature is :

- i. *65⁰ F for offices;*
- ii. *55⁰F for halls, staircase and corridors;*
- iii. *50⁰ F for store rooms.*

In cold areas or seasons, heating can be achieved by using:

- i. *Charcoals burners;*
- ii. *Electric rooms heaters*
- iii. *Central heating systems;*
- iv. *Steam radiators and pipes;*
- v. *Coal gas or electric fires.*

INTERIOR DECORATION:

Interior decoration may be described as the art of the careful decoration of the interior room or a building. It has been found that an attractive décor not only adds to appearance of a room but has psychological effect on the people working in it. Interior décor involves:

- i. *A tasteful colouring of walls, door and windows;*
- ii. *Placing of attractive art object, pictures, painting and informative charts on the walls;*
- iii. *Floor covering, curtains and wall hanging etc.*

FURNITURE:

After deciding the layout of office accommodation and its decoration, it is necessary to turn to the furniture that is to be put in it. Office work is mostly indoor deskwork; suitable furniture should be provided for the office clerks so that they may be comfortable enough to perform office work speedily and efficiently. Modern and eloquently designed furniture not only improve the general efficiency of the employees but adds to the prestige of organization as well. At the same time furniture should be viewed as long term investment. Furniture are to be purchased as per the requirement of the office.

Following factors should be considered before acquiring new furniture:

- i. *Design: It is related to the size of top, height, numbers of drawers etc.*
- ii. *Capital outlet: obvious factors when buying any equipment.*
- iii. *Durability: Metal furniture will probably last longer than ordinary wooden furniture.*
- iv. *Saving in space: Some furniture is specially design to save labour space.*
- v. *Fire risk: metal furniture is better fire risk than wooden.*
- vi. *Weight: If the furniture has to be often moved around than light weight is preferable.*
- vii. *Hygiene: It should be easy to clean and also to clean the floor underneath it.*
- viii. *Appearance: Furniture is not only is pleasing to the eye but appears workmanlike, is quite an important factor.*
- ix. *Comfort of office work: This means that more work is likely to be performed and with less distraction.*
- x. *Safety: Plate glass topped furniture may not be safe in use.*
- xi. *Finish: If there is too high a gloss, it can cause glare and distraction from work.*
- xii. *Saving in labour: Some furniture has built-in file units, which can save movement and walking about by the clerks.*
- xiii. *Supervision: The work being done in office should not be overlooked due to structure of furniture.*

NOISE:

Office work requires much mental concentration. A noisy place is never an efficient office. Noise is a great disturber and causes mental irritation to the office worker. Noise has direct deleterious effect on office works. In a noisy office mistakes occur more often, productivity is low, moral drops, absenteeism and labour turn- over increases.

TYPES OF NOISE:

Noise may be either internal or external depending on area from which it is generated.

- **External Noise:** There are various sources of external noise they are;
 - i. Noise from moving vehicles or machinery.
 - ii. Street sound;

- iii. Noise of air conditioners;
- iv. Noise made by the opening and closing doors and windows.
External noise can be reduce by shutting all the windows and doors which is not always possible. This may lead to bad ventilation, foul air and excessive heat.

- **Internal Noise:**

-Sources of internal noise are:

- i. *Office conversation;*
- ii. *Rustling of papers;*
- iii. *Scraping of chairs against the floor;*
- iv. *Noise making office equipment;*
- v. *Telephone ring;*
- vi. *Door movements;*
- vii. *Noisy fans*
- viii. *Call bells;*
- ix. *Toilet operations;*
- x. *Employees and visitors movements in the corridors;*

The effect of the internal noise is increased because modern buildings are made up of steel and concrete which promote an increase in the intensity of noise, both external and internal.

DUST:

In some localities where cotton ginning and spinning mills or jute and textiles mills or chemical industries and refineries are situated the amount of dust in the atmosphere is much greater than in others areas. It affects the efficiency of the office employees and gives a dirty look to an office wall, equipment, ceiling etc.

It is necessary therefore to take effective measures to keep the office rooms clean and free from dust

Sanitary requirements: Employees of modern office are exposed to serious hazards of health and life because of presence of injuries physical conditions –presence of hot, humid and stagnant air because of insufficient ventilation poor lighting and presence of dirt etc. Office manager should see that office rooms are not only kept neat and clean but they are free from bad odours and sources of infections and proper sanitary conditions are provided in the office. The sanitary requirements are:

- i. **Drinking water:** A fresh drinking water should be made available at suitable places. This places should be lightly marked .No such places should be situated within 20 feet of any washing place, urinal or latrine.
- ii. **Toilets:** Adequate cloak rooms, toilets and washing places should be provided at convenient places and should be kept clean. Liquid or soap, cloth or paper towels should also be provided.
- iii. **Canteen:** Canteen facilities should be provided where sufficient numbers of workers are employed .it should offer tea, snacks, sweets, meals at subsidised rates.
- iv. **Over-crowded:** No room in any office should be over-crowded. Over-crowding creates congestion, reduces the efficiency of employees, ventilation problem, reduces mental concentration and encourages gossiping among workers.
- v. **Rest rooms:** Offices should have provision for rest rooms or retiring rooms where workers may go and take rest during intervals or break.
- vi. **Clocks:** Every office should be supplied with clock which keep good time at such a position that they may be seen from the place where employees are working. In organization where work is measured and time is recorded, the clock is necessary.

SECURITY:

One of the vital function of the modern office is to keep and preserve documents and record for future reference. All documents or records of office should therefore be kept under proper security. No record should be taken out without permission of superior or manager. Least cost, simplicity, flexibility, adequacy, communication, responsibility and supervision are some of the principles of security.

SECRECY:

There are some records about the business which must be kept secret from the junior staff. Any discloser of these records may entail heavy loss to the organization. The management therefore should make necessary arrangement to keep the record secret and safe. Information such as tender quotation cost data, personal policy, dividend declaration and the financial position of organization should be kept secret.

Marks: 06

Chapter V Office forms and Stationery

Meaning of Office Forms:

A form is a standardized record used to accumulate and transmit information for reference purposes. In other words office forms is a printed piece of paper which provides space for entering records information or instructions which are to be conveyed to the other individuals, departments or enterprise.

Examples of office forms are factory orders, requisitions, purchase orders, sales data and invoices. According to Leffingwell, "forms are defined as printed sheets of paper or card board used to collect and transmit information.

Purposes of Forms:

The purposes of forms may be summarized as follows:

- They make clear what information must be gathered and communicated.
- They provide a specific location for each item of information needed thus speeding data entry, processing and reference.
- Eliminating the need for recopying standard or repetitive information.
- They facilitate use of multiple copies ,often greatly simplify by the procedure as a result.
- Identification of records and facilitate filing and future reference.

Advantages:

1. **Preservation of records:** Forms helps to preserve records of business for filing and future reference
2. **Aid to office systems and routine:** NO office system can afford to function smoothly without forms
3. **Aid to Planning:** Since forms preserve records they aid the organization in better planning
4. **Better Customer service:** Customers can be served better if forms exists since their records can be preserved with greater ease.
5. **Saving in time:** They save time as they eliminate the need for recopying repetitive information and thus prove economical in the long run.
6. **Better Human Relations:** good forms also promote better Human Relations in the organization. The labour is assured of proper record- keeping of their works, wages, bonuses and retirement benefits etc.
7. **Better service to share holdersand creditors:** Good forms helps in better service to share holders and creditors . In fact they are the soul of the secretarial functions.
8. **Good Will:** Good forms also help to project a good image of the organization amongst the public. They are thus good investment from the point of view of the organization.

Forms designing:

The designing of form is an important function of office management since forms are the basic tools of office systems and routines it is necessary that they should be well designed and complete in all respects.

The guiding principle of form designing is that: The efficiency of the office staff should be maximized so that the cost of the office operations may be reduced. It should be remembered that the cost of labour in processing the form is generally 20-25 times more than the cost of paper and printing of forms. A badly designed form is bound to increase the manual labour required to process

it and impair efficiency, it may also have an adverse impact on the goodwill and reputation which the organization enjoys.

Importance of Proper Forms Designing:

Forms should be properly designed on account of the following reasons:

1. Well designed forms promote efficiency while badly designed forms hinder efficiency.
2. A form has a psychological effect on the people using it and if it is badly designed it would cause frustration and fatigue to the user.
3. It is well known fact that the cost of a form is always much less than the cost of the labour spent in completing it. In a badly designed form this cost is bound to increase.
4. Badly designed forms often cause clerical errors. Sometimes a single vital error may prove very costly.
5. Badly designed forms can paralyze a whole system especially if they do not conform to the need of the system
6. Badly designed forms adversely affect the goodwill since it projects a poor image of the organization before the public.

Principles of Form Designing:

- **Principle of Use:**

A form should be brought into use only if there is the purposeful need for the use of that form. The job must be planned first and then the form can be developed. A form should be used

- If something is to be recorded as a matter of necessity
- When certain data are to be recorded repeatedly.
- If it is necessary to have all information recorded in the same place on each copy of the form. This arrangement help server as a check on the completeness of the record.
- Where it is desirable to fix responsibility for the work done, by providing spaces for signatures of persons who did the work.

- **Principle of standardization:** In order to reduce cost and avoid confusion it is necessary that all forms should be standardized. Standardization affects mainly their physical arrangement like size, colour, quality of paper used and printing style and consequently affects their efficient handling.

- **Principle of Centralized Control:**

The process of designing, use replacement, elimination, etc of forms should be centrally controlled. Duplication of forms and retention of outdated or repeated forms and wastage in the use of forms can be avoided by having centralized control of forms under one executive (who may be the form supervisor or even the office manger) who would be responsible for their design, printing etc.

- **Principle of System Integration:**

The forms should be so designed that they are harmoniously adjusted into the system design. There should be no duplication of the information obtained or given.

- **Principle of Multiple Use:**

An effort should be made to keep the number of forms at a minimum level and use a single form for more than one purpose. This helps in better control of forms and economy in preparing and printing the forms.

Classification of Forms:

Forms can be classified on the basis of the operations or office functions for which they are used eg: correspondence forms, sales forms, accounting forms etc..

Office forms may be also classified as:

- **Single Copy Forms:**

Which are complete in themselves and usually become the source of documents.

- **Multiple Copy Forms:**

Which are made in duplicate or triplicate copies and are used to transmit information or serve the functions of providing additional records.

- **Outside Contract Forms:**

Which are sent to the customers, creditors, and other persons outside the business for example sales invoices, cheques, purchase orders etc.

- **Internal Office Forms:**

Which are received or used by the employees of the business for example memorandum forms, accounting records, report forms.

- **EDP forms:**

Which are used on computers and other data processing machines.

- **Non-EDP forms:**

Which are not used for EDP but otherwise used on typewriters or to write in hand etc.

Methods of purchasing Stationery

- **Quotation:**

Under this system every time a large quantity of anything is ordered the different suppliers are asked to submit quotations, perhaps with samples.

This system has the advantage of getting supplies from many stationary firms, whose quotations have been accepted. It also ensures that the best market prices are obtained every time goods are obtained.

- **Sample and Inspection:**

The specimen of goods is known as a sample. A small portion of the goods which represents the whole lot is called a pattern. The buyer inspects the sample or the pattern of the goods. If he is satisfied with the quality, he buys the good.

- **Description:**

Certain goods can be described to give the idea of their quality. For example, the popular brand of a good adequately describes the good.

The description of the goods may be given in illustrated price list or catalogue. The buyer goes through the description and decides as regards the purchase of the good.

- **Tender:**

Very large firms and local authorities use the system of purchasing by tender. Here the purchasing authority decides on the items of stationery, determines the quantity required for , say a year and then invites stationary manufacturers or dealers to tender prices for the different lots. The delivery of goods may then be taken at one time , or in installments, as required throughout the year. In this system the time spent on price negotiations is saved and once the contract has been given, the actual act of purchasing becomes very simple, for the desired quantities can be easily requisitioned.

- **Inspection:**

In this method the buyer visits the place where the seller has stored the goods and inspects the goods that he intends to buy. If the quantity of the goods is satisfactory, he purchases the goods. This method is more suitable in only local area.

Marks: 06

CHAPTER VI

RECEPTIONIST

Meaning and definition of Receptionist.

A receptionist is a person in an office administration and support position. Their work is usually performed at the front desk of an organisation. In most cases, they are the first business contact that a person will meet at an organisation. Their primary responsibility is to greet incoming visitors and callers.

A front desk receptionist serves as the face of her employer. She is the first, and sometimes only, person whom the guests of the small business meet. Although this is an entry-level role, the receptionist needs a great deal of skill to perform the many tasks. A successful receptionist must be both an excellent communicator and strong administrator. She also must comfortably interact with individuals of all professional levels.

Importance of Receptionist:

The receptionist is the first person a visitor of the organisation interacts with, perhaps even the first voice a caller hears of the organisation. In this initial interaction the receptionist establishes an image, not only for himself but for the whole organisation.

1. The receptionist has the power to gain new clients and customers or lose them also.
2. The receptionist has the opportunity to maintain the customers and clients which are already there.
3. The receptionist sets the tone, the image that callers or visitors expect from other organisation.
4. The receptionist has the power to make everyone else's work a lot more easier or to make them a lot more difficult.

Qualities of a Receptionist:

The successful receptionist must be efficient within herself as well as provide visual appearance of efficiency.

Given below are personal qualities of a Receptionist.

1. Tact and Discretion:

Tact could be described as the art of informing or criticising without embarrassing or hurting people's feelings. The receptionist must know what to say and what to do at the right time without causing any harm. Tact and discretion have to be used in dealings with visitors, fellow workers and employer.

2. Loyalty:

The receptionist has to be faithful to her employer and the firm or organisation. The receptionist must be firm in allegiance and personally devoted to her employer. Loyalty develops from a sense of professionalism and responsibility. Some people can be loyal to an employer and the firm from their first day, but they could usually be experienced worker.

3. Reliability:

A receptionist must be reliable and dependable. The receptionist is taken on trust by her employer early in her career. Reliability on the part of the receptionist breeds trust in her on the part of the employer.

4. Memory:

A receptionist will find that repetitious information will be remembered with ease after a short time. For other items of information which she may be expected to know, she should keep a brief set of notes and read them again and again during a lull in activity.

5. Punctuality:

The Receptionist should be punctual in his attendance and work. He should not waste his time and should not waste the time of his superior in minor matters. He must be punctual and prompt in his work.

6. Initiative and willingness:

The receptionist must take initiative in performing his duties. He must develop the capacity to arrange the entire work of his superior as and when necessary.

7. Pleasing Manners and decent behaviour:

The receptionist comes in contact with every visitor of the organisation. He/she must possess pleasing manners.

Qualifications of a Receptionist:

1. Education: Having a high school diploma is necessary for most receptionist positions. However, each employer will set its own standards for education. Having some college education or graduating from a clerical certification program is helpful for finding a job. While helpful, formal education beyond high school does not mean that a receptionist will do her job better than someone with only a high school diploma. Interpersonal communication and technical skills are more important components of a receptionist's job in many cases.

2. Technical skills: Receptionist must know how to operate a variety of technical equipment and machinery in their offices. Word processing, spreadsheet and database software are regularly used in professional offices. Receptionists also may answer multi-line telephones, use copy and fax machines with complex functions or book-keeping software in some cases. Receptionists may also may need to troubleshoot a particular machine in the office if it is not working.

3. Willingness to learn: Receptionists should have a genuine desire to continue their professional education. They may be called upon to upgrade their technical and customer service skills by attending trainings. They also have to learn the intricacies of their officer's ways of doing things, how to operate voice mail and phone transfer functions on telephones, where to direct which calls and messages and a variety of other information related specifically to their employers that can only be learned on the job.

4. Other skills: Customer service is a major part of a receptionists daily duties. He answers phones, greets and assists walk-in customer and may help customers via email as well. Written and verbal communication skills are vital in the role of a receptionist, especially in relaying messages. A receptionist should also be a good listener, listening attentively and asking important questions at the right time. A professional attitude, respectful demeanor and willingness to help are other important qualifications of a successful receptionist.

Duties of Receptionist.

1. Greeting visitors: The primary duty of a front desk receptionist is to greet a business' visitors. When guests arrive, she warmly welcomes them, sometimes taking their coats and providing refreshments. She may also answer basic questions regarding the business, such as hours of operation, as well as provide customers with a brief explanation of the products and services the firm offers.

In addition to in-person greetings, a front desk receptionist is responsible for answering all incoming calls. Depending on the size of her employer, she may use a sophisticated telephone system to accomplish this task. Screening calls as requested, she routes them to their proper recipient taking and relaying messages as needed.

2. Distributing Mail: In some organisations, a front desk receptionist oversees the distribution of incoming and outgoing mail. When mail arrives, the receptionist sorts it, eliminating junk mail and identifying those of the highest priority. She then distributes it in a manner his employer has prescribed. He may either hand deliver each piece directly to its recipient or place the parcels in an appropriate interoffice mail slot. He also signs for propriety or overnight packages as they arrive

On a daily basis, he prepares outgoing mail for picking-up the postal service or overnight courier. Weighing each letter and package using a postal scale, he applies the proper amount of postage to each piece. If an individual or business needs documents in a rush, the receptionist contacts a messenger service, and provides all necessary instructions.

3. Administrative duties: A front desk receptionist also performs a variety of clerical tasks. She drafts correspondence, prepares financial spreadsheets and creates presentations. In addition, she manages the calendars of senior team members, as well as organises necessary business arrangements. She orders office supplies, files documents, makes photocopies and sends and receives faxes. In some instances, she may also perform light bookkeeping tasks.

RECEPTIONIST SKILLS

1. Personal Presentation

- a. Maintain a neat and well – groomed appearance.
- b. Maintain an attentive posture.
- c. Respond professionally to visitors and callers.

2. Company Representation.

- a. Maintain confidentiality and show discretion
- b. Adhere to company policies and procedures.
- c. Represent organisation in an ethical and professional manner.
- d. Maintain a complete knowledge of organisational structure, personnel names and titles.
- e. Remain calm under pressure.

3. Communication Skills:

- a. Write well using correct grammar and spelling
- b. Communicate verbally with confidence and clarity.
- c. Ask effective questions.
- d. Listen actively and respond with empathy.
- e. Follow instructions properly.
- f. Understand and respond to non-verbal signals.

4. Customer Service Orientation:

- a. Clarify customer needs.
- b. Provide solutions and support to the customer using in-depth knowledge of company products and services.
- c. Deal effectively with difficult customers.

5. Computer Skills:

- a. M S Word.
- b. Outlook
- c. Excel
- d. Internet/Intranet
- e. Accurate and fast typing skills.

6. Work Management:

- a. Set priorities, plan and organize tasks.
- b. Schedule activities accurately
- c. Find and use resource accurately.
- d. Pay attention to detail
- e. Complete tasks on time.

7. Information Management.

- a. Locate and collect information
- b. Organize information.
- c. Distribute information efficiently.

The Reception Room:

The reception room or the public entrance to an office is of vital importance, for it is there, that the visitor gets his first impression of the establishment. The following factors, therefore, be considered.

(1) Location: The reception room should be easy for visitors to find without wandering about. It should be located further from the main office so that its work may not be interrupted or disturbed. If possible, it should be located near the private offices to which visitors are most likely to be directed. Moreover, the receptionist should be located in a place where he or she will be immediately visible to the visitor entering the room.

(2) Size: The room should be large enough to accommodate the largest number of visitors who are likely to enter it at any one time. In addition, sufficient space should be provided to avoid congestion.

(3) Lighting: There should be sufficient light to indicate that the office is open for business. Where reading matter (magazines etc.) is provided, the light should be sufficient to enable the visitor to read comfortably while he is waiting to be called in.

(4) Other Facilities: The following additional facilities should be provided for the reception room.

(a) Current and interesting reading matter should be provided for the waiting guests;

(b) The entrance and “directing” signs should be so arranged that even first time visitors reach the reception room without difficulty.

(c) The reception room should be adequately decorated and furnished so that it may give a good impression of the organisation.

HOW TO RECEIVE A VISITOR.

Following are the important points the receptionist should keep in mind while receiving the visitor.

(a) Important points:

i) The receptionist should never keep a caller waiting unnecessarily, e.g. while she finishes some unimportant task.

(ii) If she is engaged on the telephone, the receptionist should politely ask the caller to sit down.

(iii) She should greet all callers pleasantly and give each one her undivided attention while taking particulars.

(iv) If she does not know the caller’s name, she should ask for his visiting card, or his name and that of his company.

(v) If the caller is talkative, the receptionist should not feel obliged to participate in a long conversation. Without being abrupt or discourteous, she should excuse herself on the ground of having work to do.

(vi) She should guard against being “pumped” for information. Care should be taken never to give offence: it is better “not to know” in these circumstances.

(b) By appointment: Many callers will have appointment to see particular people and so will be expected. It is then only necessary, by using the internal telephone, to notify the person who is expecting the caller. The receptionist will then be told when and to where the caller should be conducted.

© Without an Appointment: Some callers will not have an appointment and it may be doubtful whether anyone will be able or willing to see the caller.

(i) The receptionist should ascertain the nature of the caller’s business—some salesman might understandably be reluctant to disclose details.

(ii) If it is necessary to use the internal telephone in the presence of the caller, it is better to act as if not speaking directly to the person being called. For example, if the receptionist is talking to Mr. Shourie, she could say:

“There is a Mrs. J.S. Chari representing the Undercover Insurance Company to see Mr. Shourie about industrial insurance.” If Mr. Shourie does not wish to see the caller, embarrassment is spared

all round.

With experience and observation a receptionist soon learns to judge the caller and almost instinctively to use right approach.

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CHAPTER VII MEETINGS

Meaning:

Meeting is a gathering or coming together of a number of people for the purpose of discussions, exchanging views, entertainments etc. It can be called as assembling of a certain number of people to discuss certain important matters of their common interest, express their views and also to take decisions. Hence, a meeting means coming together of two or more persons at a specified place and time, to discuss matters of common interests and to arrive at some decision after discussion.

Importance or need for a meeting:

In case of big organisations societies, companies etc. the members are widely scattered and they cannot take part in the day today management of these organisation that is why these members have to come together from time to time to know the working of the organization. To discuss certain important issues, to review the old policies, come-up with new policies and also taking discussions.

There are four types of General Meetings:

1. Statutory Meeting.
2. Annual General Meeting.
3. Extraordinary General Meeting.
4. Board Meeting.

The main purpose of a meeting is to discuss and decide certain predetermined matters. The decision in a meeting are taken in the form of resolutions which are binding by the act. The essential requirements of a valid meeting are as follows:

1. A meeting must be properly convened/called:

A meeting is said to be convened/called properly if –

- a) It has been convened/called by a proper authority, according to the provisions of the Indian Companies Act, 1956 and the Articles of Association.
- b) A proper notice in respect of it, along with the agenda, has been given to all those who are entitled to attend it.

2. A meeting must be properly constituted:

- a) A proper person must be in the chair to conduct the proceedings of the meeting i.e. the chairman.
- b) Required quorum must be present for the meeting i.e. the minimum number of members necessary to initiate and conduct the business of the meeting are present throughout the meeting.

Procedure of a Meeting:

Meetings are to be held as per standardised procedure. Meetings should be organized as per law that is step by step various formalities are to be followed by the secretary in arranging the meetings. Every meeting should be lawfully convened, constituted conducted and the proceedings are to be accurately and faithfully recorded. If the prescribed procedure is not followed then the decision

taken at the meeting will be irregular and not binding on all the members and management as the case may be.

1. NOTICE OF MEETING:

A notice is an advanced intimation given in writing to all those who are entitled to attend it, about the nature, day, date, time, place and the business to be transacted at the meeting.

The notice of a meeting is typed or printed on the organizations' letterhead.

It must always include the following points:

- (i) Name of the body/group which is to meet
- (ii) Day, date and time of the meeting.
- (iii) Place of the meeting; i.e. the address and the specific room/hall.
- (iv) Agenda of the meeting.

For example:

- There will be a meeting of the Executive Committee on Wednesday, 14th October, 2015, at 11.00 a.m. at the Registered Office, in the Conference Room, to discuss
- A meeting of the Managing Committee will be held on Saturday, 17th October, 2015, at 10.00 a.m. in the Committee Room at the Registered Office, to discuss the following items.

Every member has the right to receive the notice. It should be accompanied by an agenda. It must be issued by a proper authority. The notice served to the members should be definite, absolute and unconditional. The notice of a meeting once given cannot be withdrawn unless the articles provide for such withdrawals.

2. AGENDA

Agenda is a list of items to be discussed at the meeting. It is also called Business. It is usually sent with the notice of the meeting. However, it is a practice to include the agenda in the notice itself, but it may be sent later if it takes time to prepare it.

An agenda is prepared by the secretary in consultation with the chairman. It is sent alongwith the notice to the persons entitled to attend the meeting.

The agenda begins with the item 'Confirmation of Minutes' because the minutes of the previous meeting must be approved and signed before any matter can be taken up by the present meeting. The new items are set out after this.

Different organizations use different styles of writing the items in the agenda. When all the items on the agenda are dealt with and decisions recorded, the chairman of the meeting may allow members to raise a matter which is not included in the agenda. To allow this the item "Any other business" is usually included at the end of the scheduled business items. The final item is usually, "Date of next meeting". It is the usual practice to fix the date of the next meeting before the current meeting is ended. The order of the items on the agenda cannot be changed during the course of the meeting except by consent of the members. The chairman of the meeting must take great care to decide the order in which the items are to be put on the agenda, especially if there are kind of controversies over any of the items, it is desirable to have urgent items and non-controversial items first to be discussed

A specimen of an Agenda is given below:

1. To confirm the minutes of the meeting held on 15th October, 2015 (copy enclosed)
2. To To approve the Revised Budget for 2014-15 and the Budget Estimates for the year 2015-16, with or without modifications.
3. To consider applications for Life membership (list enclosed).

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|---|
| <ol style="list-style-type: none">4. To review the working of the Society.5. Any other matter permitted by the Chair.6. The date of the next meeting. |
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3. QUORUM

Quorum is the minimum number of members required to initiate and conduct the business of the meeting. A meeting without the quorum is considered as invalid and the business transacted in such a meeting also becomes invalid.

Quorum is specified in the Articles, rules or bye laws of the company. According to Section 174 of the Companies Act, quorum for a general meeting is five members, in case of a public company and two members in case of a private company.

In case of a Board Meeting it is one third of the total strength of the board or two directors whichever is higher.

Following point are to be borne in mind regarding quorum of meeting:

- i) Quorum must be present at the beginning of the meeting.
- ii) Quorum should be there at all stages of the meeting. Business transacted without a quorum is invalid.
- iii) If, at the beginning of the meeting, quorum is present, it should continue when meeting takes up its business. At any time during the session of the meeting a member can draw chairman's attention about the absence of the quorum and chairman after verification has to adjourn the meeting.
- iv) If there is no quorum in the beginning of the meeting at the appointed time, the chairman has to wait for half an hour. If within that half an hour quorum is not assembled usually the meeting stands automatically adjourned to the same day of the next week at the same time and place
- v) If at the adjourned meeting also quorum is not present within half an hour of the appointed time, whoever the members present would constitute the quorum.
- vi) In counting the quorum, the members who are entitled to vote are generally included.

4. CHAIRMAN

Chairman refers to an individual elected or appointed to control and conduct the meeting. He is the person who presides over the meeting and see that the proceedings of the meeting are orderly, systematic, lawful and as per the agenda. It is the duty of the chairman to read the agenda properly and see that all the items on the agenda are all brought for discussion.

As the leader at the meeting, he occupies the main chair, facing the members present.

DUTIES/FUNCTIONS OF CHAIRMAN:

The main duties/functions of a chairman are as follows:

- 1) To ensure that the meeting is properly convened i.e. It is convened by a proper authority, by giving proper notice.

- 2) To ensure that the meeting is properly constituted. i.e. His own appointment is in order and the required quorum is present at the meeting.
- 3) To ensure that the business of the meeting is transacted in the order stated in the agenda.
- 4) To ensure that the business transacted is within the scope of the meeting.
- 5) To take care that the proceedings are being conducted in a systematic manner.
- 6) To see that the sense of the meeting is properly ascertained.
- 7) To decide the points of order raised by the members.
- 8) To be impartial in discharging his duties.
- 9) To deal firmly with the members disturbing the meeting by disorderly behaviour and improper language.
- 10) To see that discipline is maintained and decency is observed by the members.
- 11) To see that all the sections of members are given proper opportunity to express their views before the meeting.
- 12) To order a poll, when sufficient discussion has taken place on a particular matter and whenever it is properly demanded.
- 13) To appoint scrutineers at a poll.
- 14) To declare the results of the poll.
- 15) To see that the minutes are prepared in accordance with the requirements of the companies Act and to sign them after approval by the members.

POWERS/RIGHTS OF CHAIRMAN:

In order to enable the chairman to discharge his duties properly, he has been given certain powers by the Indian Companies Act, 1956, and by the common law. They are as below:

- 1) To expel the member disturbing the meeting by using improper language and by behaving disorderly, to maintain order and decorum.
- 2) To decide the points of order raised and other questions taken up for discussion at the meeting.
- 3) To decide the priority of speakers, when several members rise to speak at a time.
- 4) To decide the limit for each speaker, if required.
- 5) To stop discussion on a motion, when it has been adequately discussed and put it to vote.
- 6) To stop a speaker from addressing the meeting, when the time allotted is over.
- 7) To adjourn the meeting due to lack of quorum or when the meeting becomes disorderly or when a motion of adjournment is adopted by the meeting.
- 8) To order a poll, when he is not satisfied with the result of the voting by show of hands or by other methods.

9) To appoint Scrutineer for checking the votes on a poll and to remove him any time before the result of the poll. Scrutineers are persons appointed by the Chairman of the meeting when a poll is taken. They are appointed to scrutinise the votes cast on the poll and to convey the results to the chairman.

10) To exercise his casting vote as per his desire in case of tie of votes.

11) To exclude certain matters from the minutes of the proceedings of the meeting.

12) To check irrelevant and personal references during the course of debate.

5. PROXY

Proxy is a person appointed by a member to attend and vote at the meeting on his behalf. A member appoints a proxy, when he is unable to attend the meeting in person, but interested in the proceedings of the meeting. A proxy need not be a member of the company. The appointment of a proxy must be in writing, in the proper form, stamped and duly signed by the appointer. He is not entitled to speak at the meeting. A proxy can send his questions to the chairman in writing. A proxy is not allowed in case of a board meeting.

Specimen of Proxy Form

OFFICE PRODUCTS LTD. D. B. Marg, Miramar, Panaji-Goa 400 001	
I/We _____ of _____ in the district of _____ being a member/members of the above named company hereby appoint _____ of _____ in the district of _____ or _____ failing him _____ of _____ in the district of _____ as my/our proxy to vote for me/us on my/our behalf at the _____ meeting of the company to be held on _____ and at any adjournment thereof.	
Signed this _____ day of _____	
Signature Re.1/-	Revenue Stamp of

6. MOTION

A motion is a definite proposal or proposition on any item of business placed before a meeting for consideration and adoption. No decision can be taken by a meeting without passing a motion. Each and every member has a right to express their views on the proposal and the chairman takes the consent of all members to pass the motion. It may be accepted or rejected. If accepted it becomes a resolution.

7. AMENDMENT

Any alteration or modification made in a motion before the meeting is called as an 'Amendment'. Members have the right to propose changes in the motion.

Amendment can be of such nature:

- 1) Adding certain new words or phrases to the motion .
- 2) Deleting certain words or phrases from the motion.
- 3) Replacing certain words or phrases in the motion.
- 4) Changing the place or position of certain words or phrases in the motion.

8. RESOLUTION

A resolution is a motion passed by the requisite majority of votes by the members.

When a proposed motion is accepted by the meeting it becomes a resolution.

In simple words, a resolution is a formal expression of opinion by a meeting. It is the final decision taken at the meeting after discussion and voting on a certain motion.

A company transacts their business mainly through resolutions. A resolution once passed cannot be amended or modified. A resolution starts with the word "Resolved"

A resolution is recorded in the minutes as it is a part of minutes.

a) Ordinary Resolution:

- A resolution passed by a Simple majority of votes to deal with ordinary matters is an 'Ordinary Resolution'.
- The details of an Ordinary resolution need not be stated in the notice.
- They are also not required to be filed with the Registrar of Companies.

b) Special Resolution:

- A resolution passed by a substantial majority i.e. 75% majority of votes to deal with special matters is a special resolution.
- The details of special resolution must be stated in the notice.
- Special resolutions must be filed with the Registrar of Companies within thirty days of passing.

9. POINT OF ORDER:

Point of Order is an objection raised by a member regarding certain irregularities noticed by him during the course of the proceedings of a meeting.

Any member can raise a point of order, when he notes any irregularity in the procedure of the meeting.

The discussion in the meeting stops when a point of order is raised and it is resumed when a point of order is settled.

The Chairman must give his ruling immediately on the point of order raised. His ruling should be firm and impartial. The chairman's ruling over a point of order is final and binding.

10. ADJOURNMENT OF A MEETING:

- Adjournment of a meeting refers to the stoppage of business of the meeting after it has commenced either for a definite or indefinite period, because of certain reasons. In simple, adjournment of a meeting is the suspension of the proceedings of the meeting to consider them at another time.
- Adjournment takes place after the commencement of the meeting.
- A fresh notice is not required for adjourned meeting.
- An adjourned meeting does not require a quorum.
- New items of business cannot be included in the agenda of an adjourned meeting because it is treated as the continuation of the original meeting.
- An adjourned meeting can be held after half an hour or on the same day, time and place in the next week or at different time.

11. POSTPONEMENT OF A MEETING:

- Postponement of meeting refers to putting off the commencement of a properly convened meeting.
In other words, postponement of a meeting means fixing the meeting to a later date, by intimating to all members, before the commencement of the meeting.
- Postponement takes place before the commencement of the meeting.
- A fresh notice is required for a postponed meeting.
- A postponed meeting requires a quorum.
- New items of business can be included in the agenda of a postponed meeting because it is treated as a fresh meeting.
- A postponed meeting must be held within thirty days of the postponement.

12. VOTING:

Meaning:

Voting means an expression of a wish or opinion in an authorised formal way for or against any proposal.

The decisions are taken by ascertaining whether the majority is in favour of the proposal or against it. This is termed as "Ascertaining the sense of the meeting". Thus voting is a way of ascertaining the will or opinion of the members in the meeting on a particular proposal.

Methods of voting:-

1) Voting by Voice:

Under this method, the members in favour of the proposal say 'yes' and those against the proposal say 'no'.

The chairman takes the decision based on the volume of the voice.

This method is used when there is a likelihood of an unanimous decision.

This is not a scientific method and therefore not generally adopted.

2) Voting by Acclamation:

Under this method, the members express their opinion by shouting, cheering or clapping their hands. It is rarely used, since it is crude method.

3) Voting by show of hands:

Under this method, the members in favour of the proposal are asked to raise their hands. Then the members against the proposal are asked to raise their hands. The chairman declares the result after comparing the hands raised in favour of and against the proposal. This is a very easy method of voting and therefore commonly used.

4) Voting by Division:

Under this method, the chairman of the meeting request the members to divide themselves into two groups, one of those who are in favour and another of those who are against the motion.

The number of members in favour and against are counted by the tellers appointed by the chairman, for the purpose. The chairman declares the result of voting with the help of the information from the tellers. Generally, this method is used when the voting by voice or show of hands is challenged.

5) Voting by Ballot:

- Under this method, every voter is given a ballot paper i.e. voting paper to record his vote. After recording the vote, the ballot paper is dropped in a specially prepared box called 'Ballot Box'. The decision is declared after counting the ballot papers in favour of and against the proposal. This is a secret method of voting.
- The principle of voting is 'one member one vote', irrespective of his shareholding.
- Proxies cannot vote in case of a ballot.
- This is a democratic method of voting as the principle of 'one member one vote' is followed.

If the matter under consideration is very important, the ballot papers are sent by post to the members who are unable to attend the meeting in person. These ballot papers are returned by the members after recording their votes to the registered office of the company in sealed envelopes. These are opened at the time of counting the votes. This is known as 'Postal Ballot'.

6) Voting by Poll:

- This method of voting is similar to the voting by Ballot. However, in this method, every member is entitled to vote in proportion to the shares held by him. E.g. if a member holds ten shares, he will have ten votes.
- The principle of voting is 'one share one vote'.
- Proxies can vote in case of poll.
- This is a capitalistic method as the principle of 'one share one vote' is followed.

13. MINUTES:

- Minutes are a brief summary of the proceedings of a meeting.
- Minutes are prepared after the meeting is over.
- They are prepared by the Secretary, approved by members and confirmed by chairman putting his signature.
- Minutes are written in past tense, as they are prepared after the meeting is over.
- Minutes are legally important as they are maintained as per the provisions of the companies Act, and can be used as an evidence in the court of law.
- They are useful to absent members to know about the proceedings of the meeting and also as an evidence in the court of law.
- They are recorded in a special book called minute book.
- The minutes of a meeting should be recorded within thirty days of the conclusion of the meeting.
- It contains the resolutions and decisions taken at the meeting.
- The content of minutes are more detailed and specific.