

TYPES OF COMMUNICATION

OBJECTIVES

On completion, you will be able to

- State the formats of written communications used in government offices
- List out the important components of any communication
- Describe the format of letter
- Describe the format of Letter
- Describe the format of Demi-official letter
- Describe the format of Office Memorandum
- Describe the format of Proceedings
- Describe the format of U.O. Note
- Describe the format of Telegram
- Describe the format of Circular
- Describe the format of Endorsement
- Describe the format of Telex Message
- Describe the format of Press Communication/Note
- Describe the format of Notification
- Select suitable form of communication for the given data

What is a communication?

The main purpose of an office is information receiving, processing, communicating and its retrieval. An office note is prepared for facilitating to take a decision on a communication received in the office. Once a decision is taken an appropriate format has to be selected to communicate the decision to the person who sent the communication to us.

When get a letter from parents, friends and relatives we also communicate in the same format. From offices like Electricity, Municipal, Water works etc. you will be getting bills or demand notices etc. It is to say different formats are used in daily life in our communications. Similarly in Government offices also many types of formats are used in correspondence.

Forms of written communication in government offices

Letter	Demi-official letter
Office Memorandum	Proceedings
U.O. Note	Telegram
Circular	Endorsement
Telex Message	Press Communication/Note
Notification	Officer order

Important Components in the format of Communication

Any correspondence, communication will contain certain components Whether, it is official or personal. In our personal correspondence also we give date, place, the reference of the sender i.e. from whom we have received the communication etc. The communication is to serve a defined purpose. The components of an official communication are:

1. File Number
2. The names and complete postal address of the sender organization
2. The name/designation of the addressee with complete postal address
4. Salutation (sir or Dear)
5. Subject of the communication
6. Number and date of the last communication in the series (from the addressee or from the sender)
7. The enclosures, which are to accompany the fair copy
(A short oblique line in the margin will indicate that enclosures are to be sent along with the fair copy)
8. Subscription (yours faithfully, yours sincerely)
9. Urgency grading, by registered post, by special messenger indicated at the top right corner
10. Name, designation, signature of the sender

The form applicable should be carefully chosen from the manual of office procedure(DOM).

Letter To whom?

The most commonly used format in any government office is letter. It is generally used for corresponding with Government, i.e. secretariat, the Andhra Pradesh Public Service Commission, High Court, heads of departments, subordinate offices, public enterprises, statutory authorities, local bodies and members of public. It carries more of formality than any personal touch. It is used for collecting/eliciting information as well as for conveying views, decisions.

How it should be written?

1. All Government letters either contain government emblem on the top center of the page or the words "Government of Andhra Pradesh" typed in capitals.
2. The name, designation and telephone number of signatory must be mentioned in the from address on the left side top.
3. The address entry of the person to whom it is intended is indicated at the right side top
4. Then it must commence with sir/madam, (Dear sir/madam) This depends on the person to whom it is addressed.
5. The letter Number will be given here. This is the file number as indicated in the note file and the date of approval of the communication indicated.
6. After the words the "subject" be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
7. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
8. Body of the letter in convenient paras comes next.
9. A letter is written in first person.
10. Finally it ends with yours faithfully on the right end of the body of the letter.
11. Signed by designation of the officer approving it.
12. Indication of Enclosures at the left end of the body of the letter.
13. Grading i.e. Urgent, Priority be indicated on the right side top corner of the letter
14. Similarly the mode of dispatch if required by registered post, under certificate of posting or by special messenger etc. indicated on the right side top corner of it.

Specimen of Letter

By Regd. Post Ack.Due	
URGENT GOVERNMENT OF ANDHRA PRADESH	
FROM	TO
Sir,	
Sub:	Letter No.
Ref:	dt.

(Body of the letter)	No. of paras as required
Yours faithfully	
Enclosures:	Director General

2.4.3. DO letter

DO stands for Demi Official. It is used in correspondence between government officers to draw personal attention of the addressee officer.

To whom?

Addressed to the officers of the same rank of the addressee being not more than one or to levels above the officer who is writing. But, it is also written to junior and senior officers depending upon the need. To a non-official for an inter change or communication of information or opinion without the formality of prescribed procedure.

How it should be written?

1. Similar to the letter, government emblem on the top center of the page or the words "Government of Andhra Pradesh" typed in capitals.
2. The name, designation of the sender on the left hand side top corner just below the emblem of the government to be typed. (Generally you will be finding printed D.O.letter formats of the officer in the office and will help you in this regard)

3. The department name, address of office and telephone number of signatory must be mentioned in the left side top opposite to the name and designation.
4. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the D.O.letter.
5. Then it must commence with salutation. Unlike in the letter here different salutations are used. Depending upon the level of the officer to whom it is addressed the following salutations be used:

For Senior level officers : Dear Sir/Madam

For Equal level officers : Dear Sri./Smt (here the name of the officer in his own handwriting be given)

For junior level officers : My Dear (here the name of the officer in own hand writing be given)

6. The letter Number will be given here. This is the file number as indicated in the note file and the date of approval of the communication indicated.
7. After the words the “subject” be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
8. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
9. Body of the letter in convenient paras comes next.
10. It is writing in the first person and in a personal and friendly tone.
11. Finally it ends with an expression of regards (You should note that depending upon the level and intimacy of the officers it is written as follows:

For Senior level officers	:	with kind regards
For Equal level officers	:	with regards
For junior level officers	:	with best wishes
12. The subscription “yours Sincerely” comes last on the right end of the body of the letter.
13. Signed by name of the officer approving it.
14. Indication of Enclosures at the left end of the body of the letter.

15. Grading i.e. Urgent, Priority be indicated on the right side top corner of the letter

Specimen of Demi-Official Letter

GOVERNMENT OF ANDHRA PRADESH	
Sri./Smt Designation of the officer (sender)	Department and address with both office and Residential telephone Nos. Fax and e-.mail Nos.
Dear Sir/Madam/ Dear Sri./Smt/ My Dear	
Sub: Ref:	D.O.Lr.No. dt.

(Body of the letter)	No. of paras as required
Yours Sincerely	
Enclosures:	XXXXXXXX (Name of Officer)
Sri/Smt.(To whom it is addressed)	

Particular form of communication is adopted for a specific purpose with a specific target group to be addressed. Accordingly, therefore, each should have some distinctive features, is only obvious.

Memorandum

You might have seen that most of the employees refer to a disciplinary case whenever they hear about a memo. Isn't it? In fact this is a misnomer. Memorandum commonly called memo is one of the commonly used form of communications in government offices.

To whom?

Addressed to all subordinates. Suppose in an office various categories of officers are there, memo format can be used to all except the top boss. Similarly to subordinate offices viz: From Secretariat Department to Head of the

Department, Head of the Department to District and other offices, District to Mandal office etc. You should also note that there is no compulsion that only memo should be used to a subordinate. Nothing prevents us from writing a letter. It is used in calling for or conveying information but not for conveying any order of the govt.

How it should be written?

1. On the top center of the page the words "Government of Andhra Pradesh" typed in capitals.
2. Instead of the sender's name etc., the memo starts with "Office of the _____" with full address given on the left top corner.
3. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the memo as in the case of a D.O. letter.
4. Unlike in the letter, no salutations are used.
5. The memo Number will be given then. This is the file number as indicated in the note file and the date of approval of the communication indicated.
6. After the words the "subject" be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
7. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
8. Body of the memo in convenient paras comes next.
9. It is written in third person passive voice.
10. Bears no subscription except the designation of the signatory.
11. Signed by Designation of the officer approving it.
12. Indication of Enclosures at the left end of the body.
13. Grading i.e. Urgent, Priority be indicated on the right side top corner.

Specimen of Memorandum

GOVERNMENT OF ANDHRA PRADESH	
Office of the (here name and address of the office given}	
Memo. No.	dt.
Sub: Ref:	_____
(Body of the Memo) No. of paras as required	
Enclosures:	XXXXXXXXX Designation of Officer}
Sri/Smt.(To whom it is addressed)	

Proceedings

What are proceedings? You might have received number of G.Os. from the government. If the government order (G.O.) is the final order of the government, proceedings are the final order of the department/office.

Context

Proceedings are generally issued when a specific sanction is required to be given. Ex: An appointment order, Pay fixation order, Promotion order, Sanction of leave, sanction of expenditure to meet TA claims, Purchase of stationery or equipment etc. etc.

Unlike other forms of communication, a proceedings communicates the final order of the competent authority. It should indicate the delegation of powers (financial or administrative) under which the officer is empowered to sanction, Background of the case to give clear picture i.e the context under which it became necessary to issue the sanction order, appropriate budget head to which such expenditure is to be debited after consulting about availability of the financial provision.

How it should be written?

1. On the top center of the page the words "Government of Andhra Pradesh" typed in capitals.
2. Instead of the sender's name etc., the proceedings starts with "Proceedings of the _____(Designation of the sanctioning authority given here)
3. The name and Designation of the authority sanctioning given next as "Present:Sri/Smt_____,Designation)
4. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the proceedings as in the case of a D.O. letter and memo.
5. Besides the person to whom the sanction is concerned, copy of it should invariably be marked to the drawing and Disbursing officer, Treasury/Pay and Accounts office, Accountant General and other concerned persons
6. No salutations are used.
7. The proceedings Number will be given then. This is the file number as indicated in the note file and the date of approval of the communication indicated.
8. After the words the "subject" be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file but the details about sanction order should be mentioned here}
9. Immediately after the subject, instead of Reference, "Read" is indicated. The major difference in other forms of communications and proceedings is this. It indicates that I have read the references quoted here under and knowing fully well the powers empowered upon me I am issuing the sanction order. Here all the references that are required for issuing the order should be given.
10. One additional feature is after read, 'ORDER' in capital letters is indicated before the body of the proceedings.
11. Body of the proceedings in convenient paras comes next. A proceedings should at least have: Para:1: Context of the case; Para:2: Sanction order with reference to the delegation; Para:3: Reference to availability of budget provision and the relevant budget to which the expenditure is to be debited.
12. Bears no subscription except the designation of the signatory.
13. Signed by Designation of the officer approving it.
14. Generally it should be comprehensive and self-explanatory and putting enclosures to be avoided. However, if it is necessary to enclose certain statements etc. indication of Enclosures at the left end of the body.

GOVERNMENT OF ANDHRA PRADESH

Proceedings of the _____

Present: Sri/Smt.
(here name and designation of the officer given)

Proceedings. No. dt.

Sub:

Read:

ORDER

_Para.1: Context_____

Para:2: Sanction with reference to delegation_____

Para:3: Details of budget head to which the expenditure is to
be debited

Enclosures:

XXXXXXXXX
Designation of Officer}

Sri/Smt.(To whom it is addressed)

Copy to Drawing and Disbursing officer

Treasury / Pay and Accounts Officer

Accountant General

Other relevant officers(depending upon the need)

Stock File

U.O. Note

To whom?

This form of communication is used with in the office. This is mostly used in Secretariat between the secretariat departments. It is also used in Heads of Departments. One way is to send the file to the concerned section for their remarks. The other way is we obtain the information by sending a U.O.Note.

How it should be written?

1. The U.O. Note No. is given on the top with date. This is the file number as indicated in the note file and the date of approval of the communication indicated.
2. The address entry of the person to whom it is intended is indicated at the left hand side bottom after the body of the U.O. Note as in the case of a Memo & D.O. letter.
3. Unlike in the letter, no salutations are used.
4. After the words the “subject” be indicated. (Generally the subject will be the same that is noted in the Personal register and the note file)
5. Immediately after the subject, Reference is indicated. Here all the references that are required for following the case should be given.
6. Body of the U.O.Note in convenient paras comes next.
7. Bears no subscription except the designation of the signatory.
8. Signed by Designation of the officer approving it.
9. Indication of Enclosures at the left end of the body.

Purpose

To obtain the advice, views, concurrence or comments on a proposal or to seek clarification of rules, instructions this form of communication is addressed to other sections. Though the name is Un-official note, it is used to obtain information within the organization and it is not something un-official.

Telegram

In our personal life also we give telegrams on various occasions. It is such a popular form of communication, that you find list of greetings in the telephone directory. Though we have today more advanced modes of communications like fax, e-mail etc. the importance of a telegram can not be under estimated.

How it should be written?

If you notice the previous para it indicates that the telephone directory gives numbers to the popular greetings. This is done for the purpose of economy. Since each word in a telegram is counted for the purpose of calculation of the charges for sending the telegram. This means that it is necessary to write the telegram in very short, pointed language, that is why every one say “Telegraphic language”.

It is necessary that when you write short and pointed language, keeping the economy in view, you should also take care of the punctuation. You might have heard a popular saying here. Look at the following:

Hang not Leave Him

What do you understand by the above sentence? Before we say something about what does it mean, we would like to give you some background of it.

“A person was convicted by the court of law and he was about to be hanged on a particular day. The person submitted a mercy petition to the Governor of the state. Considering the shortage of time, the Governor sent a telegram to the Jailor of the prison with the message. The jailor was puzzled with the message”. Let us see the sentence now:

STOP, NOT HANG HIM (.)
STOP NOT, HANG HIM (.)

That is why it is said that “kama (,) killed a person. One should take care about not only the short and pointed language but also about punctuation when you send a telegram.

1. To telegram is to be written in very short, pointed language.
2. Should be written in capital letters in double line space.
3. You might have noticed that many organizations will have telegraphic address, which is referred as “Grams”. If you keep a list of the telegraphic addresses it will be easy.
4. Generally Government telegrams are indicated as “State”
6. Telegrams are classified in to two types i.e. Urgent and Ordinary. Whenever you send it on “Urgent”, the cost will be more. Hence adequate care should be taken to mark the grades.
7. It is necessary to send a post copy after the issue of the telegram.
8. Whenever a post copy is sent additional information can be furnished through it.

Specimen of Telegram

STATE	ORDINARY/URGENT	TELEGRAM
ADDRESEE(Better to keep the telegraphic address and send with it)		
Message(REFYRLR TWENTYFIFTH (.) SEND FURTHER DETAILS URGENTLY (.)		
SENDERS TELEGRAPHIC CODE		

Specimen of post copy of Telegram

Copy of

STATE	ORDINARY/URGENT	TELEGRAM
ADDRESEE(Better to keep the telegraphic address and send with it)		
Message(REFYRLR TWENTYFIFTH (.) SEND FURTHER DETAILS URGENTLY (.)		
SENDERS TELEGRAPHIC CODE		

Post copy in confirmation

No. ,dt.

(Any additional; information if required to be communicated be added here)

Designation

Circular

The “Circular” mainly differs from the ordinary memorandum in that it is addressed to several departments or persons simultaneously. The circular form should be used whenever the substance of the communication does not require the formality of proceedings or letter. In other words it is a form of memorandum to be issued to large number of people at the same time.

Endorsement

You may be wondering is this one also a form of communication. This form is made use of when a paper is returned in original to the sender or is

referred to another department or section for information, remarks or disposal. Also used where a copy of communication is to be forwarded to others in addition to the original addressee. In such a case, the following types of endorsements you will be finding:

“ A copy (with a copy of the letter to which it is a reply) is forwarded to _____ for information and guidance/ for necessary action/ for favour of reply/ for early compliance”.

“Copies of financial sanctions issued by the departments, where required to be communicated to the audit authorities through the accounts department are also sent by endorsement”

Telex Message

This is one of the advanced versions of communication. The format that is used in respect of a telex message is as that of a Telegram with some variation. This is possible only if the sender and addressee are Telex subscribers.

How it should be written?

1. Telex messages should be worded briefly and precisely in the same manner as in the case of telegrams.
2. The messages should be typed in capital letters in double line space.

Press Communication/Note

You might have noticed in your office that certain events are given to the press for publicity. We will be generally calling them press communication, press note, press release etc. Though much difference is not there, they slightly vary.

What is a Press Communication?

A press communication or press note is issued when it is sought to give wide publicity to the decision of the government/department. Press communication is more formal in character than a press note and generally reproduced by the press. Communications like events that are taking place in the office, brief reports intended to be appeared in the press comes under this category.

What is a Press Note?

On the other hand, a press note is intended to serve as a handout to the press. They may edit, compress or enlarge as they may choose.

Notification

We are sure that you are familiar with this. Probably you might have joined the present service after seeing a notification, applying and later selected to the post.

Notifications are used for publishing rules and orders passed under legal enactments by the government. Also used for making announcements about appointments, postings, transfers, etc. In the departments/offices it is mostly used for publishing matter in government gazette under provisions of any law. It is also used to notify.