

# Noting

## Definition of Note

- Noting is the **brief summary** of a proposal or case prepared in a file.
- It includes **facts, statistics, and ruling positions** to assist in final decision-making by a **Government officer**.
- Prepared by the **dealing assistant/officer**, routed through intermediaries who also record their views before submission to the final authority.

## 1. Purpose and Importance of Noting

- **Aid to Decision-Making:** Provides a clear summary of facts, rules, and precedents to help the decision-maker.
- **Record of Deliberation:** Creates a permanent record of how a decision was arrived at, including differing viewpoints.
- **Ensures Transparency & Accountability:** Shows the rationale behind a decision, making the process transparent and officials accountable.
- **Consistency:** Helps maintain consistency in applying rules and policies across similar cases.
- **Expedition of Work:** Organized notes prevent delays by providing all necessary information.
- **Reference for Future:** Serves as a valuable reference for similar cases or future policy formulation.

## 2. Essentials of Good Noting

A good note should be:

- **Clear and Concise:** Easy to understand, avoiding jargon and unnecessary words.
- **Accurate:** Based on correct facts, figures, and rules.
- **Objective and Impartial:** Presenting facts without bias, even when offering an opinion.
- **Logical and Coherent:** Information presented in a well-structured, flowing manner.
- **Relevant:** Stick to the subject matter; avoid extraneous details.
- **Self-contained:** Provide enough information for someone unfamiliar with the case to understand it.
- **Brief:** Avoid lengthy narratives; use bullet points and precise language.

## 3. Structure of a Note

A typical note often follows a structured format, though it can vary based on complexity.

1. **Subject/Issue:** A clear, precise statement of the matter under consideration.
  - Example: "Regarding sanction of leave to Shri Ramesh Kumar, PA."
2. **Summary of Facts:** Brief, accurate narration of the background information and the current stage of the case.
  - Key facts, dates, previous communications (e.g., "Shri Ramesh Kumar applied for 15 days EL from 01.07.2025 to 15.07.2025. He has 100 days EL balance as per records.")
3. **Relevant Rules/Regulations/Precedents:** Cite the specific rules, circulars, or previous decisions that apply to the case.
  - Mention specific clauses, e.g., "As per Rule 42 of CCS (Leave) Rules, 1972..."
4. **Analysis/Discussion:** Examine the facts in light of the rules. Discuss pros and cons of different options. Identify any issues or discrepancies.
  - This is where the brain-storming happens. E.g., "The applicant is eligible for the leave. No operational exigency foreseen that would prevent sanction."
5. **Conclusion/Recommendation:** Propose a specific course of action based on the analysis.
  - Clear recommendation, e.g., "In view of the above, it is recommended that 15 days EL to Shri Ramesh Kumar may be sanctioned."
6. **Signature, Designation, Date:** Each note entry must be signed and dated by the official making the note.
7. **To Whom Submitted:** Indicate the higher authority to whom the note is being submitted for decision.

#### 4. Types of Notes

While not strictly categorized in all manuals, notes can generally be seen as:

- **Initial Note:** The first note on a new subject, summarizing the case and seeking directions.
- **Running Note:** Subsequent notes added by various officials as the file moves up or down the hierarchy, building upon previous notes.
- **Self-Contained Note:** A comprehensive note that provides all necessary information and recommendations without requiring extensive reference to previous pages (used for complex or important cases).
- **Routine Note:** Simple notes for routine matters requiring minimal analysis (e.g., 'File', 'For information').

#### 5. Important Considerations in Noting

- **References:** Always give clear references to relevant papers on the file (e.g., P.1/C, F.1/N – Page 1 of Correspondence, File 1 of Notes).
- **Marginal Notations:** Brief remarks or highlighting on the margin to draw attention to specific points.

- **Cross-referencing:** If referring to another file or previous case, clearly mention its number and subject.
- **Avoid Repetition:** Do not repeat information already present in previous notes or correspondence.
- **Use of Office Language:** Maintain formal, polite, and objective language. Avoid personal remarks.
- **Addressing Senior Officers:** Use formal salutations (e.g., "Submitted," "May please see").
- **Decision Recording:** Once a decision is taken by the competent authority, it is often recorded on the note sheet itself, or a specific draft order is prepared.
- **Proofread:** Check for errors before submission.

### Sample Notes

#### Scenario 1: Sanction of Earned Leave

- **Subject:** Application for Earned Leave - Shri Rakesh Kumar, Postal Assistant

#### Note N/1

- **Facts:** Shri Rakesh Kumar, Postal Assistant, has submitted an application for 10 days Earned Leave (EL) from 21.07.2025 to 30.07.2025 (C/1).
- **Rule Position:** As per Rule 42 of CCS (Leave) Rules, 1972, a permanent government employee is eligible for 30 days EL in a calendar year. As per records, Shri Kumar has an EL balance of 120 days.
- **Analysis:** The applicant is eligible for the requested leave. There is no operational exigency or other reason observed that would prevent sanction of this leave.
- **Recommendation:** It is recommended that 10 days EL from 21.07.2025 to 30.07.2025 may be sanctioned in favour of Shri Rakesh Kumar, Postal Assistant.
- **Draft:** A draft sanction order is placed at D/1 for approval.

(Sd/-)

[Your Name/Designation]

Postal Assistant/Clerk 09.07.2025

#### Note N/2 (Higher Authority's Note)

- **Comments:** Seen. Recommended.
- **Decision:** Approved.

(Sd/-)-

[Senior Officer's Name]

[Designation - e.g., Supdt. of Post Offices]

10.07.2025

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## Scenario 2: Procurement of Office Stationery

- **Subject:** Proposal for Procurement of Office Stationery

### Note N/1

- **Facts:** The current stock of essential office stationery items (pens, paper, registers, etc.) is critically low, and several sections have reported shortages. A list of required items and estimated costs (approx. Rs. 15,000/-) is attached at C/1.
- **Rule Position:** As per Delegation of Financial Powers Rules, 2021, the Divisional Head is competent to sanction expenditure up to Rs. 25,000/- for office contingencies. General Financial Rules (GFR) 2017, Rule 144, regarding procurement procedures through GeM (Government e-Marketplace) or local purchase, is relevant.
- **Analysis:** Timely procurement of stationery is essential for smooth functioning of the office. The estimated cost is within the delegated financial powers of the Divisional Head. Procurement should be done through GeM for transparency and best value, as far as possible. If not available on GeM, local purchase following due tender/quotation procedures.
- **Recommendation:**
  1. Sanction for procurement of office stationery items, as per list at C/1, for an estimated cost of Rs. 15,000/- (Rupees Fifteen Thousand Only), may be accorded.
  2. Procurement may be initiated through GeM. In case of non-availability, local purchase may be done after obtaining competitive quotations as per GFR.
- **Draft:** A draft Office Order for sanction and intimation to the concerned section is placed at D/1 for approval.

(Sd/-) [Your Name/Designation]  
Office Assistant 09.07.2025

### Note N/2 (Higher Authority's Note)

- **Comments:** Checked details. GeM preferred.
- **Decision:** Approved subject to adherence to GFR.

(Sd/-) [Senior Officer's Name]  
[Designation - e.g., Supdt. of Post Offices]  
10.07.2025

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## Scenario 3: Redressal of Public Grievance

- **Subject:** Public Grievance regarding delay in delivery of Speed Post article No. EM123456789IN

#### Note N/1

- **Facts:** A public grievance has been received from Smt. Sunita Devi (C/1) complaining about the non-delivery of her Speed Post article No. EM123456789IN, booked on 01.07.2025, addressed to Mumbai. The current status on the tracking system shows "Item not delivered, consignee not available" since 03.07.2025.
- **Rule Position:** As per the Citizen's Charter of Department of Posts, speed post articles are to be delivered within defined timeframes. Non-delivery cases require immediate investigation and communication with the sender. Relevant rules under the Post Office Guide Part I regarding un-delivered articles.
- **Analysis:** The grievance is legitimate, and there appears to be a delay in delivery or resolution of delivery issues. The article has been lying undelivered for 7 days. Local Post Office (Mumbai Delivery Office) needs to be contacted urgently to ascertain the exact reason for non-delivery and take immediate steps for delivery or return.
- **Recommendation:**
  1. A communication may be sent to the Postmaster, Mumbai GPO (concerned delivery office), to investigate the matter urgently and provide a status report by 12.07.2025.
  2. A holding reply may be sent to Smt. Sunita Devi, acknowledging receipt of her grievance and assuring her of prompt action.
- **Draft:** Draft letters to Postmaster, Mumbai GPO (D/1) and Smt. Sunita Devi (D/2) are placed for approval.

(Sd/-) [Your Name/Designation]  
Public Grievance Cell 09.07.2025

#### Note N/2 (Higher Authority's Note)

- **Comments:** Action as proposed. Emphasize urgency to Mumbai.
- **Decision:** Approved.

(Sd/-) [Senior Officer's Name]  
[Designation - e.g., Assistant Supdt.]  
10.07.2025

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#### Scenario 4: Request for Condemnation of Old Computers

- **Subject:** Proposal for Condemnation and Disposal of Old Computers

#### Note N/1

- **Facts:** Our office has 05 old desktop computers (details at C/1) purchased in 2010. These computers are outdated, frequently malfunction, and are beyond economical repair. They occupy valuable space.
- **Rule Position:** As per GFR 2017, Rule 209-216, relating to disposal of obsolete/surplus stores. Condemnation requires assessment by a technical committee and approval by the competent authority based on book value. For items beyond economical repair, proper survey reports are required.
- **Analysis:** The computers are 15 years old and clearly non-functional for current operational needs. Their continued presence creates storage issues. It is prudent to initiate condemnation proceedings as per GFR and Departmental instructions. A survey report needs to be obtained.
- **Recommendation:**
  1. A Survey Committee, as per existing orders, may be constituted to assess the condition of the 05 old computers and submit a condemnation report.
  2. Upon receipt of the survey report, further action for formal condemnation and e-waste disposal/auction will be initiated as per GFR.
- **Draft:** A draft Office Order for constitution of Survey Committee is placed at D/1 for approval.

(Sd/-) [Your Name/Designation]  
Admin Section 09.07.2025

#### Note N/2 (Higher Authority's Note)

- **Comments:** Necessary action. Ensure committee has IT/Technical representative.
- **Decision:** Approved.

(Sd/-) [Senior Officer's Name]  
[Designation - e.g., Assistant Director]  
10.07.2025

#### Scenario 5: Clarification on a New Circular

- **Subject:** Seeking Clarification on Circular No. X/Y/2025 dated 01.07.2025 regarding Revised Allowance

#### Note N/1

- **Facts:** Circular No. X/Y/2025 dated 01.07.2025 (C/1) has been received regarding the implementation of a revised allowance for certain categories of staff. Paragraph 3(b) of the circular states "the allowance will be admissible to employees deployed in rural areas with population less than 5000."
- **Issue:** Clarification is required whether "population less than 5000" refers to the population of the specific village/town where the employee is posted, or the

population of the Gram Panchayat/Block area in which the village/town falls. This distinction is crucial for accurate implementation across many Post Offices in our Division.

- **Analysis:** Ambiguity in the definition of "rural area with population less than 5000" could lead to inconsistent application and potential audit objections later. It is essential to seek clarification from the Directorate/Circle Office before implementation to ensure uniform application of the allowance.
- **Recommendation:** A reference may be made to the Circle Office, seeking a clear definition/interpretation of "population less than 5000" as mentioned in para 3(b) of Circular No. X/Y/2025 dated 01.07.2025.
- **Draft:** A draft letter to the Circle Office is placed at D/1 for approval.

(Sd/-) [Your Name/Designation]  
Accounts Section 09.07.2025

**Note N/2 (Higher Authority's Note)**

- **Comments:** Important clarification needed for proper implementation.
- **Decision:** Approved. Expedite.

(Sd/-) [Senior Officer's Name]  
[Designation - e.g., Supdt. of Post Offices]  
10.07.2025

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# **Drafting Official Letters**

The process of preparing the final outward communication (letter, memo, order, etc.) based on the decision taken in the noting. It is the external communication that conveys the office's decision or message to an external party or another office.<sup>1</sup>

Purpose and Importance of Drafting

- **Communicate Decisions:** Conveys the final decision or message of the office to the recipient.
- **Formal Record:** Becomes a formal, legally binding record of the office's communication.
- **Enforce Action:** Instructs or requests action from the recipient.
- **Public Relations:** Reflects the professionalism and efficiency of the organization.
- **Consistency:** Ensures uniform presentation and language in official communications.

## **2. Essentials of Good Drafting**

A good draft should be:

- **Clear and Unambiguous:** No room for misinterpretation.
- **Accurate:** Correct facts, figures, dates, names, and references.
- **Concise:** To the point, avoiding unnecessary words or lengthy sentences.
- **Complete:** Contains all necessary information for the recipient to understand and act.
- **Courteous and Polite:** Maintaining official decorum and tone.
- **Correct Grammar & Spelling:** Error-free language is crucial for credibility.
- **Appropriate Tone:** Matching the tone to the type of communication and recipient.
- **Legally Sound:** Complying with all legal and procedural requirements.

## **3. Standard Components of an Official Communication/Draft**

While specific formats vary (letter, memo, order), most official communications share common elements:

1. **File Number/Reference Number:** Unique identifier for the document, linking it to the file.
  - Placement: Top left.
2. **Government of India / Department Name:** Official heading.
  - Placement: Centered at the top.
3. **Address of Sender:** Name of Ministry/Department/Office and address.
4. **Date:** Date of dispatch.



- Placement: Top right, or below the sender's address.
- 5. **Recipient's Name and Address:** Full address of the person/office to whom it is sent.
- 6. **Subject:** A brief, clear statement of the content of the letter.
  - Crucial for quick understanding.
- 7. **Salutation:** Formal greeting (e.g., "Sir/Madam," "Dear Sir/Madam").
- 8. **Body of the Letter:**
  - **Opening Paragraph:** Refers to previous correspondence, application, or introduces the subject.
  - **Main Content:** Presents facts, rules, decisions, or instructions clearly and logically.
  - **Concluding Paragraph:** States the action required, future course, or polite closing.
- 9. **Subscription/Complimentary Close:** Formal closing (e.g., "Yours faithfully," "Yours sincerely").
- 10. **Signature and Designation:** Signature of the authorized signatory with their name and designation typed below.
- 11. **Enclosures (Encl.):** If any documents are attached.
- 12. **Copy to (Copy Fwd. to):** If copies are sent to other individuals/offices for information or action.

#### 4. Types of Official Communications (Drafts)

Understanding different types helps in preparing the correct format and tone.

- **Letter:** Most common form of communication, used for correspondence with other departments, public, individuals.
  - **Characteristics:** Full formal address, salutation, complimentary close.
- **Memorandum (Memo/Mem):** Used for internal communication within the same Ministry/Department. Often less formal than a letter, no salutation/complimentary close needed.
  - **Characteristics:** To/From/Subject format, often no salutation.
- **Office Order (O.O.):** Used for conveying decisions/instructions of a general nature within the office or department.
  - **Characteristics:** Numbered serially, authoritative tone, often without specific recipient address.
- **Circular:** For disseminating information, instructions, or policy decisions to a large number of offices or individuals within the department.
  - **Characteristics:** Wide circulation, general applicability.
- **Notification:** Published in the Official Gazette to convey statutory rules, orders, appointments, etc. of public importance.
  - **Characteristics:** Formal, legalistic language, published publicly.
- **Resolution:** Used for communicating formal decisions of the Government, especially those of a policy nature. Also published in the Gazette.

- **Endorsement:** Used to send a copy of a letter/order to another office for information or necessary action. Usually at the bottom of the original letter, stating "Copy forwarded for information/necessary action to..."
- **D.O. Letter (Demi-Official Letter):** Used for communication between officers of similar rank, or when a senior officer wants to personally convey something to a junior officer, maintaining a less formal but still official tone.
  - **Characteristics:** Begins with "My dear [Name]," ends with "Yours sincerely/cordially." Used for personal intervention or urgent matters.
- **Press Communiqué/Note:** An official statement issued to the press for public dissemination.

## 5. Important Considerations in Drafting

- **Accuracy:** Double-check all facts, figures, names, addresses, and dates. Mistakes can have serious consequences.
- **Clarity:** Use simple, direct language. Avoid complex sentence structures or jargon where plain language suffices.
- **Courtesy:** Maintain a polite and respectful tone, even when conveying negative decisions.
- **Completeness:** Ensure all necessary information is provided for the recipient to understand and act.
- **Legality and Policy:** Ensure the draft adheres to all relevant laws, rules, policies, and precedents.
- **Consistency:** Use consistent terminology and formatting.
- **Approval:** A draft must be approved by the competent authority before dispatch. The approving authority will usually initial/sign on the draft note.
- **Proofreading:** Always proofread the final draft for grammatical errors, spelling mistakes, and typos.

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### Draft 1: Leave Sanction Order (Based on Noting Scenario 1)

**MOST IMMEDIATE**

No. ESTT/1-3/EL/RK/2025  
 GOVERNMENT OF INDIA  
 MINISTRY OF COMMUNICATIONS  
 DEPARTMENT OF POSTS  
 O/o THE SUPERINTENDENT OF POST OFFICES  
 [Your Division Name], [City, Pincode]

Dated: 10.07.2025

## OFFICE ORDER

**Subject: Sanction of Earned Leave in favour of Shri Rakesh Kumar, PA.**

Sanction of the undersigned is hereby accorded to the grant of 10 (Ten) days Earned Leave (EL) to **Shri Rakesh Kumar, Postal Assistant** (Employee ID: [Employee ID]), working in [Your Office Name], from **21.07.2025 to 30.07.2025** (both days inclusive).

2. Certified that the official will report back to the same post and station after the expiry of the sanctioned leave.
3. The leave period will not be counted towards increment in pay. (This line might be included for LWP, but here for EL it's standard. For EL, pay is usually granted). *Self-correction: For EL, pay is granted. This line is usually for Leave Without Pay (LWP). Remove if not applicable.*

(Sd/-)  
(Signature)  
(Name of  
Superintendent of  
Post Offices)  
Superintendent of  
Post Offices  
[Your Division Name]

### Copy to:

1. Shri Rakesh Kumar, Postal Assistant, [Your Office Name] - for information.
2. Accounts Section - for necessary action.
3. Personal File of Shri Rakesh Kumar.

Office Order Book.

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### Draft 2: Letter for Stationery Procurement (Based on Noting Scenario 2)

No. ADM/2-5/Stationery/2025  
GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS  
O/o THE SUPERINTENDENT OF POST OFFICES  
[Your Division Name], [City, Pincode]

Dated: 10.07.2025

## OFFICE ORDER

**Subject: Sanction for Procurement of Office Stationery for [Your Division Name] Office.**

Sanction is hereby accorded for the procurement of essential office stationery items for various sections of [Your Division Name] Office, at an estimated cost of **Rs. 15,000/- (Rupees Fifteen Thousand Only)**.

2. The procurement shall be initiated through the Government e-Marketplace (GeM) portal. In case of non-availability of required items on GeM, local purchase may be effected after obtaining competitive quotations from at least three registered vendors, strictly in accordance with the provisions of General Financial Rules (GFR), 2017.
3. The detailed list of items is as per Annexure-A (to be attached to the file).

(Sd/-)

(Signature)

(Name of Superintendent of Post Offices)

Superintendent of Post Offices

[Your Division Name]

### Copy to:

1. Accounts Section - for necessary action.
2. Stores Section - for initiating procurement action.
3. Office Order Book.

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### Draft 3: Holding Reply to Public Grievant (Based on Noting Scenario 3)

No. PGR/1-1/SP/2025  
GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF POSTS  
O/o THE SUPERINTENDENT OF POST OFFICES  
[Your Division Name], [City, Pincode]

Dated: 10.07.2025