EOM 201

Introduction to E-Office

Skill Enhancement Course (SEC)

School of Vocational Studies

उत्तराखण्ड मुक्त विश्वविद्यालय

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Note: Edited Version awaited. Wrap up material for study.

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MODERN OFFICE AND ITS FUNCTIONS

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1.1 INTRODUCTION

Office is described as the nerve center of an organization. It has become an indispensable part of any business organization. Present-day office activities have expanded tremendously to keep pace with the rapid globalization. Modern offices organized on scientific principles with their techno-savvy office managers allow the sustenance of business amidst cut-throat competition.

In olden days, all jobs in the organization were mostly done by the proprietors. If work was more two or three more persons were appointed. They had to sit in small rooms and worked in a poorly lighted and congested place. There were no modern office amenities as of today; clerks were found copying letters tiresomely turning leather-bound registers. Typewriters had not come into general use, most of the office work had to be performed manually, and clerks would be found spending most of their time copying letters for dispatch to customers. All the internal and external communications were performed through human agency. The telephones and intercom systems were not generally in use. The proprietor of business would be found sitting in the office room and supervising the office work. He personally was responsible for dealing

with customers and visitors. In the past, production was generally from a limited number of locally available raw materials, whereas marketing was in most cases confined to local markets. Businessmen were interested in maximizing profits through two important profit centres, i.e. production and marketing. A few decades ago, the office was defined as a place for clerical work within the four walls of a building.

Office activities have undergone profound changes in the last few decades. The world has witnessed spectacular advancements in the field of science, technology, industrialization, transport, communication, etc. In modern terms, office is viewed as a function. When it is taken as a function, it (Office) may direct, control and coordinate the office work wherever it is done and whosoever does it. Here it may be noted that in modern times, offices are developed on scientific principles, and their management and administration is in the hands of qualified and trained managerial staff.

1.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Learn the meaning of an office and its work.

- Understand the activities and functions of an office.

- Understand the importance and purpose of an office.

- Know the changing scenario of an office with new technologies and paperless office.

1.3   THE OFFICE AND OFFICE WORK

Meaning of Office-

Office is a place for transacting business where clerical and administrative functions are carried out to coordinate and control activities of an organization. A typical office performs tasks such as framing business policies, processing and communication of information, record keeping, and handling e-mails, execution of orders, managing receipts, and payments. An office can be described as any place where information converges on paper, is documented, preserved and used for both current and future operation of businesses.

In the past few decades, office activities have undergone vast changes. The old dingy, cluttered, stuffy office rooms have vanished have been replaced by well-ventilated, well-lit, air-conditioned offices with up-to-date furnishings in alluring designs. Gone are the days when the head of the concern had to personally supervise the work of clerks. Today, modern offices are organized on scientific principles and their management and administration are in the hands of a specialized office manager. Managers do not share the same room with clerks but sit in separate rooms. The clerks are supervised and controlled with the help of supervisors and through standard office systems, routines, office manuals, etc.

Advancements, in the recent past, have led to an expansion in the scale of production and business activities as the size of business enterprises grows; there is a corresponding increase in the volume of office work. The office activities of today are not performed by general clerks but by specialized clerks – Receptionist, Cashier, Typist, Telephone Operators, etc. There is also a higher division of labour. Departmentalization of office has been affected. The office managers of today welcome greater use of machines and minimal use of human beings in the office work. Machines-typewriter, telephones, computers, calculators, duplicating machines, Dictaphones, accounting machines, intercom, cellular phones, internet system, etc. help save time and labour. Computers are the latest additions to the long list of office machines, capable of performing most clerical operations at high speed without errors. Thus, modern offices are embracive to more and more technical advancements.

Office is an important section of business. The term business implies office work. The office is defined as "a place for the transaction of business, the room or department, where the clerical work is done," or we can say "a place where business is carried on", or it is "a place where all sorts of activities of organization are dealt with". An office is the centre of an organization. Commercial office acts as a central directing and coordinating agency of the various activities of any business.

In the modern age, the "office" is used in a broader sense. Prof. Dicksee states, "An office is to a business what the mainspring is to a watch". An organization cannot be carried on without an office, as a watch without the mainspring is useless. In present times, the modern office organization has so much importance as the brain in a human body. Thus, a commercial office can be called "a clearing house of all essential business information". The office has to receive or collect all information of the business, process the collected information (analyses, arrange and classify) and put them into an understandable form on the one hand. On the other hand, the processed information has to be presented or communicated to the management of the business as and when required.

According to the Random House Dictionary "An office is a place where business is transacted or professional services are available" An office is the place where the control mechanisms for an enterprise are located, records are initiated for communication, control and efficient operation of the enterprise. According to Mills and Standing Ford, "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.

It is generally seen, in commercial offices, there are some persons to receive information, process them and supply the processed information to the management. Doing so can be called a clerical job. Clerical job includes correspondence (to collect information or clarify the information received) serving (filing), typing, book-keeping, handling of money, etc. Efficient management of the organization helps the managers or executives to formulate planning,

organizing, controlling, and supervise activities. Prompt and accurate decision depends upon timely information.

An office is a place to record the information for control through collection (of information) handled and serviced. The control mechanism for a business is located-paper work is to attain an aimed result. One must give importance to the office function rather than to the place. An office is a place of paper processing and memory centre for all its departments. In the office, policies and ideas are formulated through collection and analysis of obtained information. An office maintains all records. And this readymade, scrutinized and processed information is made available to the management to attain the best result.

Office Work-

According to the old concept "Office work" is mostly concerned with clerical work where the records of an enterprise and making, preserving the records for further usage. Office work not only deals with records, it also includes communication, mechanical data processing, planning and scheduling.

Office work being mainly concerned with clerical work or paper work is narrow view and an old concept of office work. Nowadays, office work has a very wide scope. Office work is primarily concerned with making, preserving, and using records. The records are concerned about purchasing, producing, selling, accounting and correspondence, inventories, and written or printed memorandum of all kinds. These records are essential for an efficient and effective control of the organization.

An office serves as the memory centre and control organ of an organization. The office performs many services like communication, reproduction, mechanical data, processing, procuring of stationery, furniture and equipment, secretarial assistance, etc to other departments in an organization.

Office is a unit where relevant records for control, planning and efficient management of the organization are prepared, handled and preserved. Office provides facilities for internal and external communication as well as coordinates activities of different departments of the organization. The purposes of an office are:

- To preserve all the records of the business.
- To handle incoming correspondence.
- To plan the policies of the business and ensure their implementation.
- To direct and co-ordinate the activities of the various department.
- To maintain accounts, statutory and non-statutory books, etc of the business.

Office Activities-

Each office has a personality of its own. This personality is a reflection of the purpose of the

existence of an office. The manufacturing office has a profile that differs from that of the sales office. Likewise, the accounting office has a different orientation from that of a research and development office. In organizing a new office, the office manager must first determine the prime reason for the existence of that office and then add the necessary ingredients to bring about an efficient operation entity that achieves predetermined results.

Although offices differ from one another in prime responsibility, many activities are commonly carried out by all the offices. Some of these activities are:

- Processing incoming mail.
- Processing outgoing mail.
- Maintenance of the records (Filing and Indexing).
- Establishing standard at office work.
- Designing and procuring at office forms, stationery, etc.
- Recruitment and training of office staff.
- Maintenance of furniture, machines, appliances, etc.
- Preparation of statements, reports, etc.
- Maintenance of accounts and other financial records.
- Handling Telephone calls and enquiries.
- Preparing updated information for the whole firm.
- Arranging the data in a quick and accessible form for using and safeguarding the assets.
- Keeping prompt and accurate handling of enquiries orders etc.
- Maintaining an efficient flow of work in the office.

1.4   IMPORTANCE OF AN OFFICE

Purpose of an office-

The place of office is incomparable as it fulfills the following purposes:

- It is a place where the management can prepare the plans intelligently.
- The management can make their plans effective from the office.
- From the office, records of the progress of plan in action can be obtained.
- Through different control techniques carried out in the office with available records, the effectiveness of the plan in action can be ascertained.
- The results of such action are evaluated in the office without delay.
- Different activities are coordinated from the office.

Importance of an Office-

"No organization worth its name can exist without an office". Thus, the office is an essential segment of any organization, big or small, govt. or private and contributes to its efficient and economical functioning. The importance of an office to a business organization is high because

of the variety and complications that a business enterprise faces due to competition, legal and statutory restrictions, role of trade unions and a host of other factors. A business enterprise today cannot stand without the assistance of a well-organized office.

Office is behind every business activity and the nerve centre of all deliberations. In the words of Dicksee, what office is to business is what the man spring is to watch. All operations are directed, coordinated and controlled through the office. A well-organized office makes it possible for management to plan its operations intelligently, appraise results and coordinate all the activities of the business.

The term office has been defined in a variety of ways. In general terms, office means a place where clerical work is performed and all kinds of paperwork is maintained & dealt. However, in modern sense of the term, office denotes an activity and not a place. Whenever clerical operations are performed, they are treated as office function. According to Edward Roche "It is a mistake to regard the office as a specific place; instead, an office exists anywhere, wherever certain kinds of works are performed".

Office is regarded as an important part of an organization. The very existence of an organization necessitates the presence of an office whether a government institution, business house or an educational institution. Office plays a pivotal role in its functioning because a well-managed office helps management to plan its operation intelligently and to put them in action competently. Without an efficient office, business activities cannot be carried on systematically. The importance of an office can be defined in the following ways:

a) **Information Center:** Office is an information center or a data bank of all information on which the business is carried. All present and past figures of business that it does should be in the office. Based on this information, the office plans, and forecasts and controls its operation and its area of operation.

b) **Channel of Communication**: It is evident that without any communication, the office cannot all alone function and serve its purpose. Every communication, especially the written communication flows from the top to the bottom, and the reporting has to flow from the bottom to the top. The office would fall if the flow of communications is not frequent and the reports are not made available or presented to the higher authorities within the stipulated time.

c) **Aids in Coordination**: The objectives of any office won't be met if there is no proper coordination among the employees. The employer-employee relation and the employee-employee relation have to be strong if effective coordination has to be built up. An effective coordination jacks up the spirit of work tightens the unity and strengthens the morale of every employee working in the organization. Moreover, the necessary

information and feedback from the top level is needed for promoting coordination.

d) **Importance in Relation to Government and Public:** Today, for every business to exist, it has to follow certain guidelines, rules and regulations as formulated by the government. Every business unit today is considered to be revenue-generating as well as a social institute. Every office has a wing, and it is a link between society and the government. It is also a link between the people and the government. Hence, an office has to create a proper type of image in the mind of the people for building a proper brand image and a corporate image.

e) **Aid in Managerial Control:** Control is a combination of corrective and measuring techniques of the performance of subordinates in order to make sure that the objective of an enterprise is achieved and accomplished. Control requires establishing 'standards' and then measuring the standards within the stipulated time and resources.

f) **Importance in Relation to Customers:** The actual importance of any office is its relation with its customer. It is the customer who brings the business to the office and, hence, a customer is the king. Except for the government office, every other business organization depends on its customer for its business to generate the revenue. Hence, the importance of office about its customer is of great significance "customer", now, is the 'emperor'. The orders received by the customer, their enquiries and their complaints are taken care by the office through direct and personal contacts. Nowadays, the modern office has a very important person—the Guest Attending Officer who attends all the customers and informs them everything directly, personally, or on the phone, about the company, its activities, and about its business.

g) **Importance to Shareholder:** Every office serves an important link between the shareholder on the one hand and the company on the other. The issue of division of shares, transfer of the shares, issue of the notice of the meetings of the company, and answering about all the queries to the shareholder is of great importance and these cannot be achieved or obtained without establishing a proper office.

h) **Importance of the Worker:** For maintaining a good workforce, a good environment, free from official politics, free from partiality and an effective relation, in the form of employee-employer and employer-employee a relationship is needed.

1.5 FUNCTIONS OF THE OFFICE

An office is primarily concerned with the collection and supply of information. Accurate and up-to-date information relating to the organization and other agencies affecting the organization is always required for taking decisions and formulating policies. Besides, office has assumed many other responsibilities, such as safeguarding assets, personnel management, and procurement of assets, etc. which are incidental to the primary function. Therefore, the

functions of a modern office may be classified into two categories: [i] Basic functions [ii] Administrative functions.

Basic Functions

Basic functions are those functions of an office which need to be performed in all types of organizations. They are mainly related to receiving and giving of information. These basic functions are as follows:

- **Collecting Information:** The office receives or collects information about various activities of the organization. The information may be collected from internal or external sources. Internal sources may be employees and various departments of the organization. The external sources are customers, suppliers and government departments, etc. From internal sources, information may be received in the form of letters, circulars, reports, etc. and external sources provide information through letters, orders, invoices, inquiries, reports, questionnaires, etc. The executives of the organization may also collect information while visiting other organizations.

- **Recording Information:** The office keeps a record of information collected from various sources to make it readily available to the management. The information is kept in the form of correspondence, reports, statements, circulars, lists, charts, registers, books, etc. An office has to also maintain records as prescribed under law. The registered office of a company is required to maintain Register of Members under the Companies Act, 1956.

- **Arranging, Analyzing and Processing the Information:** The information collected in an office is generally not in the form to be used by the management. Therefore, facts and figures collected have to be arranged, processed, organized and analyzed to make them useful to the management. In this regard, financial statements, statistical statements, charts, lists, reports and summaries are prepared.

- **Preserving Information:** The information is properly sorted out and preserved in the most economic and scientific manner. Various types of equipment, filing cabinets, etc. are used for preserving records. Unnecessary and outdated records are destroyed to make space for new and valuable records.

- **Supplying information:** All accumulated and processed information is useless unless it is communicated. The office serves as a two-way channel for communication. On the one hand, it supplies the collected, recorded and processed information to the management. On the other hand, the policy decisions, guidelines and instructions issued by the management to the departments are also routed through the office. The information may be supplied verbally or in writing.

Administrative Functions-

Administrative functions are in addition to the basic functions. Nevertheless, the office cannot hope to work smoothly without them. These relate to the tasks of protecting and safeguarding assets, maintaining and enhancing the operating efficiency, stationery control, choice and use of the office equipment's and selection, training, placement, and remuneration of the personnel. The following functions are normally considered as administrative functions of an office:

- **Management Functions:** Various functions of management are also applicable to the management of office functions. Office work has to be planned, organized and executed according to the plan. Control is exercised to ensure the efficiency of operations in the office. Staffing, directing, communicating, co-ordination and motivating is also important for the management of offices.

- **Instituting Office Systems and Routines:** An office has to develop systems and procedures for providing better services to other departments. Each phase of office work is carefully analyzed, and a proper procedure is developed for it. Proper sequencing of different tasks is necessary to ensure the continuous flow of work.

- **Procuring Stationery and Supplies**: Adequate supply of quality office stationery is necessary for the efficient performance of office work. The office purchases standard quality paper, pens, ink and other stationery items, maintain the stock and issue them only on demand.

- **Designing and Control of Office Forms:** Use of standardized forms simplifies office operations. It is the responsibility of the office to design, standardize, provide and control the forms to be used in the office and other departments of the enterprise.

- **Purchasing Office Equipment and Furniture:** Efficient and economical performance of office work requires proper furniture, equipment and machines. The office has to arrange for the selection and purchase of these items from reliable suppliers. It also has to ensure timely availability of furniture, etc. to departments and employees and facilitate proper utilization, as well as arrange for maintenance, servicing and replacement according to needs.

- **Safeguarding Assets:** Different types of assets are maintained in an organization. The assets must be protected against damages and losses on account of fire, theft, etc. An efficient control system is exercised by the office to safeguard the assets.

- **Personnel Management:** The efficiency of office work depends very much on the employees. Their appointment, training, promotion, appraisal and welfare are the functions of the office.

- **Maintaining Public Relations:** An organization depends on public reputation and goodwill for its existence and progress. Maintaining public relations is also the responsibility of the office. Most organizations have reception counters to greet and

receive visitors to the organization.

1.6   THE CHANGING OFFICE

Office Yesterday

A few decades ago, a typical business Office presented a gloomy picture. Housed in one or two small rooms, poorly lighted and ill-ventilated, it was generally situated in the least conspicuous part of the building. There was a small volume of paperwork, which was handled by a few clerks manually and without the aid of mechanical and labour-saving devices. Since typewriters were somewhat rare, the clerks had to do all the written work with their own hands. Letters were copied before dispatch on loose sheets or in fat leather-bound registers. All the internal and external communication was performed or carried on through the human agency, for telephones and intercom systems were not generally in use. The proprietor of a business or the head clerk would be found sitting in the office room, supervising and guiding office work, and personally dealing with the visitors or customers. There was no departmentalization of office activities, and the techniques of scientific management were either not known or not practiced.

Historical Developments.

The following technological developments made during the last 150 years have led to the evolution of the modern office:

1870:   First commercial typewriter introduced.

1880:   Alexander Graham Bell invented telephone.

1920:   Electric typewriter introduced.

1930:   Important machines like duplicators, Dictaphones, intercoms developed.

1950:   Calculators, computers, copying machines, addressographs, and franking, tabulating and accounting machines developed.

1961:   Memory electronic typewriters launched.

1964:   Word processing equipment, cash registers, etc.

1970:   Introduction of digital networks local area networks (LAN).

1980:   Computerized telephone networks, picture phone, etc.

1990: Personal computers, micro processing equipment, electronic mail, fax machines, modems, pagers, Cellular Phones, Internet Systems, etc.

2000: Internet Banking, Internet Trading, BPO servicing, Internet Telephony, Digitized office.

2008:   Apple I-Phones, Voice Mails, Teleconferencing, Handwriting and speech Recognition Software, Broadband Spectrum, L.C.D. and Plasma T.V.s. 3D image Videoconferencing (telepresence), etc., Black Berry, Google Gphone, Robotics, etc.

2012: Voice/Face/Handwriting Recognition, 3D Printing, Apple iPhones 4S, ITB Hard Disk,

2014: Blue Ray Disc, Voice Navigation, Wi-fi, Wireless Printers, Cloud Computing (Google Drive, DropBox, Skydrive-Microsoft), iPad, Business Analytics (for Cash Management, Website Management, Employee Management, etc.) SaaS (Software as a Service), LED, Mobile Banking, Virtualization, Android, Ubuntu, Internet of Things (IOT), etc.

Office Today

Office activities have undergone vast changes in the last five-six decades. A modern office is well-planned, well-laid out and well-organized. The scope of office activities has widened tremendously following spectacular developments in science and technology, industrialization, transport and communication. These developments have led to an expansion in the scale of production and business activities, to greater governmental and legislative interference and control, and the consequent enlargement of the volume of office work. In today's office, activities are performed not by general-purpose clerks but by specialized clerks- by receptionists, accounts clerks, cashiers, stenographers and typists. There is, thus, a greater division of labour. Loose-leaf binders have replaced the old fat leather-bound ledgers. Filing and indexing techniques have been developed. Departmentalization of office has been affected. Greater and wider use of machines (typewriters, dictaphones, calculators, accounting machines, computers, etc.) is made to save time and labour. Work standardization, job evaluation, merit rating and other techniques of personnel management are being practiced. Telephones, intercoms, telex and other communication device, are used for rapid and global communication. Many large-sized offices use computers to handle the enormous volume of work. The use of carbonless copy paper has become very popular.

In short, Offices today are organized on scientific principles, and their management and administration are in the hands of highly specialized managers. The term "Office Management" is rapidly being replaced by the term "Administrative Office Management" and "Information Management"

Office of the Future

Advancements in technology are having an enormous impact on the working of the office. The new office technologies are converting the information that was written or typed, transmitted and stored on paper to be processed by computer-based machines more accurately and at much higher speed. However, it may be stressed that the rate of introduction of the new technology is very 'variable' and it might take many years before all offices resemble 'office of the future'. In India, we usually find a mixture of traditional and new machines in the same office. Few organizations have the finance or are prepared to take the risk of replacing all their old office equipment with the new machines all at once. We are, in fact, in a period of transition which might extend to a few years or even more. In the more distant future, we might see an office

that is virtually 'paperless'. However, in the near future, there will be an important reduction rather than a total abolition of paperwork.

The office of the future has to face a variety of challenges — social, political and economic. For instance, with the increased mechanization of office activities and the installation of sophisticated machines like computers, it seems we are on the threshold of office automation. With the increasing pace of industrialization and government control of the business, the need to employ more experts and specialists to perform office activities has become pressing, and has led to the utilization of consultancy services to a greater extent. These developments call for a greater "professionalization of management" and increased application of the principles of management to the office. The other challenges faced by the office of the future include:

- The challenge of legal provisions.

- The challenge of reducing paperwork.

- The challenge of reducing office cost.

Once these challenges are met, the productivity of an office would increase, and its importance would be enhanced in relation to the business organization of the future.

1.7 THE PAPERLESS OFFICE

The 21st-century offices will be an electronic wonderland where expensive paper-based routine work will be replaced by result-oriented and advanced information technology. Office automation, with its microcircuitry and visual display screens, is sure to take over the old and worn-out methodology, in office management. Probably, within the next 3-5 years, office information system would be installed and developed to such an extent that it would replace the desk, the typewriter, the filing cabinet and the plethora of paperwork.

With the evolution of a new work style, based on speed, accuracy and efficiency the offices which fail to wake up to the implications of modern information technology will find themselves lagging behind. They would become vulnerable to the technological onslaught of their better-equipped competitors. A US study16 on office automation has indicated that 100% of the banking industry has already installed Office automation systems of some kind. An average of 85-word processors per 1,000 employees was reported. Together with these, the banks are likely to add private videotext, electronic mail, online management information systems with graphics and voice information systems. Future developments also imply the adoption of multifunctional workstations with a wide variety of capabilities. The technological advances have also invaded offices in Europe, UK, Japan, etc. However, in India, the position has started to emerge, and in certain sectors, rapid computerization is taking place particularly in BPOs, Stock Market Operations, Banking, Retailing, Higher Education, etc. The concept of paperless office encompasses the following:

- The omnipresent desk will now be replaced by the multifunctional workstation with a personal computer linked to other personal computers via a high-speed Local Area Network (LAN) system. The workstation can be further linked to the main station so that the staff positioned at the workstations can contact and manipulate information from the Office records.

- Computers, equipped to process words as well as figures, will replace typewriters. The present-day, word processor will slowly give way to personal computers.

- The electronic-magnetic or optical-filing is the one to succeed the paper filled filing cabinets in our offices. Microfilming will also reduce paper records and facilitate the retrieval of records.

- For outward communication, facsimile (FAX) system will replace the dispatch section.

- For inward communication, shorthand notebooks and typewriters will give way to dictating machines and printer computers.

- Desktop Publishing System will look after the entire printing work of the office. It will write and format documents, create and incorporate graphics, prepare camera-ready copy for printing, keep databases of mailing and subscription lists, create official advertising files and brochures and keep all financial records, no matter how large or small it is.

- Various machines like accounting machines, billing machines, payroll machines, addressing and mailing machines, punched card machines, etc. shall be replaced by computer network (LAN) system.

- The automatic answering devices and automatic electronic branch exchanges will reduce the workload of the reception counter of the office.

- The new emphasis will be on LAN system- a low-cost method of connecting microcomputers, printers and data storage devices on a single site. Imaginative use of information technology helps to create new opportunities. It cuts down operating costs, provides faster and more accessible information and reduces time spent on clerical functions and unproductive tasks.

Are the days of paper limited?

The increasing use of office machines in transmission, storage and data processing has facilitated the offices to abandon the use of paper to a large extent. However, the realization of the goal of 'Paperless Office' is subjected to the following problems:

[1] Transmission: Facsimile transmission is already possible, but it requires both the receiver and sender have compatible electronic apparatus, which will restrict transmission for some time to come.

[2] Storing: Microfilm has long been used as a storage medium, but as yet it has made no serious in roads into the use of paper. Data storage of huge quantities of information is already carried out by computers. Nevertheless, the most used device of many computers is not video display units (VDU) but printer.

[3] Data Processing: Again, computers already perform many data processing tasks which previously were being carried out by clerks armed only with pencils and paper. However, aspects like, financial, organizational and resistance to change will inhibit the rapid elimination of paper.

As such, the transformation of the office is not an easy task. An integrated approach where information is treated as a primary resource is necessary to reap maximum benefits from office automation. Further, the software supporting an electronic office should be reliable, accessible to everybody and easy enough to be operated by everybody irrespective of their ability or status, "Office automation can be carried out in a phased manner starting with the clerical staff and later moving on to the professionals and managers". Managers can have desktop on workstations, which can be used for electronic mail, finding information from large central databases and typing text while producing reports. Through a properly linked network system, a manager can send electronic messages to his colleagues and arrange meetings and appointments. He can also type letters from his own laptops (screen-based/workstation). For maximum results, the technology used should be matched to the needs of the business and business objectives. The person coordinating the 'Information Technology' (IT) activity must be familiar with the business objectives of the organization.

Tips for a Paperless Office

Many people who use computers- whether it's for their home or business- are moving towards a "paperless office". Simply, they are tired and overwhelmed by scraps of paper, heaps of old file folders, envelopes- and they want to reduce the clutter. Take a look at how many messages are stored in your e-mail's in-basket. Now imagine how much paper would have been generated if they hadn't come to you from cyberspace.

Many companies have made at least a partial move to a paperless office. They're doing so this way: by using scanners instead of copying machines, sending electronic faxes instead of paper faxes, storing information electronically instead of in filing cabinets, giving staff clients or vendor's information on CDs or through Internet attachments instead of inbound folders. In short, they're getting a greater return on their hardware, software and technology investments. Here are six things to keep in mind as you move towards a paperless home or business office.

a) **Without paper, make sure you're backing up files**. In the traditional backup system, you would make a photocopy of a document and put it in a properly-labeled folder that can later be retrieved from a filing cabinet. Many people and businesses develop

electronic filing systems that mimic the old paper systems, using Microsoft Word or customized programs for storing documents by type of document, client, project or other prioritization. But those files can't just be created — they have to be backed up as well. Backup solutions can include backing up to second hard drives, to removable drives or to Internet and off-site locations to minimize the risk of loss of data from a computer failure. So, the message here is to have a system in place for regular and consistent backing up of your information.

b) **Realize that a paperless office doesn't happen overnight**. Your home office or business won't go from all-paper one day-to-paperless the next. It's a progression. You might start out by scanning all incoming bills into your system and then expand to include all general business correspondence. Initially, you might imagine you're creating more work instead of less —especially if you run a business. It's just another way of backing up information.

c) **You'll need to rearrange your office** — a good thing. There usually aren't tremendous savings of office space when you first start focusing on using less paper. After all, you still have all those paper documents housed in your big, clunky file cabinets. At some point, during your transition to a 'paperless office', however, the difference in your physical storage space will become apparent.

d) **"Paperless" often really means "less paper".** Yes. It's possible to scan all received documents into your computer and to store all in-house documents in your system as well. You can virtually eliminate paper faxes by generating faxes on your computer and having inbound faxes delivered to your computer system. You can even electronically sign or signature-stamp outgoing documents. But you're still likely to have some paper floating through your office. Not all of your clients or customers will want to be billed electronically. Some vendors will still want to communicate by snail mail. And tax and regulatory requirements could force you to either do some current business on paper or to keep hard copies of your past home or business records.

e) **Everyone has to participate in change**. Merely saying as head of household, owner or manager of a business that you want those around you to embrace your paperless office doesn't make it so. Your partner or staff has to buy into the transition as a permanently-new way of doing business. Change can be difficult. People who have been making photocopies, sending paper faxes, putting documents into legal-sized folders or saving tons of mail and catalogues that they just can't part with are going to have to change their perceptions. They will have to learn new routines that they already feel skilled at.

f) **Realize that less paper is just the beginning of the pay-off**. The most visible impact of a move to a paperless office is the reduction in the cost of printing, mailing, shipping and storing paper. Over time, lots of other benefits should become apparent: Less time spent

looking for paper lost in the shuffle. Fewer hours looking for bills, documents and, if you're in business, copies of client documents. The ability to access all sorts of information from computer files, in a matter of seconds without having to search your office. If you've got a home office that serves as a satellite office of a business, you can have access to all of your business files, using a product like Terminal Services or other software, even if you're not at your business location. In short, change can be hard but it can be profitable.

Working towards the Paperless Office

The paperless office — promised since the first desktop computers started appearing in the 1980s- has yet to become a reality for most companies. Despite, the increasing use of computers in all types of businesses, a good portion of most day-to-day work is still paper-based. Besides, basic human behavior works against a truly 'paperless office', employees will always want to print documents for more careful study or to bring to meetings. For now, the perfect paperless office system remains an elusive goal.

Despite these challenges, you can drastically reduce the amount of paper documents your business depends on by choosing a document management system. The term "document management" (DM) covers a range of systems for managing paper and electronic files. To work towards a 'paperless office', a more specific term is "document imaging systems" which include tools to help convert paper records into electronic files.

Benefits of a Paperless Office Solution

It provides additional cost savings by eliminating paper records. Converting records rooms into usable office space can let you make much better use of expensive real estate, and to eliminate warehousing costs entirely. Other benefits include increased security, better disaster recovery protection, environmental benefits and remote access for your important documents.

The Automated Office

Till now, it was customary to transfer and store information on paper. With new electronic procedures and systems becoming more and more popular in use in modern automated office, the so-called "Paperless Office" is becoming a near reality. A 'Paperless Office' is one in which paper has been replaced by electronic, digital, micrographic and micro-processing systems and equipments. It is aptly said that. "The office is now in a period of transition" where more and more information processing functions are being automated through sophisticated electronic systems; the Paperless Office is attainable today."

"It may be noted that though paperwork can be reduced by up to 95 per cent in the traditional office, many people believe that a completely paperless office will not be attained in the near future."According to William Benedon in the 'Paperless Society; fact or fiction,' there are six

major barriers to a totally paperless office; namely-

- Traditional Values.
- Legal Requirements.
- Accounting and Audit Values.
- Legislative Values.
- Societal Values and.
- Procedural Values.

In contrast, the System Analysts, Records Managers, and other management professionals often complain of the high cost of creating, storing, retrieving, reproducing and disseminating paper documents.

Modern offices are increasingly converting all incoming and original data to either electronic form or microfilm, which can then be edited, indexed, stored, retrieved or converted to paper. In some companies' 'Paperless Office' integrates voice inputs, word processing, optical character recognition, electronic mail, calendars, message sending, filing directions and text editing, computer indexing and processing, COM, Micrographics, automated storage and retrieval, telecommunications and colour graphics systems into a fully automated office facility.21 The integrated office has evolved into "Communicating Integrated Office". Office systems communicate with each other by the use of satellites. Several modern offices provide satellite communication, video teleconferences, and electronic mail and computer-to-computer hookups for intra-company use.

Subsystems of an Automated Office

The Modern Office System is said to have the following subsystems that are integrated into the Automated Office.

- Voice System.
- Word Processing.
- Optical Character Recognition (OCR).
- Data Processing.
- Reprographics.
- Micrographics
- Communication and Facsimile
- Graphic systems.
- Telecommunication (e.g. Teleconferencing, Videoconferencing, Computer conferencing, Telepresence [Latest innovation by CISCO Inc.])
- Electronic Mail.
- Photocomposition.
- Computer Networking

- Robotics

The business office is currently undergoing a dramatic change, an abrupt transition from antiquated procedures that have been evolved fundamentally for over a century to sophisticated, integrated systems involving electronic and advanced microcomputer technology.

The Virtual Office

A virtual office is an integrated suite of applications that is accessed via the internet and available 24/7. The 18 applications include calendar, addressbook, webmail, etc., and can also synchronize with PDA or Phone. One can receive agenda by SMS/Text Message every day and send SMS/Text message right out of virtual office. One may access the virtual office even from a pocket PC or mobile phone.

A virtual office may be created by an individual or maybe opened up to a group of employees, colleagues, vendors or anyone else within or outside the business. One can decide as to who joins, what to share and who can share what. Anyone who has access to the Internet has access to the virtual office, if allowed. The virtual office offers the following features:

- **Calendar:** Personal and group calendar. Share public events within your group, view another member's calendar and sync it with your PDA or wireless phone.

- **Address book:** Personal and group address book. Share public addresses within your group and view other member's addresses.

- **Web Mail:** Compose, send, receive, reply, forward e-mail with your new "@office.com" e-mail address. Includes POP3, folders, attachment, address books, templates, signature, anti-virus and anti-spam.

- **Documents**: Full document management centre with automatic backup. Share and jointly edit your personal or group's valuable information.

- **To Do's:** Be better organized. Manage your tasks, send tasks to other group members and control completion.

- **Forum:** Broadcast company news and ideas with your group effortlessly. Great for keeping everyone on the same page or brainstorming.

- **SMS:** Get your daily calendar by wireless phone via SMS (Short Message Service, commonly known as Text Messaging) or send reminders by SMS, send SMS directly from your address book.

- **Virtual Drive:** Using the virtual drive, you can access all your private and group documents directly from your PC or Mac computer.

- **Groups:** Create groups (or Virtual Offices) to share information with other members,

such as addresses, documents, and bookmarks.

- **Meetings:** Schedule your meetings online in seconds and automatically invite others in your group to attend. See the responses as they roll in.

- **Calls:** Don't miss another important phone call. View a list of the calls "while you were absent," marking them off as you return to them.

- **Notes:** Create, save and stick notes to any object in your Organizer. Better than all those "Post-It" notes stuck to your monitor. Keeps the notes where you will see them, when you need them.

- **Reminders:** Meetings, birthdays, reminders on time of any events. Reminder displayed by screen pop up, e-mail, messages or SMS.

- **Bookmarks:** Save bookmarks which can be used from any browser, share them with other members.

- **Fax:** Using your messaging account, you can send faxes worldwide. You simply send a message in the same way that you send an e-mail.

- **Synchronize:** Synchronize your personal calendar, address book, tasks and notes with your PDA or PC. Whether it is Palm, Outlook, Lotus Organizer, iPAQ Pocket PC or Treo, you can sync up and run.

- **WAP:** Access your virtual office through WAP in order to check and enter information, using your WAP enabled wireless phone.

- **Encryption:** Use secured transfer when required (documents, calendars, addresses, or e-mails) or faster, non-secured transfer for no secure transfer.

1.8   POINTS TO REMEMBER

- An office is generally understood to be a place where clerical work is performed and where all kinds of paperwork are done.

- Office activities include processing incoming mail, processing outgoing mail, Dictation, Transcription, Typing, Printing, Copying, Filing Records retrieval, Records disposal and Communication.

- The functions of a modern office may be classified into two categories: Basic Office Functions and Administrative Management Functions.

- Basic office functions include receiving information, recording information, arranging information and giving information.

- Administrative Office Functions include Management functions of planning, organizing, staffing, directing, communicating, controlling, coordinating and motivating, public

relations function, instituting office systems and routines, retention of records, safeguarding assets, form designing and control, stationery and supplies control, selection and purchase of office appliances, personnel functions and controlling office costs.

- An office is an important and indispensable part of every organization, big or small. The importance of the office to a business enterprise arises from the fact that a modern business cannot be managed efficiently without clerical assistance in some form or other. The office serves modern business as an information centre, as an intermediary, as a coordinator, as a service centre, as an administrative nerve centre, as a control centre. It is rightly said that "the office is to a business what the main spring is to a watch".

- A paperless office is a concept in which usage of paper is greatly reduced or eliminated totally in an office environment. This is achieved by converting a document into digital form. According to the proponents, a paperless office is not only environmentally friendly, but also helps in boosting the productivity and efficiency of an office while also saving money and making work processes easier and more convenient as digital documents can be easily shared between users.

1.9   GLOSSARY

- Office: It is the nerve centre of the entire organization.
- Administrative: Relating to or responsible for administration.
- Management: The art of getting things done.
- Front office: It welcomes visitors.
- Middle Office: It is usually a part of the operations division.
- Electronic office or e-office: Computer based office.
- Virtual office: Being actual or in almost every respect.
- Back office: Building layout of early organization where tasks dedicated to the operating company.
- Organization: It means a group of people who are cooperating under the direction of leadership for the accomplishment of communed.
- Automated: The technique of operating a process by electronic devices, reducing human intervention
- Paperless Office: Operating an office with minimum use of paper
- Filing: Keeping papers in order.
- Computing: To calculate or estimate.
- Execution: Performing or Accomplishing.
- Documented: Collection and keeping documents in order to be done
- Maintenance: Act of protection.

- Communication: Process of passing information.

1.10 CHECK YOUR PROGRESS

Objective type questions-

a)   Which of the following is not a function of an office?

    [i] Processing of mails   [ii] Supply chain management

    [iii] Maintenance of Records   [iv] Recruitment of staff

b)   Which of the following tasks are typical of the virtual office?

    [i] Desktop publishing   [ii] Internet research

    [iii] Travel arrangements   [iv] All of the above

c)   Which of the following is not true about an office?

    [i] Information Center   [ii] Channel of Communication

    [iii] Aids in Co-Ordination   [iv] Financial Management

d)   The basic functions of an office are known as .....

    [i] Outline Functions   [ii] Purchase Functions

    [iii] Safeguarding Functions   [iv] Human Resource Functions

e)   Basic Functions are related to .....

    [i] Arranging   [ii] Recording   [iii] Receiving   [iv] All of the above

Descriptive type questions-

a)   What is an office? State the importance of an office in the business and discuss the various service rendered by it to the business.

b)   Explain the importance of office to an organization. State the challenges that the office fears in the near future in our country.

c)   What is the modern concept of office? State its characteristics. Why the office is sometimes called the service department?

d)   'The office is the nerve Centre of a business. Explain the statement.

e)   What is an office? State the importance of an office in the business and discuss the various services rendered by it to the business.

Answer (Objective type questions)

[a] ii   [b] iv   [c] iv   [d] i   [e] iv

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UNIT- 2

OFFICE MANAGEMENT

2.1 INTRODUCTION

2.2 OBJECTIVES

2.3 NATURE OF MANAGEMENT

2.4 PRINCIPLES OF MANAGEMENT

2.5 ELEMENTS OF OFFICE MANAGEMENT

2.6 FUNCTIONS OF MANAGEMENT

2.7 SUCCESS RULES FOR OFFICE MANAGERS

2.8 FUNCTIONS OF OFFICE MANAGERS

2.9 POINTS TO REMEMBER

2.10 GLOSSARY

2.11 CHECK YOUR PROGRESS

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2.13 SUGGESTED READINGS

2.1 INTRODUCTION

Management is a vital aspect of the economic life of man, which is an organized group activity. A central directing and controlling agency is indispensable for a business concern. Resources like material, labour, capital, etc. are entrusted to the organizing skill, administrative ability and enterprising initiative of the management. Thus, management provides leadership to a business enterprise without able managers and effective managerial leadership; the resources of production remain merely resources and never a final product. Under competitive economy and ever-changing environment, the quality and performance of managers determine both the survival as well as the success of any business enterprise. Management occupies such an important place in the modern world that the welfare of the people and the destiny of the country are very much influenced by it.

2.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Understand the nature and principles of management.
- Define the functions of management and office management.
- Understand the role, qualities and functions of office manager.

2.3   NATURE OF MANAGEMENT

Definition-

In the words of Henry Fayol, "To manage is to forecast and to plan, to organise, to command, to co-ordinate and to control".

According to Peter F Drucker, "Management is a multi-purpose organ that manages a business and manages managers and manages worker and work".

In the words of J.N. Schulze, "Management is the force which leads, guides, and directs an organisation in the accomplishment of a pre-determined object".

In the words of Koontz and O'Donnel, "Management is defined as the creation and maintenance of an internal environment in an enterprise where individuals working together in groups can perform efficiently and effectively towards the attainment of group goals".

Management simple means to control or to administer. Office management is the method of controlling an office to achieve a given aim. In our modern society, all kinds of business are carried on by a group of people with adequate knowledge in their respective filed. However, a group of people working for a common object must be guided and controlled by a leader or an authority. This is the function of the management. Management is a technique of leadership or control of an office in order to attain the aimed result through the efforts of other people in grouped activities. This is possible only when the office is properly organized and managed. Office function is carried on by a group of people for a common result, by giving services to the organization. The management has to organize the office in such a way to attain the objectives. It is the function of the management to organize, guide, and control the activities of the office personnel. That is why in the present era, personnel management has become a specialized subject.

An analysis of the various definitions of management indicates that management has certain characteristics. The following are the salient characteristics of management:

- **Management aims at reaping rich results in economic terms**: Manager's primary task is to secure the productive performance through planning, direction, and control. The management is expected to bring in the desired results. Rational utilization of available resources to maximize the profit is the economic function of a manager. A professional

manager can prove his administrative talent by smartly using resources and enhancing profit. According to Kimball, "Management is the art of applying the economic principles that underlie the control of men and materials in the enterprise under consideration".

- **Management also implies skill and experience in getting things done through people:** Management is a people- involving job. Profitable returns cannot be expected without enlisting cooperation and securing positive response from "people". Hiring ones with specialized expertise is the significant aspect of the management. In the words of Koontz and O'Donnell, "Management is the art of getting things done through people in formally organized groups".

- **Management is a process:** Management is a process, function or activity. This process continues until the objectives set by administration are actually achieved. "Management is a social process involving coordination of human and material resources through the functions of planning, organizing, staffing, leading, and controlling in order to accomplish stated objectives".

- **Management is a universal activity**: Management does not apply to business undertakings only. It is applicable to political, social, religious and educational institutions as well. Management is necessary when group effort is required.

- **Management is a science as well as an art:** Management is an art because there are definite principles of management. It is also a science because by the application of these principles, predetermined objectives can be achieved.

- **Management is a profession**: Management is gradually becoming a profession because there are established principles of management being applied in practice, involves specialized training and is governed by ethical code arising out of its social obligations.

- **Management is an endeavor to achieve predetermined objectives**: Management is concerned with directing and controlling of the various activities of the organization to attain the predetermined objectives. Every managerial activity has certain objectives. Management deals particularly with the actual directing of human efforts.

- **Management is a group activity**: Management comes into existence only when there is a group activity towards a common objective. Management is always concerned with group efforts and not individual efforts. To achieve the goals of an organization, management- plans, organizes, coordinates, directs, and controls the group effort.

- **Management is a system of authority**: Authority means power to make others act in a predetermined manner. Management formalizes a standard set of rules and procedure to be followed by the subordinates and ensures their compliance with the rules and regulations. Since management is a process of directing men to perform a task, the authority to extract the work from others is implied in the very concept of management.

- **Management involves decision-making**: Management implies making decisions regarding the organization and operation of business in different dimensions. The success or failure of an organization can be judged by the quality of decisions taken by the managers. Therefore, decisions are key to the performance of a manager.

- **Management implies good leadership**: A manager must have the ability to lead and get the desired course of action from the subordinates. According to R. C. Davis, "Management is the function of executive leadership everywhere". Management of the high order implies the capacity of managers to influence the behaviour of their subordinates.

- **Management is dynamic and not static**: The principles of management are dynamic and not static. It has to adapt itself according to social changes.

- **Management draws ideas and concepts from various disciplines**: Management is an interdisciplinary study. It draws ideas and concepts from various disciplines like economics, statistics, mathematics, psychology, sociology, anthropology, etc.

- **Management is goal-oriented**: Management is a purposeful activity. It is concerned with notes and the achievement of predetermined objectives of an organization.

- **Different levels of management**: Management is needed at different levels of an organization namely top level, middle level, and lower level.

- **Need of organization**: There is the need of an organizational setup for the success of management. Management uses the organization for achieving pre-determined objectives.

- **Management need not be owners**: Managers don't need to be the owners of the enterprise. In joint-stock companies, management and owners (capital) are different entities.

- **Management is intangible**: It cannot be seen with the eyes. It is evident only through the quality of the organization and their results, i.e., profits, increased productivity, etc.

Before trying to understand management, it is essential to understand the meaning and definition of administration which is as follows:

Administration concerns determination of corporate policy, coordination of finance, production and distribution, settlement of the organization's compass and the ultimate control of the executive.

According to schedule, "Administration is the force which lays down the object for which an organization and its management are to strive and the broad polices under which they are to operate. Management is the force which leads guides and directs an organization in the accomplishment of a predetermined object. Organization is the combination of the necessary

human beings, materials, tools, equipment, working space and appurtenances, brought together in systematic and effective correlation, to accomplish some desired object."

According to Milward, "Administration is primarily the process, an agency used to establish the object or purpose which an undertaking and its staff are to achieve. Secondarily, administration has to plan and stabilize the broad lines or principles which will govern the action. These broad lines are in their turn, usually called policies. Management is the process and the agency through which the execution of policy is planned and supervised. Organization is the process of dividing work into convenient tasks or duties, of grouping such duties in the form of posts of delegating authority to each post and of appointing qualified staff to be responsible that the work is carried out as planned."

It is known through economics that the factors of production are divided into four- land, labour, capital and entrepreneur. The last one is important under the present study. The entrepreneur is the man who brings together the other factors in a business. The other factors can be called as an organization. For example- consider a human body. The human body can be compared as an organization. It has various organs- ears to hear, eyes to see, hands to work, legs to walk, etc. Each organ has a specific work. Each of the organs works in coordination with the other organs. All the activities of the different organs combined can be considered as an organization. Finally, there is a top administrator i.e. the brain. Similarly, in business, production department, sales department, personnel department, etc have to do the proper function as directed by the management. The organization may refer to the function of organization or plans carried out through persons. Organization is concerned with and exists when an employee is selected, assigned jobs within his ability to work through a clear understanding. He must understand what he should do, how he should do and when he should do.

Office administration denotes the function of giving birth to major policies on which the enterprise is to be functioned. In a joint- stock company, the Board of Directors makes the major policies and in a partnership firm, partners lay down the policies. In all kinds of business, the function of administration is the same. Making policies is the function of administration.

2.4   PRINCIPLES OF MANAGEMENT

1) **Division of Work:** In practice, employees are specialized in different areas and they have different skills. Different levels of expertise can be distinguished within the knowledge areas (from generalist to specialist). Personal and professional developments support this. According to Henri Fayol, specialization promotes the efficiency of the workforce and increases productivity. Moreover, specialization of the workforce increases their accuracy and speed. This management principle of the fourteen principles of management is applicable to both technical and managerial activities.

2) **Authority and Responsibility**: In order to get things done in an organization,

management has the authority to give orders to the employees. Of course, with this authority comes responsibility. According to Henri Fayol, the accompanying power or authority gives the management the right to give orders to the subordinates. The responsibility can be traced back from performance, and it is therefore, necessary to make agreements about this. In other words, authority, and responsibility go together and they are two sides of the same coin.

3) **Discipline:** This third principle of the fourteen principles of management is about obedience. It is often a part of the core values of a mission and vision in the form of good conduct and respectful interactions. This management principle is essential and is seen as the oil to make the engine of an organization run smoothly.

4) **Unity of Command**: The management principle 'Unity of command' means that an individual employee should receive orders from the manager and that the employee is answerable to that manager. If tasks and related responsibilities are given to the employee by more than one manager, this may lead to confusion which may lead to possible conflicts for employees. By using this principle, the responsibility for mistakes can be established more easily.

5) **Unity of Direction**: This management principle of the fourteen principles of management is all about focus and unity. All employees deliver the same activities that can be linked to the same objectives. All activities must be carried out by one group that forms a team. These activities must be described in a plan of action. The manager is ultimately responsible for this plan, and he monitors the progress of the defined and planned activities. Focus areas are the efforts made by the employees and coordination.

6) **Subordination of Individual Interest**: There are always all kinds of interests in an organization. In order to have an organization function well, Henri Fayol indicated that personal interests are subordinate to the interests of the organization (ethics). The primary focus is on the organizational objectives and not on those of the individual. This applies to all levels of the entire organization, including the managers.

7) **Remuneration**: Motivation and productivity are close to one another as far as the smooth running of an organization is concerned. This management principle of the 14 principles of management argues that the remuneration should be sufficient to keep employees motivated and productive. There are two types of remuneration namely non-monetary (a compliment, more responsibilities, credits) and monetary (compensation, bonus or other financial compensation). Ultimately, it is about rewarding the efforts that have been made.

8) **The Degree of Centralization**: Management and authority for decision-making process must be properly balanced in an organization. This depends on the volume and size of an organization including its hierarchy. Centralization implies the concentration of decision-

making authority at the top management (executive board). Sharing of authorities for the decision-making process with lower levels (middle and lower management), is referred to as decentralization by Henri Fayol. Henri Fayol indicated that an organization should strive for a good balance in this.

9) **Scalar Chain**: Hierarchy presents itself in any given organization. This varies from senior management (executive board) to the lowest levels in the organization. Henri Fayol 's "hierarchy" management principle states that there should be a clear line in the area of authority (from top to bottom and all managers at all levels). This can be seen as a type of management structure. Each employee can contact a manager or a superior in an emergency situation without challenging the hierarchy. Especially when it concerns reports about calamities to the immediate managers/superiors.

10) **Order:** According to this principle of the 14 principles of management, employees in an organization must have the right resources at their disposal so that they can function properly in an organization. In addition to social order (responsibility of the managers) the work environment must be safe, clean and tidy.

11) **Equity**: The management principle of equity often occurs in the core values of an organization. According to Henri Fayol, employees must be treated kindly and equally. Employees must be in the right place in the organization to do things right. Managers should supervise and monitor this process and they should treat employees fairly and impartially.

12) **Stability of Tenure of Personnel:** This management principle of the fourteen principles of management represents deployment and managing of personnel and which should be in balance with the service that is provided from the organization. Management strives to minimize employee turnover and have the right staff at the right place. Focus areas such as frequent change of position and sufficient development must be managed well.

13) **Initiative:** Henri Fayol argued that with this management principle, employees should be allowed to express new ideas. This encourages interest and involvement and creates added value for the company. Employee initiatives are a source of strength for the organization according to Henri Fayol. This encourages the employees to be involved and interested.

14) **Esprit de Corps**: The management principle 'esprit de corps' of the fourteen principles of management stands for striving for the involvement and unity of the employees. Managers are responsible for the development of morale in the workplace; individually and in the area of communication. Esprit de corps contributes to the development of the culture and creates an atmosphere of mutual trust and understanding.

The fourteen principles of management can be used to manage organizations and are useful

tools for forecasting, planning, process management, organization management, decision-making, coordination, and control. Although they are obvious, many of these matters are still used based on common sense in current management practices in organizations. It remains a practical list with focus areas that are based on Henri Fayol 's research which still applies today due to a number of logical principles.

2.5 ELEMENTS OF OFFICE MANAGEMENT

Elements of office management are termed as pillars of a building. If the pillars are strong, certainly, the building is also strong. Hence, efficient functioning of office management is based on the elements of office management. Following are the essential elements of office management.

a) **Personnel**: Office personnel are responsible for the official work within an organization. Generally, the selection and placement of office personnel is carried on by the office manager in small organizations. In large organization, staffing is carried out by the human resource management department. In both the case, the office work is to be performed by allocating the work to each individual according to their efficiency, guide the personnel to do the work with the help of means available in an office within a specified time and control the activities of office personnel. The office manager has to do all these activities.

b) **Means**: Means refers to tools used to perform office work. Means include pen, pencil, eraser, paper, ink, office forms, typewriter, computer, printer, calculator, etc. Adequate tools need to be supplied in an office and put them to the most efficient and economical use for achieving objectives.

c) **Environment**: The nature of business determines the environment of an office. The various office works have to be carried under a particular condition or environment. A work environment is created and maintained for the smooth performance of office work. It is the duty and responsibility of an office manager to bring suitable environment by adopting various procedures and practice.

d) **Purpose**: The office personnel must be aware of the purpose of work is and the impact of such work on other's performance. The office manager teaches the purpose to office personnel. If not done, the economical and justifiable use of resources and the objectives of the organization cannot be realized.

2.6 FUNCTIONS OF MANAGEMENT

There is no universally acceptance to the classification of management functions. This is because different authors considering different organizations give a separate classification of management functions. Office management is similar to general or administrative management and performs the same functions as are performed by the management. The functions of office

management in brief, are given below:

[1] Planning

Planning is a fundamental function of office management. All types of organizations prepare plans. Planning our studies, careers, new products, etc are examples of planning. Determination of a course of action determines the achievement of a desired result. Planning concentrates on setting and achieving objectives of an organization. It is an intellectual process. It is characterized as the process of thinking before doing. Planning function of management precedes all other managerial functions. "Planning is deciding in advance what is to be done. When a manager plans, he projects a course of action for the future, attempting to achieve a consistent, coordinated structure of operations aimed at the desired results." Planning involves projecting the future course of action for the business as a whole and also for different sections within it. Planning is thus the preparatory step for actions and helps in bridging the gap between the present and the future. Since planning is essentially choosing, it is dependent upon the availability of alternatives. It is through this process of choosing that office manager can obviously be seen as an important aspect of planning. Planning process comprises determination and lying down of objectives, policies, procedures, rules, programmes, budget and strategies, etc. The operations of the office will not run smoothly if they are not planned adequately. Planning makes it possible to occur which would not otherwise happen**.**

Benefits of Planning:

- The business objectives can easily be secured through plans.
- Planning gives direction to activities in the office.
- It focuses attention on objectives.
- It provides coordinated efforts and reduces risk and uncertainties.
- It facilitates the process of decision-making.
- It encourages innovation and creativity.
- It serves as a basis of control.
- It encourages a sense of involvement and team spirit.
- It eliminates unproductive office work and thus helps to minimize cost.
- It helps in economical operations.

[2] Organizing

It is an important managerial activity through which management brings together the human and material resources for the achievement of certain objectives. Organization is the foundation upon which the whole structure of management is built. It may be conceived as the structuring of functions and duties to be performed by a group of people for the purpose of attaining enterprise objectives. Organizing is determining, grouping and arranging of the various

activities, assigning of people to those activities, providing of suitable physical factors of environment and the indicating of the relative authority delegated to each individual charged with the execution of each respective activity.

According to Louis A Allen, "Organization is the process of identifying and grouping the work to be performed, defining and delegating responsibility and authority, and establishing relationships for the purpose of enabling people to work most effectively together in accomplishing objectives."

According to Liver Sheldon, "Organization is the process of combining the work which individuals and groups have to perform with the faculties necessary for its execution that the duties so formed provide the best channels for efficient, systematic, positive and coordinated application of the available effort."

Steps of Organisation:

The important steps involved in the process of an organization are:

- **Identification of Activities** An organizational structure is developed to achieve objectives. Organization as a process of management is concerned with identifying and grouping of activities to be performed.

- **Grouping of Activities**: Closely related and similar activities are grouped together to form departments, divisions or sections. The grouping may be done on several bases depending on the requirements of the situation. Such grouping of activities is called departmentation.

- **Assignment of Duties**: Each group of related activities is assigned a position most suited for it. Every position is occupied by an individual. While assigning duties, the requirements of the job and the competence of the individual are matched together. The process of assigning duties goes on till the last level of the organization.

- **Delegation of Authority**: Authority without responsibility is a dangerous likewise; responsibility without authority is an empty vessel. Hence, corresponding to the responsibility, authority is delegated to the sub-ordinates enabling them to show work performance.

- **Fitting Individuals**: Having determined the various parts and portions of the job to be done, the next step will be to fix suitable and well-qualified persons into these activities. Each person in the group will be given a specific part of the job to do and will be made responsible for it.

[3] Staffing

'Staffing' is concerned with the recruitment, selection, placement, training, growth and development of all those members of the organization whose function is to get things done through the efforts of other individuals. After determining the number and type of personnel to be appointed to fill different jobs, management starts recruiting, selecting the training the people to fulfil the requirements of the enterprise. According to Franklin Moore, "Staffing is a forward-looking activity because tomorrow keeps becoming today. Attrition constantly reduces executive ranks through retirement, death, resignations and occasional dismissal; so young men keep moving up. Besides this, most enterprises grow, providing new openings for managers." The function of staffing was considered to be a part of organizing but recently it has developed into a distinct function of management, and is, therefore treated separately in the chapter relating to Personnel Management.

[4] Directing

Once plans are drawn up to re-determine the objectives and the organization is ready to go into action, competent people/staff are appointed. Directing is the managerial function of guiding, inspiring, instructing and harnessing people towards the accomplishment of desired results. It is that part of the management process, which actuates the members of an organization to work effectively and efficiently for the achievement of the goals. Koentz and Q 'donnel defined direction as, "The interpersonal aspect of managing aimed at achieving the enterprise's objectives through understanding and effective contribution of the subordinates." According to Haimann, "Directing consists of the process and techniques utilized in issuing instructions and making certain that operations are carried on as originally planned. Directing is around which all performance revolves. It is the essence of operations, and coordination is a necessary by-product of good managerial directing." Directing consists of the following steps:

- Issuing orders and instructions to the sub-ordinates.
- Guiding and teaching the proper method of work to the sub-ordinates.
- Supervising the work of sub-ordinates to ensure that it conforms to the plan.
- Motivation of the sub-ordinates by providing incentives.

[5] Motivating

The term motivation has been derived from the word motive. Motive is anything that initiates or sustains activity. It is an inner state that energises, activates or moves and directs or channels behaviour towards goals. Motive is a psychological force within an individual that sets him in motion. Behind every human action, there is a motive. According to Brech, "Motivation is a general inspirational process which gets the members of the team to pull their weight effectively, to give their loyalty to the group, carry out the accepted task properly and play an effective part in the job that the group has undertaken." The important task of office management is to motivate employees to direct their efforts towards the accomplishment of

organizational goals. Motivating may be achieved by: Providing inducements and incentives to employees, keeping morals high, satisfying the needs of the employees, etc.

[6] Co-coordinating

Along with specialization, there must be conscious efforts on the part of the management to see that all activities carried on by experts and different departments, contribute to the achievement of the objective of the business. Smooth working of an enterprise and the achievement of its objectives depend on sound co-ordination. According to Lundy, "Co-ordination involves the development of unity of purpose and the harmonious implementation of plans for the achievement of desired ends." According to Mooney and Reiley coordination is the, "Orderly arrangement of group efforts to provide the unit of action in pursuit of a common purpose." Thus, coordination may be achieved by:

*   Simplified organization.
*   Harmonized programmes and policies.
*   Well-designed method of communication.
*   Voluntary cooperation.
*   Coordination through supervision.
*   Clear-cut objectives.
*   Clear definition of authority and responsibility.
*   Effective leadership.

[7] Controlling

"To control is to determine what is being accomplished; that is to evaluate performance and, if necessary, to apply corrective measures so that performance takes place according to the plans. After the plans are put into action, there can be several hurdles in the achievement goals. Results may fall short of targets. Direction may be faulty. Therefore, management must find out what is going wrong, what changes in plans and directions are required and what must be done to set things right. This is the function of control. In words of Anthony "Management control is the process by which managers assure that resources are obtained and used effectively and efficiently in the accomplishment of an organisation's objectives." The basic elements of the control process:

*   Establishment of standards or objectives.
*   Measurements of actual performance.
*   Comparing actual performance against the standard set.
*   Determining the reason for deviation.
*   Taking corrective action.
*   Feedback.

Control is thus closely related to the planning job of the manager. Nevertheless, it should not be viewed merely as a post-mortem of past achievements and performance. In practice, a good control system should suggest corrective measures so that negative deviations may not recur in future.

[8] Communication

Communication is a means by which different persons are linked together in a group or organization to attain a common goal. No group activity is possible without communication. It enables the members to coordinate, exchange and make progress. A good communication must aim at making everyone concerned aware of the goal which the organization wants to achieve.

The two main objectives of communication are to inform and persuade. Communication is the means by which behavior is modified, change is affected, and goals are achieved. Communication is essential for effective control and motivation.

2.7 SUCCESS RULES FOR OFFICE MANAGERS

In any office environment, the office manager acts as the glue that holds a team together. While the duties of the position may vary depending on the specific line of work, a keen sense of leadership and the well-being of the team should guide the office manager's mission. This role is absolutely crucial to the overall success of an office, which is why we've outlined six useful tips for office managers, working in any field, on how to be more successful at their job.

[1] Establish Goals for Your Team-

Establishing clear office goals will create a sense of purpose that drives your team forward and keeps them productive and motivated. Inspire your team members to create ambitious yet achievable personal goals that reflect their work values and benefit the rest of the workforce. The sense of fulfilment that comes with accomplishing a goal will motivate employees to continue excelling, and you'll be able to better monitor their progress by knowing what exactly they are working toward.

[2] Communication is Key

It's the office manager's responsibility to unify a workplace, which means establishing straightforward and open communication between the members of your team. Ensure that they know their specific duties and give them constructive feedback when helpful or necessary. Teach your team members to clearly articulate their needs and actively listen to one another so that no one is in the dark about what is expected of them. There are many moving parts in any given office environment, and it's the office manager's responsibility to implement clear methods of communication to ensure those parts are working together productively.

[3] A Little Bit of Fun Goes a Long Way

No matter the kind of office environment you foster as a manager, you should always make room for occasional fun. Whether that means putting in extra effort to make the holiday party better than last year, setting aside weekly team bonding time, or a gesture as simple as implementing casual dress Fridays, keep in mind that happy employees are hardworking employees. Moreover, getting to know the members of your team outside of a work environment can strengthen personal relationships, in turn, benefit the workplace productivity.

[4] Know Your Boundaries

While it's crucial to show the members of your team a more candid side of your personality, it's equally important to maintain boundaries separating your work life and personal life. You want to cultivate a comfortable work environment without blurring the lines of acceptable workplace conduct. Remind the people in your office that you are their friend, but not their best friend.

[5] Be an Office Role Model

As the office manager, you should serve as a role model for the members of your team. At the end of the day, the only behaviour you can control is your own, which means it's up to you to lead by example and embody the workplace values that you wish to see reflected throughout the office. Show them how far a little bit of positivity can go in boosting team morale or getting through a particularly hard day. Uplift and embolden your team when struggles arise and treat everyone with the respect they deserve. After enough time, your example will become the standard.

[6] Go the Extra Mile

Within the complex machine of an office, there are some things bound to fall through the cracks, and it should be the office manager who provides the extra hand. Show your team members that you are willing to make sacrifices that enrich the office environment and make their work lives more enjoyable. Stay late when there's extra work that needs to get done, and if you can manage it, offer to take work off someone's hands if you see they are drowning in deadlines. If you continue to go above and beyond, you should find that your team will gladly meet you halfway.

Qualities of a successful office manager-

- **Leadership:** A good office manager must possess the quality of leading the office staff rather than driving them. Although leadership ability is inherent, it can be developed by training and experience.

- **Sound Judgment:** Sound judgment is required under two circumstances (a) Whether the person whom the work is to be delegated and has the ability to do the work (b) In dealing with disciplinary matters with workers.

- **Impartially:** The office manager must treat his staff impartially in order to gain their confidence and respect.

- **Shrewdness:** This quality refers to the ability to deal with a situation and to take appropriate action.

- **Courage**: This implies backing the shrewdness by courage. He should not contradict his own judgment.

- **Methodical:** This quality implies the orderly performance of office work. He must organize the work of his staff systematically.

- **Good Character:** An office manager must stand firm to his decisions. However, firmness should not be taken to mean stubbornness.

- **Forward Looking:** An office manager must keep himself up to date in relation to office system, methods and techniques so as to improve the efficiency of the office.

- **Personal Qualities:** Personal qualities of an office manager are a combination of personal traits such as honesty, sincerely, initiative, self-discipline, punctuality, humorous, tact, persuasiveness and an attractive personality.

- **Professional interests:** In addition to the usual knowledge in the field of office management, an office manager must also have interest in professional fields such as Management Science, Cost Accountancy, Financial Management, Secretarial Procedure, knowledge relating to law and so on. These professional interests make him become a wholesome office manager.

2.8   FUNCTIONS OF OFFICE MANAGERS

Each office has a personality of its own. This personality is a reflection of the purpose for which an office exists. The manufacturing office will have a profile that differs from that of the sales office. The accounting office will have a different orientation from that of a research and development office. In organizing a new office, the office manager must first determine the prime reason of the existence of that office and then add the necessary ingredients to bring about an efficient operation entity that achieves predetermined results: Although, offices differ from one another in prime responsibility, many activities are commonly carried out by all the offices. Some of these activities are:

- Processing incoming mail.
- Processing outgoing mail.
- Maintenance of records (Filing and Indexing).
- Establishing standard at office work.
- Designing and procuring at office forms, stationery, etc.

- Recruitment and training of office staff.
- Maintenance of furniture, machines, appliances, etc.
- Preparation of statements, reports, etc.
- Maintenance of accounts and other financial records.
- Handling Telephone calls and enquiries.
- Preparing updated information for the whole firm.
- Arranging the data in a quick and accessible form for use.
- Safeguarding the assets.
- Keeping prompt and accurate handling of enquiries orders.
- Maintaining an efficient flow of work in the office.

Some broad functions of the office managers-

a) **Leadership:** An office manager has to control his office. He/She is important for the smooth running of an organization. He is in-charge of the public relations. He helps other departments to achieve their goals. He has complete control over the work done in the office.

b) **Coordination:** He has to select the persons- right persons for the right jobs.

   [i] He will have to work and carefully see that the policies laid down by the management are implemented.

   [ii] He is the connecting link between the top management and the workers. Workers approach him for their grievances and difficulties and the manager has to redress them. If he is not able to do the needful, he must place it before the management.

   [iii] He has to work and safeguard the firm, where he is an office manager.

   [iv] His primary duty is to the management and secondary duty to the workers. He must please both the parties. If either one of the parties is annoyed or neglected, he will be regarded as a bad manager.

c) **Recruitment of Staff:** He has to select the right person for the right job. For   that he invites applications, conducts interviews and selects personnel.

d) **Training of Staff:** He provides training to the new employees as well as old employees to improve their skill in the latest techniques of management.

e) **Motivation:** He measures the employees work and output and offers rewards which increase their efficiency and ensure their better cooperation and lead to the promotion of the staff.

f) **Discipline:** Discipline in the office depends upon him. The sub ordinates should follow the rules and principles of management. He must have ability to speak. New methods

cannot be accepted, unless full explanation is followed. He has to convince others about the fact findings.

g) **Accounting:** He has to keep a close touch with the accounting and costing section.

h) **Controls Stationary:** He has to safeguard the furniture, fittings, machines, equipments and various types of records.

i) **Secretarial Services:** He maintains statutory and accounts books, holds meetings, drafts report and minutes, etc. Thus, he does the secretary's functions.

j) **Organizer and Supervisor:** He organizes and supervises the office correspondence, messenger services, communication system, filling and indexing, protection of records, etc. There is no hard and fast rule as to the functions of an office manager. His functions depend upon the type and size of the organization.

2.9 POINTS TO REMEMBER

- Management is defined as the creation and maintenance of an internal environment in an enterprise where individuals working together in groups can perform efficiently and effectively towards the attainment of group goals.
- Management also implies skill and experience in getting things done through people.
- Management is a science as well as an art.
- Management works on fourteen principles.
- Management functions are: Planning, Organizing, Staffing, Directing, Motivating, Coordinating, Controlling and Communication.
- The functions of an office manager are: Leadership, Coordination, Recruitment, Training and Motivation.

2.10 GLOSSARY

- **Management**: Process of controlling and making decisions about an organization, as well as overseeing others to ensure activities are performed efficiently and effectively.

- **Planning**: Process of setting goals and objectives and deciding how to accomplish them.

- **Organization**: Body of people that come together for a specific purpose.

- **Staffing**: Process of recruiting, hiring, training, evaluating, and compensating employees.

- **Controlling**: Continuous process of comparing actual outcomes with planned outcomes and taking corrective measures when goals are not met.

- **Authority**: Power to carry out a task and make decisions.

- **Motivation**: Force that inspires employees to want to perform their best and achieve

results.

- **Unity of Command:** States that each employee reports to one manager.

- **Leadership**: Ability to influence others to reach a goal.

- **Communication:** Skill by which different persons are linked together in a group or organization to attain a common goal.

2.11 CHECK YOUR PROGRESS

Objective type questions-

a) Who said, "Management is a multi-purpose organ that manages a business and manages managers and manages worker and work"?

[i] Henry Fayol [ii] Peter F Drucker

[iii] J. N. Schulze [iv] Koontz and O'Donnel

b) Which of the following is true about management?

[i] Management is a system of authority [ii] Management implies good leadership

[iii] Management is dynamic and not static [iv] All of the above

c) In what order do managers typically perform the managerial functions?

[i] organizing, planning, controlling, leading

[ii] organizing, leading, planning, controlling

[iii] planning, organizing, leading, controlling

[iv] planning, organizing, controlling, leading

d) Which of the following is not a primary function of an office manager?

[i] Leadership [ii] Coordination

[iii] Dissemination [iv] Recruitment

e) Which management function involves measuring results, comparing results to expectations, and taking corrective action?

[i] Planning [ii] Organizing [iii] Leading [iv] Controlling

f) Which management function involves setting goals, objectives and creating specific plans for completing them?

[i] Planning [ii] Organizing [iii] Controlling [iv] Leading

g) Which management principle states that each individual should report to only one boss in order to avoid conflict and/ or confusion?

[i] Division of command   [ii] Chain of command

[iii] Unity of direction   [iv] Unity of command

Descriptive type questions-

a)   State and explain the functions of office management?

b)   What do you understand by "Office Management"? Discuss the functions of the modern office.

c)   Discuss the role of an office manager and the important qualities you think he should have?

d)   Planning bridges the gap between the present and the future". Explain?

e)   Define office management and explain in detail its functions?

Answer (Objective type questions)

[a] ii   [b] iv   [c] iii   [d] iii   [e] iv   [f] I   [g] iv

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UNIT- 3

MAILING SERVICES

3.1   INTRODUCTION

The history of mail or messaging services extends messages from one place to another, starting with the invention of writing. The first documented use of the postal system occurred in Egypt around 2400 BCE when Faros used officials to send instructions throughout the empire. The same type of courier service may have been used in the Fertile Crescent (500-220 BCE), the Han Dynasty in China (306 BCE) - 221 CE), the Islamic State (622-1923) CE) in Arabia, the Inca empire in Peru (1250-1550 CE), and the Mughal empire in India (1650-1857 CE). Learners must be aware of the postal services, generally used to send letter/posts manually through government postal department. This may take long time or few days to deliver the post.

Nowadays, mailing services to send and receive the text, photo, etc have been changed into electronic mail. Electronic mail is a technique of exchanging messages between people using electronic gadgets. It was founded by Ray Tomlinson in 1972 named as email or e-mail. It works on all computer networks which is called Internet. Sending this electronic post distance

between the sender and receiver does not matter. Earlier email programs required the sender and recipient to both be online at the same time for instant messaging. Today's advanced email servers need not be online at the same time. These servers are quite able to send, receive and store the messages. Users or their computers need not be online at the same time; they need to connect briefly, usually to a mail server or web interface as long as it takes sending or receiving messages or downloading them. Even today's mobile device has made it very easy to send and receive the mail anytime, anywhere.

3.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Explain the term mail.

- Managing the incoming and outgoing mails.

- Explain different types of filing structure.

- Explain the meaning, purpose and types of indexing.

- State the objectives of office management.

- Explain the purpose and different functions of a file system.

3.3   INCOMING AND OUTGOING MAILS

What do you mean by mail?

'Mail' means a written communication via a messenger service or post office. All business concerns send and receive large amounts of letters, notices, circulars, calls, reminder reports, statements, pamphlets, queries, etc. The postal service ensures continuous communication between internal and external parties. It assists the firm in establishing and maintaining communication with customers, suppliers, and other stakeholders.

In order to ensure prompt postal management, the postal service must be organized and systematized. Because of its importance and the important role played in the organization, email should receive special attention. In companies, mail handling is done by a special department called Mailing department. The type of order of the mail delivery department depends on the size of the firm and the amount of mail to be handled. Generally, a mail is categorized as incoming mail, outgoing mail and the communication between different departments of the same company called inter-departmental mail. Email refers to the communication between the parties through electronic gadgets. This requires an electronic setup.

Managing incoming mails-

Good mail management requires the establishment of a thorough process that include step by step email management. Incoming mail should be received and communicated with speed and accuracy. The exact way to handle internal mail varies from office to office. Managing incoming mail usually consists of the following steps.

- **Acceptance of mail:** The post is sent once or twice a day by post or courier. When a mailbox or mail bag is rented, mail is collected by an employee from the post office once or twice a day. The clerk is assigned the task of receiving letters and issuing receipts or notifying them that he or she has received them from the peon / messenger's letter.

- **Mail opening:** Letters are opened by hand or by machine. Mail must be opened carefully to ensure mail security. It should also be noted that there are no papers left inside the envelope. The chief executive officer must handle this process.

- **Content Evaluation:** The contents of envelopes should be examined to determine the purpose of communication with the department concerned. If there are enclosed areas, they should be inspected to make sure they are in order. Any discrepancies should be brought to the notice of the postal manager, especially where the entry is by check, written, postal orders, etc.

- **Stamp closure:** After opening the mail, each letter must be in writing on the date and time of receipt. The stamp can be made by rubber stamp, by hand or with the help of dating, counting and time recording machines. If necessary, the envelope should be pinned as proof. The letter is marked to the department concerned and a circulation slip, if needed.

- **Recording:** Details of the letters received are recorded on the 'Internal Mail Record' or 'Books Received' or any register. It ensures that the letters are not lost or remain neglected but it is time consuming when the mail is large.

- **Categorization and supply:** Letters are sorted into trays or baskets or cabinets in the pigeon's den and sent to the appropriate departments. Finding a clerk is signing a list or registering as an adoption.

Managing outgoing mails-

Almost all offices send mail daily. Outgoing mail must be handled with care because the speed and accuracy of managing such mails play a vital role. The following reasons demand the careful management of the mails:

- Improper handling of external mail creates a negative impression on third parties.

- A delay in submitting responses may result in a loss of business opportunities.

- Delays may incur additional costs.

All outgoing mail goes through three stages: [i] Forming a mail [ii] Signing over mail [iii] Recording of mail

Forming includes writing or dictation as well as typing (or writing) of a draft or reported item. Standard letters may be signed by the new staff on behalf of the principal but the important letters are signed by the official or the head concerned. Only an authorized person must sign over the official letter/ post. After that, every letter should be written up with a code or file number for future reference. This process is known as a reference. Each organization follows its own code-and-expression method, e.g. the reference number UOU/ Exam/06/2020 indicates that letter No.06 pertaining to the exam department was filed in 2020.

Manage inter-departmental mails-

At large organizations, all mails of the department are handled almost exactly the same as the one described above. A separate register may be maintained for the central departmental mails but for smaller organizations, this can be handled simply by mentioning a letter of the book or letters of the messengers.

3.4   *FUNDAMENTAL ACTIVITIES OF MAIL HANDLING DEPARTMENT*

Managing external mail usually involves the following steps:

[1] Collection of outgoing mails: Usually, each department sends its letters to the email department for mailing. In some offices, a messenger from the post office travels at scheduled times to collect mail from various departments. The tray marked as 'outgoing mail' is kept in each department. All letters to be exported are placed in the tray and the messenger collects the email from that tray. Timely collection of outgoing mail improves the efficiency of the batch phase.

[2] Mail Entry: Maintain records of all the mail is the primary duty of the mail handling department Letters to be delivered locally by courier or by peon are recorded in the messenger book. Entries are placed in the Outgoing Mail Register or Dispatch Register.

[3] Creasing of the letter: The letter should be carefully folded and in the correct size. The texture should be precise and should not damage the solitude of the characters. They should be grouped into a minimum number of folders. When a windows envelope is used, the wrap should be done in such a way the address can be seen through a window. Standard envelopes should be used to accommodate letters. Before letters are placed in envelopes, you should take care:

- Write the number of letters in the envelope and in the letter, itself as listed in the dispatch register.

- Also, look at the entries as mentioned at the bottom left of the book.

- Add the enclosures with pins, tags, clips, or strings.

Nowadays, machines are used to wrap letters and place them in envelopes automatically.

[4] Preparation of envelopes: After wrapping, the letters are placed in the appropriate envelopes. A complete and correct address must be provided. Pin codes should be provided as they guarantee faster delivery. The address is written on the letter and the envelope must accompany the message. A windows envelope is used to prevent the rewriting of an address in an envelope. The address must be fully identifiable by hand or in writing. Speech machines can be used whenever needed. The envelopes should be sealed with a gum, paste or cello tape. The work is tedious but must be done with care. The sticker should not spread internally, as it can damage the content. Various mail categories, such as 'Book Post', 'Registered Post' should be mentioned over the envelope.

[5] Sorting, measuring and stamping: The envelope for the different mail categories should be arranged in phases. External mail is usually in two categories-(i) Domestic (ii) Outstation

The second category can be classified as standard postal mail, registered, speed, postal mail, foreign mail, under shipping certificate, Indian Airlines, Air India, sea mail, etc. The mail must be typed in separate ports so that the stamp function is enabled. Stamps should be posted on postage. It is necessary to measure the different articles that will be mailed to the appropriate number of stamps. A timely copy of the 'Post Office Guide' should be kept with the Dispatch clerk responsible for the postage stamps. In large organizations, filtering machines are used for treading. Letters to be sent by courier are included in the messenger or peon book and forwarded to the courier for distribution.

[6] Delivery: Finally, shipping and delivery of books must be organized. Regular mail is posted at the nearest post box from time to time. Special types of mail such as subscriptions and insurance, etc are sent by post separately.

Handling E-Mail-

Electronic mail or E-mail is the fastest and easiest way to send messages, data, graphics etc. over the Internet. You know that the Internet is a worldwide network of computers connected by satellite. To receive and send emails online you need to have an email address. E-mail are usually received and sent by the concerned authority. In the case of senior officials, the job is assigned to their assistant or secretary.

While sending emails, one must be very careful as it is not possible to correct the original message once it is forwarded. Another important thing is that a hard copy of the message must be kept on file as proof.

3.5   *FILING SYSTEM*

As a primary source of information, all records in the office need to be kept for future reference. Completion serves the purpose of keeping records in all offices. Documents and papers are filed and available on demand. Completion is the process of arranging the records in the correct order for easy access. Captioning can be defined as the process of editing and maintaining original records or copies, so that they can be easily found where they are needed. It involves the installation of documents in standard containers in a predetermined format so that any document can be obtained quickly and correctly when needed.

The main purposes of the filling process are to ensure proper ordering, proper storage and easy access to records. The active filing system is expected to have the following objectives:

- Cataloging and unifying records.
- To protect documents from loss or damage.
- Providing easy access to information without wasting time.
- Availability of past records to future business policy managers and agencies.

Functions of the filing system

The functions of the filing system are as follows:

- Storage of file covers or folders in cupboard-mounted cabinets.

- Issuance of files filed in any department.

- Transfers of papers no longer used from existing files to separate folders or box files for future use.

- Completion of letters and other documents after the action taken on the cover of the cardboard file or folders.

- Classification of documents on a predetermined basis.

- Disposal of no longer applicable old papers and records.

3.6   CLASSIFICATION OF FILING

Documentation is required to ensure immediate access to records. Separation is a process of selecting subjects for which records and documents are organized due to general characteristics prior to completion. For example, characters can be separated on the basis of a communication issue. The main arrangements for file classification in the office are:

- Serial from 1-100
- Serial from A-Z
- Geographical
- According to the title

[1] Serial from 1-100

Under this technique, files are arranged numerically, each link or subject is assigned a number. The files are arranged in numerical order. For example, a customer, XYZ, may be assigned No.06 so that all related papers are available in folder no. 06.

[2] Serial from A-Z

With this technique, letters from different groups or related to different topics are organized and placed in different file covers on the basis of the alphabet on which the group's name or subject begins. The first alphabet of a name or surname or title is the first directory of the file rank. For example, all documents related to Tata Consultancies can be placed in a folder marked T'. For each file, the papers are sorted by date.

[3] Geographical subdivision

In the technique, books are subdivided according to geographical areas. All connections related to a specific location are stored in one file.

[4] According to the title

Under this technique, papers are organized according to the topic. Subjects are listed alphabetically, e.g. Exam, Result, Study material, etc. This method is more appropriate if the title is more important than the author's name or location.

Methods of filing-

After classification, files should be carefully stored using any of the appropriate filing methods. There are various ways to fill them based on the type of equipment they use. These methods can be classified as-(i) Traditional Methods (ii) Modern Methods

[1] Traditional Filing Methods

There are some traditional methods of filing such as pigeon-hole installation, folder filing, box placement, spike filing, book bind filing, and arch lever filing. Although, these filing systems have limited use nowadays, these do apply to smaller organizations. These methods can be defined as:

a)   **Pigeon cave installation**- It is a special almirah or wardrobe divided by the number of smaller areas. It is open from one side and its parts are square marks called 'pigeon holes'. Each pigeon hole holds a letter of letters. When the letters are received, they are arranged alphabetically or sequentially.

b)   **Folder filing**- There are cardboard covers or thick sheets covered with metal hooks to fasten the papers together. A separate folder is assigned to each customer. All characters associated with that customer are stored in the file's contents. The papers are ordered and


(a) Pigeon Cave Installation (b) Folder Filing

filed. The papers lie on top of one another.

c)   **Filling with boxes**- The box file, as the name suggests, is made in the form of boxes. The documents are usually placed in folders and then placed in a box file. It helps to keep the papers better as they are safer and collect less dirt. For classification purposes, papers related to various topics may be collated. This method is applicable to traveling agencies where book correspondence is maintained temporarily.

d)   **Spike filing**- Includes wire with sharp edges and wood, plastic or round metal at one end

(c) Filing with Boxes (d) Spike Filing
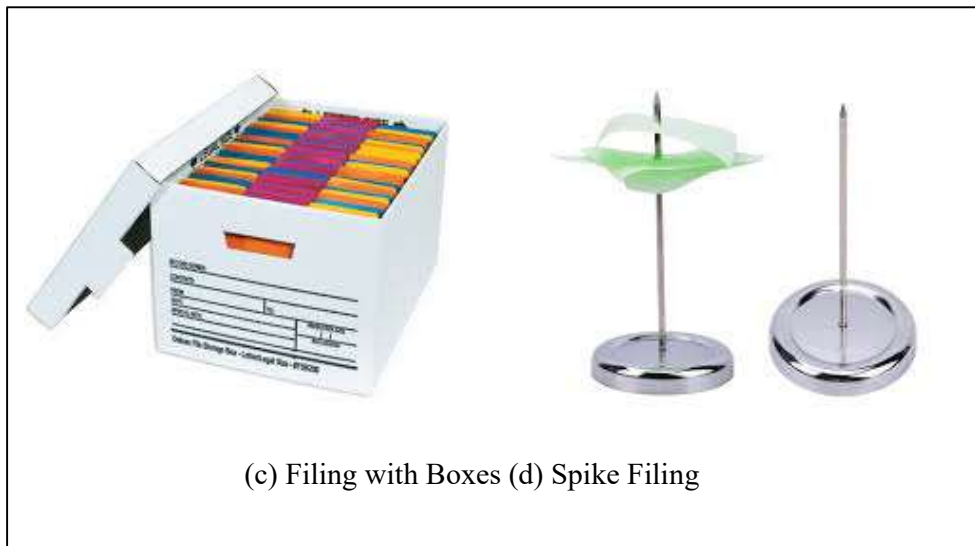
is used for filing. It is stored on a table or mounted on the wall after the filling is completed.

e)   **Book binds filing**- Under this method, paper or discounts is attached to the book's length. This method is often used to record minutes and save receipts and notes. It avoids the possibility of losing or replacing it incorrectly.

f)   **Arch lever fitting**- This system uses sturdy cardboard folders containing solid metal layers. These wires can work with a lever. When the paper is inserted, it is milled through two holes with a milling machine. The excavator is then transferred to the top that opens the edges of the metal or springs. After the paper is inserted into the holes, the lever is pressed down to close the spring. The paper in the file arranges one over the other.
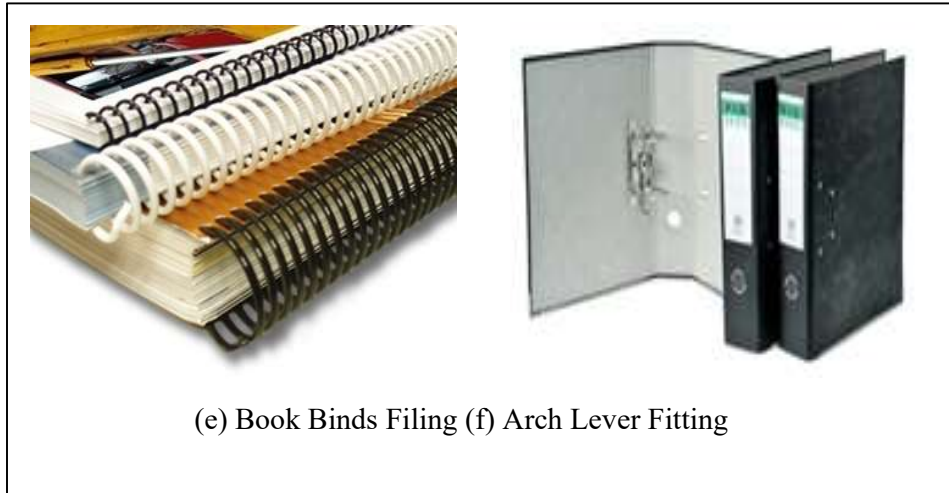
(e) Book Binds Filing (f) Arch Lever Fitting

[2] Modern Filing Techniques

In addition to traditional filing methods, as mentioned above, you will find some of the most popular modern filing methods nowadays in large and small organizations. Modern filing methods are classified as- (i) Horizontal Filing (ii) Vertical Filing.

a)   **Horizontal Filing**- In this system, the documents are stored in file covers or folders one over the other in standard position. The documents are stored chronologically inside the cardboard file cover. Sheets are lined with metallic or metal joints. Files are then stored in cupboards in one convenient place over another. When any paper is required, the correct file is extracted, and after processing it is returned to the same location.

b)   **Vertical Filling**- This is a modern form of filling. In this way, the papers are put in files and stored in a straight-standing position. Folders are stored in specially designed cabinets. The front side of the folder is short. The extended back part is used to indicate the file code number. Metal drawer drawings are deep enough to hold vertical folders. In order to separate the wardrobe into simple guide sections are placed in the correct positions. Under this method, it is placed in a separate folder for each customer or subject. Folders can be organized alphabetically, numerically, geographically or intelligently. This system has become very popular in big offices and big business houses.

(a) Horizontal Filing (b) Vertical Filing

3.7   INDEXING

Index is a 'point' or 'indicator'. For example, a book index is an index that helps the reader to find pages where various topics have been discussed. Identification is an important issue in filing. It is the process of determining the name, title or other caption where the text is placed. The reference is to the directory. The main purpose of the index is to prepare the location of the required files and documents. Index helps to search the location of any file or text.The objectives of indexing are as follows:

*   It helps in searching the location for files and documents.

*   It provides quick identification of disconnect.

*   It saves time and effort to access records.

*   It gives efficiency in the maintenance of records.

*   It reduces the cost of running records management.

Types of Indexing-

Indexing can be done in many ways as:

a) **Vertical Card Index**: Each title, document, or customer, is assigned a unique card where relevant information appears. Usually, they are categorized and arranged alphabetically. For example, in the library, two cards are prepared per book- one is arranged on the basis of the author and the other one based on the book.

Name: Ashok Kumar
Designation: XYZ
DOB: 6 April 1980
Signature:

Name: Sunil Kumar
Designation: XYZ
DOB: 13 Oct. 1978
Signature:

Vertical Card Index Sample
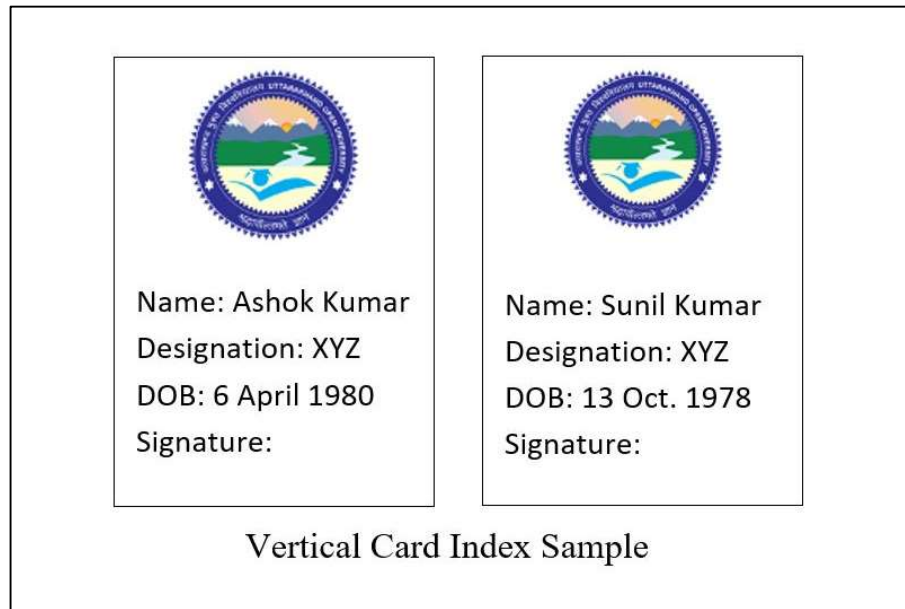
b) **Strip Index**: It contains a framework in which hard paper sketches are organized in such a way that they can be easily extracted and replaced. Each strap is dedicated to a single item. The frame can be hung on the wall or laid on a table in book form or even arranged in a flexible post that can be turned toward any part of the index.

c) **Fixed Index**: Instead of keeping a separate index, the index may be bound with the relevant document. Such an index usually appears at the end of the standard textbook in which the subject matter is arranged alphabetically and the page numbers are assigned according to each topic or sub-heading.

d) **Loose-Leaf Index**: It is another variation of the index of books. Single sheets are placed in metal pots or screws. Index prepared in these sheets. Whenever a new leaf is added, a book may be opened and a suitable sheet inserted. A bundle containing loose index sheets may be locked so that no pages can be accessed without proper authority.

e) **Wheel or Rotary Index**: Cards are arranged around a tire wheel. One wheel can hold up to 5000 cards. The card can be inserted or removed without interrupting the other cards.

Entries can also be made to cards without removing the saddle.

(d) Loose Leaf Index (e) Wheel Index
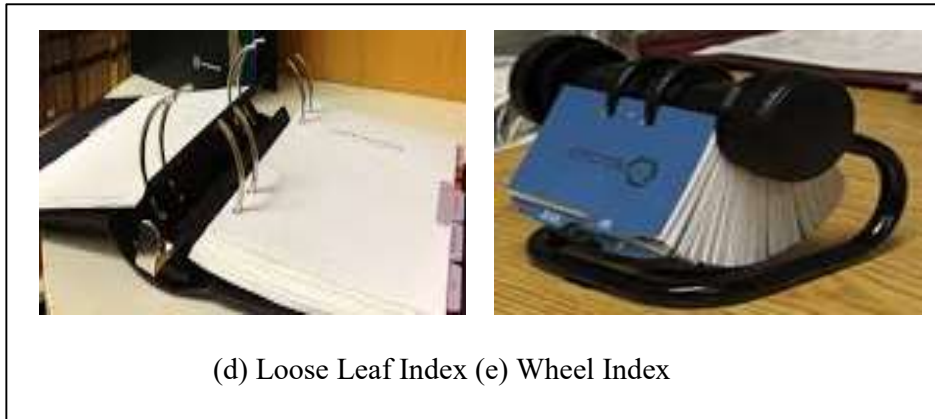
f)   **Bound Book Index**: Index prepared in a book that is bound or labeled into paragraphs where the words or texts are inserted.

3.8   *OFFICE MACHINES AND EQUIPMENT*

Machines and equipment are a significant part to the successful running of any office. We require different types of machines in an office that are essential to perform office tasks quickly and accurately. With rapid technological advancements, there is an increase in the efficiency of office work due to the transfer of high equipped machinery. The use of the office has the following purposes:

- **Increase in accuracy:** One of the purposes of using machines is the accuracy of work especially in every department like attendance monitoring, accounting, sale, purchase, etc.

- **Time-saving:** Machines do more work than they do by hand. They work faster, so there's more time savings.

- **Employee Savings:** few workers can handle large amount of labor and therefore there is a saving of labor.

- **Improving the quality of work:** Work done by machines is usually clean and neat.

- **Ensure better management:** The functioning of the office empowers managers to manage tasks effectively. For example, a biometric thumb impression machine can help manage the attendance of employees.

- **Improving goodwill:** Use of equipment results in better service to customers and the public. This enhances the reputation of the organization.

- **Mitigation of fraud opportunities:** Equipment such as cash register, etc imposes a check on fraud and misuse.

Types of office equipment

Learners must have seen various modern offices. Have you noticed that the offices have turned to automation? Computers can read, store, analyse and interpret information quickly. In the mail room, letters can be opened, sealed, sealed, picked up, weighted and automatically checked with the help of shipping machines. Messages can be sent from one location to another in no time via tele-printer, fax, telephone or internet. Some of the important equipment can be defined as:

- **Computer:** These days, computer is the most commonly used equipment in office. A computer is a machine that can perform various tasks such as calculation, data comparisons, information storage, data analysis and preparation of diagrams and charts.

- **Photocopier Machine:** Photocopier is a machine that makes copies of the paper and other images. It is quick and cheap. Nowadays, photocopiers can print very fast. They even have memory chip which can store the data.

- **Biometric Thumb Impression machine:** In large organizations, arrival and departure of employees is electronically recorded. Thumb impression or swipe card can be used for the same purposes. Employees are given a card with a magnetic strip on it; by swiping them using time recording equipment, arrival and departure times are recorded.

- **Phone/ Intercom:** Nowadays, it's impossible to imagine an office without a phone. It's an easy way to communicate orally widely used in internal and external communications. Cell phones are also very popular nowadays. Compared to fixed phones, mobiles are easier to communicate with at any time. It's also easy to send SMS over the phone. For inter-department communication, an automated communication system i.e., Intercom can be used.

- **Currency counting machine:** This machine is very helpful for departments managing cash. Manual counting of cash may result in mismatch with the cash of balance sheet. It increases accuracy and efficiency.

- **Calculator:** We need concentration during the calculations like addition, subtraction, multiplication, division, percentages, etc. So, calculator can help us for the same and errors can be reduced.

- **Fax:** FAX service enables instant transmission of the facsimile of an entire document. It can send handwritten and printed with pictures, charts and diagrams to different locations within or outside the country. As a result, both the time and labor both is reduced.

- **Projector:** It is a good medium of communication. Through projection, one can communicate the planning and policies between the audiences.

- **Printer and Scanner:** Printer and scanner are essential for office management. We have a variety of printer and scanner like dot matrix printer, inkjet printer, 3D printer, etc.

Even now one machine can be used for multiple purposes like 3-in-1 printer i.e. printer, scanner and photocopier.

- **Paper Shredder:** In offices, there are two types of documents. One, those are related to office policies and second, those of no use after some time i.e. the document with validity. After some time, there is no use to keep such records. So, we can remove such documents. But, if we remove documents as it is, it may disclose the confidentiality of office. So, we should crush the documents first by using the paper shredder machine. This machine cuts the paper in small-small pieces. No one can read the text written over the document.

3.9   POINTS TO REMEMBER

- In current age, mailing services have been changed to electronic mail that can be used to send and receive the text, photos, etc electronically.

- 'Mail' means a written communication via a messenger service or post office. All business concerns send and receive large amounts of letters, notices, circulars, calls, reminder reports, statements, pamphlets, queries, etc.

- The main purpose of the filling process is to ensure proper ordering, proper storage and easy access to records.

- Classification of filing is a process of separating records and documents, organized due to general characteristics prior to completion.

- There are several methods of filing classification, e.g. Serial from 1-100, Serial from A-Z, Geographical, according to the title.

- Indexing is a process of determining the name, title or other caption where the text is placed.

3.10   GLOSSARY

- Bound Book Index: Index prepared in a book that is bound or labelled into paragraphs where the words or texts are inserted.

- Import– The method for bringing data into your program.

- Data Entry– Usually, the process of transferring written or printed data to processable form by keying it character by character.

- Delete– Remove a particular record from a mailing list.

- Edit– Updating a record in a file.

- File– A collection of records on a single storage device.

- Strip Index- It contains a framework in which hard paper sketches are organized in such

a way that they can be easily extracted and replaced.

3.11   CHECK YOUR PROGRESS

Objective type questions-

a)   Earlier email programs required the sender and recipient to both be online at the same time for instant messaging. (True/False)

b)   Email is the fastest and easiest way to send and receive messages, data, graphics and etc. over the Internet. (True/False)

c)   The main purpose of the filling process is to impress the officer. (True/False)

d)   Printer and scanners are essential for office management. (True/False)

e)   Proper indexing of files helps to .... the location of any file or text.

f)   Computers can read, store, analyze and interpret .... quickly.

Descriptive type questions-

1)   What are the different types of outgoing mail?

2)   What do you mean by stamp closure?

3)   What is the purpose of the dispatch register?

4)   What is the significance of creasing of letters?

5)   Explain the importance of mailing system in this digital era.

6)   What do you mean by filing the documents?

7)   What is the spike filing system?

8)   How many types of filing?

9)   "Poor Filing system can affect the efficiency of any office". Do you agree with the statement? Yes or No? Justify your answer.

10)   What is the objective of indexing?

11)   What are the advantages and disadvantages of vertical card indexing?

12)   List the equipment used in the office.

13)   What is the use of a paper shredder machine?

Answers (Objective type question)

[a] True   [b] True   [c] False   [d] True   [e] Search   [f] Information

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UNIT- 4

FUNDAMENTALS OF INTERNET- I

4.1   INTRODUCTION

Internet is also known as 'THE NET'. The internet is a global wide area network that connects computer system across the world. It includes high-bandwidth data lines that comprise the internet's "backbone". The net comes up with different duties:

• Web- Collection of web pages.

• Email- Method of sending and receiving messages online.

• Social Media- That allows people to connect through texts, photos, etc.

• Online Gaming-Simply the gaming things that one can play online. Earlier people used dial up modems to play games on the internet. Nowadays, one can play games easily with friends on devices like mobile phone, etc.

4.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Know Internet applications.
- Understand the types of networks and Internet connecting devices.
- Understand URL

4.3   APPLICATIONS OF INTERNET

- Communication- Internet allows us to communicate with people through videos, photos, documents, etc. With the help of internet people send or receive items. They're able to communicate better no matter how far they're with each other. Internet telephony is another common communication service that is made possible through internet.

- Job Search- Companies post advertisement on newspaper but it's not necessary that each and every one who wants job will receive it. Internet provides us that facility in the job like the companies who need employees can register themselves. Likewise, job seekers can get to know about them more quickly.

- Online Shopping- Online shopping is a trend nowadays as it allows people to shop online by just sitting at your home or anywhere. They also provide product information. For example- Amazon, Flipkart, Ebay, etc.

- Research- Research papers are present online, which helps in the researchers do literature review.

- Video Conferencing- It enables user's direct face-to-face communication across networks via web cameras, microphones, and other communication tools.

- Stock Market Updates- One can sale out or purchase the items while sitting at home through internet.

- Reservation-One can also book tickets for movie or flights or anything via internet.

4.4   CONNECTING TO THE INTERNET

[1] On the Source of Internet-

While connecting to the internet the very first step is to make sure that the source of internet must be on. This is one of the most common mistake people make while connecting.


[2] See Your Network Setting-

The very next step is to go to your network setting and adjust it accordingly. This process is somewhat varying in different devices, but the most thing you have to keep in your mind is to access the network setting. Some common devices or operating systems, and their paths to the settings, are listed below.
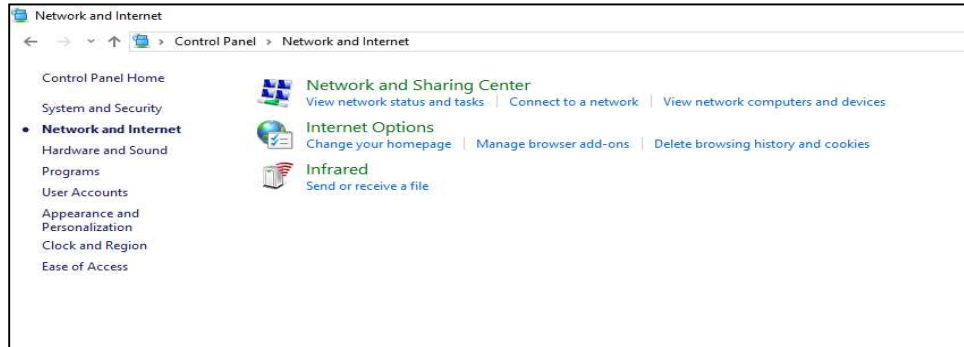
- Windows XP: Start –> Control Panel –> Network and Internet Connections
- Windows Vista: Start –> Network –> Network and Sharing Centre
- Windows 7: Start –> Control Panel –> Network and Internet
- Windows 8: Start –> Search "View network connections" –> View Network Connections
- Windows 10: Search "View network connections" –> View Network Connections
- Mac OS X Jaguar and later: System Preferences –> Network
- Ubuntu and Fedora: Network Manager
- iOS (iPhone, iPad, etc.): Settings –> Wi-Fi
- Android: Settings –> Wi-Fi (or Wireless & Networks)
- Windows phone: Settings –> Wi-Fi

[3] Connecting Using Wireless Broadband-

Go to the internet option>connect to the network, then select wifi . The wifi networks ask for password, type and connect.
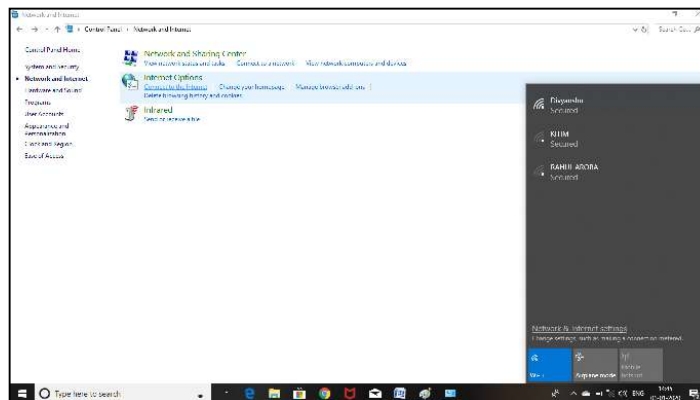
[4] Connecting Using an Ethernet Cable-

Many recent devices can connect directly to the router. However, laptops for example cannot.
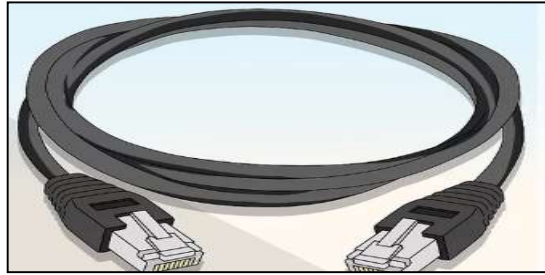
Because they do not have any component we can connect via adapter. Ethernet cables are all different; for example, a Cat-5 or Cat-5e cable runs at slower speeds than a Cat-6. Connect one end of the cable to the computer and one end to the broadband. Go to network setting and adjust in accordingly.


4.5   BASICS OF COMPUTER NETWORK

Computer network is a set of computers that are connected together for sharing information. The most common resource shared today is connection to the Internet. A computer network is a set of connected computers. Computers on a network are called nodes. Several computer can be connected together via cable usually (Ethernet cable) or wirelessly (through radio waves).

Computer Network Components-

Here are essential computer network components:

- **Switches**: Switches work as a controller which connects computers, printers, and other hardware devices to a network in a campus or a building. It allows devices on your network to communicate with each other as well as with other networks. It helps you to share resources and reduce the costing of any organization.

- **Routers**: Routers help you connect with multiple networks. It enables you to share a single internet connection with multiple devices and saves money. This networking component acts as a dispatcher allowing you to analyze data sent across a network. It
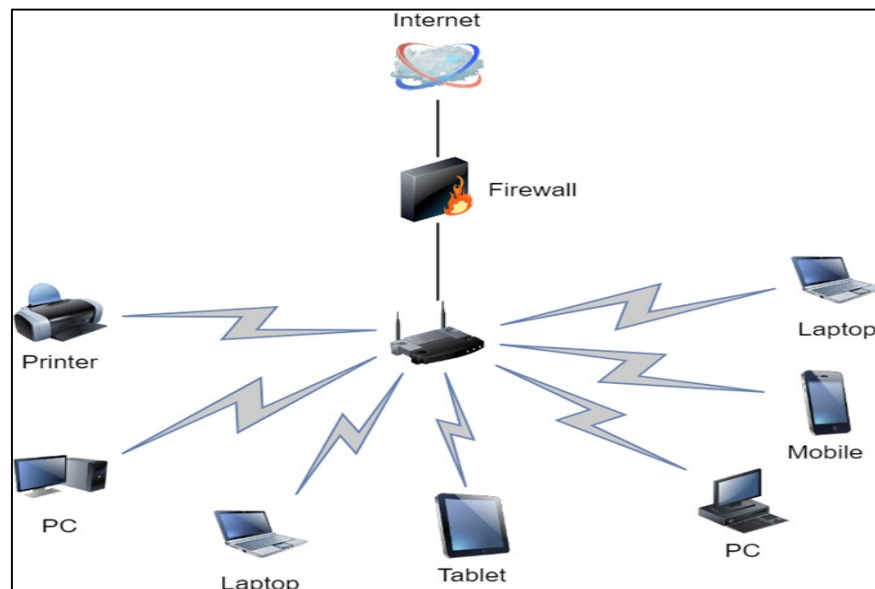

  automatically selects the best route for data to travel and send it on its way.

- **Servers**: Servers are computers that hold shared programs, files, and a network operating system. Servers allow access to network resources to all the users of the network.

- **Clients**: Clients are computer devices that use the network as well as shared network resources. They are also users of the network, as they can send and receive requests from the server.

- **Transmission Media**: Transmission media is a carrier used to interconnect computers in a network, such as coaxial cable, twisted-pair wire, and optical fiber cable. It is also known as links, channels, or lines.

- **Access points**: Access points allow devices to connect to the wireless network without cables. A wireless network allows you to bring new devices and provides flexible support to mobile users.

- **Shared Data**: Shared data are data which is shared between the clients such as data files, printer access programs, and email.

- **Network Interface Card**: Network Interface card sends, receives data, and controls data flow between the computer and the network.

- **Local Operating System**: A local OS helps personal computers to access files, print to a local printer and uses one or more disk and CD drives are located on the computer.

Types of Network-

Local Area Network (LAN)-

- The full form of LAN is Local Area Network.

- IT is basically a group of networks that are connected together in a small area.

- Its setup is cheaper.
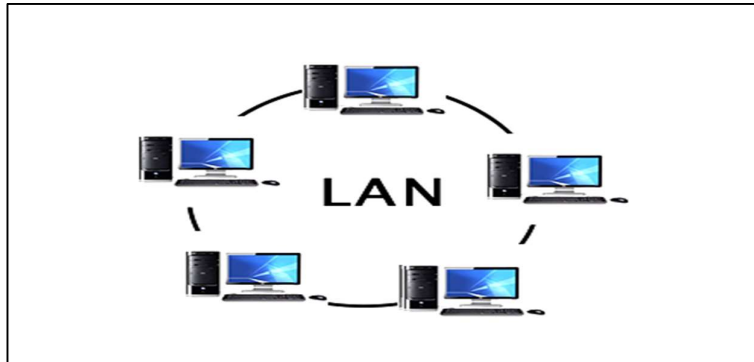
- It provides high security.

- Data is transferred at high speed.

- Example-building, school etc.
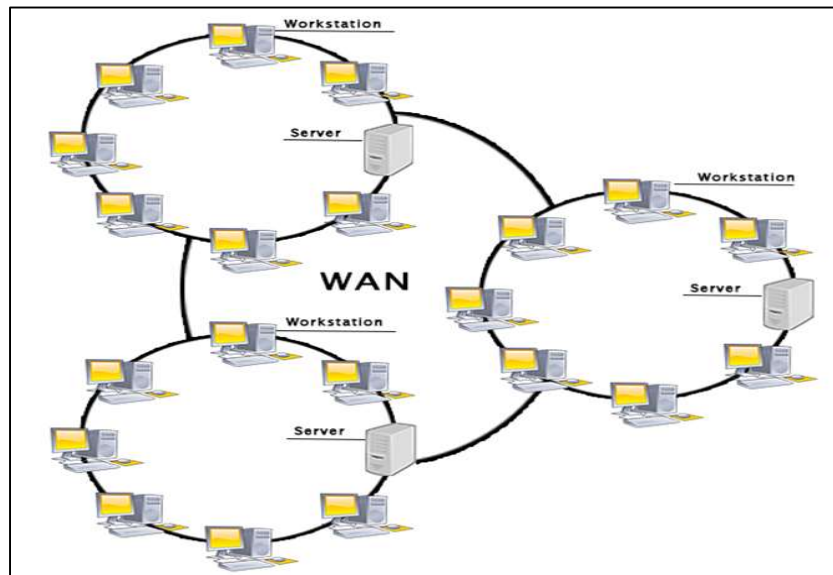
Metropolitan Area Network (MAN)-

- The full form of MAN is Metropolitan Area Network.

- It covers a region larger than covered by LAN.
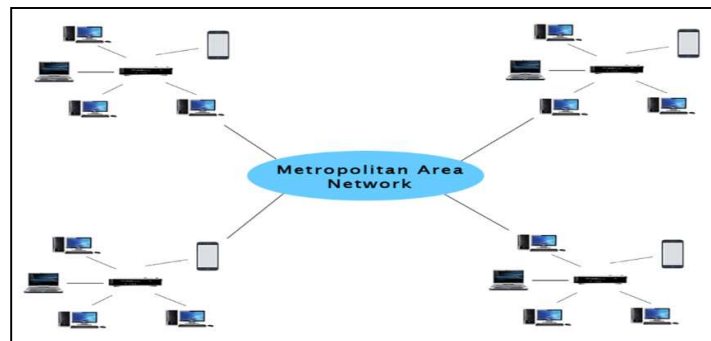
- It is used to mean the interconnection of several local area networks by bridging them with backbone lines

- Example-large universities, cities, etc.

Wide Area Network (WAN)-

- The full form of WAN is Wide Area Network.

- It is bigger than the LAN.

- It extends over large areas like cities.

- Internet is one of the biggest WAN in the world.

- Examples-mobile broadband, private network.

4.6   MISCELLANEOUS ABOUT INTERNET BASICS

Understanding URL

The full form of URL is Uniform Resource Locator. It is basically the address of a resource on the internet and indicates the location of a resource as well as the protocol. A URL contains the following information:

- The protocol used to access the resource

- The location of the server (whether by IP address or domain name)

- The port number on the server (optional)

- The location of the resource in the directory structure of the server

- A fragment identifier (optional)

- An example of URL is https://www.amazon.com, which is the URL for the amazon website.

A domain name is a part of URL:
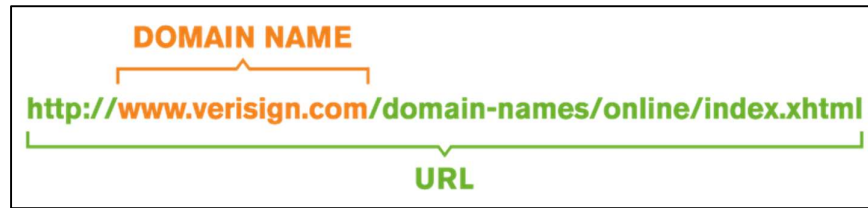
Overview of URL:

Below is the additional information about each of the sections of the http URL:

- http:// or https://: The "http" stands for Hypertext Transfer Protocol. It lets the browser to know which protocol it is going to use to access the information specified in the domain.

- www: "www" stands for World Wide Web and is used to distinguish the content.

- Computerhope.com: "computerhope.com" is the domain name for the website. It is used to identify the type or location of the website.

- jargon/u/: The "jargon" and "u" portions of the above URL are the directories where the web page is located on the server.

- url.htm: url.htm is the actual web page on the domain you're viewing.

Search Engine-

A web search engine or Internet search engine is a software system, designed to carry out web search, i.e., to search the World Wide Web in a systematic way for particular information specified in a textual web search query.

OR

Search engine is a website for the user to search the content of internet. User just has to put the searching item into the search bar as shown below

How does the search engine work?

CRAWL: Scour the Internet for content, looking over the code/content for each URL they find.

INDEX: Store and organize the content found during the crawling process. Once a page is in the index, it's in the running to be displayed as a result to relevant queries.

BLANK: Provide the pieces of content that will best answer a searcher's query, which means that results are ordered by most relevant to least relevant.

Internet as an educational tool

Internet is not only beneficial for communication and entertainment but also incredibly useful for educational purposes.

Accessibility-

- Some universities have opened free courses on a variety of subjects. Such as- Harvard, Stanford, MIT, etc.

- These online lectures consist of not only notes but also videos.

Communication-

- If there is a student who has a missed class. Internet allows instantaneous communication between teachers and one's classmates.

- People working together on a project or something are able to connect more easily via internet.

Study and Research-

The internet contains information on wide variety of topics one can even think of. You can search and research about anything of your choice. Internet is the largest encyclopaedia consisting large amount of information about each and every topic.

4.7 POINTS TO REMEMBER

- The Internet is generally defined as a global network connecting millions of computers. More than 100 countries are linked into exchanges of data, news and opinions.

- The Internet is a massive network of networks, a networking infrastructure. It connects millions of computers together globally, forming a network in which any computer can communicate with any other computer as long as they are both connected to the Internet.

- The World Wide Web, or simply Web, is a way of accessing information over Internet. It is an information-sharing model that is built on the top of Internet.

- No one actually owns the Internet or any person or organization controls the Internet in its entirety. Internet is more of a concept than an actual tangible entity, and it relies on a physical infrastructure that connects networks to other networks.

4.8 GLOSSARY

- LAN: The computers are geographically close together (i.e., in the same building).

- MAN: The computers are farther apart and are connected (i.e., in the same city).

- WAN: The computers are farther apart and are connected (i.e., not in the same city).

- Topology: The geometric arrangement of a computer system. Common topologies include a bus, star, and ring. Hybrids of these are star bus & star ring.

- Protocol: The protocol defines a common set of rules and signals that computers on the network use to communicate.

- Switches: Switches work as a controller which connects computers, printers, and other hardware devices to a network in a campus or a building.

- Routers: Routers help you to connect with multiple networks. It enables you to share a single internet connection with multiple devices and saves money.

- Clients: Clients are computer devices which access and uses the network as well as shares network resources.

- Servers: Servers are computers that hold shared programs, files, and the network operating system. Servers allow access to network resources to all the users of the network.

- Transmission Media: Transmission media is a carrier used to interconnect computers in a network, such as coaxial cable, twisted-pair wire, and optical fiber cable. It is also known as links, channels, or lines.

- Network Interface Card: Network Interface card sends, receives data, and controls data flow between the computer and the network.

4.9   CHECK YOUR PROGRESS

Objective type questions-

a)   The full form of URL is .....

b)   The full form of www is .....

c)   Collection of web pages is called .....

d)   The group of networks that the connected in small are is .....

e)   The three bases on which search engine works are .....

f)   Each LAN covers larges area than MAN (True/False).

g)   Does a router allow the user to share only one network at a time (True/False).

h)   Switches words as a controller which connects computers printers to a network in a building (True/False).

i)   The full form of LAN is Light Area Network (True/False).

j)   The URL is the address of a resource on the internet (True/False).

Descriptive type questions-

a)   What is the Internet?

b)   How to find information on the Internet?

c)   What is the difference between the Internet and World Wide Web?

d)   What is a modem?

e)   How do computers connect over the Internet?

f)   What is Wi-Fi?

Answers (Objective type questions)-

[a] Uniform Resource Locater [b] World Wide Web [c] Web [d] LAN [e] Crawling, Indexing, Ranking [f] False [g] False [h] True [i] False [j] True

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UNIT- 5

FUNDAMENTALS OF INTERNET- II
(Frequently Used e-office Applications)

5.1   INTRODUCTION

E-Office Suite is the need of modern office automation which makes our task efficiently in terms of time, effort, cost and quality of service. It also helps to reduce the movement of hard copy papers within an organization and integrate various, seemingly unrelated, activities within an organization. The aspirants/user can access the office applications/services using Internet. Several benefits of e-office are envisioned due to the easy access of Internet, such as- Searching files, quick information flow, tracking files, enhance transparency, increase accountability, etc.

5.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Understand the role of Google applications in e-Office.
- Know about advanced tools on Google like Docs, Sheets, and Slides etc.
- Best practices of using Google Drive tools and applications.

5.3   GOOGLE SHEETS- AN OVERVIEW

Google Sheets is a web-based spreadsheet application that allows you to store and organize different types of information, much like Microsoft (MS) Excel. However, Google Sheets does not offer all the advanced features of MS Excel. It is easy to create and edit spreadsheets online with a variety of tasks ranging from the simple to the complex. Basically, spreadsheets are used by to process complicated numbers and data, they can actually be used for a variety of everyday tasks, such as- data storage in tabular form, budget planning, creating an invoice or just about anything else you can think of. Spreadsheets are a great way to organize and process information.

Google Sheets is a web-based spreadsheet that you can use anywhere with Internet connection. It works from any device, with mobile apps for iOS and Android along with its web-based core app. Google Sheets is free, and it's bundled with Google Drive, Docs, and Slides to share files, documents, and presentations online anywhere. It includes almost all of the same spreadsheet functions. If you know how to use MS Excel, you will feel at home in Google Sheets. For advanced features you can download add-ons, create your own, and write custom code.
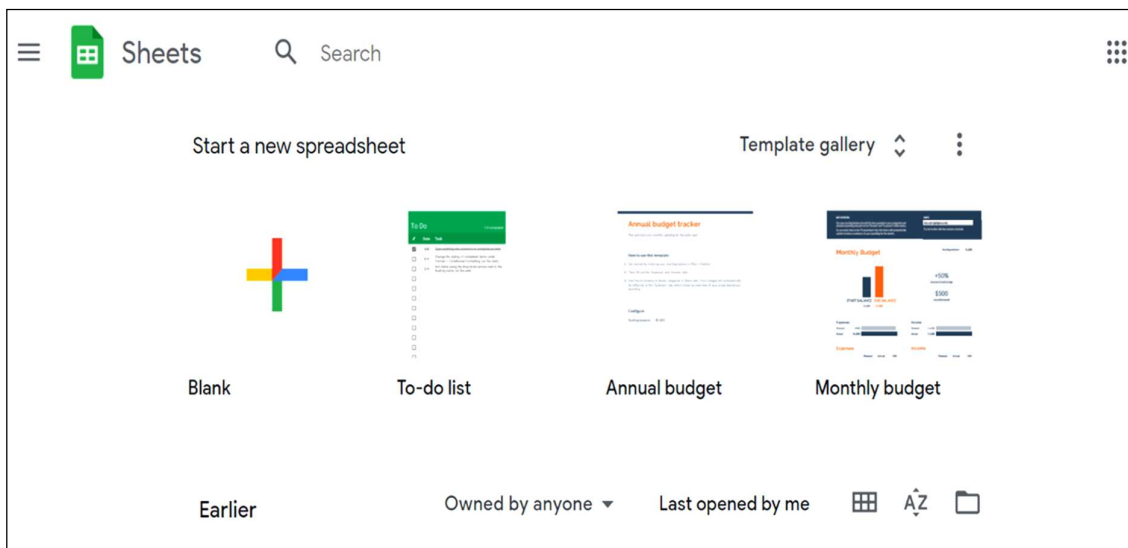

Figure 7.1 Google Sheet home

5.4   STEPS TO USE GOOGLE SHEETS

Create or import files to Google Sheets-

Choose any option from the below to create a new file, as- (i) type

"http://spreadsheet.google.com" into browser's address bar; (ii) either click on the spread sheet icon (refer to the figure 7.2)
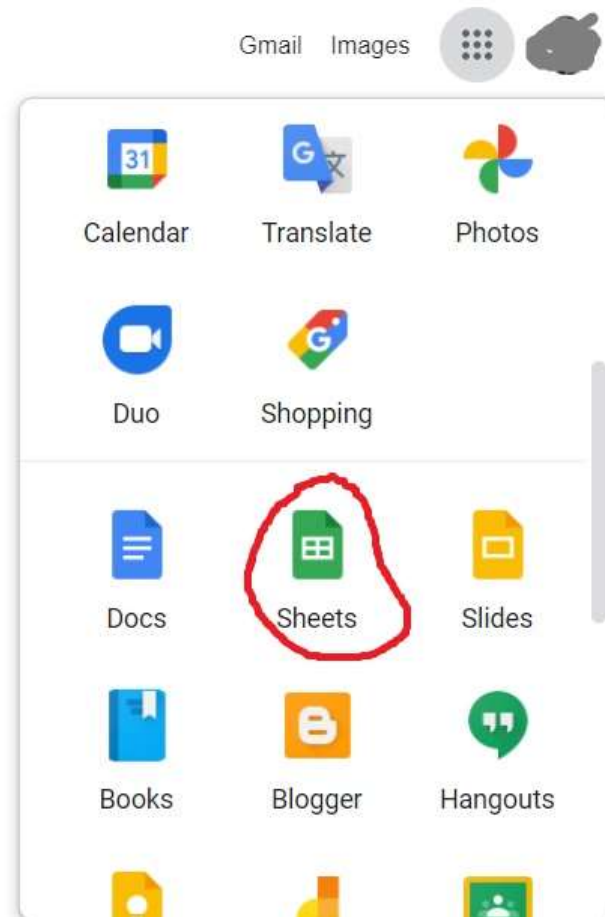

Figure 7.2 Open Google Spread Sheet Using Icon

Create new file-

After opening Google sheet, you can create a new file; and also can select several templates, as- to-do-list, annual budget, and monthly budget (refer to figure 7.3).
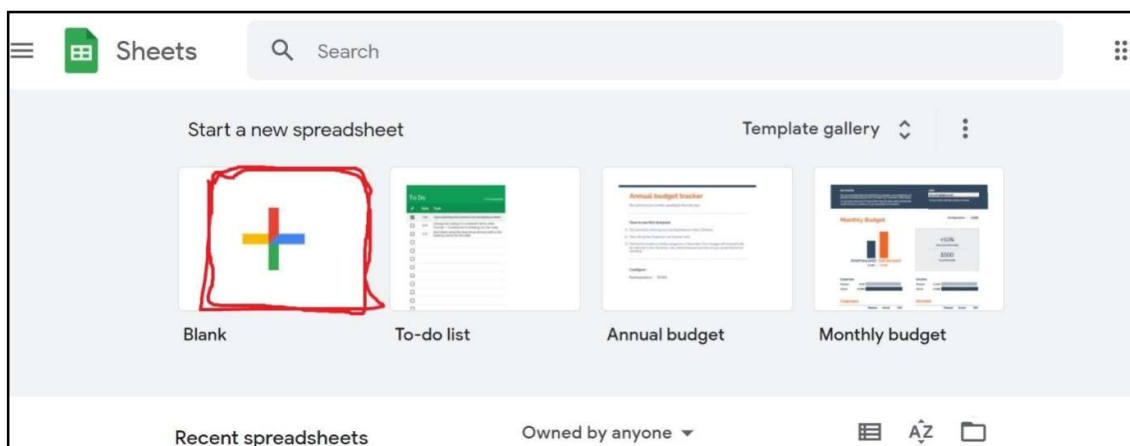
Figure 7.3 Create new file

Import and convert existing files in to google sheet

If you have existing files, you can import and convert them to google sheets. Following are the steps to import a file. as-

Step 1- Go to Google Drive.

Step 2- Click on new and then File Upload.

Step 3- Choose the file you want to import from your computer to add it to Google Drive.

Step 4- In the Upload complete window, click the show file location.

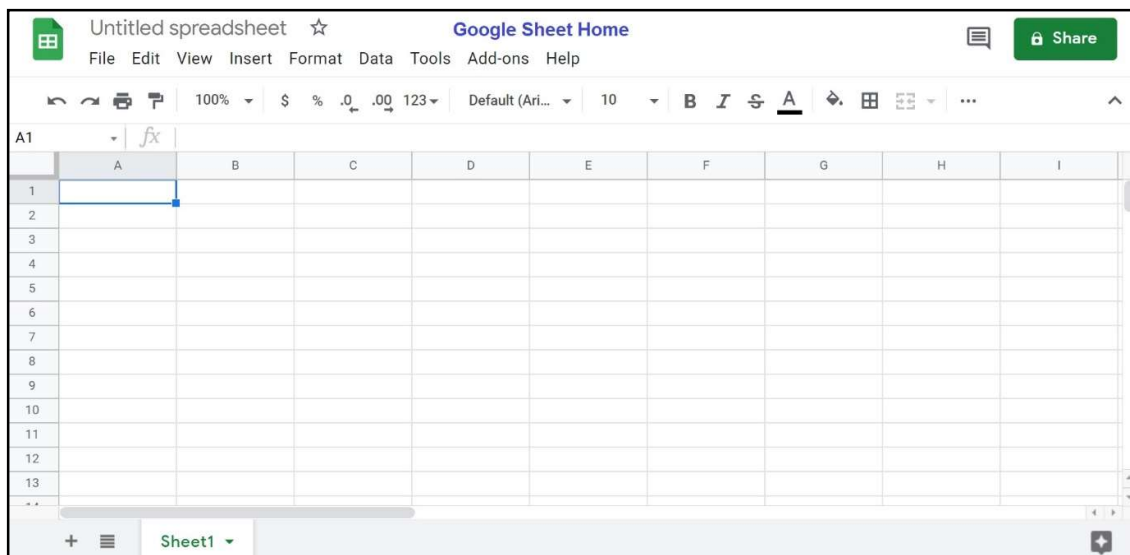Step 5- Right-click the file and select Open with Google Docs (Sheets).

Figure 7.4 Google Sheet Interface (home)

You can do the following tasks on the google sheets (only few are listed here)-

- Access stored Google Drive files offline.
- Get instant insights into your data
- Insert and edit and summarize your data with charts.
- Filter your data in a spreadsheet.
- Protect content in a spreadsheet
- Share links of your file to others.
- Transfer ownership of a file.

5.5   *GOOGLE DOCS- AN OVERVIEW*

Google Docs is a free Web-based application which offers word processing, spreadsheets, presentations, forms, and drawings. Google Docs facilitates to create, edit and store docements

(files) online. Docements can be accessed from any computer with an Internet connection and a full-featured Web browser.

Users of Google Docs can import, create, edit and update documents and spreadsheets in various fonts and file formats, combining text with formulas, lists, tables and images. Google Docs is compatible with most presentation software and word processor applications. Work can be published as a Web page or as a print-ready manuscript. Users can control who sees their work.

Google Docs provides an easy-to-use, integrated way for teachers and students to work together on projects, reports, and more, and to collect and share information in a secure online environment. Some of the advantages of using Google Docs include: (i) Anytime, anywhere access (ii) Collaboration support (iii) Autosave and revision history; and many more.

5.6   STEPS TO USE GOOGLE DOCS

Step 1: Setting Google Account

For using Google Docs you have to setup a Google account (if you does not have one). It is free to signup a Google Account, and with it you can access GMAIL, Maps, Youtube, as well as GDrive.

To create a Google Account you can use (http://docs.google.com) this link. You will get the screen as shown in Figure 7.5

Enter your information and follow the suggestion. After creating the Google Account login and get access to google Drive screen.

Figure 7.5 Google Account Interface (home)

Step 2: Starting Google Docs

There are a different ways to get to Google Docs, contingent upon your gadget. You can download the application from the App Store or Google Play, or click on the Google Apps symbol in the upper-right corner of the Google landing page. You should then tap the Docs button — you might need to look down inside the menu that pops-up or click More From Google in that equivalent pop- up menu to see it.
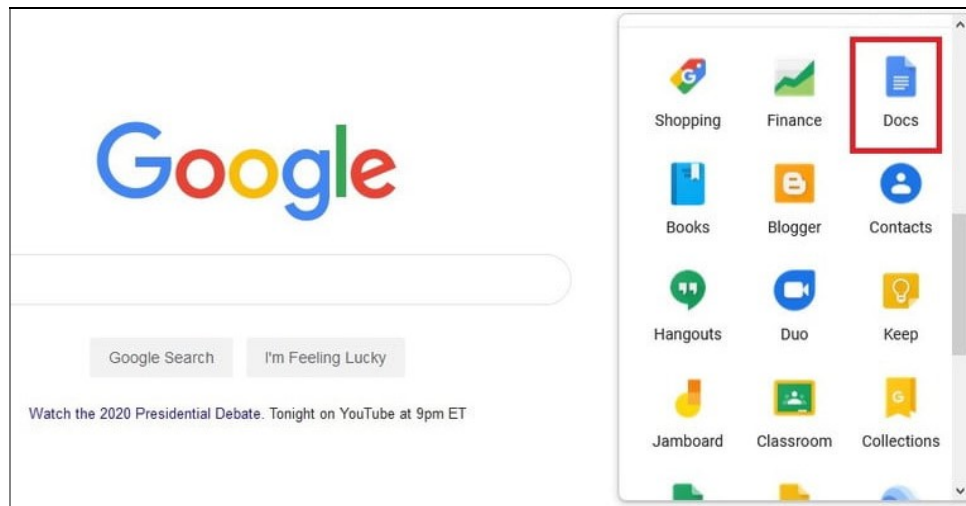

Figure 7.6 Google Docs Launching Dashboard

Step 3: Creating a New Document

To make a new document,

- Click the blank page with the multicolored Addition sign inside it, which is located on the upper-left side of the main Google Docs page.
- After that a blank page icon with the multicolored addition sign will pop up again at the top of your screen. Click on that to open a new document.
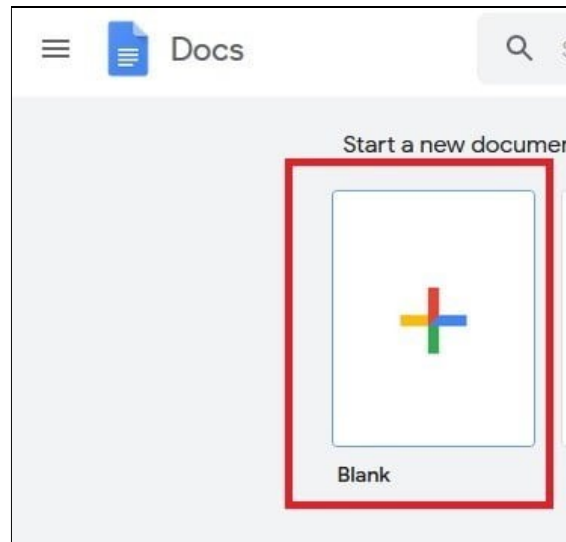
Figure 7.7 Creating a new document

Step 4: Working on a new document

Once you've created a document, you can work on it.

- Click Untitled Document in the upper-left corner to add a title to your document.
- You can also adjust the font type, text size, and much more via the Toolbar at the top of the page. If those options are hidden, click the downward-facing Arrow in the upper-right corner to display them.
- Any changes made to your file will be saved automatically to the Google cloud platform. And you can access that file from any of your devices that has an internet connection.
- If you look to the right of your document's title at the top of the screen, you should either see Saving… or Saved to Drive. Wait for the second message to appear before exiting out to ensure all your work has been saved.
- You can also use shortcut keys to format your document
    - o   Bold — Ctrl+B
    - o   Italic — Ctrl+I
    - o   Underline — Ctrl+U
    - o   Strikethrough — Alt+Shift+5
    - o   Subscript — Ctrl+,
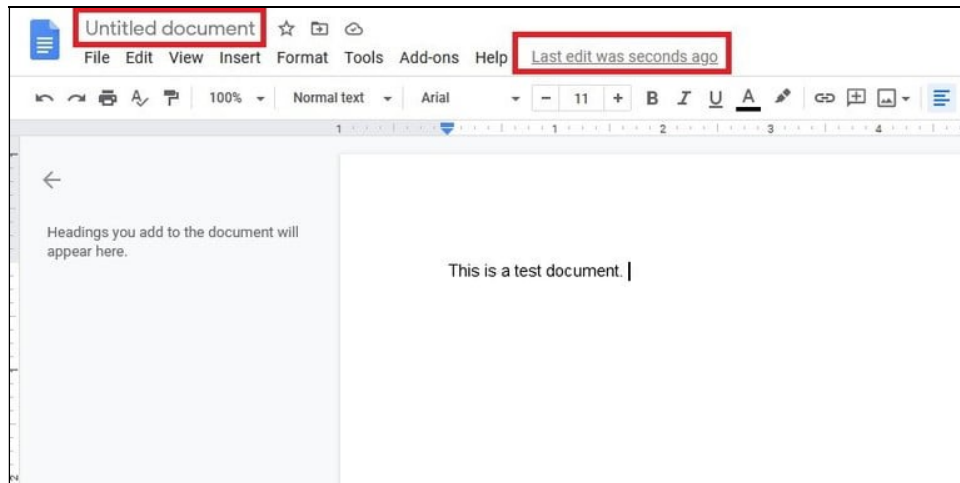   - o   Superscript — Ctrl+.

Figure 7.8 New document in Google Docs

5.7 *GOOGLE SLIDES- AN OVERVIEW*

Google Slides is a free program that is important for Google's set-up of electronic applications, including Google Docs (word preparing), Sheets (bookkeeping pages), Slides (introductions) and Forms (gathering and putting together data). What's especially amazing about Google Slides is that you can make, alter, work together and present consistently across working frameworks and without potential document similarity or debasement issues, overseeing streak drives or sorting out connector links. Utilizing an online program likewise takes out the danger of moving an infection.

It is likewise genuinely simple to move a show from PowerPoint to Google Slides and back once more, however you might lose some designing simultaneously. In the event that you do move a show, page through to ensure the slides actually look the manner in which you need them to. In case you are utilized to PowerPoint and end up expecting to utilize Google Slides (or the other way around), dread not! The orders and techniques are quite comparative among them, and in the event that you stall out, there are heaps of acceptable online assets to address your inquiries.

To feature a couple of key components and advantages:

- Widespread access, from your telephone, tablet or PC
- Backing for both Android and iPhone/iPad (Google Slides applications)
- Offer your show with choices for to limit/empower seeing, remarking and altering
- Auto-save

5.8 *STEPS TO USE GOOGLE SLIDES*

Step 1 – Create a new presentation in Google Slides

- Login into your Google Account, head to Google Drive.
- There, make a Google show by clicking **New > Google Slides > Blank Presentation**.
- You'll be diverted to another page with a blank page(presentation)
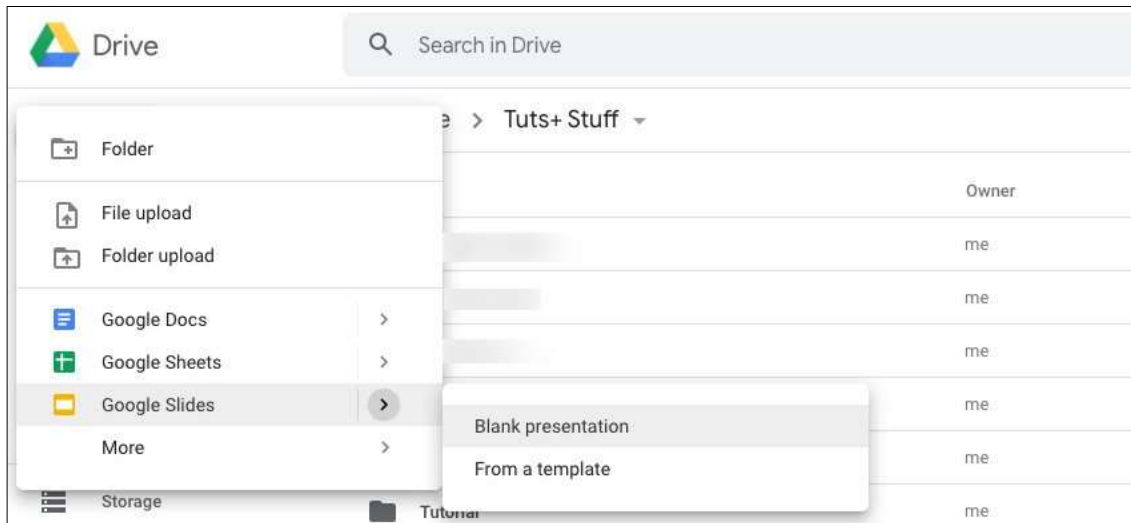

Figure 7.9 Creating new presentation in Google Slides

Step 2 – Creating new Slide

- If you are on the slides page, select an option from the top of the page to create a new slide.
- You can press the white square with a plus sign for a blank slide, or click one of the templates.
- Click on the Template Gallery option, where more templates will show up.
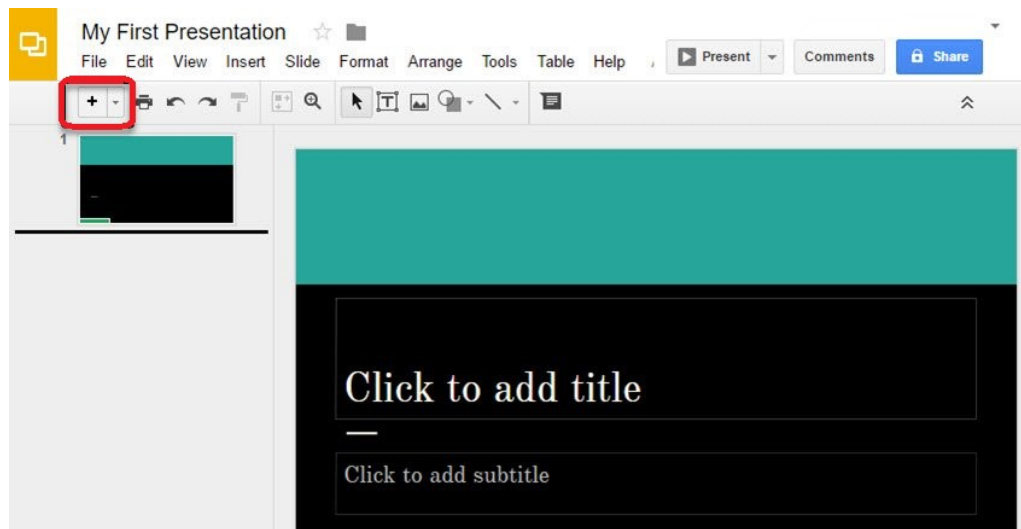

Figure 7.10 Adding new Slides

- Delete slides by selecting the slide and clicking *Edit > Delete*.
- Or right-click on the slide thumbnail in the sidebar and clicking Delete slide.
- Or simply press the Delete key while the slide is selected.

Step 3 – Formatting a Google Slides Presentation

The initial phase in making presentation is arranging what it looks like. In this way, we should investigate the Themes sidebar that shows up after opening a new slide.

Google Slides comes preloaded with various themes for slides.

The Themes sidebar shows up on the right half of your new slide. Utilize that bar to travel through the different themes accessible.
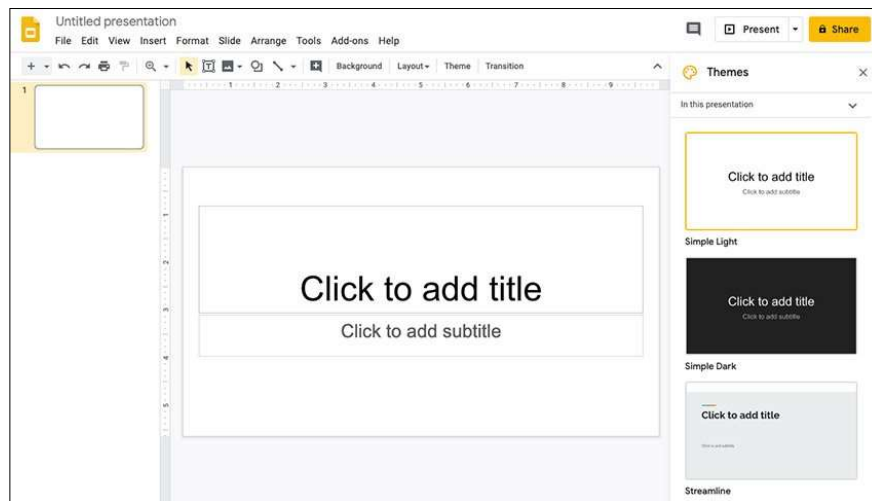
Figure 7.11 Formatting in Google Slides

What are the things that we can do using Google Slides?

- **Create and Present a Professional Presentation:** Google Slides is the most ideal decision for writing and putting across a presentation expertly. Alternatives accessible with the moderator incorporate speaker notes and the choice by which one can set up Q&A adjusts during the show.

- **Share a Presentation Online:** Google Slides can likewise be utilized to make a slideshow show that can run consequently on the web at whatever point somebody attempts to utilize it. Utilizing Google Slides, one can make a shareable connection to the show so it very well may be utilized in online media. One can likewise make codes that would permit one to insert their show into their own sites.

- **Create a Timeline:** One can make a timeline with Google Slides with the use of drawing tools. However, if one selects the correct Google Slides Template, making one's timeline presentation would be an easy task.

- **Work as a Team:** Google Slides very much like some other office usefulness apparatus that G Suite offers has distinctive sharing choices like can alter, can see, can remark access. This permits clients to adjust the substance of the presentation continuously cooperation differently or prevent them from doing as such if the show maker doesn't need others to affect the archive with a particular goal in mind.

5.9   GOOGLE DRIVE- AN OVERVIEW

Google Drive is a cloud-based capacity arrangement that permits you to save records on the web and access them anyplace from any cell phone, tablet, or PC. You can utilize Drive on your PC or cell phone to safely transfer records and alter them on the web. Drive likewise makes it simple for others to alter and team up on records.

Google Drive also gives you access to free web-based applications for creating documents, spreadsheets, presentations, and more.

Why use Google Drive?

Google Drive is perhaps the most well known cloud storage administrations accessible today. On the off chance that you've never utilized a cloud-based capacity administration like Google Drive previously, pause for a minute to consider the upsides of keeping your documents on the web. Since records can be gotten to from any PC with an Internet association, Drive takes out the need to email or save a document to a USB drive. Furthermore, in light of the fact that Drive permits you to share records, working with others turns out to be a lot simpler.

5.10   STEPS TO USE GOOGLE DRIVE

For using Google Drive you have to login to your Google Account. (Google Account setup has been discussed earlier in this UNIT).

Once you login to your google account you can use Google Drive option.

Google Drive doesn't simply store your records; it additionally permits you to make, share, and oversee reports with its own efficiency applications. In the event that you've at any point utilized a suite like Microsoft Office, a few things about Google Drive's applications may appear to be natural. For example, the sorts of documents you can work with are like records that can be made with different Microsoft Office programs.

Below are the types of files you can create and share on Google Drive:

- Documents: For composing letters, flyers, essays, and other text-based files (similar to Microsoft Word documents)
- Spreadsheets: For storing and organizing information (similar to Microsoft Excel workbooks)

- ☐ Presentations: For creating slideshows (similar to Microsoft PowerPoint presentations)
- ☐ Forms: For collecting and organizing data
- ☐ Drawings: For creating simple vector graphics or diagrams

Accessing Google Drive

1.   Whenever you've set up your Google account, you can get to Google Drive by going to **http://drive.google.com** in your internet browser.

2.   You can also navigate to Google Drive from any Google page (such as Gmail or Google search) by selecting the grid icon near the top-right corner, then clicking Drive.
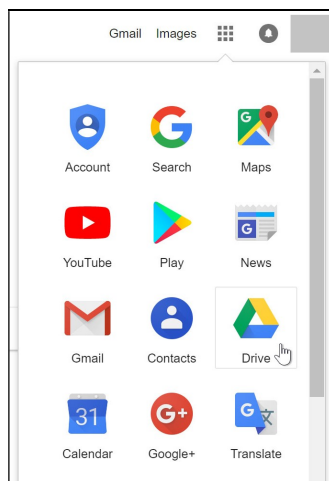
Figure 7.12 GDRIVE Link in Google Account

Interface of Google Drive

Your Google Drive might be vacant at the present time, yet as you transfer and make records you'll have to realize how to see, oversee, and sort out them in the interface.

You can use different facilities under GDrive by using *(+New)* option under Drive logo in left side.
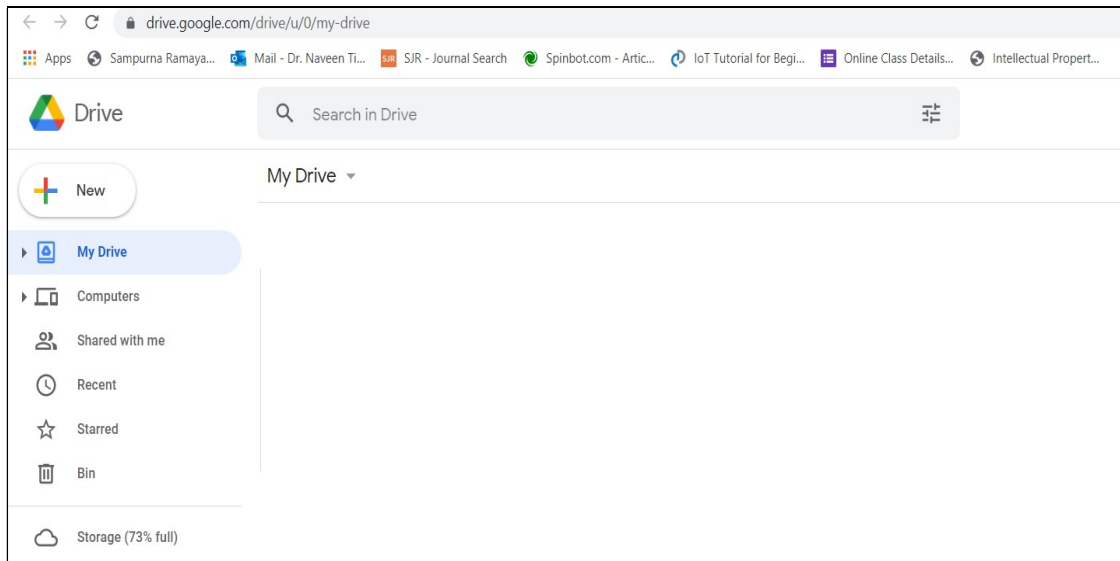
Figure 7.13 GDRIVE Interface

5.11 *BRIEF INTRODUCTION TO DISCUSSION FORUM, BLOGS AND NEWSGROUPS*

Discussion Forum

A discussion forum is a website where people can gather to have discussions about a specific topic. Electronic message boards for asynchronous communication, also commonly referred to as Web forums, message boards, discussion boards, discussion groups and bulletin boards. A program which permits individuals to have conversations on the web. The conversation is begun by one part by posting a subject and different individuals answer. This permits individuals from similar gathering to share data and thoughts.

It's common for websites to add a discussion forum to their website for people to discuss the product, service, or organization and even help each other. It reduces customer support requests, is great for search engine optimization, and creates a sense of community.

Discussion Forums are maybe the most punctual type of web-based media stage. Early adopters of Internet innovation might review news gatherings or particular vested parties (SIGs) that were facilitated on the early sites and frameworks associated with the Internet. These people group were established in specialized points however in the long run extended to cover pretty much any classification that could draw in a group of people. These stages developed and are currently facilitated on purchaser situated informal communication destinations.

Some of them are –

- Reddit
- Stack Overflow
- Quora

- Yahoo Groups
- Google Answers

Blogs

A blog is a sort of site that is refreshed routinely with new substance. Most sites contain short, casual articles called blog entries. These posts ordinarily contain a blend of text, photographs, recordings, and different media. At its center, a blog is only a space on the Web that you can make to record and state your viewpoints, encounters, and interests. A larger part of websites are composed by one individual. Thus, the normal blog is genuinely close to home, mirroring the interests and character of the individual who composes it. This is the sort of blog we'll zero in on in this instructional exercise.

Individuals who compose blogs are called bloggers. From what you hear on the news, you may think bloggers are each of the a particular kind of individuals—youthful, politically slanted, and educated. Or on the other hand possibly you've caught wind of bloggers who've expounded on stunning encounters or yearning projects, then, at that point transformed their web journals into smash hit books. While a few bloggers do fit these portrayals, a greater part of bloggers don't. Indeed, there's no "normal" blogger—web journals are composed by individuals, all things considered, and foundations and from varying backgrounds.

There are many reasons why people blog, like:

- To share your experiences and expertise
- To speak up about an issue you care about
- To become more involved with hobbies and passions
- To be part of a community
- To advance your career or start a career in writing
- To keep family and friends updated about your life

Another explanation a few group blog is to bring in money. Individuals bring in cash from their web journals by facilitating promotions, selling items, or distributing their blog entries as a book or printed articles.

Some of the common features that a typical blog will include:

- Header with the menu or navigation bar.
- Main content area with highlighted or latest blog posts.
- Sidebar with social profiles, favorite content, or call-to-action.
- Footer with relevant links like a disclaimer, privacy policy, contact page, etc.

NewsGroups

A newsgroup is a storehouse of electronic messages posted by clients and oversaw by the Usenet framework. This is an overall Internet conversation framework that is isolated from the World Wide Web. Usenet was set up in 1980, somewhat more than 10 years before the making

of the World Wide Web. Newsgroups on Usenet were one of the main chances for general PC clients to share and post data on the arising Internet.

Members in a newsgroup read and post messages to at least one classes. Usenet was made in when the transfer speed of the Internet was exceptionally restricted, and newsgroups were intended to be text as it were. All the more as of late, clients had the option to join pictures and different records to postings, yet as a rule, newsgroups stay intensely text-based.

The protocol utilized by newsgroups is called Network News Transfer Protocol, or NNTP. This is one of the numerous correspondence conventions utilized on the Internet, which additionally incorporates the more notable HTTP convention utilized by the World Wide Web. The name of a newsgroup is dictated by the individuals who make it. A name normally comprises of a few words that portray the subject, isolated by a dot.

Some of the examples are-

- news.admin.net-abuse.email
- rec.arts.sf.tv.babylon5.moderated
- talk.origins

Newsgroups are dissimilar from other communication methods that use the World Wide Web in a number of ways:

- No registration with a particular newsgroup is required
- Stored information is distributed on a collection of computers instead of a central server
- Archives are always available
- Newsreader software is commonly used to read and post messages

5.12 POINTS TO REMEMBER

- E-Office Suite is the need of modern office automation which makes our task efficiently in terms of time, effort, cost and quality of service.
- Google Docs facilitates to create, edit and store docements (files) online. Docements can be accessed from any computer with an Internet connection and a full-featured Web browser.
- Google Drive is a cloud-based capacity arrangement that permits you to save records on the web and access them anyplace from any cell phone, tablet, or PC
- Google Sheets is a web-based spreadsheet application that allows you to store and organize different types of information, much like Microsoft (MS) Excel.
- A newsgroup is a storehouse of electronic messages posted by clients and oversaw by the Usenet framework.
- A blog is a sort of site that is refreshed routinely with new substance. Most sites contain short, casual articles called blog entries.

- A discussion forum is a website where people can gather to have discussions about a specific topic.

5.13 GLOSSARY

- Add Fonts - When you create a new document, Google Docs starts you off with nearly two dozen native fonts you can choose from using the dropdown list on your top editing toolbar.
- Templates - A template is a pre-created document that already has some formatting
- Create or Remove Header - Headers and footers are particularly useful when creating a Google Doc that has many pages. You can create a header that includes the document title, each page number, or both on every page all at once.
- Classroom - Classroom is where your child can find their assignments, grades and feedback, and communicate directly with their teacher
- Forms - Forms are often used by teachers for creating quizzes, parent feedback surveys, or even field trip forms.
- Drive - Drive is your child's virtual backpack, where they can hold all of their assignments, projects, and notes online

5.14 CHECK YOUR PROGRESS

Descriptive Type Questions-

1)   How to get Google Account?
2)   What are the different software tools available in Google Drive? Explain.
3)   What is Google Docs?
4)   What is a blogger? Explain.
5)   Write the steps to use Google Slides?

Objective Type Questions-

a)   If you already have a Google account, you can use the same account to access Google Docs. (True/False)
b)   You can insert automatic page numbers for your document in the header or footer. (True/False)
c)   Google Docs do not allow you to insert or upload images. (True/False)
d)   A Google doc is most similar to.....................................
e)   Inserting a header at the top of a page will make it appear on.......................

Answer (Objective Type Question)-

[a] True   [b] True

[c] False   [d] Microsoft Word   [e] Every page

5.15 BIBLIOGRAPHY/ REFERENCES

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- https://zapier.com/learn/google-sheets/google-sheets-tutorial.
- https://docs.google.com/document/edit?id=1MZ7Vqub8LrD5kvRaU1fsf_i4DvVG2ea7VHebIGdQong
- https://edu.gcfglobal.org/en/googlespreadsheets/getting-started-with-google-sheets/1.

5.16 SUGGESTED READINGS

- https://support.google.com/a/users/answer/9300311?ref_topic=9296423.
- https://zapier.com/learn/google-sheets/google-sheets-tutorial.
- https://edu.gcfglobal.org/en/googlespreadsheets/getting-started-with-google-sheets/1.

UNIT- 6

INTRODUCTION TO E-COMMERCE

6.1   INTRODUCTION

In our day-to-day life, we perform various tasks with the help of Internet like purchasing or selling goods. Electronic commerce or e-commerce is basically the exchange of information/currency for goods or services online.

The term e-commerce got popularized from the 1980s, where it denotes the buying and selling of goods through the transmission of data, made possible by the introduction of the electronic data interchange (EDI). In the current digital society, e-commerce can be viewed as online business, becoming one of the most popular methods of making money online and an attractive opportunity for the investors.

Sharing business information, maintaining business relationships and conducting business transactions using computers connected to a telecommunication network is called E-Commerce. A more general definition of e-commerce is given by Wigand (1997) as, "The seamless application of information and communication technology (ICT) from its point of origin to its endpoint along the entire value chain of business processes conducted electronically and designed to enable the accomplishment of a business goal. These procedures

may be partial or complete or may encompass business to business as well as business to consumer and consumer to business transactions."

Originally, e-commerce means the facilitation of commercial transactions electronically, using technology such as Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT). These were both introduced in the late 1970s, allowing businesses to send commercial documents like purchase orders or invoices electronically. The growth and acceptance of credit cards, automated teller machines (ATM) and telephone banking in the 1980s were also forms of e-commerce strongly and changed the old conceptions of e-commerce. Now, the new age e-commerce has spread to areas like airline reservation system, railway reservation system, online shopping, online business and many more. The e-commerce means the use of Internet and the web for business transactions/commercial transactions, which typically involves the exchange of values/information/ideas across organizational or individual boundaries.

It is a process of purchasing, selling, shifting or exchanging products, services, and or information via electronic networks and computers. E-commerce is like a parasol that covers everything there is to do with purchasing or selling online. It can sometimes be written as "E Commerce", "e-commerce", or eCommerce". The term commerce is defined as trading of good & services; 'e' for 'electronic' is added to this, e- commerce in simpler terms can be defined as trading of goods, services, information or anything else of value between two entities over the internet. Following are some definitions of e-commerce-

- It is the ability to conduct business electronically over the internet.
- It means managing transactions using networking and electronic means.
- It is a platform for selling products & services via internet.

6.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

- Explore the overview of e-commerce.
- Understand the importance of E-Commerce.
- Explore the models of e-commerce.

6.3   WHY E-COMMERCE?

Application of digital technologies to business processes within the firm is called e-business. These technologies have deep impact on commerce more than e-commerce. E-commerce technology is powerful than any other technology which has left economic effect on the world. The evolving internet and other technologies are bound to shape the 21st century. The traditional process of marketing and sales was a lengthy process of selling and advertising. Branding required long term product observation of the customers. Selling was done through well-insulated channels in a traditional manner limited by social and geographical boundaries.

Information about the product was not available everywhere, creating profitable information asymmetries. It was difficult to change the national or regional prices in traditional retailing. One national price was a norm and different regions had different prices for the same product. E-commerce has challenged this traditional thinking.

Some key Features of e-commerce are-

- Ubiquity- It is available everywhere at any time. The result is called a market space, a marketplace extended beyond traditional boundaries and removed from a temporal and geographic location. It saves transaction cost and time. In traditional commerce, you have to visit physically to a market place, in contrast, you do not have to visit anywhere for e-commerce market.

- Global reach- Due to e-commerce technology, commercial transactions has crossed all the cultural and national boundaries whereas traditional commerce are unable to cross-national boundaries.

- Universal Standards- E-commerce has become universal. It is shared by all the nations. While traditional technologies differ from one nation to the next. For the merchant's market entry cost is same all over the world and it is lowered due to internet. For the customers price and product search is lowered. Prices are constant throughout the world and can be searched from any part of the world.

- Richness- Information about any product is easily available. Traditional markets, national sales forces and retail stores are able to provide the prompt audio and visual information, which makes it a powerful selling and commercial environment. Exchange of information and goods is not distance dependent. The richness of a message is spread evenly i.e. complexity and the content of the message is same throughout the world.

- Interactivity- It allows two-way communications between merchant and customer, no other commercial technology of the 20th century except telephone has this feature. E-commerce can be used using different websites for both giving and receiving the information from the net.

- Information Density- Information available on the web is more accurate and reaches the person fast in a timely manner. The information is complete and is available to all consumers, merchants and participants.

- Customization- E-commerce technologies allow personalization by targeting their marketing message to a specific person by adjusting a message to person's name, interests, and past purchases. Technology also permits customization by changing the product according to the user's requirement. A lot of information about the customer's requirement, its past purchases can be stored due to information density.

Importance of e-commerce-

SETUP: The set-up of E-commerce is much easier than a physical setup including cost and everything.

MORE INFORMATION: Customers can get more information regarding the product they're looking for like all the details regarding the product is given in the description column of a product.

REVIEWS: People while buying things online can also get reviews regarding the products so they can get the clear idea of the products whether it's of use or not.

LESSER COST: If the inventory management of goods and services is an automated process then not only there will be a reduction in costs, but also in risk. Also, having e-commerce business is much more cost effective than a physical store as it saves your extra expenses like rent, electricity, etc.

Applications of e-commerce-

Marketing: E-commerce helps in marketing activities such as fixation of price, negotiation, product feature enhancement and relationship with the customer.

Finance: Nowadays, most companies use e-commerce to a greater extent. Customers can perform a lot of tasks through online banking or E-commerce such as- check balances or savings, pay bills and so on.

Manufacturing: E-commerce can be used in the chain operations of a company. Some company form an electronic exchange by providing both buying and selling of goods, trade market information and run-back-office information such as inventory control.

Online Publishing: It includes the digital publication of e-books, digital magazines, and the development of digital libraries.

Auctions: It also includes auctions that involve bidding. Bidding is a special type of auction that allows prospective buyers to bid for an item.

6.4 TYPES OF E-COMMERCE MODELS

Before we check the different e-commerce business models, let us briefly discuss the types of e-commerce business classifications. With the rise in popularity of e-commerce, people are increasingly finding themselves thinking about opening online businesses. E-commerce models can be categorized into following categories.

- Business to business(B2B)
- Business to consumer(B2C)
- Consumer to consumer(C2C)
- Consumer to business(C2B)

- Business to government(B2G)
- Consumer to government(C2G)

a) BUSINESS TO BUSINESS (B2B)- B2B, or Business to Business, is the largest e-commerce model. In this model, both the sellers and buyers are business entities. This model describes the transactions between a retailer or a wholesaler, or a wholesaler and manufacturer. Also, the transaction of the B2B business model is much higher than that of the B2C model. In this model, the products are being sold to an intermediate buyer who then sells the product to the final customer. As younger generations enter the age of making business decisions, B2B selling in the online space is becoming more important. Some of the examples of B2B models are Alibaba (world's largest online business to the business trading platform), Amazon business, IBM, Boeing, ExxonMobil Corporation, and more.

b) BUSINESS TO CONSUMER (B2C) - In this model, the product is being sold to the end user. It is one of the most common use business models. Business to consumer, known as B2C, is the most common and the thickest e-commerce market. In this model, the decision-making process is shorter than B2B model. The B2C business is the most common type. This is the thickest e-commerce market. In this online model, the business sells to individual customers. This business model offers direct interaction with customers. Some examples of B2C models are WalMart, Staples, Target, and REI.

c) CONSUMER TO CONSUMER (C2C) - This model helps consumers to sell their things (assets) like -property, cars, etc., or rent a room by publishing their information on the website Companies like Craigslist and eBay who pioneered this model in the early days of the internet. The C2C or consumer to consumer business model involves a transaction between two consumers. It is also known as a citizen to citizen. A common example of this model would be an online auction, where a customer or visitor posts an item for sale and other customer bids to purchase it. However, the third party generally charges a commission. The few examples for this model include Craigslist, eBay and OLX.

d) CONSUMER TO BUSINESS (C2B)- In this model, consumer process towards a website showing multiple business organizations for a particular service. Customer to business, known as C2B, involves customers selling their services or products to business. It is roughly the same as a sole proprietorship serving a larger business. One thing that differentiates C2B from other business models is that the consumers create the value for the products. The consumer places an estimate of amount he/she wants to spend for a particular service or it allows a customer to sell their products to companies. In this e-commerce model, a site might allow customers to post the work they want to be completed and have businesses bid for the opportunity. Affiliate marketing services would also be considered C2B.C2B examples include Google Adsense, Commission Junction, and Amazon. Fotolia is also emerging as a good C2B example.

e) BUSINESS TO GOVERNMENT (B2G) - It is alternative of B2B model. Such websites are used by governments to trade and exchange information with various business organizations. Business to government is also referred to as the business to administration commerce. In this model, government and businesses use central websites to do business with each other more efficiently than they can off the web. This e-commerce model is also referred as public sector marketing, i.e., marketing services and products to multiple government levels. With this platform, businesses can bid on government opportunities, including tenders' auctions, and application submission.

f) CONSUMER TO GOVERNMENT (C2G) - Consumer to administration or consumer to government e-commerce model enables the consumers to post feedback or request information regarding public sectors directly to the government administration or authorities. For example, when you pay electricity bill through government websites, payment of health insurance, make payment of taxes, etc.

6.5 ADVANTAGES OF E-COMMERCE

- Messages and important information can reach the world in no time which makes the process effective and cheap for suppliers and customers.

- An online store works 24 hours a day, 7 days a week, 365 days a year or via an EDI system.

- The costs required to set up offices is very high in comparison with the cost of setting an e-commerce website which in turn can be integrated with less efforts.

- New market segments can be explored with the use of Internet.

- Business processes are automated and with increased efficiencies there is no need to re-key in orders into order entry system.

- Easy search of required quality product with wider choice range and no wastage of time.

- Easy Buying/selling of items with the use of Internet using a computer.

- Use of financial and legal services, medical advice etc. from proper portals.

- No need of personal visit and searching. Large variety of goods accessible easily without spending time and money.

6.6 POINTS TO REMEMBER

- Commerce is defined as trading of good & services or if e 'for electronic' is added to this, the definition of e-commerce becomes the trading of goods, services, information or anything else of value between two entities over the internet.

- E-Commerce or Electronics Commerce is a methodology of modern business, which

addresses the need of business organizations, vendors and customers to reduce cost and improve the quality of goods and services while increasing the speed of delivery.

- EDI is an electronic data interchange. It is the direct communication of trading messages between computer systems, using national and international telecommunications networks.

6.7   GLOSSARY

- B2B: The process of selling services or products to another business, which typically then sells to the consumer.

- B2C: The process of selling services or products directly from the business to the consumer

- Domain: The main page or main URL for a website. This is often the 'homepage' or the root portion of the web address.

- Mobile Commerce: The process of buying products or services on a mobile or wireless handheld device.

- Transaction: Purchasing an order online from a business or other seller.

6.8   CHECK YOUR PROGRESS

Objective type questions-

a)   The model that allows consumers to sell their assets is .....

b)   E-commerce is the process of ..... and ..... good or services via electronic naturals.

c)   E- commerce helps in marketing activities such as ....., ...

d)   Good use G2B model in order to exchange information between ..... & .....

e)   E-commerce is available just about everywhere and any time. This is brown as .....

f)   E-commerce allows people to purchase things online

g)   Setting-up of E-commerce is captives than a physical Shop.

h)   The model B2G is alternative to B2B model.

i)   Anyone with access to a computer, Internet connection, and a means to pay for purchased good or services can participate in E-commerce.

j)   The model that involves companies doing business with each other, and the final customer is not involved is called G2B model.

Answers (objective type questions)

[a] C2C model [b] Selling, shifting [c] Fixation of price, R/P with customers [d] Business, good [e] Ubiquity[f] True [g] False [h] True [i] True [j] False

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UNIT- 7

FUNDAMENTALS OF BANKING

7.1   INTRODUCTION

Banking is an essential part of modern economy. The idea behind banking is effective use of money. In general, banking deals with the concept of lending. While making the historical study of our society, we came to know that presence of money lenders is always there, which has now been replaced with the concept of banking. While studying the thoughts of Quran, and Arthashastra of Kautilya, we found one common reference is present in them i.e. the rate of interest. Thus, the same concept has been used by today's modern banking. During the medieval age, the concept of banking was carried out at the individual level, but in modern times it has also included the partnership formulation, i.e. banking of stock market companies.

While making the fundamental study of banking, it has been identified that it is a concept that deals with the facilities like:

- Cash storage

- Credit/Loan facility
- Investment
- Deposit/Withdrawal
- Currency Exchange
- Forex Trading and
- Various other financial transactions.

Banking is the key area which is responsible for the efficient driving of an economy of a country. Somehow one can also say that bank is a link between depositors and borrower, i.e. it accepts deposit from a customer (in certain rate of interest) and credit them to the borrower in certain high rate of interest. This transfer of money between depositor and borrower is done under the regulations of the central bank of a country.

7.2 OBJECTIVES

After the successful completion of this unit, you will be able to-

- Understand Indian banking structure
- Understand banking functionality and types of account holders.
- Know the types of remittance.

7.3 BASICS OF BANKING

Banks are known as 'bancus' or 'banque' in Latin whereas in English it is termed as bench. A bank is an institution which deals with financial transactions like deposit and withdraw of cash/money. It is also a financial intermediary that involves activities like loaning. Banks are generally regulated with certain rules and regulations due to the heavy influence of banking within a financial system and economy of a country. All banks need to comply to the regulations set by Basel i.e. set of international standards for banking. Most of the authors globally have given some definitions regarding banking; some of them are discussed below.

- F.E. Perry: "The bank is an establishment which deals in money, receiving it on deposit from customers, honouring customer's drawings against such deposits on demand, collecting cheques for customers and lending or investing surplus deposits until they are required for repayment."

- Walter Leaf: "A banker is an institution or individual who is always ready to receive money on deposits to be returned against the cheques of their depositors."

- Dr. Herbert L. Hart: "A banker is one who in the ordinary course of his business, honour scheques drawn upon him by persons from and for whom he receives money on current accounts."

- The Indian Banking Companies Act, 1949: "Banking means the acceptance for the

purpose of lending or investment, of deposits of money from the public repayable on demand or otherwise, and withdrawal by cheque, draft, order or otherwise".

Characteristics of Banking-

- Trade in Money: All banks deal with money exchanges like deposit of money in bank or lend or borrow the money from banks.

- Company/Firm/Individual: Bank is an institution which can be operated through a company/firm or an individual by the implementation of certain regulations.

- Providing Advances/ Overdraft: A bank provides money in the form of overdraft/ loans to persons/companies who need it for various assignments.

- Easy methods to operate: A bank is also responsible for providing easy facilities for his customers for depositing /withdrawing money through cheques/drafts, etc.

- Various utility services: A bank is also responsible for implementing or provides various banking facilities to its customers through various technologies.

Banking in Asia

Several governments in Asia after independence soon realized the changes to the market economy and the requirement of supportive development to their banking and financial systems, including considerable capacity building in an area that needed to be re-established almost from scratch. The resulting reform programs designed and aimed at restructuring and modernizing of the components of financial system creating conditions for sustainable economic growths were implemented in the 1990s. The entire era has been divided in two stages.

First stage-

During the first phase in Asia, sovereign currencies began with restrictive monetary politics to curb inflation. As a result, high-interest rate policies and formal and informal restrictions on convertibility were implemented and enforced. High-interest rates, low level of reserves, lack of liquidity, economic and political instability and devaluation continued throughout 1995–96, along with continued dollarization of the financial system and outflow of funds.

Second stage-

Improvements in monetary policies, combining structural and institutional reforms, and reforming fiscal discipline eventually brought economic stability to various regions of Central Asia by the mid of the 1990s. Inflation fell from hyperinflationary levels in 1993 to about 15–20 percent in 1997–98 and reduced the devaluation of local currencies, which remained relatively viable until the 1998 Russian financial crisis. In addition, it was at the end of 1997 that gross domestic product (GDP) began to grow in the gross area.

Banking in India

Modern banking was developed in England and introduced in India by the British government during their rule in India. Naturally, Indian banking system today is almost similar to the concept of banking system of the British government. However, this does not mean that banking system was unknown to India. The essence of banking in India had been present since ancient time. In fact, India was a major contributor in international trade and a major producer of steel, textiles, spices and fine articles during the ancient and medieval age. To refer Manusmriti, the concept of rate of interest and security of loans is present in our nation during ancient age. Arthashastra of Kautilya also mentions the regulation of interest rates, deposits and even exemption in bills. They were called 'Hundies'. The big traders, merchants and moneylenders were called his superior as 'nagarseeth', who held important positions in the Mughal and Maratha reign. They had efficient courier systems and had extensive branches all over India and had also given loans to kings.

However, with its double entry accounting system, the emphasis was on modern banking and deposit by the British. The British rule expanded the stages of development in banking in India. Modern banking promoted indigenous banking.

Stages in the Evolution of Banking in India:

The history of the Indian banking system is divided in three stages:

* Before Independence

* Between 1947-1991

* After 1991 to till date

Before Independence

Banking system in India started with the establishment of Bank of Hindustan in the year 1770 but it has been ceased to operate in 1832. During this period, there is an alliance of three major banks i.e. Bank of Bengal, Bank of Bombay and Bank of Madras. However, during the British rule, these banks were amalgamated formed as a new bank called Imperial Bank established in 1921 with its network of branches in all over the country (taken over by SBI in 1955). Following banks were established during this period:

* Allahabad Bank (Established in year 1865)

* Punjab National Bank (Established in year 1894)

* Bank of India (Established in year 1906)

* Bank of Baroda (Established in year 1908)

* Central Bank of India (Established in year 1911)

Banking Between 1947-1991

Hilton Young Commission emphasized the need for a separate central bank. As per the commission recommendation, Reserve Bank of India has been established in 1935 and after the Independence it has been nationalised on 1 January 1949. Along with the nationalization of reserve bank, regional rural banks were also introduced in our country on 2 October 1975.

Nationalization of banks has improved the efficiency of the banking system of our country. This has boosted the confidence of the public in our banking system. This nationalization has helped increase funds which may lead the economic growth of our country. After independence, another significant step was taken in 1969 which was to nationalize 14 Indian banks. After this in 1980, six more India banks were also nationalised. This nationalisation of banks brought about great changes in the policies, attitudes, procedures, functions and coverage of Indian banks throughout the world. Indian banks are now being ready to become leading international players.

Banking After 1991

After 1991, Indian banking system has shown tremendous growth rate. Liberalization policies introduced by the government have also boosted up the growth of Indian banking system. This tenure is also known as the phase of expansion, consolidation and increment of Indian banking system. This tenure has also been responsible for the entry of private sector in Indian Banking System. As a result, RBI has given license to ten private entities (ICICI, HDFC and Axis Bank) for the establishment of banks in India.

At present, the banking system of India is known or termed as Modern Banking Era in India. As per the reports published by Reserve Bank of India (RBI), India's banking sector is sufficiently capitalised and well-regulated. The financial and economic conditions of Indian banking system is far superior and better to any other banking system in another country in the world. After making the study of credit, market and liquidity risk, it has been observed that Indian banks are generally durable and have withstood the global downturn well.

The banking industry of India has recently witnessed the implementation of innovative banking solutions like payments and establishment of small finance banks. The new measures of RBI's may go a long way in helping the restructuring of the domestic banking industry. Establishment of digital payments system in India has evolved the most among 25 countries with India's IMPS (Immediate Payment Service) being the only system at level 5 in the Faster Payments Innovation Index (FPII). Currently, Indian banking system features the following:

- 27 public sector banks.
- 21 private sector banks.
- 49 foreign banks.
- 56 regional rural banks.

- 1562 cooperative banks.
- 94,384 rural cooperative banks and cooperative credit institutions.

Key Developments of Indian Banks-

As per the banking reports of September 2018, government of India has initiated the India Post Payments Bank (IPPB) and opened its branches across all the districts of our country for achieving the objective of financial inclusion. As of May 2018, the equity funding of microfinance companies has grown up at the rate of 39.88 to Rs 96.31 billion (Rs 4.49 billion) in 2017-18 from Rs 68.85 billion (US$ 1.03 billion).

7.4   STRUCTURE OF INDIAN BANKING SYSTEM

Indian banking system has divided in two major schedules: (i) Scheduled Banks (ii) Non-Scheduled Banks.

Scheduled Banks-

The banks which have been scheduled in second scheduled of Reserve Bank of India (RBI) Act, 1934 are known as scheduled banks. As per the schedule, these banks must comply of the following:

- Paid-Up capital and collected funds should not be less than Rs Five Lakhs.

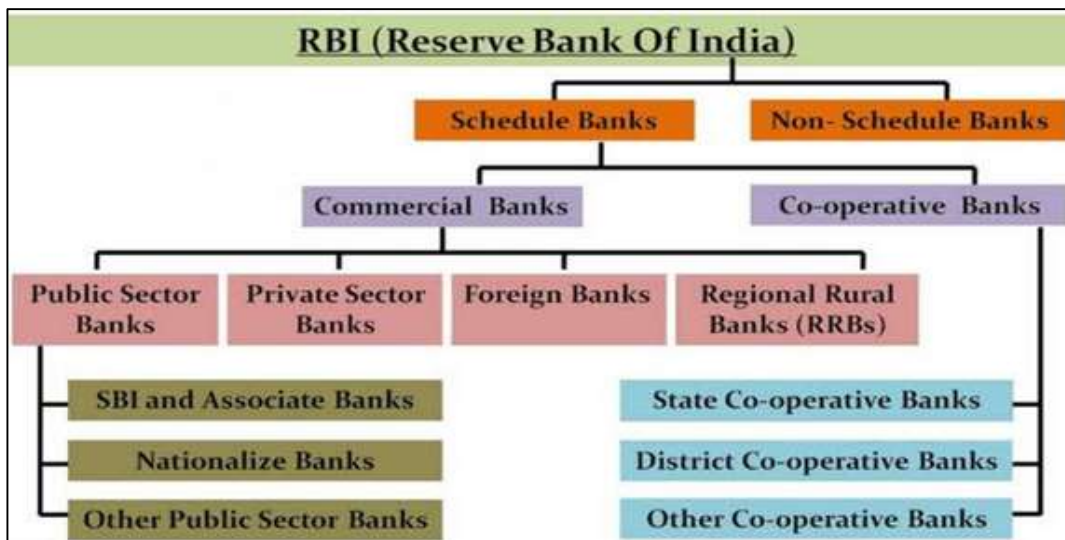- Any activity of the bank should not affect the interest of the customers.

Figure 7.1 Bank Classification

The banks belong to this category are comprised: (i) Commercial Banks (ii) Cooperative Banks.

Further the commercial banks can be divided under the following:

a) **Public Sector Banks**- Banks which are owned by government (i.e. more than 51% of stake) are known as public sector bank. Currently, there are 21 public sector banks in India from which 19 are nationalized. For e.g. SBI, PNB and BOB are top most leading public sector banks in India.

b) **Private Sector Banks**- Are those banks owned by private individuals or institutions. These types of banks are also listed under Indian companies Act 1956 as a limited company. For e.g. ICICI and HDFC are the top leading private sector banks of our country.

c) **Foreign Banks**- Are those banks which are not listed as an Indian company or organization. These banks are incorporated outside the country and they just have some branches in our country. Finally, we can say they are not operated from our country. Some examples of foreign banks are HSBC, etc.

d) **Regional Rural Banks**- Since the middle of 1970's, Regional Rural Banks came into existence in India. These banks were set up with the specific objective of providing credit and facilities of deposits especially to small and marginal farmers, agricultural labor and artisans and small enterprises. Rural development in respect of agriculture, trade, commerce and industry is the prime responsibility of Regional Rural Banks (RRBs) of India. Banks which are operated at state level but they are governed under the regulations of Reserve Bank of India. Some examples of RRB are Uttarakhand Gramin Bank etc.
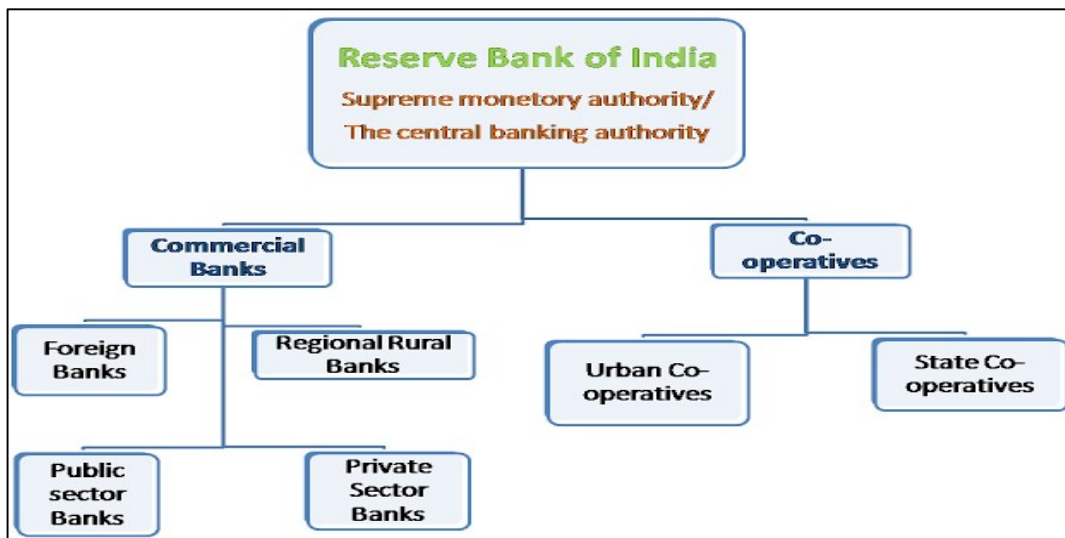
Figure 7.2 Indian Banking System

Non-Scheduled Banks

The banks which are listed under clause (c) of section 5 of the Banking Regulation Act, 1949 (10 of 1949) are known as Non-Scheduled Banks.

7.5   BANKING FUNCTIONALITY

Banking is the life blood of modern commerce. It has played a very important role in the economic development of all the countries of the world. We cannot think of modern commerce without banking.
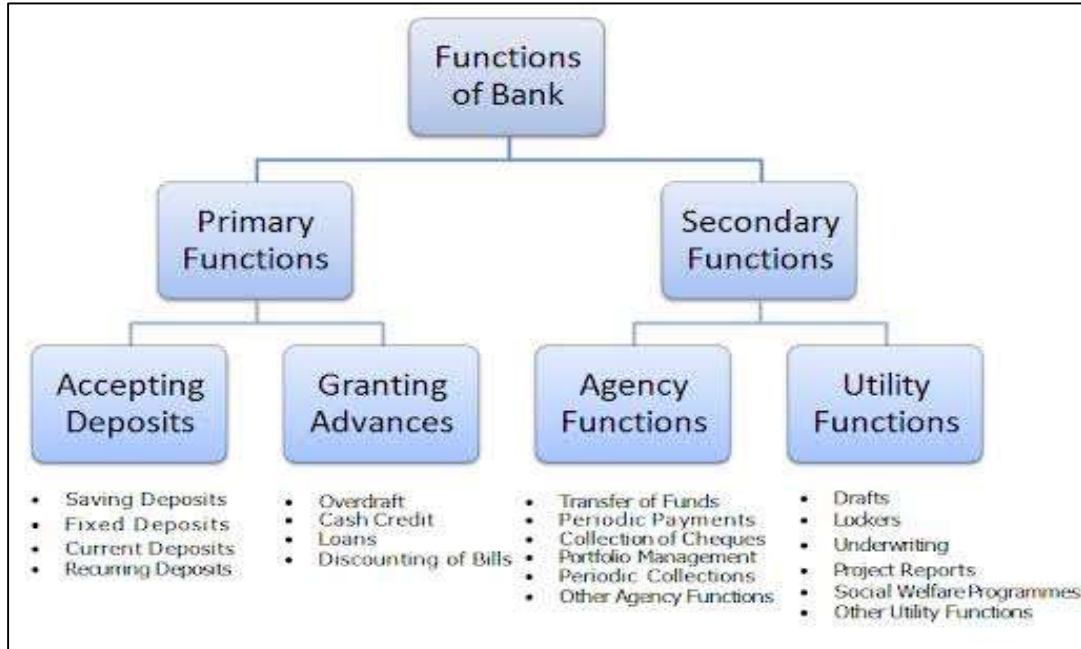
Figure 7.3 Basic Banking Functions

Banking is a business. Like any other business, banks are also profit-making organizations. Borrowing and lending constitute the banking business as these are the two basic functions of a bank. It should be noted that banking became out of the need of people for safe place of deposits. Later, banks realized that their business could be made profitable if the money they received was re-lent. Gradually, banks started providing many other services to the people. These are other tasks a modern banker performs. All these functions and services can be classified under primary functions and secondary functions.

Basic functions- The entire banking functionality is divided under the following: (i) Primary Functions (ii) Secondary Functions.

Primary Functions-

Primary functions include accepting deposits, granting loans, advances, cash, credit, overdraft and discounting of bills. Some of the primary functions of banks are discussed below

[1] Accepting Deposits- The most important activity of a commercial bank is to raise deposits from the public. Those who have surplus income and savings, find it convenient to deposit the amount with the banks.

Depending on the nature of the deposit, the money deposited with the bank also earns interest. Thus, deposits with the bank increase with accrued interest. If the rate of interest is high, the public is motivated to deposit more money with the bank. The bank also has the security of deposited funds. Banks are also called custodians of public money. Originally, money is accepted as a deposit to keep it safe, but since banks use this money to learn interest from people who need money, they share a portion of this interest with depositors. The amount of interest depends on the tenure - the time for which the depositor wants to keep the money with the bank - and the ease of withdrawal. The rule of thumb is: the longer the tenure, the higher the rate of interest, and the lower the ban on withdrawals, the lower the interest. Banks can accept the deposits from various sources like:

- Saving deposits

- Fixed deposits

- Current deposits &

- Recurring deposits

[2] Granting Advances/Loans

Another important feature of bank is the granting of loans and advances to their customers. Some types of Advances/Loans are:

- Overdraft

- Cash Credits

- Loans

- Bill Exchanges

Secondary Functions-

Secondary functions include issuing letter of credit, undertaking safe custody of valuables, providing consumer finance, educational loans, etc. Some basic secondary functions of banks are:

- Transfer of Funds from one location to another.

- Collection of Cheques from customers.

- Periodic maintenance of customer data.

- Periodic collections from other sources.

In addition to all above tasks bank has also performs some utility tasks like:

- Issue of Demand Draft and Letter of credits

- Locker facility for customer

- Accounting services for their customers

- Dealing with foreign exchange

- Various social welfare programmes.

7.6   TYPES OF ACCOUNT HOLDERS IN BANKS

Bank accounts are of different types which are used to serve different needs. Also, the usage of accounts depends on our goals, it's always good to put the money into the best account and attain good benefits from it. Doing this allows us to make growth in our money or return from our bank. Basically, the prime objective of banks is to collect money from the public. Therefore, for this purpose accounts are to be opened in the bank. In India, anyone who is legally capable can open an account with a banker. While going through the types there are different types account holders.

Individual Account Holder (Single or Joint)-

An individual can open his/her account in the following two categories:

Single account- It means account could be operated singly mode or an individual can only operate the account.

Joint Account- This kind of account is opened when more than one individual want to operate from the same account. It could be opened in the names of two or more persons. When an individual wants to open joint account with a bank, then a precise set of instructions has to be accepted by all the account holders in writing like which members are entitled to draw cheques from the account, in the event of the death who will be the nominee of the account etc. This document (in written) has to be signed by all the account holders in whose names the joint account has been opened.

Company Account-

A company can also open the account in its name, but the account has been taken care of by company owners.

7.7   METHODS OF REMMITTANCES

Remittance is a process of money transfer. In this process, an individual or group of individuals can use various banking techniques to transfer the money from their accounts to any other account globally. In India, banks offer various kinds of methods to perform remittances some of them are discussed below:

a)   **Demand Drafts-** Demand draft is an order made from one bank to another branch of the same bank, for paying the specified amount (mentioned in draft) to an individual in

his/her account or in his/her name. As the name suggests a draft is always payable on demand. Banks are authorized to issue a draft at their branch for sending the money from one account to another account or account of another individual. As per the Section 85-A of the Negotiable Instruments Act (Made by the government of India) "Demand draft is an order to pay money, drawn by an office of the bank at another office of the same bank for the amount of money payable to order on demand". An individual can buy a demand draft by paying the amount in advance to the respective bank. After this, bank issues the draft to an individual. The bank also makes the additional charges for providing this service.

b) **Banker's Cheque-** Another service offered by the bank for transferring the money. In this process, a cheque which is payable by a bank itself is payable for a simple cheque which is payable from the funds of a particular customer's account. This is a cheque which is usually received by the bank customer (by paying additional value), the point being that the person receiving the cheque has the security to know that it is payable by the bank and thus not bounced. A banker's cheque or bankers draft is a cheque (or cheque), where the amount is withdrawn directly from a bank's funds from a person's account. This is a negotiable instrument to order and draw all the provisions applicable to the investigation of an order and is valid for six months from the date of issue and may be invalid in actual cases.

c) **Truncated Cheque**- The present system of cheque clearance is paper based; it makes the involvement of exchanging the cheques physically. This exchange of cheques requires a clearing cycle of 3 to 7 days. Generally, most of the cheques are cleared in a cycle of three days, these cycles are long and banks delay the receipt of value by customers.

d) **Electronic Fund Transfer (EFT)** - Electronic funds transfer or EFT refers to the usage of IT enabled services for performing various transactions related with money transfer. This deals with the usage of computer-enabled systems for performing various financial transactions electronically. The EFT is a term which can be further used for a number of different concepts some of them are mentioned below: (i) Transactions initiated by cards i.e. debit/credit. (ii) Electronic cheques i.e. CTS enabled cheques. Electronic fund transfer provides a mechanism for electronic payments of amounts and collections of money. In today's scenario, EFT is one of the safest, secure, efficient and less expensive techniques rather than using of paper cheque payments and collection.

e) **RTGS (Real Time Gross Settlement)** - RTGS is the process of settling the payment of an individual as per his/her order. This is also known as the special fund transfer technique where transfer of money can be done from one bank to another bank as per the permissions of account holder. In this system, transfer of money can be done in real time

or gross basis. This system was carried by top three leading banks of India in 1985 but in 2005 this has been raised to 90 banks. This system can be operated by central bank of a country so as per the Indian context RBI (Reserve Bank of India) is responsible for all the financial transactions done under RTGS. Implementation of RTGS is an historical event in the history of Indian economy/banking. This system has been proved as an important mile stone for Indian banking system. One of the major benefits of RTGS system is that it minimizes the settlement risks or making the payment in real time basis. This system is designed to transfer the funds on real time basis i.e. no waiting is required for transferring of money.

f) **NEFT (National Electronic Fund Transfer) -** The NEFT is a nation-wide payment system which allows one-to-one funds transfer between accounts. In this system, an individual account holder can electronically transfer funds from any of the bank's branch to any other individual which had an account with any other bank branch in the country participating in this scheme. This scheme has been initiated in the year 2005 by the Reserve Bank of India. The central bank of India i.e. RBI acts as the custodian for this scheme. It is responsible for resolving all the concern issued raised from this system. Recently, the government of India has raised the working hours for this scheme i.e. on 27*7*365 days (on any time basis).

g) **IMPS (Immediate Payment Service)** - As the name suggests, this system allows the instant payment of money from anywhere and anytime basis. Initially this was the only system which allows the payment between accounts on any time basis but now government has allowed NEFT transaction also to be round the clock or any time basis. One major difference between IMPS and other service like NEFT, in IMPS there is a limitation of certain amount for transfer but it get transfer on real time basis whereas this could not be possible for NEFT i.e. it new some time to get transfer the amount to another's account.

h) **SWIFT (Society for Worldwide Interbank Financial Telecommunication) -** This is a payment body which is acceptable world-wide. The SWIFT system allows the financial systems globally to send and receive information at global level. This is also known as a messaging network which is used by financial institutions to securely transfer the information and instructions through a standard system of codes at global level. In this system, each participating body get an eight- or eleven-digit code for transferring/exchanging the money between them. The important key feature about this system is its global acceptance world-wide. Originally, this system was introduced in 1970's and used at global level or transfer of funds between two or more countries.

7.8   TECHNOLOGY IN BANKING

Technology in Indian banking is already transforming the new concepts and facts in financial services, allowing rapid change in the traditional banking landscape in few years. Involvement of safety features through technology, such as advanced cryptography and biometrics, ensure the protection to banks against scams, and remote applications and also make sure that maximum of your tasks are completed without having to visiting the branch.

Technology in banking has brought up a complete paradigm shift in the present functioning of banks and delivery of banking services to its customers. Days are gone when every banking transaction required a personal visit to the branch. In today's scenario, most of the financial transactions could be done from one's home and customers need not visit the bank branch for doing the same. Growth of technology in the financial sector has expanded due to Internet and mobiles. The IT (Information technology) enabled solutions available today is being leveraged in customer satisfaction, driving automation and many more. Most of the IT initiatives of banks in India started in the late 1990s, or early 2000, with an emphasis on the implementation of core banking solutions (CBS), atomisation of bank branches and centralisation of all the financial operations in the CBS.

Over the last decade of Indian banking sector, it has been observed that most of the banks are capable of offering technology enabled services. While moving from a manual and scale-constrained environment, it is difficult to predict the adverse scenario where the banking sector was in the era before the reforms, when a simple money deposit or withdrawal of money would require a whole day. Use of ATMs, mobile banking and various online bill payments facilities allowed the customers to complete their tasks by without visiting the branch. Use of the technology in banking services is provided by the term called E-banking as discussed below.

E-Banking-

It is also known as web banking or in common terms "Internet Banking". In 1997, ICICI bank was the only bank in India offering internet banking services. But today, most of the new-generation banks offer the same to their customers. It allows the easy and safe accessing of our banking records on 24*7*365 basis i.e. any time banking. Technically it is the use of networking where all banking systems are connected with each other. Through this a customer can access his saving account as well as other financial details through his computer or mobile phone. E-banking services are provided under the following phases:-

Phase I- Under this all the banking services are offered by bank website itself. The customer needs to register himself to attain these services.

Phase II- Customer can access his bank account details through various devices like smart phone, laptops, desk top etc. Under this scheme, customer can access the various services like checking their account balance, etc by e-banking.

Phase III- Bank allows its customer to use e-banking facilities to operate accounts for funds transfer, bill payments etc by making collaboration with third party.

Benefits of E-banking- E-banking is beneficial for both bank and customers. Some are discussed as follows:

For Banks-

* Less expensive due to reduced transaction costs.
* Less Error.
* Reduced paper work.
* More and effective services to customers.

For Customers-

* It is very convenient to customer to access account details.
* Fast and time saver for customers.
* Any time access for account details.

E-Banking Services-

E-banking services are provided to customers through the following:

* **ATM-** ATM is the automation of the Teller. The first ATM appeared in London in 1967 whereas in India the first ATM was setup in 1987 by HSBC bank in Mumbai. An ATM is an electronic cash dispensing and accepting machine. Banks installed these machines to dispense cash to the bank customers for 24*7*365 basis. For availing ATM services, customer needs to apply for ATM service to the bank and giving a prescribed fee a customer can avail this service. In general, banks make certain restriction in using this service like limitation on cash withdrawal and limit on certain transactions.

* **Debit/ Credit Card-** Debit Card or Credit Card are the two-service provided by the bank to his customers. Both of them are payment card that has been issued to the customers for making the payments. The major difference between Debit and Credit Card is in case of debit card the customer can avail the services of cash withdrawal or payments of bills by using his saving bank account i.e. debit card is linked with customers saving bank account. Whereas credit card also allows the customers to pay for various goods and services or get cash from ATM machine but after some time the amount has to be repaid to the bank by the customer i.e. one can say it is a type of unsecured loan provided by the bank to his customers as per his credit history/ good will.

* **Mobile Banking-** This is a system when bank would provide its services to his customers through mobile phone/smart phone. Under this service, the user can access his account details through mobile devices and it can also use this to make bill payments or transfer money from one location to other location.

- **E-Wallet(s)** - E-wallet is an e-card concept i.e. a user can use this service by using through online mode. E-wallet is a concept where user can link its saving bank account. In response to this a customer can get a user name and password for sending the payment to respective site. Some popular Wallets are: BHIM (Bharat Interface Money), IRCTC, PAYTM, MOBIWIK, AMAZON PAY, PhonePe, etc.

7.9   POINTS TO REMEMBER

- Banking is a service for deposit or withdrawal of money from the bank for the customer.

- E-banking- When customers are availing all the banking services through online mode it is said to be e-banking.

- NEFT (National Electronic Fund Transfer)- Online service provided by the banks for transferring the money through online mode.

- IMPS (Immediate Payment Service) - Online service provided by the bank for the immediate transfer of money from one customer to another customer.

- E-wallet- Used by the customers for paying money during online shopping, etc.

7.10   GLOSSARY

- SB- Saving Bank Account

- BHIM- Bharat Interface Money

- E-Wallet- Electronic Wallet

- SWIFT- Society for Worldwide Interbank Financial Telecommunication

- ATM-   Automation of the Teller

- EFT- Electronic Fund Transfer

- FPPI- Faster Payments Innovation Index.

7.11   CHECK YOUR PROGRESS

Descriptive type questions-

a)   What do you mean by bank?

b)   Explain the stages in evolution of Banking in Europe and India.

c)   Define the functions of banks.

d)   What do you mean by e-banking? List the benefits of e-banking.

Objective type questions-

a)   Which of the Following cannot be used for online payment (s):

[A] NEFT [B] IMPS   [C] Demand Draft [D] Debit Card

b)   Following are the payment wallets:

[A] Mobiwik [B] BHIM [C] Amazon Pay   [D] All

c)   Which of the following can be used for making Instant payment?

[A] IMPS   [B] Banker Cheque [C] NEFT [D] All

d)   Banking service that can be used to make international payment (s):

[A] SWIFT [B] Cheque [C] Cash [D] All

e)   Credit card is a kind of loan provided by bank. (True / False)

f)   Demand drafts are same as of banker cheque. (True / False)

g)   ICICI and HDFC are government sector banks. (True / False)

h)   Nationalize bank means government bank(s). (True / False)

Answers (Objective type questions)-

[a] C   [b] D   [c] A   [d] A   [e] True

[f] False   [g] False   [h] False

7.12   BIBLIOGRAPHY/ REFERENCES

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7.13   SUGGESTED READINGS

UNIT- 8

BASICS OF RIGHT TO INFORMATION (RTI)- I

8.1   INTRODUCTION

Article 21 of the Indian Constitution gives the right to life to all the citizens that implicitly give the right to information. Article 19 (1) (a) gives all the citizens freedom of speech and expression, which also covered 'right to know'. In which right to know about working of the government is also included.[1] Hence, the question arises about the need for separate enactment of 'Right to Information Act' and about its purpose.

Right to information is not limited to 'Right to Know' about the governance. Expression 'Right to Information' is more meaningful and comprehensive. It ensures greater and effective access to information about the government's activity at all levels.

In the present unit, we will discuss introduction of RTI, evolution of RTI, public authorities, public information officer their duties, etc.

8.2   OBJECTIVES

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[1]S.P. Gupta and others v. President of India and others, AIR 1981. SC;

After successful completion of this unit, you will be able to-

- Know about the need to separate Right to Information Act.

- Know 'What is Information'

- Know and understand the definition of 'Public Authority'

- Know the definition of 'Right to Information'

8.3   THE DEFINITION OF RIGHT TO INFORMATION

According to Section 2 (f), "information" means any material in any form including records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form and information relating to any private body which can be accessed by a public authority under any other law for the time being in force.

Whereas, "record" includes-[2]

- Any document, manuscript and file;

- Any microfilm, microfiche, and facsimile copy of a document;

- Any reproduction of image or images embodied in such microfilm (whether enlarged or not); and

- Any other material produced by a computer or any other device.

And "Right to Information" means the right to information accessible under this Act which is held by or under the control of any public authority and includes the right to-[3]

- inspection of work, documents, records.

- taking notes, extracts or certified copies of documents or records.

- taking certified samples of material.

- obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts where such information is stored in the computer or in any other device.

The term "public authority" means any authority or body or institution of self-government established or constituted-[4]

a)   By or under the constitution;

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[2]Section 2(i), RTI Act, 2005
[3]Section 2(j), RTI Act, 2005
[4]Section 2(h), RTI Act, 2005

b)   By any other law made by parliament;

c)   By any other law made by legislature;

d)   By a notification issued or order made by the appropriate Government and includes any-
      (i) body owned, controlled or substantially financed; (ii) non-Government Organization
      substantially financed' Directly or indirectly by funds provided by the appropriate
      Government;

It is noteworthy to mention here the term 'Appropriate Government' means, in case of centre
it is 'Central government' and in the matter related to a state it is 'State Government'. In the
light of above definitions, definition of 'Right to Information' comprehensively included:

- A citizen has a right to obtained any- records, documents, memos, e-mails, opinions,
  advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples,
  models, data material held in any electronic form and information relating to any private
  body, from any public authority, which is held by a public authority or which is held
  under its control.

- A citizen has a right to see a work document or record closely, carefully, and
  purposefully.

- A citizen has a right noting down certain information from the documents inspected.

- A citizen has a right to take samples from the material being purchased or used by the
  Public Authorities.

- A citizen has a right to obtained information in the form of diskettes, floppies, tapes,
  video cassettes or in any other electronic mode or through printouts where such
  information is stored in the computer or in any other device.

- A citizen has no right to obtained information from other than public authority, i.e. from
  private body, institution or organization including NGO's which are self-financed.

However, it is not included in the definition but noteworthy to mention here, that:

- The Act gives the right to information only to the citizens of India. It does not make
  provision for giving information to corporations, associations, companies, etc. which are
  legal entities/persons, but not citizens.

- Under the Act, only such information is required to be supplied, which already exists and
  is held by the public authority or held under the control of the public authority.

- Right to information is not absolute. Section 8 and 9 provided the provisions about the
  information which are exempted for disclosure.

8.4   *MOVEMENT OF RTI*

In the early 1990s, the Right to Information movement was initiated by Aruna Roy in Rajasthan. The Mazdoor Kisan Shakti Sangathan successfully put an end to local corruption. A people's movement in a small dusty town in Rajasthan called Beawar, was a fight against corruption. This dharna went on for 44 days and ultimately resulted in the Right to Information Act in 2005, which now allows every citizen to get information and access government records.

Evolution of Information Law-

The Government of India set-up a 'Working Group' on the 'Right to Information and Promotion of Open and Transparent Government' in January 1997 headed by Mr. H. D. Shouri. The working group submitted its report and the draft Bill on Freedom of Information in May 1997. The various Ministries through which the Bill travelled took little interest in it. So, it got delayed for one reason or the other. The Press Council of India, the Press Institute of India, the 'National Campaign for People's Right to Information' and the Forum for Right to Information through a unanimous resolution urged the Government of India to amend the proposed Bill, in February 2000.

The Government of India introduced the Freedom of Information Bill, 2000 in the Lok Sabha on 25th July, 2000. The Parliament passed it as the Freedom of Information Act 2002. However, the Act could not be brought into force as the date from which the Act could come into force, was not notified in the Official Gazette.

The United Progressive Alliance Government at the Centre set up a National Advisory Council to analyses the Freedom of Information Act 2002. The Council suggested some important changes. After considering the suggested changes, the Government decided to repeal the Freedom of Information Act 2002. A new legislation, the Right to Information Act was enacted in 2005 to provide an effective framework for effectuating the right of information recognized under Article 19 (1)(a) of the Constitution of India.

8.5 PUBLIC AUTHORITY

Section 3 of the Right to Information Act confers a right on every citizen to seek information from the government or public authorities within India. Thus, a citizen of India of any age, gender, religion, place, caste or creed may seek information held either by the public authority or under the control of the public authority. It implies that a company, corporation, co-operative society or incorporated body does not come under the purview of Section 3.

The expression "public authority" has been defined by Halsbury's Law Dictionary as a person or administrative body entrusted with the functions to perform for the benefit of the public and not for private profit. The Supreme Court of India explained it as a body which has public or statutory duties to perform the duties and carries out its transactions for the benefit of public. Such an authority may make a profit for the public benefit (Sukhdev Singh v. Bhagatram Sardar Singh Raghuvanshi, AIR 1975 SC 133).

Section 2(h) of the Right to Information Act defines the expression "public authority". It means any authority or body or institution of self-government that is established or constituted:

- By or under the Constitution;

- By any other law made by the Parliament;

- By any other law made by the State Legislature;

- By notification issued or order made by the appropriate government.

It includes any: [i] Body owned, controlled or substantially financed; [ii] Non-Government organization substantially financed, directly or indirectly by the funds provided by the appropriate government.

Thus, the right to information is available only against public authority and not an individual. Further, the government machinery from which the information is sought must be a body or authority or institution of self-government and should be substantially financed by the government.

Classification of public authority-

The definition of the term public authority categories it into five parts:

- Constitutional instrumentality

- Statutory bodies

- Notified Authorities

- Body owned, controlled or substantially financed by Government Funds

- Substantially financed NGOs

8.6 PUBLIC INFORMATION OFFICER (PIO)

As you know by now, the Right to Information Act prescribes a three-tier mechanism to ensure that the information sought is provided to the applicant within a reasonable time. Initially, information is to be sought from an authority designated as Public Information Officer (PIO). When the information is either refused or not supplied or the applicant is not satisfied with supplied /provided information, then its first appeal may be filed to a departmental higher authority designated as Appellate Authority. Where the person seeking information is not satisfied with the Appellate Authority's decision on the first appeal, a second appeal may be filed to the State Public Information commission.

A Public Information Officer of a "public authority" plays a pivotal role in making the right of citizens to information a reality. It is, therefore, essential for a Public Information Officer to study the Act carefully and understand its provisions correctly.[5]

The Right to Information Act casts specific duties on the Public Information Officer and makes him liable for a penalty in case of default. The various duties of the PIO as prescribed under different provisions of the Right to Information Act are as follows:

List of Duties of Public Information Officer-

a)   To deal with requests from persons seeking information and render reasonable assistance to the persons seeking such information;

b)   To check whether the applicant has made the payment of application fee or whether the applicant is a person belonging to a Below Poverty Line (BPL) family exempt from such fee;

c)   In response to requests from persons seeking information on payment of prescribed fee, to provide information held by or under the control of the public authority that includes permitting inspection of work, documents and records; taking notes, extracts or certified copies of documents or records; obtaining information in the form of diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts from computers;

d)   To provide information on payment of prescribed fee "as expeditiously as possible", in any case within a maximum of thirty days of the receipt of the request, or reject the request for any of the reasons specified in Sections 8 and 9;

e)   To provide assistance to enable access to the information to any information-seeker who is sensorially disabled;

f)   To answer the RTI application compulsorily within a time period of 48 hours of the receipt of the request, where the information sought for concerns the life or liberty of a person;

g)   To take into consideration the representation made by a third party under Section 11 before providing any information pertaining to such third party;

h)   Not to deny to any person seeking RTI, information which cannot be denied to any member of Parliament or State legislature;

i)   To give a reason for not providing with the complete documents demanded if out of various information sought, only a few are being answered by PIO;

j)   To communicate to the person making the request for information the reasons for rejection of such request, the period within which an appeal against such rejection may be preferred and the particulars of the appellate authority.

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[5] See, Guide to Right to Information Act, 2005, Government of India Ministry of Personnel, Public Grievances and Pensions, Department of Personnel and Training, New Delhi (2009)

Which information is to be provided/supplied under the Act?

It is noteworthy that under the Act, a public information officer is required to provide /supply only such information that already exists and is held by or under the control of the public authority. The Public Information Officer is not supposed "to create" information; or "to interpret" information; or "to solve the problems" raised by the applicants; or "to furnish replies to hypothetical questions". Some Information Seekers request the Public Information Officers to cull out information from some document(s) and give such extracted information to them. A citizen has a right to get 'material' from a public authority which is held by or under the control of that public authority. The Act, however, does not require the Public Information Officer to deduce some conclusion from the 'material' and supply the 'conclusion' so deduced to the applicant. It means that the Public Information Officer is required to supply the 'material' as held by the public authority, but not to research on behalf of the citizen to deduce anything from the material and then supply it to him.[6]

In which form information is to be provided?

If you apply for any information under the RTI Act, the Act requires that such information needs to be provided in the form in which it is sought. For instance, if the information is sought in the form of a photocopy, it shall be provided in the form of a photocopy. If it is sought in the form of a CD, diskettes, floppies, tapes, video cassettes or in any other electronic mode or through printouts - it shall be provided in that form provided such information is already stored in a computer or in any other device from which the information may be e-mailed or transferred to CD, diskettes, etc. There might, however, be situations where an applicant asks/ demands for information in a particular form, but under certain circumstances doing that might either disproportionately divert the resources of the public authority or may cause harm to the safety or preservation of the records. In such situations, the supply of information in the desired form may be refused. Sometimes the applicants expect the Public Information Officer to give information in some particular proforma devised by the applicants on the plea that they have a right to get information in the form in which it is sought. But the PIO cannot be compelled to re-shape or re-process or transcribe or translate or condense or abridge or explain the information in any manner.

Ensuring payment of required fee or exempted status

On receiving the application, the Public Information Officer is required to check whether the applicant has made the payment of application fee or whether the applicant is a person belonging to a Below Poverty Line (BPL) family. If an application is not accompanied by the prescribed fee or the BPL Certificate, it cannot be treated as an application under the RTI Act. The Act, however, requires that Public Information Officer should sympathetically consider

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[6] Ibid

even applications containing neither a proof of fee-paid nor any BPL

Time Period for Supply of Information

The Public Information Officer should supply the information within thirty days of the receipt of the request, where the information sought for concerns the life or liberty of a person, the same should be provided within forty-eight hours of the receipt of the request. If the request for information is received through the APIO, the information may be provided within 35 days of receipt of the application by the APIO in the normal course and 48 hours plus 5 days in case the information sought concerns the life or liberty of a person.

It is the Public Information Officers of the intelligence and security organizations specified in the Second Schedule of the Act, who may receive applications seeking information pertaining allegations of corruption and human rights violations. Information in respect of allegations of violation of human rights, which is provided only after the approval of the Central Information Commission, should be provided within forty-five days from the date of the receipt of the request. Time limit prescribed for supplying information in regard to allegations of corruption is the same as in other cases, i.e. within thirty days of the receipt of the application.

Giving of Information Held Partially

Sometimes you will see that a person makes an application to a public authority for information, a part of which is available with that public authority and the rest of the information is scattered with more than one other public authorities. In such a case, the Public Information Officer of the public authority receiving the application should give information relating to it and advise the applicant to make separate applications to the concerned public authorities for obtaining information from them. The Act requires the supply of such information only which already exists and is held by the public authority or held under the control of the public authority. The Act does not require a public authority to collect the information from various public authorities to supply it to the applicant.

Transfer of Application to another Public Authority

If the application is accompanied by the prescribed fee or the Below Poverty Line Certificate, the Public Information Officer should check whether the subject matter of the application or a part thereof concerns some other public authority. If the subject matter of the application concerns any other public authority, it should be transferred to that public authority. If only a part of the application concerns the other public authority, a copy of the application may be sent to that public authority, clearly specifying the part which relates to that public authority.

While transferring the application or sending a copy thereof, the concerned public authority should be informed that the application fee has been received. The applicant should also be informed about the transfer of his application and the particulars of the public authority to

whom the application or a copy thereof has been sent. [7]

Transfer of application or part thereof, as the case may be, should be made as soon as possible and in any case within five days from the date of receipt of the application. If a Public Information Officer transfers an application after five days from the receipt of the application, he would be responsible for delay in disposal of the application to the extent of the number of days which he takes in transferring the application beyond five days.

The Public Information Officer of the public authority to whom the application is transferred, should not refuse acceptance of transfer of the application on the ground that it was not transferred to him within five days.

Third Party Information

If an applicant seeks any information which relates to or has been supplied by a third party and that third party has treated that information as confidential, the Public Information Officer shall consider whether the information should be disclosed or not. If the Public Information Officer intends to disclose the information, he shall within five days from the receipt of the application, give a written notice to the third party. The third party shall within a period of ten days, express its opinion whether the information may be disclosed or not. If the PIO still takes a decision to disclose such third-party information to the applicant, this decision shall be communicated to such third party who shall have a right to appeal. In such cases, the information should not be disclosed by the PIO until the appeal is decided.

Duties of Assistant Public Information Officer (APIO)

Under the provision, the APIOs will act like a one-manner post office. Every APIO has the responsibility and duty to get hold of requests from citizens and forward them to the PIO of the concerned public authority. This is possibly to have the information being sought by the applicant. The RTI Act allows the public authority only five extra days over and above, restriction of 30 days to provide information to the applicant if the APIO forwards the request. So, it's important to send the application to the PIO without any delay. The citizen has the right to send a complaint to the CIC if the APIO does not accept his application and forward it to the PIO. If confirmed responsible, the APIO can be fined by the CIC from at the very least Rs. 250/- up to a maximum of Rs. 25,000/- for each offence.

8.7   POINTS TO REMEMBER

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[7] See, Guide to Right to Information Act, 2005, Government of India Ministry of Personnel, Public Grievances and Pensions, Department of Personnel and Training, New Delhi (2009)

- **Can I submit my application only with the PIO?** No, in case the PIO is not available you can submit your application with the Assistant PIO or any other officer designated to accept the RTI applications.

- **Where can I locate the concerned PIO?** A list of PIOs/APIOs and Appellate Authorities for all Central and State departments/Ministries is available online at www.rti.gov.in

- **What if I cannot locate my PIO or APIO?** In case you have problems locating your PIO/APIO you can address your RTI application to the PIO C/o Head of Department and send it to the concerned public authority with the requisite application fee. The Head of Department will have to forward your application to the concerned PIO.

- **Do I have to personally go to deposit my application?** Depending on your state rules for the mode of payment you can deposit your application for information from the concerned departments of your state government via post by attaching a DD, Money Order, Postal Order or affixing Court fee Stamp.

- **Is there a time limit to receiving information?** Yes. If you file your application with the PIO, you must receive information within 30 days. In case you have filed your application with Assistant PIO then information has to be made available within 35 days. In case the matter to which the information pertains affects the life and liberty of an individual, information has to be made available in 48 hours.

- **Do I have to give reasons why I want particular information?** Absolutely not! You are not required to give any reasons or additional information other than your contact details (i.e., Name, Address, and Phone No.). Sec 6(2) clearly says that no information other than contact details of the applicant shall be asked.

- **Can the PIO refuse to give me information?** A PIO can refuse information on 11 subjects that are listed in section 8 of the RTI Act. These include information received in confidence from foreign governments, information prejudicial to security, strategic, scientific or economic interests of the country, breach of privilege of legislatures, etc. There is a list of 18 agencies given in the Second schedule of the Act to which RTI Act does not apply. However, they also have to give information if it relates to matters pertaining to allegations of corruption or human rights violations.[8]

- **Who will give me information?** One or more existing officers in every Government Department have been designated as Public Information Officers (PIO). These PIOs act like nodal officers. You have to file your applications with them. They are responsible for collecting information sought by you from various wings of that Department and

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[8]http://www.conservationindia.org/wp-content/files_mf/What_is_Right_to_Information_and_how_to_use_it_final.pdf

providing that information to you. In addition, several officers have been appointed as Assistant Public Information Officers (APIOs). Their job is only to accept applications from the public and forward it to the right PIO.

- **What should I do if the PIO or the concerned Department does not accept my application?** You can send it by post. You should also make a formal complaint to the respective Information Commission under section 18. The Information Commissioner has the power to impose a penalty of Rs 25,000/- on the concerned officer who refused to accept your application.

8.8   GLOSSARY

- **Public Authority**: It is provided in Sec. 2(h) of the Right to Information Act 2005. It means any authority or body or institution or self-government established or constituted by or under the Constitution; by any other law made by the Parliament; by any other law made by the State legislature; by notification issued or order made by the appropriate Government, and includes any- (i) Body owned, controlled or substantially financed; (ii) non-government organization substantially financed, directly or indirectly by funds provided by the appropriate Government.

- **Central Public Information Officer:** Sec. 2(c) of the Right to Information Act, 2005 provides that "Central Public Information Officer" means the Central Public Information Officer designated under subsection (1) includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5.

- **State Public Information Officer:** Sec. 2(m) of the Right to Information Act, 2005 provides that "State Public Information Officer" means the State Public Information Officer designated under subsection (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of Sec. 5.

- **Public Information Officer:** Officer designated by the Public Authority to provide information to persons requesting for the information under the Right to Information Act 2005.

8.9   CHECK YOUR PROGRESS

Descriptive type questions-

a)   What do you mean by 'Right to Information'?

b)   What rights are available under the RTI Act (2005)?

c)   What do you mean by "public authority" under the Right to Information Act, 2005?

Objective type questions-

a)   The basic object of the Right to Information Act is to empower the………., to promote transparency and accountability in the working of the Government.

b)   Duty of APIO is to……………applications to the PIO

Answers (Objective type questions)-[a] Citizens [b] Forward

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    Background and Introduction to Right to Information, Uttarkhand Open University

UNIT- 9

BASICS OF RIGHT TO INFORMATION (RTI)- II

9.1 INTRODUCTION

In the previous unit of RTI (Basics of Right to Information-1) you have read that The Right to Information Act, 2005 was enacted by the Parliament of India to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of the public authorities, before this another law, 'The Freedom of Information Act, 2002' was in force. For the purpose of the Right to Information Act, 2005 Public Information Officers (PIOS) are designated by the public authorities in all administrative units or offices under it, to provide information to the citizens on their request. Any officer whose assistance is sought by the PIO shall render his assistance to discharge his duties, in case of contraventions of the provisions of this Act; such officer shall be treated as PIO. Time limit to provide requested information in various conditions has been provided by the Act.

In this unit you will know that the right to information is not absolute. Not all information that the government generates will or should not be given out to the public as if such sensitive

information is released to the public, they might actually cause some serious harm to more important interests.[9]

In the Right to Information Act, 2005 provisions of first appeal and second appeal have been given in section 19 of the Act. There are two types of appeals provided in the Act that can be preferred by the applicant. The first one is the first appeal under section 19 (1) of the Act. It is a departmental appeal that is to be filed in the concerned department and the appellate officer is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be. After feeling aggrieved from the order of the first appellate officer or in case of non-compliance of its order applicant can prefer a second appeal under section 19(3) before The Central Information Commission or State Information Commission as the case may be. There is specified time limit to file first appeal or second appeal but relaxation can be given by condoning the delay by the appellate authorities.

In this Unit students will learn about constitution and composition of Central Information Commission and State Information Commissions. The Central Information Commission (CIC), under this Act, shall consists of one Chief Information Commissioner, who will head the Commission, and such number of Central Information Commissioners, as may be deemed necessary, but not exceeding ten. On 26th October 2005, Mr. Wajahat Habibullah became India's first Chief Information Commissioner.

Similarly, this Act also provides for mandatory constitution of State Information Commissions at State level as a designated authority to receive and inquire into a complaint from any person. The State Information Commission, under this Act, shall consists of one State Chief Information Commissioner, who will head the Commission, and such number of State Information Commissioners, as may be deemed necessary, but not exceeding ten.

9.2   OBJECTIVES

After the successful completion of this unit, you will be able to-

• Explain the process of information request.

• Know about the particulars that an application seeking information must contain either it is provided written application or in case of the information sought electronically.

• Understand about the time period that is provided in various cases for the disposal of an application.

• Know about the requirements in supply of Information.

• Understand the exemptions from disclosure of information.

• Know 'doctrine of severability'.

• Know grounds on which partial disclosure of information has to be made.

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[9]Vasundhra Singh, comparative study of exemption under RTI Act in different countries
http://cic.gov.in/sites/default/files/Exemptions%20under%20the%20RTI%20act%20by%20vasundhara_0.pdf

- Know about the complaint under section 18 of the Act.
- Understand first appeal and second appeal provided in the Act.
- Know about the constitution, composition and powers of Central Information Commission (CIC) and State Information Commissions (SICs).

9.3   INFORMATION APPLICATION

[1] Preparation of the Information application-

There is no such prescribed format to write an application for seeking information under Right to Information, but you should try to provide some of the basic information to the PIO so that they may provide you desired information within time. Applicant shall provide his particulars clearly in the information application so that the concerned PIO may provide information accordingly. Applicant may provide as following-

- The applicant may address to PIO or APIO and if possible, specify the department/name of the office, address from where he is seeking information.
- The name of the applicant.
- The address of the applicant.
- The particulars of the desired information.
- Whether the photocopy of the document is required or inspection will be conducted by the applicant.
- Particulars of the deposited fee or if belongs to BPL category provide proof for the same.
- Signatures of the applicant and date of the application.

[2] Points to keep in mind before making request before the Public Authority-

Before preparing any information application you should keep some of the points in your mind which will help you in getting information easily and in time. Some of the points are as follows-

- Firstly, you should know about the information that you can receive by Right to Information. Thus, Information is any material in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force.
- The applicant should know that from which public authority the desired information may be obtained. Application given to wrong Public Authority may cause unnecessary delay in getting the information or sometimes the application may be returned.

[3] Procedure after receiving any request for information under RTI-

The Public Information Officer of a public authority plays a pivotal role in making the right of citizens to information a reality. The Act casts specific duties on him and makes him liable for penalty in case of default. It is, therefore, important for a Public Information Officer to keep the following aspects in view in disposal of the applications under the Act.

[a] Applications Received Without Fee-

After receiving the application, the Public Information Officer should check whether the applicant has made the proper payment of application fee or whether the applicant is a person belonging to a Below Poverty Line (BPL) family. If application is not accompanied by the prescribed fee or the BPL Certificate, it cannot be treated as an application under the RTI Act. However, Public Information Officer should consider such application sympathetically and try to supply information sought by way of such an application.

[b] Transfer of Application-

The time limits for providing the information will begin to take effect from the date of receipt of an application. It is provided in the Right to Information Act that the PIO may seek the assistance of any other officer as he/ she considers it necessary for the proper discharge of his or her duties. Any Officer, whose assistance has been sought, shall render all assistance to the PIO and for the purposes of any contravention of the provisions of the Act, such other officer shall be treated as PIO. (See Section 5(4) and 5(5) of the Act.)

Sometimes requests are made to a public authority or PIO for information which does not concern that public authority or only a part of which is available with the public authority, remaining or whole of the information concerns another public authority or many other public authorities. Section 6(3) provides that- Where an application is made to a public authority requesting for information, (i)Which is held by another public authority; or (ii) The subject matter of which is more closely connected with the functions of another public authority.

The public authority, to which such application is made, shall transfer the application or such part of it as may be appropriate to that other public authority and inform the applicant immediately about such transfer.

Provided that the transfer of an application pursuant to this sub section shall be made as soon as practicable but in no case later than five days from the date of receipt of application. Where an application is made to a public authority requesting for any information which is held by another public authority or the subject matter of which is more closely connected with the functions of another public authority, the public authority to which such an application is made, shall transfer the application within 5 days to the other public authority and shall inform the applicant for the same.

A situation may arise when a person makes an application to a public authority for information, a part of which is available with that public authority and the rest of the information is scattered

with more than one other public authorities. In such a case, the Public Information Officer of the public authority should give information relating to it and advise the applicant to make separate applications to the concerned public authorities for obtaining information from them. If no part of the information sought, is available with it but is scattered with more than one other public authorities, the Public Information Officer should inform the applicant that information is not available with the public authority and that the applicant should make separate applications to the concerned public authorities for obtaining information from them.

[4] Disclosure of Third-Party Information-

Information, the disclosure of which would harm the competitive position of a third party, is exempt from disclosure. Such information shall not be disclosed unless the competent authority is satisfied that larger public interest is there in the disclosure of such information.

If an applicant seeks any information which relates to or has been supplied by a third party and that third party has treated that information as confidential, the Public Information Officer shall consider whether the information should be disclosed or not. The Public Information Officer would have before disclosing such information within five days from the receipt of the application, give a written notice to the third party that the information has been sought by the applicant under the RTI Act and that he intends to disclose the information. He shall request the third party to make a submission, regarding whether the information may be disclosed. The third party shall be given a time of ten days, from the date of receipt of the notice by him, to make representation against the proposed disclosure. The Public Information Officer shall decide regarding disclosure of the information on the basis of the submission of the third party. Such a decision should be taken within forty days from the receipt of the request for information. After making the decision, the Public Information Officer should give a notice of his decision to the third party in writing.

[5] Providing Information-

The information to the applicant should ordinarily be provided in the form in which it is sought. But, if the supply of information sought in a particular form may cause harm to the safety or preservation of the records, supply of information in that form may be denied. However, the applicant may be invited to inspect the same stating the reasons.

In some cases, the applicants expect the Public Information Officer to give information in some particular proforma devised by them stating that they have a right to get information in the form in which it is sought. It need to be noted that the provision in the Act simply means that if the information is sought in the form of photocopy, it shall be provided in the form of photocopy, or if it is sought in the form of a floppy/disc, it shall be provided in that form subject to the conditions given in the Act. It does not mean that the PIO shall re arrange or re-shape or

create the information. The PIO is not expected to draw conclusions or interpret for providing the information.

[6] Supply of Information-

The Public Information Officer should check whether the information sought or a part thereof is exempt from disclosure under Section 8 or Section 9 of the Act. Where a request for information is rejected, the Public Information Officer should communicate to the person making the request: (i) The reasons for such rejection; (ii) The period within which an appeal against such rejection may be preferred.

The furnished information should be specific and clear and there must not be ambiguity in the information.

[a] Supply of Part Information-

Where a request is received for access to information which is exempt from disclosure but a part of which is not exempt, and such part can be severed in such a way that the severed part does not contain exempt information then, access to that part of the information/record may be provided to the applicant.

[b] Prescribed Time Period for Supply of Information-

The Public Information Officer should supply the information within thirty days of the receipt of the request. Where the information sought for, concerns the life or liberty of a person, the same should be provided within forty-eight hours of the receipt of the request. If request for information is received through the APIO, the information may be provided within 35 days of receipt of application by the APIO in normal course. In case of an application transferred from one public authority to another public authority, reply should be provided by the concerned public authority within 30 days of the receipt of the application by that public authority in normal course and within 48 hours in case the information sought concerns the life or liberty of a person.

9.4   EXEMPTIONS FROM DISCLOSURE OF INFORMATION

Section 8 of Right to Information Act says[10]-

[1] Notwithstanding anything contained in this Act, there shall be no obligation to give any citizen, -

a)   Information, disclosure of which would prejudicially affect the sovereignty and integrity of India, the security, strategic, scientific or economic interests of the state, relation with foreign state or lead to incitement of an offence;

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[10] Bare Act, The Right to Information Act, 2005

b)   Information, has been expressly forbidden to be published by any court of law or tribunal or the disclosure of which may constitute the contempt of court;

c)   Information, the disclosure of which would cause a breach of privilege of parliament or state Legislation;

d)   Information including commercial confidence, trade secrets or intellectual property, the disclosure of which would harm the competitive position of the third party, by the disclosure of the commercial confidence, trade secrets or intellectual property unless the competent authority is satisfied that lager public interest warrants the disclosure of such information;

e)   Information available to a person in his fiduciary relationship, unless the competent authority is satisfied that lager public interest warrants the disclosure of such information;

f)   Information, received in confidence from any foreign Government;

g)   Information, the disclosure of which would endanger the life or physical safety of any person or identify the source of information or assistance given in confidence for law enforcement or security purposes;

h)   Information, which would impede the process of investigation or apprehension or prosecution of the offenders;

i)   Cabinet papers including records of deliberations of the council of ministers, Secretaries and other officers: **(i)** Provided that the decisions of the Council of Ministers, the reasons thereof, and the material on the basis of which the decisions were taken shall be made public after the decision has been taken, and the matter is complete, or over; **(ii)** Provided further that those matters which come under the exemptions specified in this section shall not be disclosed;

j)   Information which relates to personal information the disclosure of which has no relationship to any public activity or interest or which would cause unwarranted invasion of the privacy of the individual unless the Central Public Information Officer or the State Public information Officer or appellate authority as the case maybe is satisfied that the larger public interest justifies the disclosure of such information:

Provided that the information not denied to the Parliament or a State Legislature shall not be denied to any person.

[2] Notwithstanding anything in the Official Secrets Act, 1923 (19 of 1923) nor any of the exemptions permissible in the accordance with the sub-section (1), a public authority may allow access to information, if public interest in disclosure outweighs the harm to the protected interest.

[3] Subject to the provisions of clauses (a), (c) and (i), any information relating to any event, occurrence or matter which has taken place, occurred or happened twenty years before the date

on which any request is made under section 6 shall be provided to any person making a request under that section:

Provided that where any question arises as to the date from which the said period of twenty years has to be computed, the decision of the Central Government shall be final as the subject to the usual appeals provided for in this Act.

The organizations, exempted under Right to Information Act. -

Section 24 of the RTI Act says,
"(1) nothing containing in this Act shall apply to the intelligence and security organizations specified in the second schedule, being organizations established by the central government or any information furnished by such organizations to the Government:

Providing that the information pertaining to the allegations of corruption and human right violations shall not be excluded under this sub section:

Provided further that in case of information sought for is in respect of allegations of violation of human rights, the information shall only be provided after the approval of the Central Information Commission, and notwithstanding anything contained in section 7, such information shall be provided within forty-five days from the date of receipt of request."

Under the second schedule of the RTI Act, following 25 organizations are exempted:
1) Intelligence Bureau.
2) Research and Analysis Wing of the Cabinet Secretariat.
3) Directorate of Intelligence Bureau.
4) Central Economic Intelligence Bureau.
5) Directorate of Enforcement.
6) Narcotics Control Bureau.
7) Aviation Research Centre.
8) Special Frontier Force.
9) Border Security Force.
10) Central Reserve Police Force.
11) Indo-Tibetan Border Police.
12) Central Industrial Security Force.
13) National Security Guards.
14) Assam Rifles.
15) Sashastra Seema Bal.
16) Directorate of Income-Tax (Investigation).
17) National technical Research Organization.
18) Financial Intelligence Unit, India.
19) Special Protection Group.
20) Defense Research and Development Organization.
21) Border Road Development Board.
22) National Security Council Secretariat.

23) Central Bureau of Investigation.
24) National Investigation Agency.
25) National Intelligence Grid.

9.5 *SUPPLY OF PART INFORMATION: RULE OF SEVERABILITY*

Section 10 stated as:

(1) Where a request for access to information is rejected on the ground that it is in relation to information which is exempted from disclosure, then notwithstanding anything contained in this Act, access may be given to that part of the record which does not obtain any information that is exempted from disclosure under this Act and which can reasonably be severed from any part that contains exempted information.

(2) Where access is granted to a part of the record under sub-section (1), the Central Public Information Officer or State Public Information Officer, as the case may be shall give a notice to the applicant, informing, -
(a) that only part of the record requested, after severance of the record containing information which is exempt from disclosure, is being provided;
(b) the reasons for the decision, including any findings on any material question of fact, referring to the material on which those findings were based;
(c) the name and designation of the person giving the decision;
(d) the details of the fees calculated by him or her and the amount of fee which the applicant is required to deposit; and
(e) his or her rights with respect to review of the decision regarding non- disclosure of part of the information, the amount of fee charged or the form of access provided, including the particulars of the senior officer specified under sub-section (1) of section 19 or the Central Information Commission or the State Information Commission, as the case may be, time limit, process and any other form of access. It is noteworthy to mention here that, the sub section (1) of section 19[11] stated, if any applicant who does not receive a decision within the time specified under the Act, or is aggrieved by the decision of the public information officer, may within 30 days from the receipt of such decision prefer an appeal to senior officer in the public authority.

Supply of Part Information Section 8 (1) (I) of the RTI Act

Section 8 of the said act enumerate the provisions of exemption from disclosure of information.[12] Section 8(1)(i) says that cabinet papers including records of deliberations of the

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[11]Right to information Act, 2005
[12]See Unit 12- Basics of Right to Information- I at; CVEMO/DVEOM 101

council of ministers, secretaries and other officers, are exempted from the disclosure. But according to the provision of this sub section:

"Provided that the decision of the Council of Ministers, the reason thereof, and the material on the basis of which the decision was taken shall be made public after the decision has been taken, and the matter is complete, or over."

In other words, we can say that, under the above provision the severability or separability of information is time bounded. After the decision has been taken or the matter is over, that part of information (or material that are not exempted under the act) can be made public.

9.6   COMPLAINT TO THE COMMISSION

Section 18 of the Right to Information Act, 2005 lays down the powers and functions of the Central/State Information Commission to receive complaints from the public. It shall be the duty of the Central Information Commission or State Information Commission as the case may be, to receive and inquire into a complaint from any person, -

(a)   who has been unable to file application for information as no PIO has been appointed or the APIO refuse to accept his application or appeal to forward it to the senior officer.

(b)   Who has been refused access to any information requested under this Act;

(c)   Who has not been given a response to a request for information or access to information within the time limit specified under this Act;

(d)   Who has been required to pay an amount of fee which he or she consider unreasonable;

(e)   Who believes that he or she has been given incomplete, misleading or false information under this Act.

(f)   In respect of any other matter relating to requesting or obtaining access to records under this Act.

After receiving the complaint under the Act. the Central/State Commission may inquire into the matter and dispose it according to the provisions of the Act and direct the PIO further for compliance of their orders.

9.7   APPEAL: MEANING AND ITS SCOPE

An appeal in legal parlance means the removal of cause from an inferior subordinate to a superior tribunal or forum in order to test and scrutinize the correctness of the impugned decision.

Section 19 of the Right to Information Act provides for procedure of appeal. The first appeal lies to an officer holding a superior rank to that of Central Public Information Officer or State Public Information Officer as the case may be, within 30 days from the receipt of the impugned order. The second appeal lies to Central Information Commission or State Information Commission as the case may be. The appeal time is 90 days from the date of receipt of the order from the first appellate authority.

First Appeal-

Section 19(1), Any person who, does not receive a decision within the time specified in sub-section (1) or clause (a) of sub section (3) of Section 7, or is aggrieved by a decision of the Central Public Information Officer or State Public Information Officer, as the case may be, may, within 30 days from the expiry of such period or from the receipt of such a decision prefer an appeal to such officer who is senior in rank to the Central Public Information Officer or the State Public Information Officer, as the case may be, in each public authority:

Provided that such officer may admit the appeal after the expiry of the period of thirty days if he or she is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

Section 19(2), where an appeal is preferred against an order made by a Central Public Information Officer or a State Public Information Officer, as the case may be, under Section 11 to disclose third party information, the appeal by the concerned third party shall be made within thirty days from the date of the order.

Second Appeal-

Second appeal under RTI is the highest appeal under RTI Act,2005. Section 19(3) of the RTI Act provides to citizen right to Second Appeal before Central Information Commission or State Information Commission, as the case may be, against the order on First Appeal. Anybody who is dissatisfied with the decision of the First Appellate Authority can file Second Appeal to the Information Commission at the Centre or respective States. For issues related to Central Government public authorities, you need to send your appeal to the Central Information Commission and for the matters related to State Government public authorities, send your appeal to concerned State Information Commission.

Section 19(3) of the Right to Information Act, 2005 provides that a second appeal against the decision under sub-section (1) shall lie within 90 days from the date on which the decision should have been made or was actually received, with the Central Information Commission or the State Information Commission:

Provided that the Central Information Commission or the State Information Commission, as the case may be, may admit the appeal after the expiry of the period of ninety days if it is satisfied that the appellant was prevented by sufficient cause for filing the appeal in time.

9.8   CENTRAL AND STATE INFORMATION COMMISSION

The RTI Act, 2005 provides for establishment of Central and State Chief Information Commissioner as a designated authority to receive and inquire into a complaint from any person. The Act provided for the constitution of the Central Information Commission (CIC) and State Information Commissions to be responsible for the implementation of the Act.

[1] Constitution of Central Information Commission-

1) Section 12 of the RTI Act, 2005 provides for constitution of the Central Information Commission. The Central Information Commission shall be constituted by the Central government by notification in the Official Gazette. It shall exercise the powers conferred on, and perform the functions which are assigned to it under this RTI Act.

2) The Central Information Commission shall consist of the Chief Information Commissioner, and such number of Central Information Commissioners not exceeding ten as may be deemed necessary.

3) The Chief Information Commissioner and Information Commissioners shall be appointed by the President on the recommendation of a committee consisting of: **(i)** the Prime Minister, who shall be the Chairperson of the committee; **(ii)** the Leader of Opposition in the Lok Sabha; and **(iii)** a Union Cabinet Minister to be nominated by the Prime Minister

4) The general superintendence, direction and management of the affairs of the Central Information Commission shall vest in the Chief Information Commissioner who shall be assisted by the Information Commissioners and may exercise all such powers and do all such acts and things which may be exercised or done by the Central Information Commission autonomously without being subjected to directions by any other authority under this Act.

5) The Chief Information Commissioner and Information Commissioners shall be persons of eminence in public life with wide knowledge and experience in law, science and technology, social service, management, journalism, mass media or administration and governance.

6) The Chief Information Commissioner or an Information Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or Union territory, as the case may be, or hold any other office of profit or connected with any political party or carrying on any business or pursuing any profession.

7) The headquarters of the Central Information Commission shall be at Delhi and the Central Information Commission may, with the previous approval of the Central Government, establish offices at other places in India.

[2] Term of Office and Conditions of Service of Chief Information Commissioner or a Central Information Commissioner-

1) Section 13 of the RTI Act, 2005 provides for terms of office and conditions of service of Chief Information Commissioner or an Information Commissioner. The Chief Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office and shall not be eligible for reappointment but no Chief

Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

2) Similarly, every Central Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such Information Commissioner.

3) Every Information Commissioner shall, on vacating his office is eligible for appointment as the Chief Information Commissioner but his term of office shall not be more than five years in aggregate as the Information Commissioner and the Chief Information Commissioner.

4) The Chief Information Commissioner or an Information Commissioner shall make and subscribe an oath or affirmation before the President or some other person appointed by him in that behalf, before he enters upon his office.

5) The Chief Information Commissioner or an Information Commissioner may, at any time resign from his office, by writing under his hand addressed to the President.

6) The salaries and allowances payable to and other terms and conditions of service of the Chief Information Commissioner shall be the same as that of the Chief Election Commissioner of India.

7) The salaries and allowances payable to and other terms and conditions of service of an Information Commissioner shall be the same as that of an Election Commissioner of India.

8) The Central Government shall provide the Chief Information Commissioner and the Information Commissioners with such officers and employees as may be necessary for the efficient performance of their functions under this Act.

[3] Removal of Chief Information Commissioner or Information Commissioner-

1) Section 14 of the RTI Act, 2005 provides for removal of Chief Information Commissioner or Information Commissioner. It provides that the Chief Information Commissioner or any Information Commissioner shall be removed from his office only by order of the President of India on the ground of proved misbehaviours or incapacity. But for this President will make a reference to the Supreme Court and then Supreme Court after an inquiry, will report that the Chief Information Commissioner or any Information Commissioner, as the case may be, ought to be removed on such grounds.

2) The President has the power to suspend the Chief Information Commissioner or Information Commissioner from their office in respect of whom a reference has been made to the Supreme Court. The President may also prohibit them from attending the office during inquiry pending before the Supreme Court.

3) Apart from this the President may by order remove the Chief Information Commissioner or any Information Commissioner from their office on following grounds if the Chief Information Commissioner or any Information Commissioner:

(a) is adjudged as insolvent; or

(b) has been convicted of an offence which, in the opinion of the President, involves moral turpitude; or

(c) engages during his term of office in any paid employment outside the duties of his office; or

(d) is, in the opinion of the President, unfit to continue in office by reason of infirmity of mind or body; or

(e) has acquired such financial or other interest as is likely to affect prejudicially his functions as the Chief Information Commissioner or as Information Commissioner.

(4) Similarly, if the Chief Information Commissioner or an Information Commissioner is, in any way, concerned or interested in any contract or agreement made by or on behalf of the Government of India or participates in any way in the profit thereof or in any benefit or emolument arising there from otherwise than as a member and in common with the other members of an incorporated company, he shall, be deemed to be guilty of misbehaviour.

[4] Constitution of State Information Commission-

1) Section 15 of the RTI Act, 2005 provides for constitution of the State Information Commission. The State Information Commission shall be constituted by the State government by notification in the Official Gazette. It shall exercise the powers conferred on, and perform the functions which are assigned to it under this RTI Act.

2) The State Information Commission shall consist of the State Chief Information Commissioner; and such number of State Information Commissioners, not exceeding ten as may be deemed necessary.

3) The State Chief Information Commissioner and the State Information Commissioners shall be appointed by the Governor on the recommendation of a committee consisting of- **(i)** the Chief Minister, who shall be the Chairperson of the committee; **(ii)** the Leader of Opposition in the Legislative Assembly; and **(iii)** a Cabinet Minister to be nominated by the Chief Minister.

4) The general superintendence, direction and management of the affairs of the State Information Commission shall vest in the State Chief Information Commissioner who shall be assisted by the State Information Commissioners.

5) The State Chief Information Commissioner and the State Information Commissioners shall be persons of eminence in public life with wide knowledge and experience in law, science and technology, social service, management, journalism, mass media or administration and governance.

6) The State Chief Information Commissioner or a State Information Commissioner shall not be a Member of Parliament or Member of the Legislature of any State or Union territory, as the case may be, or hold any other office of profit or connected with any political party or carrying on any business or pursuing any profession.

7) The headquarters of the State Information Commission shall be at such place in the State as the State Government may, specify by notification in the Official Gazette, and the State Information Commission may, with the previous approval of the State Government, establish offices at other places in the State.

[5] Term of Office and Conditions of Service of State Chief Information Commissioner or a State Information Commissioner-

1) Section 16 of the RTI Act, 2005 provides for terms of office and conditions of service of State Chief Information Commissioner or a State Information Commissioner. The State Chief Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office and shall not be eligible for reappointment but no State Chief Information Commissioner shall hold office as such after he has attained the age of sixty-five years.

2) Similarly, every State Information Commissioner shall hold office for a term of five years from the date on which he enters upon his office or till he attains the age of sixty-five years, whichever is earlier, and shall not be eligible for reappointment as such Information Commissioner.

3) Every State Information Commissioner shall, on vacating his office is eligible for appointment as the State Chief Information Commissioner but his term of office shall not be more than five years in aggregate as the State Information Commissioner and the State Chief Information Commissioner.

4) The State Chief Information Commissioner or an State Information Commissioner shall make and subscribe an oath or affirmation before the Governor or some other person appointed by him in that behalf, before he enters upon his office.

5) The State Chief Information Commissioner or an State Information Commissioner may, at any time resign from his office, by writing under his hand addressed to the Governor.

6) The salaries and allowances payable to and other terms and conditions of service of the State Chief Information Commissioner shall be the same as that of the Election Commissioner.

7) The salaries and allowances payable to and other terms and conditions of service of a State Information Commissioner shall be the same as that of an Chief Secretary of State.

8) The State Government shall provide the State Chief Information Commissioner and the State Information Commissioners with such officers and employees as may be necessary for the efficient performance of their functions under this Act.

[6] Removal of State Chief Information Commissioner or State Information Commissioner-

1) Section 17 of the RTI Act, 2005 provides for removal of State Chief Information Commissioner or State Information Commissioner. It provides that the State Chief Information Commissioner or any State Information Commissioner shall be removed from his office only by order of the Governor on the ground of proved misbehavior or incapacity. But for this Governor will make a reference to the Supreme Court and then Supreme Court after an inquiry, will report that the State Chief Information Commissioner or any State Information Commissioner, as the case may be, ought to be removed on such grounds.

2) The Governor has the power to suspend the State Chief Information Commissioner or State Information Commissioner from their office in respect of whom a reference has been made to the Supreme Court. The Governor may also prohibit them from attending the office during inquiry pending before the Supreme Court.

3) Apart from this the Governor may by order remove the State Chief Information Commissioner or any State Information Commissioner from their office on following grounds if the State Chief Information Commissioner or any State Information Commissioner: **(a)** is adjudged an insolvent; or **(b)** has been convicted of an offence which, in the opinion of the Governor, involves moral turpitude; or **(c)** engages during his term of office in any paid employment outside the duties of his office; or **(d)** is, in the opinion of the Governor, unfit to continue in office by reason of infirmity of mind or body; or **(e)** has acquired such financial or other interest as is likely to affect prejudicially his functions as the State Chief Information Commissioner or a State Information Commissioner.

4) Similarly, if the State Chief Information Commissioner or a State Information Commissioner is, in any way, concerned or interested in any contract or agreement made by or on behalf of the State Government or participates in any way in the profit thereof or in any benefit or emolument arising there from otherwise than as a member and in common with the other members of an incorporated company, he shall, be deemed to be guilty of misbehaviour.

[7] Powers and Functions of Information Commission-

1) Section 18 of the RTI Act, 2005 provides for powers and functions of both Central/State Information Commissions. It shall be the duty of the Central Information Commission or State Information Commission as the case may be to receive and inquire into a complaint from any person on following grounds: **(a)** Who has not been able to submit an information request because a Public Information Officer (PIO) has not been appointed. **(b)** Whose application of information is refused by PIO or whose application of Appeal is refused or not forwarded by PIO to the Central Public Information Officer or State

Public Information Officer or senior officer or the Central Information Commission or the State Information Commission, as the case may be. **(c)** Who has been refused access to any information requested under this Act **(d)**Who has received no response to his/her information request within the specified time limits fixed by law. **(e)** Who thinks the fees charged is unreasonable. **(f)** Who thinks information given is incomplete or false or misleading; and **(g)** Any other matter relating to obtaining information under this law.

2) Where the Central Information Commission or State Information Commission, as the case may be, is satisfied that there are reasonable grounds to inquire into the matter, it may initiate an inquiry in respect thereof.

3) The Central Information Commission or State Information Commission, as the case may be, shall, while inquiring into any matter under this section, have the same powers as are vested in a civil court while trying a suit under the Code of Civil Procedure, 1908, in respect of the following matters, namely: **(a)** Summoning and enforcing the attendance of persons and compel them to give oral or written evidence on oath and to produce the documents or things. **(b)** Requiring the discovery and inspection of documents. **(c)** Receiving evidence on affidavit. **(d)** Requisitioning any public record or copies thereof from any court or office. **(e)** Issuing summons for examination of witnesses or documents; and **(f)** Any other matter, which may be prescribed.

4) The Central Information Commission or the State Information Commission also has the power that during inquiry of any complaint under this Act, it may examine any record which is under the control of the public authority, and no such record may be withheld from it on any ground.

[8] Appellate Powers-

1) Section 19 of the RTI Act, 2005 provides provision for Appeal before various authorities. The time limit of providing information by the Central Public Information Officer or State Public Information Officer is 30 days from the receipt of request (*See* Sec. 7(1) of the RTI Act, 2005) or extended period (Sec. 7(3)(a) of the RTI Act, 2005). If information is not provided by the Central Public Information Officer or State Public Information Officer within this time limit then the aggrieved person, may after the expiry of thirty days from such request has a right to prefer an appeal to such officer who is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be, in each public authority.

2) Similarly, where a person is aggrieved by the decision of the Central Public Information Officer or State Public Information Officer, as the case may be then he may within thirty days from the receipt of such a decision prefer an appeal to such officer who is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be, in each public authority.

3) Such officer (to whom Appeal has been made) may admit the appeal even after the expiry of the period of thirty days if he or she is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

4) Where an appeal is preferred against an order made by a Central Public Information Officer or a State Public Information Officer, as the case may be, under Section 11 to disclose third party information, the appeal by the concerned third party shall be made within thirty days from the date of the order.

5) A Second Appeal against the decision of an appeal (*i.e.* to such officer who is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be, in each public authority) shall lie to the Central Information Commission or the State Information Commission, as the case may be. The Appeal shall lie within ninety days from the date on which the decision should have been made or was actually received, with the Central Information Commission or the State Information Commission. The Central Information Commission or the State Information Commission may admit the appeal even after the expiry of the period of ninety days if it is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

6) If the decision of the Central Public Information Officer or State Public Information Officer, as the case may be, against which an appeal is preferred relates to information of a third party, the Central Information Commission or State Information Commission, as the case may be, shall give a reasonable opportunity of being heard to that third party.

7) In any appeal proceeding, the onus to prove that a denial of a request was justified shall be on the Central Public Information Officer or State Public Information Officer, as the case may be, who denied the request.

8) Time limit for disposal of First Appeal (*i.e.* which is made to the such officer who is senior in rank to the Central Public Information Officer or State Public Information Officer as the case may be, in each public authority) is thirty days of the receipt of the appeal or within such extended period not exceeding a total of forty-five days from the date of filing thereof, as the case may be, for reasons to be recorded in writing.

9) The decision of the Central Information Commission or State Information Commission, as the case may be, shall be binding.

10) In its decision, the Central Information Commission or State Information Commission, as the case may be, has the power to-

   (a) Require the public authority to take any such steps as may be necessary to secure compliance with the provisions of this Act, including- (i) By providing access to information, if so requested, in a particular form. (ii) By appointing a Central Public Information Officer or State Public Information Officer, as the case may be. (iii) By publishing certain information or categories of information. (iv) By making necessary changes to its practices in relation to the maintenance, management and

destruction of records. (v) By enhancing the provision of training on the right to information for its officials. (vi) By providing it with an annual report.

(b)   The Commission may require the public authority to compensate the complainant for any loss or other detriment suffered.

(c)   Impose any of the penalties provided under this Act.

(d)   Reject the application.

11)   The Central Information Commission or State Information Commission, as the case may be, shall give notice of its decision, including any right of appeal, to the complainant and the public authority.

12)   The Central Information Commission or State Information Commission, as the case may be, shall decide the appeal in accordance with such procedure as may be prescribed.

9.9   POINTS TO REMEMBER

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9.10   GLOSSARY

- Public Authority: It is provided in Sec. 2(h) of the Right to Information Act 2005. It means any authority or body or institution or self-Government established or constituted by or under the Constitution; by any other law made by Parliament; by any other law made by the State legislature; by notification issued or order made by the appropriate Government, and includes any- (i) Body owned, controlled or substantially financed; (ii) non-government organization substantially financed, directly or indirectly by funds provided by the appropriate Government.

- Central Public Information Officer: Sec. 2 (c) of the Right to Information Act, 2005 provides that "Central Public Information Officer" means the Central Public Information Officer designated under sub section (1) and includes a Central Assistant Public Information Officer designated as such under sub-section (2) of section 5.

- State Public Information Officer: Sec. 2 (m) of the Right to Information Act, 2005 provides that "State Public Information Officer" means the State Public Information Officer designated under sub section (1) and includes a State Assistant Public Information Officer designated as such under sub-section (2) of Sec. 5.

- Public Information Officer: Any Officer designated by the Public Authority to provide information to persons requesting for the information under the Right to Information Act 2005.

9.11   CHECK YOUR PROGRESS

Descriptive Type Question-

a)   In how many maximum days the application shall be transferred to the other Public Authority under section 6(3) of the Act.

b)   Which section/sections of the RTI act are mainly deals with the grounds for exemption from disclosure of information?

c)   What is the limitation period for filing first appeal?

d)   What is the maximum strength of State Information Commissioners of the State Information Commission as per the RTI Act, 2005?

e)   Name the organizations, exempted under Right to Information Act.

f)   Describe first appeal.

g)   Discuss the composition of Central Information Commission constituted under the RTI Act, 2005.

Objective Type Questions-

a)   The PIO shall not … … … or … … … or … … … the information.

b)   Second appeal against the decision under sub-section (1) shall lie within … … … … … days.

c)   The term of office of Central Information Commissioner is … … … … … … years.

Answer (Objective Type Question)-

[a] re-arrange, re-shape, create.   [b] 90   [c] 5 (Five)

9.12   BIBLIOGRAPHY/ REFERENCES

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9.13   SUGGESTED READINGS

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