

For Official Use



SECRETARIAT INSTRUCTIONS

PREPARED & PUBLISHED BY
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ESTABLISHMENT DIVISION
CABINET SECRETARIAT
ISLAMABAD
2021

- (i) A draft should be written or typed in double space on both sides of the paper. A sufficiently wide margin should be left for corrections and additions.
- (ii) All drafts should bear the relevant diary number or file number and the subject. The reference number of the addressee's letter if available, should always be given in subsequent correspondence. When two or more letters, notifications *etc.*, are to issue under the same file number on the same date to the same addressee, a serial number should also be given in addition to the file number to avoid confusion, e. g., "1-2(i)/60-Admn.", "1-2(ii)/60-Admn."
- (iii) A draft should show clearly the enclosures which are to accompany the fair copy. To draw the attention of the typist to the enclosures, a diagonal stroke should be made in the margin. The number of enclosures should also be indicated at the end of the draft on the left-hand corner of the page.
- (iv) If copies of enclosures referred to in the draft are available and are not to be typed, the fact should be clearly stated in the margin of the draft for the guidance of the typist.
- (v) When it is known that the office to which the letter or memorandum is to be sent will require extra copies, the number of copies likely to be required should be indicated on the draft.
- (vi) The officer over whose signature the communication is to issue should initial and date the draft in token of his approval. His designation should invariably be indicated on the draft.
- (vii) A clean carbon copy of the letter issued should be placed on the file. This should be referenced immediately before any other action is taken on the file.
- (viii) The appropriate priority marking i.e., "Residence", "Immediate" or "Priority" should be indicated on the draft. If any papers are to be despatched by special messenger or issued under registered post or under postal certificate, as Express Delivery, U.M.S. or by Air Mail, necessary instructions should be given on the draft for the guidance of the despatcher.

Forms of Communications

53. Written communications shall be in one or the other of the following forms:-

- (a) Letter.
- (b) Memorandum.
- (c) Office Memorandum.
- (d) Demi-official letter.
- (e) Un-official Note.
- (f) Endorsement.
- (g) Notification.
- (h) Resolution.
- (i) Press communiqué/Note.
- (j) Telegrams, Teleprinter, Fax and Email messages.
- (k) Office Order.

54. **Letter.**— An official letter purporting to convey the views or orders of the Government of Pakistan must specifically be expressed to have been written under the direction of the Government. It shall be used for all formal sanctions and communications to Provincial Governments, public bodies and individuals. This form may also be used for communicating formal sanctions of Government to Attached Departments and subordinate offices, but shall not be used for correspondence between different Divisions of the Government of Pakistan.

A letter should be composed of the following:—

- (a) letter head bearing the words Government of Pakistan and the name of the Division;
- (b) number and date;
- (c) name (with titles if any) and designation of the sender;
- (d) designation and address of the addressee;
- (e) subject;
- (f) salutation;
- (g) main text of the letter;
- (h) subscription; and
- (i) signature and designation of the sender with his telephone number.

Letters addressed to official authorities should begin with the salutation *'Dear Sir' and end with 1"Yours faithfully". Letters addressed to non-officials or groups of individuals should begin with "Dear Sir/Sirs" and should end with the subscription 'Yours truly' followed by the signature and designation of the person signing the letter.

* Amended vide PPARC, M.S. Wing, Estab. Division letter No.2(1)/2001-M, dated 18.3.2002.

Official letters not purporting to issue under directions from Government should begin with the words "I have the honour to" and not "I am directed to".

55. Office Memorandum.— This form should be used:

- (a) for correspondence between various Divisions;
- (b) for conveying information not amounting to an order of Government to Attached Departments and subordinate authorities.

It should be written in the third person and should bear no salutations except the signature and designation of the officer signing it. The name of the Division or Attached Department (including, if necessary, the name of the officer) should appear at the bottom on the left hand corner of the page. The Office Memorandum purporting to issue under directions from Government should begin with the words "The undersigned is directed to.....".

56. Memorandum.— This form should be used:—

- (a) for correspondence between the Divisions and Attached Departments and their subordinate offices;
- (b) in replying to petitions, applications for appointments *etc.*

It should be written in the third person and should bear no salutations or subscriptions except the signature and designation of the officer signing it. The name of the addressee should appear on the left hand corner of the page. The Memorandum should begin with the words "Reference application/petition/letter No. dated....., from.....".

***57. Demi-official Letter.**— This form should be used in correspondence between Government officers when it is desired that a matter should receive the personal attention of the individual addressed.

A demi-official communication should be addressed to an officer by name. It should be written in the first person singular with the salutation "My dear-----" or "Dear Mr.-----" and end with "Yours sincerely". The expression 'My dear' should normally be used for an officer of the same status or an officer one step higher in status and "Dear Mr." if the officer to be addressed is two or more steps higher in status. The name and designation of the sender with titles, if any, should also be typed under the crest on the first page. The

*Please see also clarification issued vide O&M Division's O.M.No.1/2/79-Manuals, dated 21st April, 1979 regarding reply to d.o. letters addressed by one Secretary to another.

telephone number of the officer sending the communication shall invariably be indicated.

58. **Un-official note.**— An un-official (u.o.) note should be made by sending a note on the file itself. This method of consultation should be generally employed between Divisions and a Division and Attached Department where so authorised.

59. **Endorsement.**— This form should be used when a copy of a communication is to be forwarded to others in addition to the original addressee. The endorsement may take one of the following forms:—

“A copy (with a copy of the letter replied to) is forwarded tofor information/for information and guidance/ for necessary action/for compliance”.

60. **Notification.**— This form should be used for notifying in the Gazette of Pakistan Ordinances, rules and orders, appointments, leave and transfer of gazetted officers and other matters which are required to be published in the *Gazette of Pakistan*.

61. **Resolution.**— This form should be used for making public announcements in the Gazette of decisions of Government on important matters of policy, appointments of committees or commissions of enquiry and of the results of the review of important reports of such bodies.

62. **Press Communique or Press Note.**— A press communique or press note should be issued when it is sought to give publicity to a decision of Government. It should ordinarily be prepared in consultation with and issued through the Press Information Department.

62-A. **Telegrams and Teleprinter Messages.**— A telegram should be issued only on occasions of urgency. As fast airmail services exist, no telegram should be sent if a letter with an appropriate priority marking can serve the purpose. Where teleprinter service exists, the greatest possible use should be made of it in preference to telegrams and telephones.

The text of a telegram or teleprinter message should be brief and clear but clarity should not be sacrificed for brevity. Where groups of figures are necessary in a message, these should be typed in words in the copy to be issued e.g., 19365 should be typed "Nineteen thousand three hundred and sixty five". If further precaution is necessary, the words "the double of which is thirty-eight thousand seven hundred and thirty" may be added.

The priority of the messages is as follows:– 'Ordinary', 'Express', 'Important', 'Immediate', or 'Most Immediate',. It should be clearly indicated on the typed copy. Immediate and Most Immediate, telegrams should be sent only on the authority of a Secretary/Additional Secretary/Joint Secretary.

In all cases (except cypher telegrams) post copies of telegram should be sent to addressees.

*[When a telegram is to be sent in cypher, the message should be drafted in normal and not in telegraphic English; needless verbiage should, however, be avoided. Cypher messages should be transmitted through the Pakistan Crypto Centre, Ministry of Foreign Affairs, Islamabad. The prepared message required to be issued in Cypher should be in a sealed cover addressed to Cypher Officer on Duty, Crypto Centre, Ministry of Foreign Affairs, Islamabad. Cypher, being the classified channel, may be used if the contents really merit their issuance in this system.

Copies of Cypher Telegrams

- (i) It is strictly prohibited to make the copies of Cypher Telegrams (photo copies or typed). In case a copy is required then the Cypher Officer (on duty), Ministry of Foreign Affairs may be requested in writing for the same.
- (ii) Making an unauthorized copy of a Cypher telegram is a serious breach of Cypher Security which endangers the communication Security.
- (iii) Giving reference number and date of a Cypher Telegram, both at the same time, in an enclaire Communication compromises its Security, which should be avoided.
- (iv) A Cypher Telegram once issued should not be passed enclaire on fax or by any other electronic means, as it requires Security protection].

62-B. Email and Fax Messages.– For quick disposal of official business urgent messages may be transmitted through Email or Fax.

63. Office Order.– This form should be used for conveying instructions to be followed in office and notifying appointment, promotion, leave, *etc.*, of the non-gazetted staff.

* Subs. & added vide Ministry of Foreign Affairs letter No.CSS-2(3)/2002, dated 06.03.2004.
