

Quadrant II – Notes

Paper Title: Business Communication II

Code: CNG 101

Module Name: Office Orders and Notices, Memorandums.

Module No: 9

When people within an office, an organisation or a company communicate with each other, it is internal communication. They do so to work as a team and realise common goals. It could be official or unofficial. Modes of internal communication include face-to-face and written communication. Official letters, memos, reports, office orders, circulars, fax, notifications, resolutions, video conferencing, meetings etc. are examples of internal communication

Office Orders

Office Orders are used by a competent authority for issuing instructions for internal administration. This could be related to restrictions on them, transfers, postings and promotions, disciplinary actions, show cause notice, grant of leave, distribution of work, promotions and transfers etc. The Office Orders are issued periodically. They are a means of downward communication. The sequence of information is pre-decided. The copy of the Officer Order is also forwarded to the other affected Departments/Officers. It is also written in the third person. It is written in simple, clear language in a polite tone.

Notices

Notices play an important role in business communication. It is a medium of formal communication that is used to announce or display formal information, notifications or warnings. It is used widely in organizations to announce upcoming events, warnings, an invitation to a meeting, etc. It is mainly used to communicate details about meetings.

When a circular is served among the members of the meeting to attend the meeting, it is called notice. It is a letter of invitation that carries the request to the members to attend a meeting. A notice includes the time, place, date and agenda of a meeting. The notice should be sent by the proper authority in due time so that the members can attend the meeting in time.

Memorandums.

The Office Memorandum is known as 'Memo' and is commonly used for interoffice correspondence between different offices. A memo is a message in writing sent by one person or department to another 'within the same organization'. It is usually used in offices for routine matters like granting of annual increments, confirmation in services, making announcements, requests, policy statements, notices, reminders, suggestions, acknowledgements, congratulations, informal invitations, salary and

leave adjustments etc. It is usually drafted by Senior Officers for their subordinates. It includes the name of the originator, the intended person(s) to whom it is addressed, the date of issue, the general topic and the body of the document. A memo is short and concise. The sentences are short and simple. If there is more than one point, you can use bullet points to itemize them