

BUSINESS COMMUNICATION (UNIT –IV)

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WHAT IS SECRETARY?

- A person employed by an individual or in an office to assist with correspondence, make appointments, and carry out administrative tasks.
- An official of a society or other organization who conducts its correspondence and keeps its records

COMPANY SECRETARIAL CORRESPONDENCE

COMPANY SECRETARY:

- The company secretary belongs to a different class by himself. The largest and the most important group of secretaries in the business world comprise of secretaries appointed by joint stock companies.
- With the growth and expansion of corporate sector, there has been growing appreciation of the secretary in the company administration. He, in fact, occupies a unique position in the company hierarchy.

CS
COMPAY
SECRETARY

Company Secretary Duties and Responsibilities

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graph TD; A[Company Secretary Duties and Responsibilities] --> B[Statutory duties]; B --> C[Duties to the board of directors]; C --> D[Duties towards shareholders]; D --> E[Duties towards the office and staff of company]; E --> F[Duties to the public]; F --> G[Others];
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Statutory duties

Duties to the board of directors

Duties towards shareholders

Duties towards the office and staff of company

Duties to the public

Others

DUTIES OF THE SECRETARY

1. STATUTORY DUTIES:

- Specific duties under companies act.
- Secretarial duties under Companies act.

2. GENERAL DUTIES:

- Duties to the directors
- Duties to the shareholders
- Duties of the organization and staff
- Duties to outsiders

CLASSIFICATION OF SECRETARIAL CORRESPONDENCE

- Correspondence with the Directors
- Correspondence with the shareholders
- Correspondence with the registrar and company law board
- Correspondence with the office staff

CORRESPONDENCE WITH THE DIRECTORS

Letter requesting a director to attend a Board Meeting

TAMILNADU CHEMICALS LTD.

28, Peters road,
Royapettah,
Chennai-600 014.
15th October 2013.

Mr.S.Chandrasekaran,
4, Eldams Road,
Coimbatore- 641 001.

Dear Sir,

You are probably aware that an important item of the company's policy is on the agenda for the next Board meeting. Nearly thirty percent of our plant capacity is idle and this leads to huge and unwarranted overhead expenses.

Ways and means for utilizing this spare capacity will be discussed at the next meeting. A new chemical factory, Mumbai chemicals co. private ltd. Has approached us with an offer to manufacture a few of their products in our plant. The only point difficult to decide is whether to allow a rival firm to expand its business by using our factory to manufacture its products.

As this item has crucial importance, your opinion will be of immense value in arriving at a decision.

I have been asked by the Chairman, therefore, to request you to make it convenient to attend the next meeting of the Board of Directors, where this item will be on the agenda.

Yours faithfully,

A.Sekaran,

Secretary

WHAT IS MEETING?

- An assembly of people for a particular purpose, especially for formal discussion.
- A situation when two or more people meet, by chance or arrangement.



MINUTES OF COMPANY MEETINGS

KINDS OF COMPANY MEETINGS

1. Meetings of the shareholders.
 - Statutory meeting
 - Annual General meeting
 - Extra ordinary General meeting
 - Class meeting
2. Meetings of the Board of Directors and their Committees.
3. Meetings of the debenture holders.
4. Meetings of the creditors.

NOTICE OF THE MEETING

- Length of the notice
- Shorter notice under special cases
- To whom the notice should be sent
- Contents of the Notice
- Explanatory Statement

SOME HINTS ON THE CONTENTS OF NOTICE

- 1. Description of the meeting**
- 2. Date of the notice**
- 3. Date, Time and Place of the meeting**
- 4. Nature of the Business**
- 5. Separate resolutions for Appointment of each Director**
- 6. Appointment of Directors Retiring by Rotation**
- 7. Text of the Resolutions**
- 8. Right person should issue the notice**
- 9. Proxy Rules**
- 10. Explanatory statement**
- 11. Documents available for inspection**

WHAT IS AGENDA?



- A list of items to be discussed at a formal meeting.
- The underlying intentions or motives of a particular person or group.
- A plan of things to be done or problems to be addressed.



Meeting Agenda Template

1. Purpose

Why are we having this meeting

2. Desired outcomes

Specific results that will be achieved during this meeting

3. Agenda

Agenda items—information only, for input, or for decision

AGENDA FOR THE MEETING

- The term Agenda means the “things to be done” or “business to be transacted at a meeting”.
- In order to transact the business of a meeting systematically and without omission of any important item, it is necessary to put down the items of business to be done on a paper called the “Agenda Paper “ or Agenda.
- The preparation of the agenda is the work of the company secretary. He should do this job in consultation with the Chairman of the company.
- In preparing the agenda, The secretary should take care to include therein all the business to be transacted
- The agenda should be so drafted as to help the quick disposal of the business. The usual practice is to put the routine items first and the complex matters latter

There are generally two ways in which the agenda for a meeting can be prepared.

➤ By referring to the business very briefly by writing just one line about each item. For example:

1. To read the minutes.
2. To pass the transfers
3. To produce financial statements

➤ By giving more details about each item and even sometimes including suggested drafts of the resolutions for consideration of the meeting.

The second method is found more suitable as it helps the secretary to write the minutes easily.

**SCHOOL HEALTH INDEX
FULL-DAY TRAINING
Sample Agenda**

9:00-3:00

<u>Length</u>	<u>Time</u>	<u>Activity</u>
30 min	9:00-9:30	Welcome Icebreaker/Introductions Purpose and Overview
30 min	9:30-10:00	Orientation
15 min	10:00 -10:15	Test Your Knowledge
15 min	10:15-10:30	BREAK
5 min	10:30-10:35	Consensus Building
80 min	10:35-11:55	Practice Module
60 min	11:55-12:55	LUNCH
60 min	12:55-1:55	Planning for Improvement
15 min	1:55-2:10	BREAK
15 min	2:10-2:25	Tools for Schools
15 min	2:25-2:40	Role of SHI Coordinator
20 min	2:40-3:00	Questions Evaluations

Name of Company/Dept.

Staff Meeting

Date: Feb 22, 2024

Time: 1:00-2:20 pm

Location: Room 42

Requested Attendees

Name 1

Name 2

Name 3

Name 4

Name 5

Name 6

Name 7

Name 8

- 1:00 pm** Welcome/News/Announcements
- 1:05 pm** Recognition
- 1:10 pm** Administrative/Finance Updates
- 1:15 pm** Review of Previous Action Items
- 1:20 pm** Project Updates
- 1:30 pm** Discussion or Topic 1
- 1:45 pm** Discussion or Topic 2
- 2:00 pm** Round Table
- 2:15 pm** Review of New Assignments/Travel Plans
- 2:20 pm** Adjourn

New Action Items

- Action Item 1
- Action Item 2

Notes

MINUTES OF THE MEETING



DEFINITION OF MINUTES

- **Minutes**, also known as **minutes of meeting** (abbreviation **MoM**), **protocols** or, informally, **notes**, are the instant written record of a meeting or hearing.
- The term minutes can be defined as the written record of the business done at a meeting. E.g. resolutions and decisions of the meeting. But speeches and arguments are not recorded in the minutes. Only resolutions and decision are recorded in the minutes.



Format of Minutes of Meeting

A minutes of meeting normally includes the following elements:

- **Name of the company** – to the top-left of the page.
- **Date** – to the top-right of the page.
- **Topic** – after two return keys; Center-aligned.
- **Attendees** – Name and designation (2 columns of a table).
- **Absentees** – name, roles, reasons for absenteeism. (3 columns)
- **Agenda at hand** – topic to be discussed.
- **Issues raised** – along with the names of the speakers.
- **Suggestions** – made along with the names of the speakers.
- **Decision** – the outcome of the meeting.
- **Task List** – task allotted and the respective allotted.
- **Future Meetings** – the date and topic of the next meeting.

EXAMPLE - MINUTES OF MEETING

Date - 23/04/2015

Tutorials point Pvt. LTD.

Address- 388-A, Road no 22

Jubilee Hills, Hyderabad, Telangana.

500033, Ph: 91 40 23542835

Topic- Meeting with Hasta La Vista representatives at 6:00PM

Attendees

Name	Designation
Mohtahsim M.	Managing Director
Kiran Kumar Panigrahi	Senior Technical Writer
Gopal K Verma	Technical Manager
Manisha Shejwal	Technical Writer

Absentees:

Name	Designation	Reason
Anaadi Sharma	Senior Trainer	Conducting Online .NET Training



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www.tutorialspoint.com

Tutorials Point (India) Pvt. Ltd, 388-A,
Road No-22, Jubilee Hills, Hyderabad,
Telangana-India, 500033.

Agenda at hand – Meeting with Hasta La Vista representatives

Issues raised – High Quotation, long duration, hourly mode of payment.

SUGGESTIONS:

Name	Suggestions
Mohtahsim M.	Alternative company
Kiran Kumar Panigrahi	Negotiating mode of payment
Gopal K Verma	Negotiating hours of workload
Manisha Shejwal	Postponing the plan

Decision – The representatives were told to consult with their Management and report.

Task List:

Gopal K Verma	Taking updates from Hasta La Vista
Manisha Shejwal	Looking for an alternative company

Future Meetings – 30th April, 2015 at 4:30 PM in Meeting Room-1

REPORT

- Give a spoken or written account of something that one has observed, heard, done, or investigated.
- A **report** is a document that presents information in an organized format for a specific audience and purpose. Although summaries of reports may be delivered orally, complete reports are almost always in the form of written documents.

Definition of Parkburst:

- “A report is a written presentation of facts and data necessary for an understanding of a given condition, situation or a problem.”





BUSINESS REPORT WRITING

- Business reports are one of the most effective ways to communicate in today's business world.
- Although business reports' objectives are broad in scope, businesses or individuals can use them to help make important decisions.
- To write an effective business report, you first need to understand what it is and how it can be used.
- A **business report** is a written document that provides information, and sometimes analysis, to assist a business in making informed decisions. The **main purpose** of a business report is to make data that is relevant to the company, such as information regarding efficiency, competition, or procedures, easily available to everyone in the company.



CHARACTERISTICS OF A GOOD REPORT

- **Simplicity**
- **Simplicity**
- **Clarity**
- **Brevity**
- **Accuracy**
- **Relevance**
- **Reader-orientation**
- **Grammatical Accuracy:**





CLASSIFICATION OF REPORTS

I. Classification of the Basis of legal formalities

- Formal reports
- Informal report
 - a. Statutory Reports
 - b. Non-statutory reports

II. Classification on the Basis of the persons preparing

- Reports by individuals
- Reports by committees

III. Classification on the Basis of the nature of the report

- Informational Reports
- Examination Reports
- Analytical Report
- Statistical Reports

PREPARATION OF THE REPORT

1. Defining the purpose and scope
2. Determining the Audience
3. Collection of Data

Methods of collecting the data:

Personal observation.
Telephone interview.
Personal interview.
Questionnaire.

Sources of Data

Internal records.
External records.
Published materials.
Research works, etc.,

4. Analysis of the Data
5. Making the outline