30 Systems of Filing and Indexing

30.1 Introduction

As you know, office work involves preparation and maintenance of records and making them available as and when necessary. Records include letters, vouchers, statements, reports, invoices, telegrams etc. All these are to be preserved for future reference. The two aspects of management of records are ‘filing’ and ‘indexing’. Filing is the process of organising the documents and records in a proper sequence. Indexing is the device for locating documents which have been filed.

In the previous lesson you have learnt about handling inward and outward mail. In this lesson, you will study about the meaning, objectives and functions of filing, classification and methods of filing, and the meaning, purpose and types of indexing.

30.2 Objectives

After studying this lesson, you will be able to:

- explain the meaning, objectives and functions of filing systems;
- compare the relative advantages and disadvantages of centralized and departmental filing systems;
- describe the basis of classification of files and different methods of filing; and
- explain the meaning, purpose and types of indexing systems.
30.3 Filing Systems — Meaning Objectives and Functions

As a primary source of information, all office records need to be preserved for future reference. Filing serves the purpose of preserving records in all offices. Documents and papers are filed and made available on requirement. **Filing** is the process of organising the correspondence and records in a proper sequence so that they can be easily located. The term filing may this be defined as the process of so arranging and storing original records or copies of them, that they can be readily located when required. In other words, filing is the process of arranging and storing records so that they can be easily located. It involves placing of documents and papers in acceptable containers according to some predetermined arrangement so that any of them when required may be located quickly and conveniently.

**Objectives**

The major objectives of filing process are to ensure proper arrangement, careful storing and easy availability of records. An efficient filing system is expected to have the following objectives:

i) To classify and arrange records properly.

ii) To protect documents against possible loss or damage.

iii) To provide a method of obtaining information without loss of time.

iv) To enable past records to be made easily available to management for framing business policies and future plans.

**Functions**

The functions of a filing system are as follows:

1. Classification of documents on a pre-determined basis.

2. Filing of letters and other documents after action taken in cardboard file covers or folders.

3. Preservation of file covers or folders in cabinets fitted with drawers.

4. Issue of files on requisition by any department.

5. Transfer of papers no longer in current use from the existing files to separate folders or box files at regular intervals for possible future use.

6. Disposal of old papers and records when these are no longer useful.
**Essentials of a good filing system**

The system of filing must achieve its objectives. The following are the chief characteristics of a good filing system.

1. **Simplicity**
   The system should be simple so that the employees concerned may operate it without any difficulty.

2. **Accessibility**
   The system should enable files to be easily located and papers to be inserted in files without disturbing the arrangement.

3. **Compactness**
   The filing section should occupy reasonable space in view of the cost implication of large space.

4. **Economy**
   The cost of installation and operation of the system should be proportionate to the benefits derived from it.

5. **Flexibility**
   The system should be capable of expansion as the activities of the organisation expand.

6. **Safety**
   The records should be safe and available whenever they are needed. There should not be any danger regarding insects, rain and mishandling.

7. **Retention**
   There should be a well-defined policy of retaining or discarding the papers and records. Dead material must be discarded periodically.

8. **Classification**
   Most suitable method of classification should be adopted. Too many miscellaneous files and bulky files must be avoided.

**Centralised Vs. Decentralised Filing**

In any large organisation the office manager has to take a vital decision regarding the organisation of the filing system i.e. whether the filing system should be centralised or decentralised.

**Centralised Filing**

Under centralised filing system, a separate department known as ‘filing
'department’ is created and all the files and records of the office are preserved in this department.

**Decentralised or Departmental Filing**
Under this system every department maintains its own records. The files and records relating to a department are arranged and preserved in that department only.

**Centralised and Decentralised Filing**

<table>
<thead>
<tr>
<th>Centralised Filing</th>
<th>Decentralised Filing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Merits</strong></td>
<td></td>
</tr>
<tr>
<td>1. There is no duplication of filing equipment and work.</td>
<td>1. Saves time in filing and obtaining records when departments are not located nearby.</td>
</tr>
<tr>
<td>2. Better utilisation of storage space is possible.</td>
<td>2. Departmental secrecy can be maintained.</td>
</tr>
<tr>
<td>3. There is saving in the cost of records management.</td>
<td>3. Specialised knowledge of the staff about the department prevent errors in filing.</td>
</tr>
<tr>
<td>4. Ensures uniformity and standardisation of filing operations, hence greater efficiency.</td>
<td>4. There is flexibility as regards the time of using and returning records.</td>
</tr>
<tr>
<td>5. Trained personnel with specialisation lead to increased efficiency</td>
<td>5. Ensures prompt availability of records.</td>
</tr>
<tr>
<td>6. There is better supervision and control by expert supervisors.</td>
<td>6. This is not possible.</td>
</tr>
<tr>
<td><strong>Demerits</strong></td>
<td></td>
</tr>
<tr>
<td>1. Lack of specialised departmental knowledge of the operating staff.</td>
<td>1. Duplication leads to increased cost of equipment and records.</td>
</tr>
<tr>
<td>2. Lack of specialisation of personnel in filing work.</td>
<td>2. Lack of specialisation of personnel in filing work.</td>
</tr>
</tbody>
</table>
Both centralised and decentralised filing systems have their own advantages and disadvantages. The choice between the two depends on size, nature and needs of an office. A combination of central and departmental system may be used in practice. Decentralised filing is particularly suited for big organisations for confidential papers, for departments located at different places, and when documents and papers are frequently required for reference.

**Intext Questions 30.1**

1. Fill in the blanks.

   (a) The process of arranging and storing records is known as __________.

   (b) The major objectives of filing are proper arrangement, careful storing and easy __________ of records.

   (c) Under __________ filing system every department maintains its own records.

   (d) Under __________ filing all records of the office are preserved in filing department.

   (e) The filing system should occupy __________ space as modern office space is very costly.

2. Match the following

<table>
<thead>
<tr>
<th>Term</th>
<th>Statements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filing</td>
<td>(i) It protects the documents against the possible losses and damages.</td>
</tr>
</tbody>
</table>
30.4 Classification and methods of filing

Classification of documents is necessary to ensure prompt availability of records. Classification is the process of selecting headings under which records and documents are grouped on the basis of common characteristics before filing. For example, letters may be classified on the subject of correspondence.

The main systems of classification of files in an office are:

i) Alphabetical
ii) Numerical
iii) Geographical
iv) Subjectwise

i) **Alphabetical Filing**

According to alphabetical classification, letters from different parties or relating to various subjects are arranged and put in different file covers on the basis of the first alphabet with which the name of the party or subject begins. The first alphabet of the name or surname or the subject is the preliminary guide to the position of the file. For example, all papers pertaining to Atma Ram & Sons may be filed in a folder marked ‘A’ or ‘At’. Within each file, papers are arranged datewise. In a large office 26 English alphabets are divided into small equal parts like (Ab-An), (Ap-Ay), (Ba-Bn), (Bo-By), etc. Guide cards are used to divide the letters.

The main advantages of this system are: (i) it is simple and easy to operate; (ii) separate index is required; (iii) new names can be added as necessary and there is little chance of wrong filing. This type of classification is found in the telephone directory and dictionary. Difficulty arises when the name is very common or if the name is spelt wrongly. It may also be difficult to anticipate the space requirements.
ii) Numerical Filing

Under this system files are arranged numerically, each correspondent or subject being allotted a number. The files are placed in a numerical order in the drawers. For example, a customer, D.K. Sharma, may be allotted No.25, so that all papers relating to him may be found in folder no. 25. A simple index or card index is required to identify the numbers with the names. When any file relating to (say) a customer is needed, the name of the party may be located in the index and the number of the relevant file ascertained.

The merits of this method of classification are:
(i) It is simple to operate;
(ii) Files can be easily located, removed and replaced;
(iii) It is very elastic, and expansion is easy. The index provides a complete list of correspondents and customers. There are also certain disadvantages of the system. A separate index is necessary, and it takes time to refer to the index. It needs more space and numerical transposition of figures is possible as 298 instead of 289.

(iii) Geographical Classification

In the geographical method, correspondence is classified according to geographical areas, regions or states. Files may be marked zonewise i.e. North, South, East or West, or Statewise, or Citywise. All correspondence relating to a particular area are kept in one file. These files may then be arranged alphabetically like Andhra Pradesh, Arunachal Pradesh, Assam, Bengal, Bihar etc.

Geographical classification offers a number of advantages. It is easy to operate. There is speedy location of files and direct filing is possible. There are certain limitations also, like greater possibility of error where knowledge of geography is weak, necessity of a separate index, etc.

(iv) Subject classification

Under this system, papers are grouped according to the subject. The subjects are filed in alphabetical order e.g. Accounts, Audit, Bills, Bonus etc. This method is particularly suitable when the subject is of greater importance than the name or location of the correspondent. It can be used with advantage in most offices along with the other classification systems.

The merits of the system are: (i) convenience of reference when the subject is known; (ii) There is scope of expansion without disturbing the existing files. The main demerits are difficulty of classification, not suitable for miscellaneous papers, index is needed and frequent cross referencing maybe necessary.
Methods of Filing

After classification, files must be preserved carefully to prevent loss or damage.

There are old filing methods like spike or wire file, folder file, pigeon hole file, box file, guard book file, expanding case file, and arch leaver file. These methods are briefly described here.

**Spike or Piller and Post File:** A thick steel wire with one sharp end and a wooden, plastic or steel round at the other end is used for filing. It is placed on a desk or is hanged on a nail fixed on the wall after filing is done.

**Folder File:** There are covers of card board or thick paper fitted with metal hinges for fastening the papers together. A separate folder is allotted to each customer. All the letters relating to that customer are kept in the file datewise. The papers are punched and then inserted. The papers lie flat one above the other. These folders are placed horizontally in drawers.

**Pigeon Hole File:** It is a special almirah or cupboard divided into number of small compartments. It is open from one side and the compartments are square holes called ‘pigeon holes’. Each pigeon hole bears a letter of the alphabet. When letters are received they are sorted according to the alphabet or subjectwise. For example the letter received from Tushar & Co. is inserted into the hole marked with ‘T’. Brief particulars are also recorded on each letter. This recording is known as docketing. This method is used in post office for sorting letters.

**Box File:** Box file, as the name suggests, is made in the shape of boxes. Quite often papers are first put into folders and then they are placed in box file. It helps to preserve papers better as they are safe and gather less dirt. For classification purposes, papers relating to different subjects can be folded. This method is useful for travelling agents and where correspondence is stored temporarily.

**Guard Book File:** Under this method, the paper or vouchers are pasted in bound book datewise. This method is often used for recording minutes and preserving receipts and vouchers. It avoids the possibility of loss or misplacement of any paper.

**Expanding Case File:** Under this method, the papers are usually placed alphabetically in numbered or lettered pockets of cases. This equipment is useful for filing papers in transit. These cases or pockets can be useful for keeping papers together for temporary purchases. These cases can expand as per the need.
**Arch Lever File:** These are strong cardboard folders containing strong metal arches. These arches can be operated by a lever. When a paper is to be filed, it is punched with two holes with punching machine. The lever is then moved upward which opens up the metal arches or springs. After paper is inserted through the holes the lever is pressed down to close the spring. The papers in the file lie flat one upon the other.

The old methods of filing described above have limited use and are suitable only for small concerns. Even then these are being replaced by modern methods.

The modern methods of filing used in offices, big or small, may be classified into two categories:

i) **Horizontal Filing**

**Merits and Demerits of Horizontal Filing**

The advantages of horizontal filing are:

(i) This method is simple to understand, easy to operate and economical to maintain.

(ii) Letters can be referred to in a file without removing them from it.

(iii) As letters are chronologically arranged, it becomes very easy to locate them.

(iv) The files are well protected from dust and moisture as thick covers and cupboards are used.

Some of the disadvantages are:

(i) It is not very flexible.

(ii) It is difficult to remove papers from files lying at the bottom or middle of the heap.

(iii) This system cannot be profitably used by large offices.
(iv) The equipments used are space consuming.

ii) Vertical Filing

This is the most modern method of filing. In this method papers are placed in files and kept in an upright, standing position. The folders are stored in specially designed cabinets. The front side of the folder is slightly shorter. The extended part of the back is used to indicate the code number of the file. The drawers of the steel cabinet are deep enough to hold the folders in vertical position. In order to divide the drawer into convenient sections guide cards are placed at appropriate places. Under this method a separate folder is provided for each customer or subject. The folders may be arranged alphabetically, numerically, geographically or subject-wise. This system has become very popular in large offices and big business houses.

Merits and limitations of vertical filing

Some of the advantages of vertical filing are: (i) It is a flexible system. (ii) It is adaptable to various systems of classification. (iii) The location of papers is possible without much difficulty and loss of time. (iv) It takes less time to file papers in folders. (v) It provides proper safety of papers and documents.

The Vertical Filing system is said to suffer from a few limitations as well. (i) The equipment used like steel cabinets etc. is more costly. (ii) It is not suitable for small offices. (iii) Folders may slip down the drawers and get misplaced.

There are certain adaptations of the vertical filing system such as Suspension Filing, Lateral Filing, Open Shelf Filing, Visible Records Filing, Rotary Filing, etc.

Suspension Filing: This method of filing with the help of suspended folders is also called hanging filing. The outer edges of the folder are fitted with metallic bars with hook-shaped ends so that it can be suspended or hung on rails. When hung the folder becomes a suspended pocket where loose papers can be kept. At one of the side bars, a metallic plate is attached indicating the title or code number of the folder.

Lateral Filing: In this system files are arranged side by side in very much the same manner as books on shelves. Each file is fitted with an adjustable title holder. Simple, suspension folders are used in containers like cupboards, racks or open shelves. The folders are hung on the railing of the shelves. It is economical because it occupies less space. All the files are visible simultaneously.

Open Shelf Filing: Open shelf (as used in libraries) are used for storing
folders. Open shelves can go up to the ceiling level and between two rows of shelves, space is left for movement. Ladders can also be used where the shelves are high. The files are kept vertically. The system is economical since the equipment itself is cheaper and can accommodate more files.

Visible Records Filing: In this system files are so arranged that they overlap one another leaving the top or bottom edges exposed for easy and quick reference. Descriptions of records like—name of correspondent, file number, subject etc. are written on these exposed edges for ready reference.

Rotary Filing: In this system files are attached to belts or series of rings which are connected to a wheel. The clerk has simply to rotate the wheel to get the file quickly. Motorized filing equipment is also available which is electrically operated. The files are so arranged and stored that the operator, simply by pushing a button or dialing a letter, gets the required file at hand. The operator needs special training and the equipment used is very costly.

Use of Computers for storage of information

Many Organisations today have electronic computers, which, among other things are also used for storage of information or records. When the recorded information is keyed into the computer or Word processor, it is displayed on the computer screen. It can be reproduced in the form of printed documents, if necessary. Some of the recorded information may be required for repeated use. That may be stored in the internal memory of the computer. However, to store it permanently, the information has to be from internal storage to a disc or floppy. Whenever required the information can be retrieved (recalled) by using the disc or floppy.

Filing Routine

Since the filing system is the ‘memory’ of the organisation, it is obviously important that its routine should be prepared very carefully by the management. Designing a filing routine is usually the joint responsibility of the manager and qualified personnel and representatives of different departments. The routine should include decisions regarding activities in a proper sequence such as:

— The first step is to give instructions in proper form by a responsible officer for filing the paper. The instructions should bear the signature and date of the officer. No document should be filed without such an instruction.
The second step is to classify the paper on the basis of predetermined system of classification i.e. alphabetical, numerical, geographical or subject wise. The paper should be filed in the folder at a proper place. Entries in the Receipt Register is to be made regarding ‘File Head’ and ‘Disposal’ for each document.

The third step is to mark file head and purpose on the letter or document on a blank space with the help of a rubber stamp. This will serve as indexing of papers filed.

The fourth step is to identify the urgency of disposal of different letters and papers. Most urgent letters may be disposed off first on priority basis and less important ones may wait.

The fifth step is to attach follow-up slips to different papers received as some letters like purchase order, dunning letter etc. require immediate action. The concerned officer notes down these remarks on the papers.

Any paper which needs the relevant file for studying the full case should be sent to the concerned officials along with the file for necessary action and an ‘out’ guide card should be prepared and kept in place of the file issued. Signature of concerned person should be obtained while sending a particular file through the Peon Book. No file should be issued without a requisition slip.

The receiver should check the contents before taking file to his department.

As and when the complete file is received back, the same may be kept in its original place and the ‘out’ guide card may be removed.

Lastly periodical disposal of obsolete or dead files is also a necessary step in a filing routine. The dead files are destroyed as per the policy of the organization.

**Intext Questions 30.2**

1. Fill in the blanks.

   (a) If the records are placed in different files on the basis of initial letter, the system is known as _________ filing.

   (b) The numerical filing system takes time in referring to the _________.

   (c) Under _________ filing, papers are kept in containers one upon
the other in flat position.

(d) In ______ filing, papers are placed in files and kept in an upright position.

(e) The equipment used for filing papers in transit is called ______ file.

2. Match the following.

<table>
<thead>
<tr>
<th>Terms</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Numerical Filing</td>
<td>(i) A thick steel wire is used for filing.</td>
</tr>
<tr>
<td>(b) Geographical Filing</td>
<td>(ii) The papers are pasted in bound book datewise.</td>
</tr>
<tr>
<td>(c) Spike File</td>
<td>(ii) Under this system files are arranged numberically.</td>
</tr>
<tr>
<td>(d) Pigeon Hole</td>
<td>(iv) Files may be marked zonewise — north, south, east and west.</td>
</tr>
<tr>
<td>(e) Guard Book</td>
<td>(v) The method is used in Post Office for sorting letters.</td>
</tr>
</tbody>
</table>

30.5 Indexing

Meaning and Purpose

Indexing is an important aid to filing. Filing and indexing are so interrelated that filing without indexing is incomplete and indexing without filing does not exist.

Indexing is the process of determining the name, subject or other captions under which the documents are filed. Index is a guide to records. The main purpose of an index is to facilitate the location of required files and papers. Index helps the staff to find out whether a particular file exists for a party or subject, and its place in the container. It also facilitates cross referencing. Where records are classified in numerical order, or subject wise an index is necessary.

The purposes served by indexing are as follows:

(i) easy location of files and documents
(ii) speedy cross-referencing
(iii) saving of time and effort in locating records
(iv) efficiency of record keeping
(v) reducing the operating cost of records management

A good indexing system should be simple, economical, safe, elastic and efficient. It should provide for cross referencing of files. Tabs, guides or slips should be used for indications for quick referencing.

**Types of Index**

Various types of indexes are used in different offices according to their requirements. The main types of indexes are:

1. Ordinary Page Index
   (a) Bound book index
   (b) Loose leaf index
   (c) Vowel index
2. Vertical Card Index
3. Visible Card Index
4. Strip Index
5. Wheel or Rotary Index

1. **Ordinary Page Index**

   It is similar to the subject index given at the end of standard books in which the subject matter is alphabetically arranged and then relevant page numbers are given against each heading or sub-heading. Sometimes it consists of specially designed pages fitted with a tab indicating an alphabet and on each page the names or subjects starting with that alphabet are written along with the page numbers. This type of index can be (a) Bound Book index, (b) Loose Leaf index, or (c) Vowel Index.

   **(a) Bound Book Index:** Under this system, index is prepared in a bound book or register divided into alphabetical sections in which the names or documents are entered. Each section has the leaves cut away at the right hand side so that the initial letters of all the sections are visible at a glance. All entries relating to a letter or alphabet are arranged in the same section or page reserved for it.

   The merits of this method are: (i) It is a very simple method of indexing; (ii) No special training is required of the staff; (iii) It is very economical
as it does not need costly equipment. (iv) It is compact and handy and can be used for a long period; (v) It is popular in small organisations.

The main drawbacks are: (i) It is not flexible and cannot be expanded beyond a limit; (ii) Alteration is not possible if anything has been wrongly entered. Dead subjects cannot be deleted; (iii) The location of names is difficult as they are not entered in alphabetical sequence; (iv) It is suitable for small offices only.

(b) Loose-Leaf Index: This is an improved version of the bound book index. The bound book becomes inconvenient to handle if it is too big. In loose leaf index single sheets are punched to fit in between metal hinges with the help of a metal screw. Pages are loose so that any page can be taken out or additional pages inserted. To insert or remove the pages the metal hinges have to be unscrewed. The binder with the loose index sheets can be locked so that no one can take out any sheet without having authority to do so.

The main advantages of loose-leaf index are: (i) This method provides for maximum flexibility and can be adapted to suit the needs. (ii) It is convenient to handle and provides quick and easy reference. (iii) Dead records can be withdrawn and stored at the back. (iv) It is more economical than other methods of indexing. (v) The sheets can be used for many different purposes such as keeping additional information regarding a customer e.g. credit rating, telephone number, postal and telegraphic address etc.

The main drawbacks are: (i) It takes longer to locate a particular index page. (ii) Through constant handling the sheet may be damaged. (iii) There is a possibility of the sheets being misplaced after they have been taken out. (iv) If pages are used for multiple purposes, there are chances of committing errors.

Vowel Index: It is a modification of the book index. In big organisations which deal with large correspondence, the index book is maintained on the basis of vowel classification in order to facilitate quick reference. The section of book reserved for an alphabet is subdivided into sub-sections, each of which is reserved for a vowel, that is, a,e,i,o,u and y. The page is first selected by the initial letter and then by the vowel occurring after the initial letter. For example, the name ‘Gandhi’ will be recorded in the section reserved for ‘G’ and in the vowel sub-section ‘a’. The system is simple, easy to operate, economical, and suitable for large organisations. but it is not suitable for small offices.
2. **Vertical Card Index**

Under this system each subject, customer or document is allotted a separate card on which necessary information appears. The cards may be of small size (12.5 cms x 7.5 cms) or as per need. They are classified and arranged alphabetically, numerically, geographically or subjectwise. The alphabetical classification is more popular. In some cases more than one card may be prepared for the same set of information and each card may be arranged in different manner e.g. in library usually two cards are prepared for each book — one is arranged on the basis of author and the other on the basis of title of the book. The cards are filed vertically in steel or wooden drawers. A hole is punched into each card to keep the card in its proper place. Guide Cards may be used to indicate groups of cards in a class. This type of index is very popular in big offices.

It has many **advantages**. (i) It provides for flexibility as the number of cards can be increased or decreased without disturbing the arrangement. (ii) It is economical to operate (iii) It is simple and easy to understand. (iv) The system can be used for many different purposes. (v) Dead records can be withdrawn at any time. (vi) It can be used by several persons at the same time. (vii) Cards can be arranged in any order.

It suffers from certain **limitations**. (i) All the cards are not visible at a glance. (ii) Cards may get lost or damaged since removal of cards is easy. (iii) Cards may get torn due to constant handling. (iv) The equipment is costly. (v) A regular check is required to ensure that cards removed for reference are replaced in their proper places.

3. **Visible Card Index**

Under this system, the cards are arranged flat in a shallow tray or metal frame. Each card is attached to metal hinge and overlaps the one before it, so that name address and other particulars are visible without touching other cards. The frames or trays are attached vertically to the metal stands or they can be put horizontally into cabinets. The details of data can be written or typed on the front or back of the cards for reference.

The **advantages** are : (i) It occupies less space. (ii) The reference is much faster. Cards are easily located. (iii) any information can be added without disturbing the arrangement. (iv) Out dated cards can be removed easily whenever necessary. (v) Its capacity is quite large. More cards can be accommodated in the same space. (vi) It is widely used in libraries, banks, insurance companies and other organisations.

Visible card index also suffers from certain **drawbacks**. (i) It requires costly equipment. (ii) Designing and operating the system needs special
training. (iii) Making entries on cards takes more time.

4. **Strip Index**

In every office there is need for a list of names of parties to be maintained with their telephone numbers, addresses etc. A line entry on a narrow strip of card board can be prepared for a single item. These strips are arranged in a frame in such a way that they can be taken out and replaced with ease. Frames can be hanged on the wall or put on the table in a book form or even arranged on a rotary stand which can be turned round to look at any part of the index. This system is a variation of the visible card index, offers the same advantages and suffers from the same drawbacks.

5. **Wheel or Rotary Index**

Under this method cards are arranged around the hub of a wheel which may be portable. A single wheel can hold as many as 5000 cards. A card can be inserted or withdrawn without disturbing the other cards. Entries can also be made on the cards without removing from the wheel. The merits of this system are — quick and easy referencing, economy of time and efforts, economy of space, elasticity, etc. This indexing system has gained popularity because it is simple to operate.

**Intext Questions 30.3**

1. Fill in the blanks.

(a) An important aid to filing is __________.

(b) The main purpose of indexing is for easy __________ of files and documents.

(c) Under __________ index the register is divided into alphabetical sections. The pages are cut away at the right hand side.

(d) Under __________ index each customer is allotted a separate card on which necessary information appears.

(e) In __________ index names and addresses are visible without touching other cards.

2. Match the following.

<table>
<thead>
<tr>
<th>Terms</th>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Self-indexing</td>
<td>(i) The paper is die-cut to fit in between metal hinges with the help of screw.</td>
</tr>
</tbody>
</table>
(b) Ordinary Page Index  
(ii) Telephone Directory is an example of this system.

(c) Loose Leaf Index  
(iii) The cards are filed vertically in steel or wooden drawers.

(d) Vertical Card Index  
(iv) A line entry on a narrow strips can be prepared for a single item. The strips are arranged in a frame.

(e) Strip Index  
(v) It is similar to the subject index given at the end of standard books.

30.6 What You Have Learnt

Filing is the process of arranging and storing records so that they can be referred to at any time. The main objectives of arrangement of records are: careful storing, easy availability, ready reference, future planning, effective control, evidence in court and follow-up steps. Centralised filing means a filing department in general office, whereas under decentralised filing every department maintains its own records. They have their own merits and demerits.

Systems of classification of files are: alphabetical, numerical, geographical and subjectwise. Methods of filing are: horizontal and vertical. Old methods of horizontal filing are: wire file, folder file, pigeon hole, box file, guard book file, expanding case and arch liver file. The most modern method is vertical filing system. There are certain adaptations of vertical system such as suspension filing, lateral filing, open shelf, visible, rotary filing etc. All the systems of classification of files have their own merits and demerits.

Indexing is the process which helps locating the name, subject etc. under which the documents are filed. Indexing is necessary for easy location of files and cross referencing. Types of index are: ordinary page index (like bound book, loose leaf and vowel), vertical card, visible card, strip and rotary index. All the methods have their own advantages and disadvantages.

30.7 Terminal Exercises

1. Which system of filing is suitable for a small trader who receives not more than ten letters per month?

2. State the relative merits of centralised and decentralised filing.

3. Name the index adopted by a bank to identify the signatures of customers.
4. Name the device which helps in locating a specific card in card indexing system.

5. What is vertical filing?

6. What is menat by self index?

7. State the main objectives of indexing.

8. State the situations under which decentralised filing may be useful.

9. List the main advantages of vertical filing.

10. Distinguish between filing and indexing.

11. Briefly describe the visible card index system with its advantages.

12. What is card index? What are the advantages of card index over book index?

### 30.8 Answers to Intext Questions

30.1 1. (a) filing (b) availability (c) decentralised
       (d) centralised (e) minimum

       2. (a) iv (b) i (c) v (d) ii (e) iii

30.2 1. (a) alphabetical (b) index (c) horizontal
       (d) vertical (e) expanding case

       2. (a) iii (b) iv (c) i (d) v (e) ii

30.3 1. (a) indexing (b) location (c) bound book
       (d) vertical card (e) visible card

       2. (a) ii (b) v (c) i (d) iii (e) iv