मुख्य कार्यालय /Headquarters Office,
कार्मिक शाखा /Personnel Branch,
चेनै /Chennai-600003

सं/No: SR-HQoHR(SYST)/7/2022

दिनांक/Dated: 30.08.2022

PBC No: 152 /2022

All concerned

Sub: Handling of letters in e-office – need to follow proper
Channel of submission – regarding.

Ref: This office letter No.SR-HQoHR(SYST)/7/2022 dated 13.07.2022.

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        Kind attention is drawn to this office letter cited above, wherein instructions were issued regarding the proper channel of submission of files and letters through e-office. A copy of the same is enclosed for ready reference.

        Despite the above, it is seen that many routine letters, which are to be dealt only by the concerned officers in Headquarters, are being sent to PCPO directly by the dealing staff. This results in avoidable delay in processing the letters as they have to be dealt only at the level of concerned lower level officers.

        In view of the above, it is advised that the proper channel of submission should be followed scrupulously, while sending routine letters directly to PCPO by dealing staff in e-office.

        If any letter needs the personal attention of PCPO, then it should be routed through Secretary to PCPO instead of sending them directly to PCPO.

        It may also be noted that any letter, which is submitted to PCPO without following the proper channel of submission, is liable to be sent back to the sender with direction to send it to the concerned through proper channel in e-office.

        This issues with the approval of Competent Authority.

Encl: 1

(B. INDUMATHY)
SPO/EMS & Secy to PCPO
For Principal Chief Personnel Officer

No. SR-HQoHR(SYST)/7/2022

Headquarters Office,
Personnel Branch,
Chennai – 600 003.

All Concerned,

Date: 13.07.2022.

Sub: Basic Instructions for handling eReceipts and eFiles in eOffice – reg.
Ref: This office letter No. P(R) 436/P/MISC/Vol.V dated 20.07.2021
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In addition to the Basic instructions mentioned in above reference, The following instructions may be strictly followed while working in eoffice portal. The Basic Training on e-office will be scheduled in the first week of August 2022.

1. All eFiles should be routed through immediate Supervisor / Controlling officer in proper channel and should not be sent to HOD/PHOD of same or other departments directly.

2. A letters that are marked with **Copy-to** PHODs/ HODs may be sent to their secretaries (i.e., PS / Steno) instead of sending to PHODs/HODs directly.

3. Personal Representations of Staff may also be sent to the secretaries of PHODs/HODs instead of sending them directly.

4. While diarizing the letters, the contact details of officer who have signed the letter, has to be filled instead of sender details.

5. In order to restrict files/receipt being sent to other officers/dealers inadvertently, a preferred list or group of officers / dealers / staff may be created.

6. While sending the receipts and eFiles to officers, action (i.e. Put for sanction, for sign please, etc.,) and priority (i.e., most important, etc.,) may be selected suitably.

7. Try to scan the letters / documents in Black and white format unless color is mandatorily required for differentiation purpose with lower resolution (150 to 200 dpi) so that documents will be very light and easy to explore in e-Office.

8. Use Scanning Hardware device for scanning documents with settings mentioned in the point number 5. Avoid scanning through third party apps using mobile phones as output of the same is not legible. (i.e., AdobeScan, Microsoft Office Lens, SwiftScan are some of the Mobile Scanning Apps. However, Scanning HW Device is recommended for Scanning.)

9. Don't attach the same folios repeatedly in a eFile instead refer the same Folio Number wherever required. (Superseded the point 3 of File Management in Ref(1)).

10. When the folio reaches 300 Folios, a new efile on the same subject with the subsequent volume number may be created. (Superseded the point 5 of File Management in Ref(1)).

11. Don't create multiple single eFiles for same subject. Keep single eFile for the same subject and its subsequent follow-ups and matters. (Superseded the point 1 of File Management in Ref(1)).

12. If any file is to be closed on temporary basis, they may be kept aside using **Park File** Menu in eoffice.

13. Ch.OS of concerned section may ensure that staff working under him is in the same organization group in eoffice. Otherwise, the efiles cannot be pulled / accessed from staff of his section who is on leave. If any staff of other organization unit is available in your organization unit, the same may be informed to e-Office admin for necessary action.

This has the approval of Competent Authority.

(M.SUNITHA)
APO/ Gl.& Hqrs.
For PCPO