



Government of Punjab
Department of Governance Reforms and Public Grievances

ORDER

It has been observed that currently communication is being done through physical letters. e-Office has features which can make such communication online. Accordingly, with a vision to make this office fully paperless and streamlining the process of inward / outward communications (dak, diary and dispatch), the Standard Operating Procedure (SOP) placed at **Annexure - A** must be followed for dealing with all inward and outward communications.

Project Manager, eOffice shall arrange for providing requisite training and ensure enablement of the features as defined in the SOP.

Dated: 21/11/2023

Girish Dayalan, IAS
Special Secretary to Government
and Director

No.: DGRPG/Eoffice/E-605162/I/729519/2023

Dated: 22/11/2023

A copy is endorsed to following for information and necessary action please:

1. PA to Principal Secretary, Governance Reforms & Public Grievances
2. All Project Managers
3. PA to Director, DGRPG
4. CRU team



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Annexure – A

1. SOP for dealing inward communication (Received Dak/Diary)

a. Diarization

i. Dak received through physical mode:

1. Central Registry Unit (CRU) / Dak receiver will receive the physical letter and diarize the same on e-Office and mark the eReceipt generated to PA to Director, DGRPG, for further marking to the concerned officer.
2. **No hard copy of letters is to be sent to PA or concerned Project Managers.** The CRU/Dak Receiver shall maintain the date wise record of hard copy of all inward communication at its level.

ii. Dak received through email:

1. The PA to Director/CEO shall diarize and create an eReceipt of all emails received on the Director's / CEOs email id using "**Browse & Diarize**" or "**Email Diarization**" feature. CRU team shall assist PA in diarization of emails.
2. Emails sent to Project Managers & their teams, in which Director/CEO is not kept in loop shall be diarized by the concerned team.
3. Print out of the email should not be taken unless completely unavoidable.
4. Emails sent by the office in which Director/CEO is kept in cc, shall not be diarized by the PA to Director/CEO.

iii. Dak received through eOffice:

1. All officials, PA to Director/CEO and CRU shall regularly check the "**Received Letters**" option in their eOffice and diarize any of the communication received using the available options (**Inter eOffice, Intra eOffice, Email Diarization**).

Note: Effort must be made for **identifying duplicate dak and only one unique copy must be diarized**. Duplicate dak must be sent to the recycle bin.

- b. Downmarking and dealing eReceipt:** PA to Director shall mark the eReceipt to the concerned Project Manager/Officer, who shall further downmark the eReceipt to the dealing team or dispose off at its level as per requirement. The dealing team shall only put **one unique copy in eFile and close all duplicate copies**, if any.



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2. SOP for outward communications (Dispatch / Letters etc. to be sent)

a. Creation of draft

- i. All outward communication like letters / proceedings / orders / notifications / notice etc. are to be created through the draft feature of E-office.
- ii. While creating a draft, relevant hashtags like document number, approved date and approved by designation are required to be used for generating document number and date, after approval from competent authority.

b. Approval of the draft: The Competent Authority shall edit/approve the drafts created through eOffice.

c. Signatures on the approved draft:

- i. The approved draft must be signed using Digital Signature (DSC) or eSign by the Competent Authority or concerned Project Manager.
- ii. All signing authorities must get their DSCs or eSign.
- iii. The already generated and valid DSCs / eSigns can also be mapped with eOffice for this purpose.

d. Dispatch of the signed document

- i. After signatures, the Project Manager (or the concerned team) shall dispatch the letter through e-Office.
- ii. **No manual diary / dispatch number is required.** The document number is automatically generated after approval at the location where the hashtag of the document number is used. The format to be used for Memo no. is as under:
<DGRPG or PSeGS>/<Project Name>/<eFile No.>/#DocumentNumber#
- iii. The recipient details can be entered by clicking the “**Add Recipients**” button in the dispatch section of eOffice.
 - A. The option of “**Public**” to be selected in case communication to be sent to public / office outside Government of Punjab / office of Govt. of Punjab not onboarded on eOffice. The required details of the recipient are to be added and saved. In case communication to be sent via email, then email id can be added while saving the recipient details. The letters in this case must be sent through email only.
 - B. The option of “**Intra eOffice**” is to be selected in case the communication is to be sent to the office onboarded on the same domain. The concerned recipient can be selected or searched from Users Dropdown.
 - C. The option of “**Inter eOffice / Other Applications**” is to be selected in case the communication is to be sent to office onboarded on another domain of eOffice like Department / Directorate sending communication to Board / Corporation / District. The concerned recipient can be selected or searched from Users Dropdown.



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Note:

- The concerned recipient shall receive the dispatched communication under the “**Received Letters**” tab in his/her eOffice login in case dispatch is made through Intra / Inter eOffice option.
 - The dealing hand may additionally email the signed document to the recipient email id apart from above options.
 - Multiple recipients can be added as per requirement.
- iv. After adding the recipient details, the communication can be dispatched using “**Send / Dispatch with follow up**” or “**Send / Dispatch without followup**” as per requirement.
3. All internal communication must be done through email or eOffice. Further, no physical letters shall be sent either within the office or outside the office.