

RECEIPT, SCANNING, DIARISATION AND DISTRIBUTION OF DAK

1. Receipt of Dak-

(a) During office hours, the entire paper/ physical dak of the Department, including that addressed to Officers by name, will be received in the Central Registry Unit. Where, however, immediate/important physical dak addressed to Officers by name is sent through special messenger directly to the addressees themselves, it will be received by them or their personal staff.

(b) In case, an officer is on long leave, has retired or left the office after completion of his/her tenure, the incumbent or the link officer dealing with the subject will receive the references. In case, none of the above mentioned officers is in position, the central registry will receive such letters.

2. Scanning of physical dak & insertion thereof into the system:

The physical dak (including the fax messages) would be received by various functionaries (e.g. C.R. Unit or the personal staff of the officer concerned). It shall be the responsibility of the functionary who first receives the physical dak, to scan [including the enclosures (if any)] & diarize it into the system (In case the enclosures are missing, he shall take action telephonically or electronically to obtain the enclosures from the sender, preferably in the electronic form). Also, where voluminous books, papers, etc. are sent as annexure, the sender may be requested

to send a soft copy or indicate public website link from where the book, etc. may be downloaded. To start with, only the first page/cover of the book, etc. may be scanned. Similarly, while sending letters, only a website link/ URL may be provided, to save paper and scanning effort. The functionary in the CR Unit will forward it to the concerned functionary in accordance with the work Distribution chart. In other cases, the personal staff shall scan it & diarize it for further directions.

3. Diarisation of dak:

The dak will be received by the concerned functionaries either in electronic form or physical form. The dak which has been received in the physical form has to be converted into electronic form. Thereafter, it will be diarised in the electronic form. The system will automatically generate a new diary number for every new item of dak. This diary number will be in seriatim for the entire (Hqrs)/Commissionerate. At

the time of diarisation, the system will allow the user to categorize the receipts. Also, the scanning of dak may be done as per the priority markings on the dak, if any.

4. Storage of physical dak after scanning:

After the diarization, the physical dak will be retained by the functionary who received it initially, in a folder. He will also record the computerized diary number on it. All such letters will be kept chronologically. At periodical intervals, the folder will be stitched & sent to the Record Room.

5. Distribution of dak-

- 1) The receipt may be forwarded to the concerned branch.
- 2) The official in charge of the central registry unit will ensure that urgent dak received outside office hours will be diarized and forwarded. In other cases, such dak will be dealt with in accordance with the instructions issued by the Commissionerate.

RECEIPTS - SUBMISSION

6. Perusal and marking of receipts-

The receipts shall be received electronically by the branch officer who will:

- (1) go through the receipts;
- (2) forward misdirected receipts to the branch concerned, electronically;
- (3) separate those which, either under the Office or in his discretion, should be seen by higher officers before those are processed and mark those to such officers;
- (4) mark to himself such of the remaining receipts as are of a difficult nature or present any special features requiring his personal attention;
- (5) mark and forward other receipts to the dealing hands concerned, and where necessary, indicate urgency grading and give directions regarding line of action;
- (6) flag the important receipts requiring prompt action or disposal by a specified date in the system; and
- (7) submit the case to the officer who last dealt with it, if it is the one returned by another Branch.

- (8) The Branch Officer will review the status of the receipts, every week, to ensure monitoring.

7. Movement of receipts -

The Branch Officer will generate a report on pendency of the receipts. A copy of the sent receipt will be available to the officer in his 'sent items' folder for viewing.

8. Action by higher officers -

Officers to whom receipts are submitted will:

- (1) make an indication, i.e. mark to self the receipts which they may like to dispose of without assistance from branch or to submit to higher officers;
- (2) where necessary, give directions regarding line of action to be taken on other receipts; and
- (3) return the receipts to the Branch Officer for further necessary action.

9. Allocation of disputed receipts-

If a branch feels that it is not concerned with a misdirected receipt forwarded to it, the same should be brought to the notice of the Branch Head(AC/DC).

ACTION ON RECEIPT

10. General Principles.-

Action on receipts will be so organized that it results in speedy and correct decision-making process. While the detailed drill to be followed is given in the succeeding paragraphs, certain general principles to be observed in this regard are given below:

- (1) An officer will himself initiate action on as many receipts, as possible, keeping in view the priority requirements.
- (1) Least possible time will be taken for examination and disposal of cases.
- (2) While disposing of cases, an officer will aim at optimizing the quality as well as the quantity of work performed by him.

11. Action by dealing hand.-

The dealing hand will:

- (1) go through the receipts and ensure that the receipts, with urgency grading, are dealt first;
- (2) check enclosures/ attachments and if any found missing, initiate action to obtain electronic copy of all such enclosures/ attachments.
- (3) see whether any other branch/division/department is/are concerned with

any part or aspect of a receipt and if so, send the same to such branch/division/department for necessary action, electronically and physically if the other entity is not in the electronic mode.

- (4) Move the receipt to an e-file
 - a. If an e-file exists for this receipt, add the receipt to the existing e-file.
 - b. In case such an e-file does not exist, an e-file will be created in the system. Dealing hand is required to add the metadata required for creating a new e-file. A new e-file number will be assigned automatically by the system on the creation of an e-file.
- (5) Reproduce remarks on the notes portion of the e-file, if any, made by an officer on the receipt;
- (6) The system will automatically assign a new serial number to the receipt, which will be visible on the top centre of all the pages of the receipt. The system will also automatically assign a new page number to each page of the receipt, which will be visible on top right hand corner of the page.
- (7) With the help of knowledge management, and collaboration/ interaction tools in the system, search and link other e-files or documents, if any, referred to in the receipt, or having a bearing on the issues raised therein.
- (8) Identify and examine the issues involved in the case and record a note.
- (9) Submit the case to the appropriate higher officer.
- (10) Add metadata such as due-date, priority, and noting on the e-file.
- (11) The e-file, once submitted, will be available for viewing to the officer submitting the e-file.

12. Action by branch officer-

- (1) The Branch Superintendent will process the case, as required and
 - (a) scrutinize the note of the dealing hand;
 - (b) finally dispose of routine cases;
 - (c) take intermediate routine action;
 - (a) *record*, where necessary, a note setting out his own comments or suggestions; and
 - (d) submit the case to the appropriate higher officer.

13. Examination by branch-

When the line of action on a receipt is obvious or is based on a clear precedent or practice, or has been indicated by a higher officer, and a communication has to issue; a draft will be

put up without any elaborate note. In other cases, the branch, while putting up a case, will:

- (1) point out mistakes, incorrect statements, missing data or information, if any
- (2) draw attention, if necessary, to the statutory or customary procedure and point out the relevant law and rules;
- (3) furnish other relevant data or information available in the Department, if any;
- (4) state the questions for consideration and bring out clearly the points requiring decision;
- (5) draw attention to precedents;
- (6) evaluate relevant data and information; and
- (7) suggest, where possible, alternative courses of action for consideration.

14. Standard Process Sheet

For dealing with cases of repetitive nature, depending upon the work of the Department, standard process sheets will be devised by the respective Departments and will be prescribed through Departmental instructions and shall be made available in the system and shall be recorded in such cases.

requires immediate attention by the final officer to assign the e-file directly to the approving officer in the respective branch. The system will send a workflow on such level-jumping actions.

For an e-file that is pending with a junior officer, the officer should assign the e-file to self with reasons specified in the system. The system will send a workflow on such level-jumping actions.

In case of any category of cases, each such case should be recorded in the system with the levels jumped over; who in suitable manner.

In case any senior or junior officer in handling an urgent e-file, collaboration tools like e-file marked to the officer, with a copy

15. Level of disposal and channel of submission

1. In case of a high priority e-file that requires immediate attention by the final officer, the individual should assign the e-file directly to the approving officer with reasons specified in the system. The system will send a workflow communication to all the officers in the workflow.

2. In case, the officer feels the necessity to assign the e-file to a junior officer, the officer should assign the e-file to the junior officer in the respective approving branch, without any other inter-branch communication to all the officers in the workflow.

3. Wherever level jumping is done in respect of an e-file, the e-file on its return will pass through all the levels. The system will send a workflow communication to all the officers in the workflow. Cases could resubmit the cases for reconsideration.

4. In case any officer requires inputs from other officers in handling a routine matter or while preparing a draft, the officer could also be used. It will be recorded in the system and shall be communicated to the other officers in the workflow.