



GOVERNMENT OF ASSAM  
GENERAL ADMINISTRATION (SECRETARIAT ISSUE) DEPARTMENT  
DISPUR :: GUWAHATI - 6  
Block - A, Ground Floor, Janata Bhawan, sad.assam@gov.in, gad.assam.gov.in

eCF No. 605826/22

Dated Dispur, the 21<sup>st</sup> January, 2025

From : Under Secretary to the Govt. of Assam,  
General Administration Department.  
To : All Administrative Department.  
Sub : Regarding disposal of official letters.

Sir/Madam,

In inviting a reference to the subject cited above, I am directed to enclose herewith a copy of SOP on Diarisation and Disposal of letters received in the Department vide No. 296202 dtd 28/08/2023 and request you kindly to take suitable measures for disposal of official letters through intra/inter eOffice mode for all Govt. official and e-office user letters. Also, for non eOffice users all letters should be dispatched through designated emails only. Further in case of non-email and non- eOffice users, the official letters may be dispatched through GA (Issue Branch) Department. No further letters which have designated eOffice or email users will be received for disposal in the GA ( Issue Branch) Department **except court matters, rti matters, DO letters** and any other important communications with Govt. of India and other State Governments.

This has the approval of competent authority.

Encl : As above.

Yours faithfully

Signed by

Paresh Chandra Goswami

Under Secretary to the Govt. of Assam  
General Administration Department

Date: 21-01-2025 11:11:20  
Dated Dispur, the 21<sup>st</sup> January, 2025

Memo No. eCF .605826/22-A

Copy to:

1. PS to Commissioner & Secretary to the Govt. of Assam, General Administration Department for information.
2. Content Manager, GA (Sectt. Estt.) Department. He/She is requested to upload the letter in this Department's website immediately.

By order etc,

(e-signed)

Under Secretary to the Govt. of Assam  
General Administration Department



GOVERNMENT OF ASSAM  
GENERAL ADMINISTRATION (SECT. ESTT.) DEPARTMENT

DISPUR :: GUWAHATI-6

Block-A, Ground Floor, Janata Bhawan, sad.assam@gov.in, gad.assam.gov.in

E file No.296202/

Dated Dispur, the ..... August, 2023

**SOP on Diarisation and Disposal of letters received in the Departments**

**Designated email id :**

1. All Departments should have designation email ids in the following format for receiving and issuing letters:  
<DEPT NAME>.<EOFFICE>@assam.gov.in
2. All Departments to create email ids in the above format and submit the created email id in the link shared below:

<https://forms.gle/AExDjKNK9bm45qWQ6>

**Computerized/Digitized Issue Receipt Branch:**

1. Each Department should have a computerized issue receipt branch with the following minimum infrastructure:
  - a. Two numbers of dedicated computers (One for Receipt and Issue each)
  - b. Two numbers of dedicated scanner (One for Receipt and Issue each)
2. Minimum Two number of Assistants/Computer operators who have good computer skills should be assigned dedicatedly in the issue receipt branch. (One for Receipt and Issue each)

**Receiving of letter:**

Diarisation Of letters received through email:

- The departments should ensure that all possible communication should be received in soft copy format through the dedicated email id.
- One assistant should be permanently assigned to operate that particular email id
- All received letters should be downloaded and uploaded in the diary page for ECR generation
- The generated ECR will be forwarded to the Section Officers who after sorting will forward it to the concerned person.
- Print out of emails received should be avoided.

**Diarisation of letters received in hard copies:**

- All received letters will be scanned and diarized for ecr generation
- The ecr number generated will be marked in the hard copies.
- Month wise guard files will be maintained which will contain All physical copies received during that month should be stored in the guard file for that month.
- All physical copies should be destroyed after a period of one year.

**Dispatching of letters:**

- All letters to dispatched should be identified under the following categories:
  - a. Recipient is a Government Official and eOffice User
  - b. Recipient is a Government Official but a non eOffice user
  - c. Recipient is a Public Category.

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- For Category a, all letter should be dispatched only through Intra/Inter eOffice Mode.
  - For Category b, all letters should be dispatched through designated emails only
  - For Category c, only if email ids are not available physical copies should be dispatched.

Signed by M.s Marivannan

Date: 27-08-2023 09:16:05

Commissioner & Secretary to the Govt. of Assam  
General Administration Department, Dispur-6.

Dated Dispur, the ..... August, 2023

Memo No. E file No. 296202/ -A

Copy to :

1. All Department
2. P.S. to Principal Secretary to the Govt. of Assam, Dispur for kind appraisal of Principal Secretary.
3. P.S. to Commissioner & Secretary to the Govt. of Assam, Dispur for kind appraisal of Commissioner & Secretary.
4. E-Office Team GAD.
5. Office Copy.

By Order etc.,

Signed by Antaripa

Deputy Secretary to the Govt. of Assam  
General Administration Department, Dispur-6.

Date: 28-08-2023 11:07:27