



**GOVERNMENT OF ASSAM  
GENERAL ADMINISTRATION (SECTT. 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 28<sup>th</sup> 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 Manivannan

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

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

Memo No. E file No. 296202/ -A

Dated Dispur, the 28<sup>th</sup> August, 2023

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