



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.319381/ 19

Dated Dispur, the 19th September, 2023

SOP on File and Receipt Pendency in eOffice

- All users should ensure that files and receipts are timely disposed of from their account within 48 hours of receiving the receipts/files.
- All files which have been processed and does not have any pending matter are to be marked as closed.
- Nodal Officers should timely monitor the files and receipt pendency of their department.
- In case files/receipts are pending with users who are no longer active in the department, the section officers are to be directed to immediately clear of the pendency by shifting the files//receipts to the authorized user.
- File and Receipt Transfer right is provided to the local admins of the department.
- All Section Officers are to monitor the pendency of their respective sections and ensure that no files / receipts are pending in inactive user accounts.

File and Receipt Pendency:

The following are considered as pendency against a user:

1. Receipts in Inbox
2. Receipts in Created Folder
3. Files in Inbox
4. Files in Created Folder
5. Files in Parked Folder

Removal of Receipt Pendency

The receipt pendency of any user account can be removed by the following process:

1. Forwarding the receipt to the concerned user
2. Putting up the receipt in a file.
3. Closing the receipt with a valid remark.

Closing a Receipt

1. If a receipt is not required to be put up, the same may be marked as closed with proper remarks.

Removal of File Pendency

The file pendency of any user account can be removed by the following process:

1. Forwarding the file to the concerned user
2. Closing the file

Closing a File

1. If in a file all matters are disposed of and does not have any matter pending as on date, the same has to be marked as closed.

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Re-opening a File

1. A file can be re-opened if required to process any fresh matter that has come up wrt that particular file. A file can be closed and re-opened multiple times if required.

Approval for Closing a file

1. In the eOffice application provision is available to take approval from section officer for closing a file.
2. Else the concerned assistant may be provided the right to directly close the files.
3. The department may follow which ever process is convenient for them.
4. Currently most of the assistants are given the direct closing role.
5. In case they want that closing approval from Section Officers is made mandatory, All administrative departments and DC Offices may submit a request to: General Administration Department gad.eoffice@assam.gov.in and asm-anuradha@nic.in regarding the same.
6. All Directorates offices may submit a request to: Information Technology Department Assam itdepartment-as@assam.gov.in, itdassam@gmail.com and asm-anuradha@nic.in

Parking a File

1. A file which is pending due to dependency on some external matter, may be marked as parked.
2. E.g. A file is pending because certain report is sought for processing in that particular file. Until the reports are received the file may be marked as parked with proper remark.

Unparking a File

1. When the dependency on the external matter is met, the same has to be marked as unparked.
2. On unparking a file will be shifted to the inbox of the user.

Signed by M.s Manivannan

Date: 15-09-2023 17:40:28

Commissioner & Secretary to the Govt. of Assam
General Administration Department, Dispur-6.
Dated Dispur, the 15th September, 2023

Memo No. E file No. 39381/19 -A

Copy to :

1. All Departments.
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: 15-09-2023 17:41:37