

दक्षिण मध्य रेलवे  
SOUTH CENTRAL RAILWAY



महाप्रबंधक का कार्यालय  
General Manager's Office,  
3rd मंज़िल, रेल निलयम  
3<sup>rd</sup> Floor, Rail Nilayam,  
सिकंदराबाद – 500025  
Secunderabad – 500025

No.E-Office/2022-23

Date: 15.11.2022

All PHoDs  
All DRMs  
All CWMs

Sub: Revised guidelines on 'Files' and 'Receipts' management in e-Office correspondence – Reg.

Ref: 1. This office Lr.No.G.157/Genl./2019, dated 31.07.2019  
2. This office Lr.No. E-Office/2020-21, dated 18.05.2020, 04.06.2020  
3. This office Lr.No.G.157/Genl./2017, dated 19.07.2017

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It is observed in the recent past that the files and receipts in e-Office are not being dealt properly and multiple part files are generated on same subject and being dealt independently. It is therefore, felt necessity for reiteration of the instructions with minor changes for compliance without any variance.

- (1) The tour programmes requiring approval of General Manager (GM) and also sent for his kind information through e-file mode and e-receipt mode respectively, may be sent through e-office – "PURANAM NAGALAKSHMI-- PS-I(GAZ) to GM/SCR/ PNL — O/o SECY TO GM/SCR". The modalities for approval of tour programme of SAG officers & above or for information of GM through e-receipt mode is as per the instructions circulated vide reference (3) above.
- (2) The tour programme for approval of AGM or those sent for his kind information/perusal should be sent to "MATTAPARTI SATYA SRINIVAS -- PS to AGM/SCR/MSS – O/o AGM/SCR" through e-file mode and e-receipt mode respectively.
- (3) The proposals seeking allotment of GM's conference Hall, Rail Nilayam Auditorium in e-Office receipt mode only, need to be sent to "MATTAPARTHY SRINIVASA RAO - Ch.OS - G/GMO/SCR/MSR".
- (4) In case of Gazetted posting proposals from PCPO/PFA, it need to be sent in e-Office file directly to Dy.Secy (Confdl.) i.e. "HANUMANAGUTTI LAKSHMI NARASIMHA PRASAD – Dy.Secy Confidential/GMO/SCR/HLN – O/o Dy.SECY – CONFIDENTIAL /GMO/SCR".
- (5) All files other than those mentioned at Sl.Nos. (1), (2), (3) & (4) above need to be sent to "ELIZABETH OLIVER -- OS-R&D/GMO/SCR/EOR". The authority whose approval is sought (GM/AGM) should be categorically indicated in the noting for easy routing of files to the competent authority.
- (6) The GM's office will be the sending the dak on e-office platform to respective in-charges of Receipt and Dispatch sections in the offices of PHODs and DRMs. The

nominated dispatch sections officials may be advised to monitor the dak on daily basis and forwarded to the concerned official(s) for necessary action. It may also be noted that GM's office would not be accepting any physical papers inward dak. They may be sent through "Receipts Section on e-Office platform

- (7) All files and letters **except** the following shall be processed through e-office mode only in the form of 'Files' & 'Receipts' mode respectively.
- i) D&AR, Vigilance cases
  - ii) Court case
  - iii) Secret/Confidential issues such as
    - a) All types of recruitments (RRB/RRC/CG/Sports & Cultural etc.) & all selection proceedings for promotions and ex-cadre posts, Railway Apprentices and Medical decategorisation etc.
    - b) Accident Inquiry proceedings
    - c) Confidential Security matters
  - iv) Matters relating to non-railway (departments/associations/firms/private firms) entities/units etc. However, all the internal correspondence within the field unit/division and Hd.Qrs for the above area/subject is to be dealt in e-office only. Any interim/final correspondence with the non-railway entities/ units to be sent in manuscript letter mode, after internal e-Office correspondence.
- (8) The following issues need to be taken care of while sending the correspondence (File/letter through e-office) amongst the departments/Divisional offices and also to GM's office.
- a) The proposal requiring approval/ or specific directions of GM, shall be sent only through 'Files' section of e-office from the HQrs (PHoD) maintained e-Office file with PHoD remarks. However, the field units shall send their proposals in e-receipt mode only after dealing their proposal internally in their e-Office file and taken recommendations of CWM/DRM concerned. In the case of subjects directly dealt in GM's Office (Awards, Shields, ZRUCC, Parliamentary Standing Committee meetings, MP's meetings, ORH allotment and quarters allotment to Gazetted officers in Secunderabad area etc.), the field units/other offices can send their request/proposal on e- receipt mode only after their PHoDs/DRMs/CWMs approval on their internal e-Office file.
  - b) Similarly, in case of one time event type correspondence such as information/advise/reply/remarks on a particular subject for which no further correspondence is required, it shall be sent in 'Receipt' mode only instead of 'File' mode.
  - c) While sending a draft letter for approval of DRM/PHoD/AGM/GM, in the correspondence through 'File' mode of e-Office, the draft letter must be sent in editable text form using 'create draft' feature from that e-Office file. Draft letter file number shall be same as e-Office subject file number instead of legacy manuscript file number. In no case, a draft letter for approval be sent either in pdf form or on the noting side itself.
  - d) All e-Office files, except Gazetted posting proposals, sent for approval/ sanction of AGM/GM shall be invariably routed through ADRM/DRM (in case of Divisions) and HoD/PHoD (in case of Hd.Qrs/extra Divisional Units) and sent to GM's office as per the procedure detailed in above.

- e) It is also observed that, multiple files are created for every transaction/event for the same subject at different times which miss the continuity of the correspondence and results into non-traceability of the previous correspondence on the same subject. Hence, immediately, a drive needs to be undertaken to identify multiple/duplicate files on the same subject in e-office and then to be merged & diarised into one main file duly maintaining the sanctity of the 'Noting' and 'Correspondence' sides, in a chronological order.
- (9) The above instructions are to be applicable for all Offices of departments/branches of Zonal Headquarters, Extra Divisional Units, Divisional Headquarters, Workshops and Sub-Divisional Offices at field units where the Office is headed by an in-charge of Assistant Scale and above. Wherever e-Office is not available in the units, the same shall be made available by the PHoDs/DRMs/CWMs concerned. Sr.DSTE of the Division/Dy.CSTE of Zonal Headquarters (Open Line/Construction concerned) shall take necessary action duly liaisoning with M/s.RailTel to get necessary training, Digital Signatures, NIC accounts and also establish necessary hardware/network infrastructure.
- (10) To avoid parallel manuscript files maintenance of same subject, the AAC/EAC of copying/printing paper of 2022-23 shall be reduced to 50% of 2021-22 quantity for all stores accounting filed units. PCMM may please take necessary action immediately.

**(N.Sreenivas Reddy)**  
**DGM/Co-Ord. & Secy. to GM**  
**For General Manager**

C/- **AGM** for kind information please.