

**सीएसआईआर- मुख्यालय, अनुसंधान भवन,
वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्,
Council of Scientific and Industrial Research
Anusandhan Bhawan, 2, Rafi Marg, New Delhi-110001**

F.No. JS-CSIR/1/2025-JS-A-CSIR HQ

Dated: 14.10.2025

कार्यालय ज्ञापन / OFFICE MEMORANDUM

विषय : ई-ऑफिस कार्यान्वयन- सीएसआईआर मुख्यालय के साथ संचार के लिए कार्यप्रवाह, ई-ऑफिस में डाक प्रबंधन, ई-ऑफिस का उपयोग करके बैठक के विवरण तैयार करना ।

Subject: E-office implementation– Workflows for communication with CSIR Hqrs, Dak handling in e-office creating minutes of meeting using e-office.

सक्षम प्राधिकारी सीएसआईआर ने सभी सीएसआईआर प्रयोगशालाओं और इकाइयों में तत्काल प्रभाव से कार्यान्वयन के लिए निम्नलिखित ई-ऑफिस संबंधी कार्यप्रवाह को मंजूरी दी है:

The Competent Authority has been pleased to approve the following e-office related workflows for implementation across all CSIR labs and units with immediate effect:

WORKFLOW NO. 01	:	COMMUNICATION WITH HQRS AND DAK HANDLING IN E-OFFICE
WORKFLOW NO. 02	:	CREATING MINUTES OF MEETING USING E-OFFICE

विस्तृत कार्यप्रवाह संलग्न है। इसे सीएसआईआर मुख्यालय के आईटी प्रभाग के परामर्श से जारी किया गया है।

The detailed workflows are enclosed. This issues in consultation with IT division of CSIR Hqrs.

(अभिषेक चंद्र/ Abhishek Chandra)
अवर सचिव/Under Secretary

संलग्न/ Encl. : यथोपरि/ As above

प्रतिलिपि/Copy:

- सभी सीएसआईआर राष्ट्रीय प्रयोगशालाओं/ संस्थानों / मुख्यालयों /इकाइयों के निदेशक/प्रमुख
The Directors/Heads of all CSIR National Labs. /Instts. /Hqrs. /Units
- सीएसआईआर वेबसाइट/ CSIR Website
- कार्यालय प्रति/Office copy.

WORKFLOW NO. 01- COMMUNICATION WITH HQRS AND DAK

HANDLING IN E-OFFICE

PART- I: WORKFLOW FOR LABS TO HQRS COMMUNICATION USING E-OFFICE

Currently there are 3 methods to communicate in e-office:

1. Through letters,
2. Through e-files,
3. Through receipts.

Workflow and when to use what

1. **Communication through letters:** Preferred mode for all eoffice correspondence with CSIR Hqrs.

Roles required in e-office- Departmental Sender and Receiver role to be given to the concerned users by the Nodal officer of the lab based on the approval of Competent Authority of the lab.

Procedure/Workflow:

- a) The concerned section/Dealing hand of the lab will create draft of the letter in the relevant e-file. In the green note it must be clearly mentioned that a draft letter is attached to the e-file, so that the higher officers can know that they have to see/modify and approve the draft letter.
- b) The draft of the letter will be modified/approved by the higher authority.
- c) The approved letter will then be e-signed/digitally signed using DSC or ink-signed and upload by the Authorized signatory.
- d) After signatures the letter can be dispatched by the signatory himself/herself, OR it can be sent to the lower levels for initiating the dispatch. The approved and Signed Letters can be dispatched by anyone using the **"Initiate dispatch option"**.
- e) The dispatched letters will be visible in the ISSUE section. Also one copy of the letter will be automatically filed in the correspondence section of the e-file and become part of the file.
- f) The letters will be received by the concerned division of CSIR Hqrs. and diarized by Officer/PS/Designated staff to create the receipt and then process it further or mark to concerned sections down the line for necessary action.

Intra e-office letters should be sent only to the concerned Divisional Heads of CSIR Hqrs like: -

- | | |
|-------------------|-----------------------------------|
| a. DG CSIR, | f. Head RAB, |
| b. JS(Admin), | g. Head ISTAD, |
| c. FA, | h. Head IT, |
| d. CVO, | i. Head IMD |
| e. Legal Advisor, | j. Head ESD/Chief Engineer etc... |

No intra e-office letter should be sent directly to internal divisions, like DS/Sr.DS HR-I, DS/Sr.DS HR-II etc., of CSIR Hqrs. However, if known beforehand, then they must be mentioned in **Kind Attention** with **a copy** of the e-office letter marked to them, so that the office of the Divisional Heads can route it to the concerned internal divisions.

Correspondence through **intra e-office letters** will be the **only mode** of in e- office for CSIR labs to CSIR Hqrs. communications.
No physical letters should be sent.

2. **Communication to CSIR Hqrs through e- files and e- receipts:**

Sending e-receipts and e-files to CSIR Hqrs. is not allowed. e-receipts and e-files is to be used only within the labs and not for labs to CSIR Hqrs correspondence.

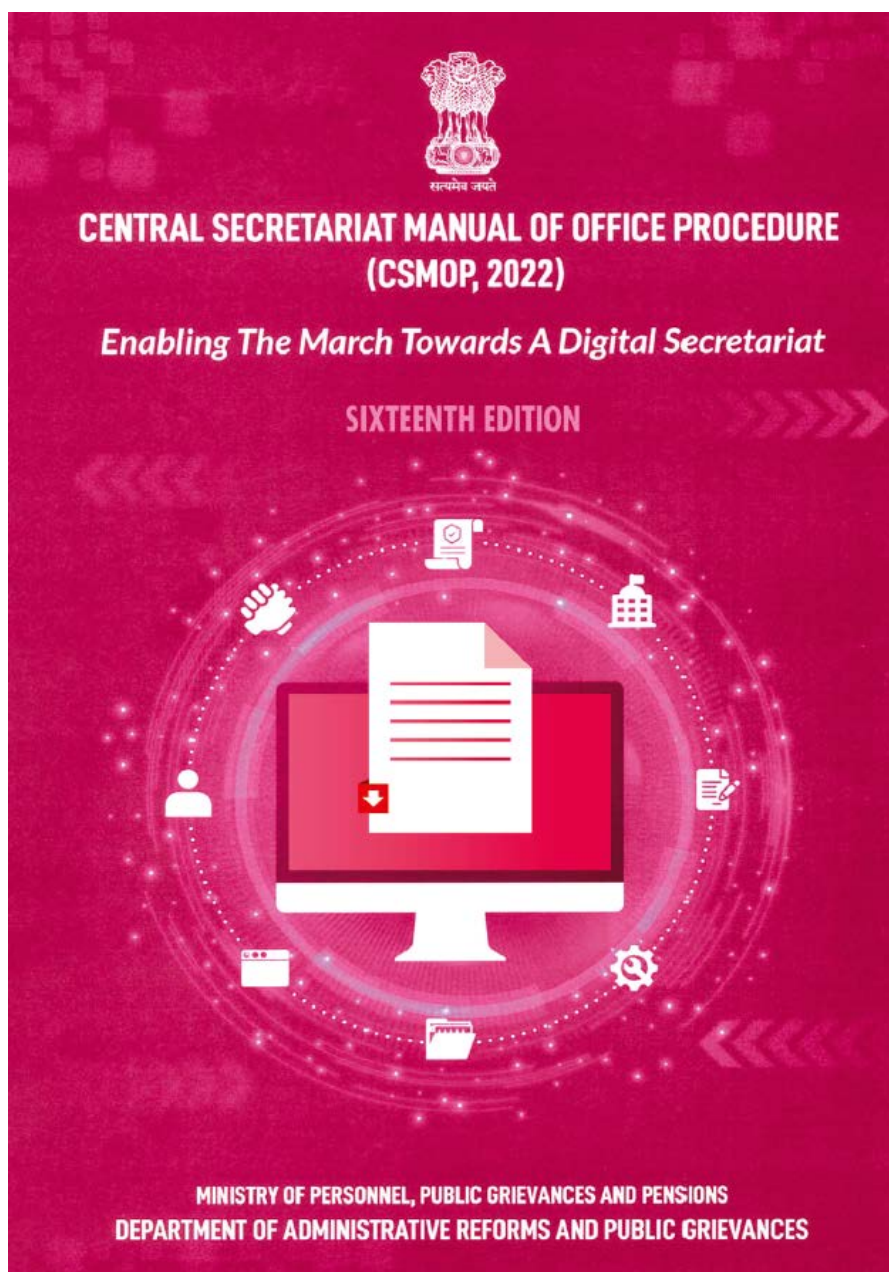
3. However, as far as the Acceptance of proposals from CSIR labs/Instts relating to International Cooperation (1C) Activities coordinated by ISTAD is concerned, the ISTAD OMs, i.e. CSIR OM dated 02nd Jan 2025 etc. will continue till further orders.

Summary:

Communication through intra e- letters	Primary and the only mode
Communication through e- file	To be used only internally in the lab and not to be sent to Hqrs, except for ISTAD.
Communication through e- receipts	To be used only internally in the lab and not to be sent to Hrs. in any case.

**PART- II: HANDLING OF PHYSICAL DAK FOR E-OFFICE USAGE. THE SOP FOR
CENTRAL REGISTRATION UNITS (CRUs).**

1. All the labs/units if CSIR are required to revive/create their dak handling units/R&I sections etc. of their lab and rename it as **Central Registration Unit (CRUs)** within a period of 1 month from the date of issue the notification.
2. The Central Registration Unit (CRUs) is to be made functional as per as detailed in the Appendix 5.2 & 5.3 of the CENTRAL SECRETARIAT MANUAL OF OFFICE PROCEDURE (CSMOP, 2022) which is enclosed.



Functions of CRU

1. CRU "Definition":

'Central Registration Unit' (CRU) means a section or unit within a department consisting of functionaries like resident clerk and night duty clerk (data entry operator). The unit is entrusted with the responsibility of receiving, registering and converting physical Daks into electronic receipts, and distributing / marking and sending them.

2. CRU "Process Flow":

- a. *Receipt of DAKs:* The physical DAK for the department is received.
- b. *Scanning:* The physical DAKs received is scanned & saved as pdf document. All papers of a single dak must be scanned and saved in a single document. Cases wherein 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.
- c. *Registration:*
 - i. The scanned copy of the Dak is uploaded in the system along with its details (meta-data), if the processing of Receipt is completely electronic.
 - ii. If the processing on a Receipt is to be done in physical form, the registration is to be done using eFile.

in order to provide ease of access & avoid any loss of letter at a later point of time, the dak should be scanned and uploaded during registration.

- iii. If Dak received is in the form of e-mail, following actions can be taken as per the processing nature in eOffice-
 - *Electronic processing in eOffice:* the mail can be converted into PDFs for further processing.
 - *Physical processing in eoffice:* a print-out is to be taken.

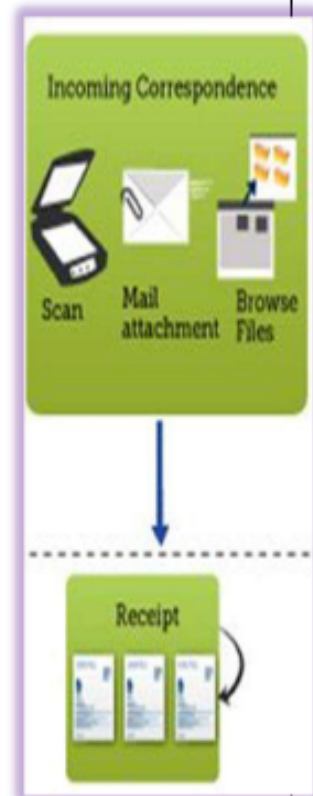


Fig. 1: The Process Flow

- In both the processes, the meta-data has to be entered and registration/receipt number generated by the system, which is in serialtim for the entire Ministry/Department.

Storage of physical Daks after scanning: After scanning and registration, the physical Daks along with registration/receipt number is to be sent to the respective sections. This is done so as to retrieve and refer to, if required.

Distribution of Receipt: The receipt may be forwarded to the concerned section. Disputed Receipts are to be dealt with as prescribed in this Manual (para 5.9.)

Strengthening of CRU

The CRU is considered as the backbone for successful & sustainable implementation process of eOffice in the organization. Therefore, following aspects of a CRU must be looked into –

- a. *Human Resources:* The unit must be equipped with technically skilled man-power with computer proficiency.
- b. *Infrastructure:* The unit would be dealing with heavy volume of Daks each containing multiple pages, on a daily basis; thus it is very important to equip the unit with “Good quality” High-speed ADF Scanners & new-generation computer systems well connected over network for efficient productivity for the organization.

Allocation of Disputed Receipts (para 5.9 of CSMOP, 2022)

If a section feels that it is not concerned with a mis-sent receipt or email forwarded to it, it should be brought to the notice of the Under Secretary so designated by the departmental instructions for deciding allocation of disputed receipt. In case of dispute, the will be responsible for the settlement of the dispute at the earliest within 2 working days from the date of receipt in the department, except that in case of disputed receipts with urgency grading, he/she will decide within half-a-day.

APPENDIX 5.3.
(Box –e.5.5.)

Guidelines for handling of Daks in CRU

DAK TYPE	REGISTRATION	SCANNING	HANDING OVER PROCEDURE
Newspapers, Magazines and periodicals.	NO	NO	Hand over to Library.
Private DAK e.g. LIC reminders, personal bills.	NO	NO	Handover to addressee/PA/MTS.
Private DAK by registered or Speed Post.	NO	NO	Receive in paper register, take signature of addressee/PA/MTS.
DAKs by office name.	YES	YES	Open Envelope, Scan, and register, Electronically forward to Section concerned. Write Registration number on original paper and send to respective Section.
DAK by office name with bulky enclosures e.g. brochures etc.	YES	Scan Covering letter; Enclosures sent as hard copy.	Remarks about enclosures will be entered in the Registration. If documents are important, Officer/Section/Personal Staff may scan them and keep in a file against registration number.
DAK by officer's name or marked Private/Classified etc.	YES	NO	Will NOT be opened. However, it will be registered and electronically forwarded to the addressee. Registration number and date will be written on the unopened envelope and it will be sent to concerned officer or his/her PA. It will be duty of the addressee or his/her PA to scan it and enter into eFile against the concerned registration number.
<u>Note:</u> The above mentioned guidelines are for reference purpose only. The departments need to have their own instructions depending on different types, nature and importance of Daks received.			

WORKFLOW NO. 02 – CREATING MINUTES OF MEETING USING E-OFFICE

Currently there are several options to get minutes of meeting signed by members in e-office:

1. Getting physical signatures by all members on the document and then after all signatures taking it as a receipt and then put in relevant file.
2. Getting signature of one member--> Scan it--> Send to next the member-> next member downloads it, signs, scans and sends back/to the next member in a sequential manner.
3. Create a receipt for MOM--> attach it to the e-file-->create a green note and refer that receipt --> send that e-file to individual members in a sequential order for concurrence.
4. **Using the Multi-sign feature-** i.e. Create a draft letter through e- receipt option (not through e-file) -->Approve the agreed draft in e-office-->Send that e-file containing the approved letter for e-sign/Digital sign by individual members in a sequential manner.

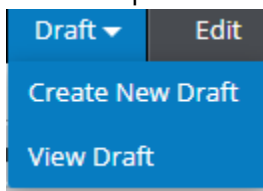
Workflow and recommendations regarding when to use what

Option 1	:	Getting physical signatures by all members on the document and after all the signatures are done create an e-receipt and then put in relevant file.	This option is convenient and is preferred when all the members are available in the same geographical location and getting their physical signatures on the document is easy.
Option 2	:	Getting signature of one member--> Scan it--> Send to next the member-> next member downloads it, signs, scans and sends back/to the next member in a sequential manner.	This option, although not user friendly, but can be used if the members agree to it, and are comfortable to use this option. Will work well, if number of members are few.
Option 3	:	Create a receipt for MOM--> attach it to the e-file-->create a green note and refer that receipt --> send that e-file to individual members in a sequential order for concurrence.	This option will not record the signatures on the document, but will be recorded in green notes by all the members.
Option 4	:	Using the Multi-sign feature- i.e. Create a draft letter through e- receipt option (not through e-file) ->Approve the agreed draft in e-office-->Send that e-file containing the approved letter for e-sign/Digital sign by individual members in a sequential manner.	Presently this option is available for getting signatures using e-office when all the members are with CSIR and may be sitting at same or different location.

Procedure regarding Option 4 for getting MOMs signed using e-office: -

E office Roles required for signing draft/MOMs	:	DRAFT_SIGNER
E office Roles required for sending/receiving e-files/e-receipts/Letters to other labs of CSIR	:	DEPARTMENT_RECEIVER DEPARTMENT_SENDER

1. Create a dummy document having Single page. Write the subject matter of the minutes/other relevant details on that page. e.g. "Minutes of meeting dated 03.09.2025 regarding e-office implementation".
2. Create a pdf of that document and create a receipt by uploading that single page document.
3. In e-receipt Create a draft through e- receipt option (not through e-file*).



4. Get the Minutes of the meeting finalized.
5. Upload the finalized document to modify the draft.

Steps 1-5 mentioned above can be done by any junior staff.

6. Draft created may be sent to higher officers, who should approve the draft.
7. A sequence order of the members may be planned and the approved document may be sent to the concerned officers/committee members in that sequence.
8. On receipt of the document, the members must sign using e-sign/digital sign. No ink-sign be done.
9. The document may either be sent back to creator/custodian department or sent to next member in the sequence.
10. After all the members have e-signed, the Minutes of the meeting document is deemed to be created.
11. Put that receipt in the relevant e-file and using the **"initiate dispatch"** send a copy of the signed MOMs to all the committee members. By dispatching the MOM will become the part of the TOC of the file.
12. Later a Green note can be created and the receipt(MOM) be referenced in that and then sent to the Competent Authority for approval.

** e-receipt is used to create the draft, as creating it through e-file will require the movement of e-file just for getting the minutes signed. Till the file will be in movement, no action can be initiated on the file. It will lead to unnecessary creation of part files. Therefore, creating drafts through e-file is not suitable in many cases, just for circulation and getting the MOMs signed in e-office. After the MOMs are signed it can become part of the file and TOC.*

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