

I/20/2018

कार्यालय आयुक्त
OFFICE OF THE COMMISSIONER
केन्द्रीय माल और सेवा कर, आयुक्तालय, जालंधर
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05/09/2018

कार्यालय आदेश संख्या: 04/2018Office order No. 04/2018

Subject: SOP on Dak diarisation, receipts submission and action thereon in eOffice

I. RECEIPT, SCANNING, DIARISATION & DISTRIBUTION OF DAK

1. Receipt of Dak:

- i. Physical dak will be received in the Central Registry Unit (CRU). Confidential dak and communication addressed to officer by name shall be received by the Personal Assistant to the officer, if any, else by the officer himself.
- ii. Communication received by email will be opened by the officer to whom it is addressed or his PA.

2. Scanning of physical dak/ email, its insertion into the system & diarisation:

- i. CRU/PA, who receives the dak / opens email, shall be responsible to scan it [including enclosures (if any)] & diarise it into the system.
- ii. In case the enclosures are missing, he shall take action telephonically or electronically to obtain the enclosures from the sender, preferably in electronic form. Where 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. To start with, only the first page/cover of the book, etc. may be scanned. Similarly, while sending letters, only a website link/ URL may be provided, to save paper and scanning effort.
- iii. The system will automatically generate a new diary number for every new item of dak. This diary number will be in seriatim for the entire (Hqrs.) / Commissionerate. CRU/PA shall record this number on the physical dak.

3. Storage of physical dak after scanning:

- i. CRU will retain physical dak in a folder. Confidential dak will be sent to the Confidential/ Vigilance section.
- ii. Dak will be kept chronologically. At periodical intervals, the folder will be stitched & kept safely by CRU in its custody.
- iii. Dak such as invoices, bills, claims, bank guarantees, bonds,

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undertakings etc., required in physical form by a Section for further processing or safe keeping, will be sent to the Section concerned. In these cases, CRU shall enter remarks in the System that the physical dak has been sent to the Section.

4. **Distribution of Dak:**

CRU will forward receipts to the person to whom it is addressed. Where PA receives the dak/email, he shall scan it & diarise it and send it to the officer to whom it is addressed.

II. **RECEIPTS- SUBMISSION**

5. Officers, who receive receipts, will:

- i. make an indication, i.e. mark to self the receipts which they may like to dispose of without assistance from branch;
- ii. where necessary, give directions regarding line of action to be taken on other receipts; and
- iii. flag the important receipts requiring prompt action or disposal by a specified date in the system; and
- iv. send others to the Branch Officer (Supdt./ AO) for further action.

6. **Perusal and marking of receipts by Branch Officer (Supdt./ AO):**

Branch Officer , on receiving the receipts, will:

- i. go through the receipts;
- ii. forward misdirected receipts to the branch concerned, electronically;
- iii. mark to himself such of the remaining receipts as are of a difficult nature or present any special features requiring his personal attention;
- iv. mark and forward other receipts to the dealing hands concerned, and where necessary, indicate urgency grading and give directions regarding line of action;
- v. flag the important receipts requiring prompt action or disposal by a specified date in the system; and
- vi. submit the case to the officer who last dealt with it, if it is the one returned by another Branch.
- vii. will review the status of the receipts, every week, to ensure monitoring.

7. **Allocation of disputed receipts:**

If a Branch feels that it is not concerned with a misdirected receipt forwarded to it, the same should be brought to the notice of the AC/DC concerned, who will get it sent to the branch concerned.

ACTION ON RECEIPTS

8. **Action by dealing hand:**

The dealing hand will:

- i. go through the receipts and ensure that the receipts, with urgency

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- grading, are dealt with first;
- ii. check enclosures/ attachments and if any found missing, initiate action to obtain electronic copy of all such enclosures/ attachments.
- iii. see whether any other branch/branch/divisions/departments is/are concerned with any part or aspect of a receipt and if so, send the same to such branch/divisions/departments for necessary action.
- iv. Move the receipt to an e-file-
 - a. If e-file exists for this receipt, add the receipt to the existing e-file.
 - b. In case e-file does not exist, create an e-file. He shall also add the metadata required for creating a new e- file. A new e-file number will be assigned automatically by the system on the creation of an e-file.
 - c. Reproduce remarks on the notes portion of the e-file, if any, made by an officer on the receipt;

The system will automatically assign a new serial number to the receipt, which will be visible on the top centre of all the pages of the receipt. The system will also automatically assign a new page number to each page of the receipt, which will be visible on top right hand corner of the page.

- v. With the help of knowledge management, and collaboration/ interaction tools in the system, search and link other e-files or documents, if any, referred to in the receipt, or having a bearing on the issues raised therein.
- vi. Identify and examine the issues involved in the case and record a note.
- vii. Submit the case to the appropriate higher officer.
- viii. Add metadata such as due-date, priority, and noting on the e-file.
- ix. The e-file, once submitted, will be available for viewing to the officer submitting the e-file.

9. Action by branch officer:

The Branch officer will process the case, as required and,

- i. scrutinize the note of the dealing hand;
- ii. finally dispose of routine cases;
- iii. take intermediate routine action;
- iv. *record*, where necessary, a note setting out his own comments or suggestions; and
- v. submit the case to the appropriate higher officer.

10. Examination by branch:

When the line of action on a receipt is obvious or is based on a clear precedent or practice, or has been indicated by a higher officer, and a communication has to issue; a draft will be put up without any elaborate note. In other cases, the branch, while putting up a case, will:

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- i. point out mistakes, incorrect statements, missing data or information, if any
- ii. draw attention, if necessary, to the statutory or customary procedure and point out the relevant law and rules;
- iii. furnish other relevant data or information available in the Department,
- iv. state the questions for consideration and bring out clearly the points requiring decision;
- v. draw attention to precedents;
- vi. evaluate relevant data and information; and
- vii. suggest, where possible, alternative courses of action for consideration.

11. Level of disposal and channel of submission

- i. In case of a high priority e-file that requires immediate attention by the final approving officer, the individual should assign the e-file directly to the approving officer with reasons specified in the noting side. The system will send a communication to all the officers in the workflow on such level-jumping actions.
- ii. In case, the officer feels the necessity to act on an e-file that is pending with a junior officer, the officer should assign the e-file to self with reasons specified in the noting side, without any other interventions. The system will send a communication to all the officers in the workflow on such level-jumping actions.
- iii. Wherever level jumping is done in respect of any category of cases, each such case on its return will pass through all the levels jumped over; who in suitable cases could resubmit the cases for reconsideration.
- iv. In case any officer requires inputs from any senior or junior officer in handling routine matter or while preparing a draft for an urgent e-file, collaboration tools could also be used. It will be recorded in the e-file marked to the officer, with a copy to the other officers in the workflow.

**Digitally signed by
SUNIL SINGH KATIYAR
COMMISSIONER**

To:

1. All sections/ staff members by email only.
2. The DC (Systems) for uploading on website.
3. Notice Board

Copy to: The Chief Commissioner, CGST, Chandigarh Zone