आदेश संख्या / ORDER No. 15/2020 - CHENNAI NORTH

Subject: Eoffice -- Constitution of Central Registration Unit (CRU) – for digitizing/uploading of inward correspondence and files- Regarding

*****

In accordance with the instructions of the CBIC/DGPM, eOffice will be rolled-out in the Chennai North Commissionerate, on 15.06.2020(Monday) at 12 noon. To operationalise the eoffice system, a Central Registration Unit (CRU) is created in the Chennai North Commissionerate (Main Building Room No.314-315, Third Floor). The following officers are posted to the CRU:

1. Shri. Abhay Pratap Singh, Inspector
2. Shri. Manikandan, EA
3. Shri. M. Raghu, Havaldar

Officers of the CRU shall discharge the functions of the CRU, **as detailed in Appendix 5.2 of the Central Secretariat Manual of Office Procedure (CSMOP), 2019** wherein specific instructions are provided on the nature of tasks in the eOffice environment. The same is attached for information. Inspector, CRU will be the login authority, responsible for uploading the scanned incoming DAK, as per the guidelines in **Appendix 5.3 of CSMOP, 2019.** In carrying out the functions and responsibilities of the CRU, Inspector will be the supervisory authority and other officers will actively assist him. In addition, Inspector, CRU will also supervise the scanning and uploading of files, identified by the Nodal Officer of the eoffice Local Implementation Committee of the Commissionerate.

This is issued with the approval of the Commissioner, Chennai North.

ASSISTANT COMMISSIONER
(Administration)

To
The Individual officers

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.
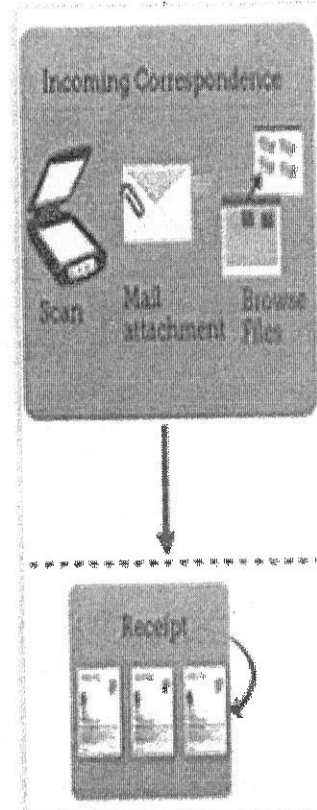
c. *Registration:*

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. Scanning of the physical copy is not mandatory.

However, 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

Fig. 1: The Process Flow

print-out is to be taken.

> In both the processes, the meta-data has to be entered and registration/receipt number generated by the system, which is in seriatim 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.

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.

Note:
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.