

राजस्थान सरकार  
प्रशासनिक सुधार एवं समन्वय (अनु.-1) विभाग

क्रमांक: प.25(9)प्रसु/सम/अनु-1/2019

जयपुर, दिनांक: 16.02.2023

“परिपत्र”

राज्य में सुशासन की स्थापना हेतु सरकार द्वारा लिये गये महत्वपूर्ण निर्णयों को त्वरित गति से लागू कराने एवं विभागीय फाईलों का समयबद्ध निस्तारण हेतु राज-काज पोर्टल पर सभी विभागों एवं आयुक्तालयों/निदेशालयों में मिशन मोड पर ई-फाईल मॉड्यूल लागू किये जाने के संबंध में इस विभाग द्वारा दिनांक 27.12.2022, 25.01.2023 एवं 08.02.2023 को परिपत्र जारी किये गये हैं।

इसी क्रम में दिशा-निर्देश जारी किये जाते हैं कि जारी/अग्रेषित की जाने वाली समस्त डाक राज-काज पोर्टल के माध्यम से ऑनलाईन ही भिजवाये जाने की पालना सुनिश्चित करावें।

राज-काज पोर्टल के माध्यम से डाक जारी/अग्रेषित किये जाने की प्रक्रिया इस परिपत्र के साथ संलग्न है।

संलग्न:-उपरोक्तानुसार

(आलोक गुप्ता)  
प्रमुख शासन सचिव

प्रतिलिपि निम्नांकित को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित है:-

1. प्रमुख सचिव, मुख्यमंत्री, राजस्थान सरकार।
2. वरिष्ठ उप शासन सचिव, मुख्य सचिव, राजस्थान सरकार।
3. विशिष्ट सहायक/निजी सचिव, समस्त मा. मंत्री/राज्यमंत्री/संसदीय सचिव।
4. समस्त अति. मुख्य सचिव/प्रमुख शासन सचिव/शासन सचिव।
5. महानिदेशक, पुलिस राजस्थान, जयपुर।
6. समस्त विभागाध्यक्ष/निगम/बोर्ड/आयोग।
7. समस्त संभागीय आयुक्त/जिला कलक्टर
8. रक्षित पत्रावली।

उप शासन सचिव

Signature valid

Digitally signed by Alok Gupta  
Designation : Principal Secretary To  
Government  
Date: 2023.02.16 12:18:30 IST  
Reason: Approved

RajKaj Ref No. : 3179041



Standard Operating Procedure Guidelines

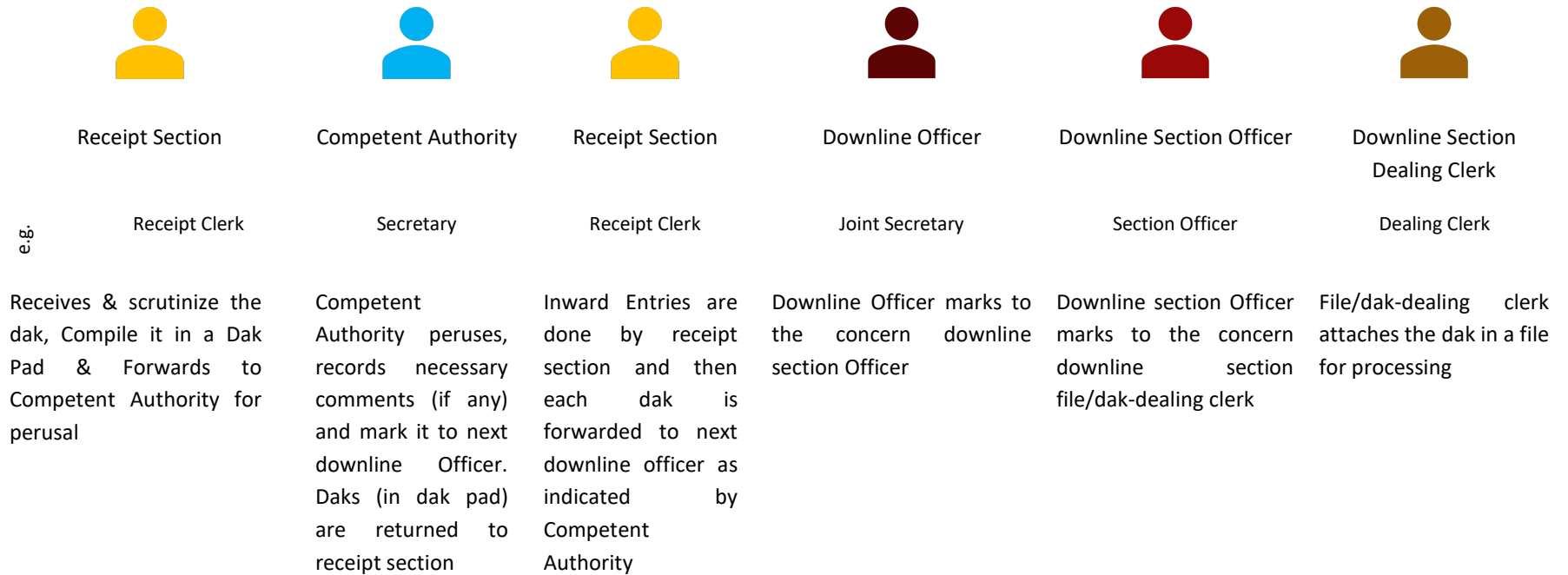
# Handling of Daks in Electronic Office

[Inward receipts & Outward activity by a department]

Version 1.0, Feb 2023

In day to day Office functioning's, (1) physical daks are received (in the form of letter, circular, DO etc) and (2) daks are dispatched, addressed to other Officers/Department. This is generally referred as Inward Receipts and Outward Daks. The general process flow in practice, is as under -

Inward Process of Dak/Receipts



In electronic environment, Dak Inward is done in following steps:

a. Physical Dak Handling by Receipt Section:

- (1) Using 'Inward' option, the information (meta-data) related to the dak (sender details, references, date etc.) is entered. The physical daks are then scanned and uploaded as attachment in this dak-inward entry.
- (2) This dak is then forwarded to Officer (to whom dak is addressed by sender).
- (3) The dak forwarded (in above step) will be visible in the dak inbox of concerned Officer.
- (4) Concerned Officer may open the dak from the dak Inbox and may forward it to other officer/official as the case may be. The system facilitates to record comments with the dak using 'Noting' option.

*Once send, the physical daks may be centrally archived by Receipt Section or may be periodically forwarded to concerned dealing officers for archival at the dealing section level.*

b. Dealing Officer/Official:

- (1) The dak along with its scanned copy and relevant meta data (information) is received in the dak-inbox of the dealing officer.  
Officer/Official shall promptly check his dak-inbox for receipts. Opening and reading receipts is deemed as receive-acknowledgement of dak.
- (2) Dak can be processed in two ways
  - i. Dak attached with e-File:-  
The dak can be attached to e-File (and converted as PUC) for further processing. References/Hyperlinks of these attachments (PUC/Dak) may be mentioned in the notings of e-File.
  - ii. Dak without attaching it with file:-  
Users can open dak, may input notes/remarks in it using 'Noting' option and then send to other concerned for perusal, information or proposal (as indicated in 'Noting') approval. Once approved, dak can be disposed using 'dispose' option.

## Outward Dak / Dispatch:

The outward details (of letters/circulars/DO etc to be sent) are captured in an outward register and then physically dispatched through post or by-person or other mediums. In electronic environment, this can be done in following basic steps:

- a. Dealing Officer/Official will put-up the related matter in e-File with DFA (Draft for approval which is proposed to be sent) to next/competent level for perusal, approval and signature.
- b. This e-File is then forwarded in proper-office-channel for DFA approval and Signature. For example, the file may forwarded from dealing clerk to section officer, and then to Joint Secretary and finally to Secretary.
  - (1) In case Approving & Signing authority are same, DFA may be approved and signed.
  - (2) In case Approving & Signing authority are distinct, DFA is approved by approving authority and then forwarded to downline competent signing authority for signature\* on the DFA.
- c. This e-File and signed DFA is then forwarded (in downline file-channel) to concerned dealing clerk.
- d. Outward of signed DFA can be done using 'Outward' action. Dealing clerk may forward the signed DFA to Outward Section or may 'outward by self'. The dispatch clerk shall input all the relevant meta data and complete the 'dispatch' process resulting in Electronic or Physical delivery of signed DFA depending on dispatcher preference-
  - (1) Electronic - Online Outward & Transfer of correspondences directly in the recipients dak inbox (Online movement of 'signed letter' from sender to recipient directly in the dak inbox)
  - (2) Physical - Online Outward generated but not transferred electronically- In such case, following action shall be taken on the dispatched correspondence-
    - i. scanned copy of 'signed & dispatched DFA' to be uploaded in e-File as PUC (as Office copy of dak) by dealing clerk.
    - ii. Send the physical copy to recipient through post, by-person or other mediums (email, fax etc)

\*Document Signing Process: - Following 3 methods are available to place signature in approved DFA-

1. Aadhaar based eSign services
2. USB based eToken
3. Offline 'Upload Signed DFA' (Approved DFA can be downloaded, printed, signed, scanned and uploaded back on the e-File)

The step-by-step process is detailed in RajKaj User Manual, available at <https://rajkaj.rajasthan.gov.in> >> Knowledge Bank >> डाक प्रबंधन



\* \* \* End of Document \* \* \*