



Office of the Commissioner of the State Goods and Service tax Department
Government of Kerala, Thiruvananthapuram

No CT/408/2020-ITMC

Dtd 22/03/2021

Circular No 02/2021

Sub:- e-Office Implementation - Tappals and correspondances only through e-Office from 01-04-2021 - Instructions issued - reg.

At present many communications were received and forwardd in physical form eventhough despatch facility is available in e-Office system. It is also seen that many officers are still not using Digital Signature for signing the document. Hence the following instructions are issued.

1. All inter-office communications between SGST offices shall be made only through e-Office using the 'Despatch by Self' in all e-Office implemented offices.
2. Inter-Office communications can be made through department email id ending with 'gov.in' in matters of urgency or regular in nature.
3. No physical transfer of tappals or communications from or to SGST offices shall be entertained in all e-Office implemented offices.
4. In cases where physical document is legally compulsory, e-Office tappals shall be communicated and physical tappal shall also be forwarded.
5. All inter-office communications shall be digitally signed and if signing is not possible due to technical issues, the approved communications without DSC can also be forwarded through e-Office CRU.
6. All communications to offices outside e-Office or to other persons/public shall be digitally signed.
7. All officers who do not have a DSC shall apply for the same and use it compulsorily from 01-04-2021.
8. All communications to e-office implemented field departments/Secretariate departments shall be made only through e-Office except cases demanding manual enclosures.
9. So also steps shall be taken to receive Secretariate Tappal through e-Office in cordination with Secretariate Departments.
10. In cases where 'approval' of a letter/proceedings is granted by a higher authority, the Manager/Supd/DC are permitted to digitally sign the document as 'approved for issue' and despatch the same.

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A full fledged implementation of e-Office provides for more transparency and supports followup of the progress of files.Hence all are instructed to comply with the instructions given above.

The progress will be reviewed in weekly work reveiw of District Joint Commissioners.

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Commissioner