



भारतीय सर्वेक्षण विभाग
SURVEY OF INDIA



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भारत के महासर्वेक्षक का कार्यालय
Office of the Surveyor General of India
हाथीबड़कला एस्टेट, डाक बक्स सं. 37
Hathibarkala Estate, Post Box No. 37
देहरादून - 248 001 (उत्तराखण्ड), भारत
DEHRADUN - 248 001 (UTTARAKHAND), INDIA

Departmental Order No.J- 48/2158- General Orders Dated 13-02-2026

In order to ensure uniformity, clarity and compliance in official communications across Survey of India, the guidelines are issued on "Communication – Forms, Channels and Procedure".

The instructions contained therein are to be followed scrupulously while handling official communications, including e-mail correspondence, office memoranda, orders, notifications, minutes, and other prescribed forms of communication, in accordance with the applicable Government of India rules and policies.

In continuation of the Departmental Order No.J-05/2158-General Orders dated 07.01.2026, the following order regarding the Communication – Forms, Channels and Procedure in the offices of the Survey of India is hereby issued for information and strict compliance by all concerned.

COMMUNICATION - FORMS, CHANNELS AND PROCEDURE

1.1 E-mail: The email services provided by NIC shall be used for official Communication. This is a paperless mode of communication to be used by department in e-Office environment. It can be widely used even where classified data is shared. Such classified data are to be sent only in encrypted version. Other Guidelines are provided in the 'email Policy of Government of India' prepared and updated by the Ministry of Electronics and Information Technology.

1.2 Forms of written communications:

For correspondence between Survey of India and organizations other than those which are not part of the Government of India and for communication for certain specific purposes, different forms of written communication generally used by office are described below. Formats of these forms are given in Appendix – 1.1.

1. Letter: This form is used for corresponding with State Governments, the Union Public Service Commission and other constitutional bodies, heads of attached and subordinate offices, public enterprises, statutory authorities, public bodies and members of public.

A letter, being a formal form of communication, which is addressed on behalf of the department/office to the Head of the Government/ organisation by designation, should begin with the salutation "Sir / Madam"; and ending with subscription "Yours faithfully."

2. Demi-official letter: This form is generally used in correspondence by one Government officer with another with the purpose of drawing his/her personal attention in an official matter of importance and/or urgency.

a. Since demi-official letter is written in the first person in a personal and friendly tone, it should be addressed by an officer to another of similar level /rank as far as possible. In the event of non-availability of officer of same level at receiving end, the same may be addressed to an officer at one or two levels below the officer to whom such communication is addressed.

b. Demi-official letter may be used for communicating with officers in other public offices except chief of the Constitutional authorities. In such cases, communications are addressed to the Secretary of such authorities.

c. Communications to non-officials may also take the form of a demi-official letter.

3. Office Memorandum: This form is generally used for communicating decisions to other departments including its attached and subordinate offices. It is used for calling for or providing information. Office Memorandum form is also used by Ministries and Departments for communicating to its employees. It is written in the third person and bears no salutation or subscription. The name, designation, e-mail ID, telephone number and fax number of the officer signing it will, however, be indicated.

4. Office Order: It is used for issuing instructions/ intimation in routine internal administrative matters, e.g., grant of regular leave, distribution of work among officers and sections, internal posting and transfers, etc. Therefore, there is no salutation or subscription. Copies are endorsed to all the persons/authority concerned.

5. Order: This form is generally used for conveying –

- (i) financial sanctions: and
- (ii) final orders in disciplinary cases. Order is not addressed to anyone. Copies are endorsed to all the persons/authority concerned.

6. Notification: This form is used in notifying promulgation of statutory rules and orders, appointments and promotions of certain categories of officers etc. through publications in the Gazette of India.

7. Resolution: This form of communication is used for making public announcement of decisions of government in important matters of policy, e.g., the policy of industrial licensing, appointment of committees or commissions of enquiry. Resolutions are published in the Gazette of India.

8. Press Communiqué/ Press Note: This form is used when it is proposed to give wide publicity to a decision of government through media. A press communiqué is issued where matter is to be published as per the text given by the issuing authority, while a press note, on the other hand, is intended to serve as a hand-out to the press which may be edited, compressed or enlarged by the respective press or media channel.

9. Endorsement: This form is used when a paper has to be returned in original to the sender, or the paper in original or its copy is sent to another department or office, for information or action. It is also used when a copy of a communication is proposed to be forwarded to parties other than the one to which it is addressed. Normally, this form will not be used in communicating copies to state governments, statutory/constitutional bodies.

10. Minutes: A record of discussions is prepared immediately after the meeting, with the approval of the competent authority, and circulated to the officers / offices concerned, giving date/time/venue of the meeting held, who chaired the meeting and list of participants, setting out the conclusions reached and indicating office/section responsible for taking further action on each conclusion.

In case it is perceived by a participant of the meeting, that the minutes recorded are not as per the understanding/perception of the participant, the same may be immediately referred in writing to the authority which has issued the minutes.

In case the meeting is between other departments, ministries, State government, etc., the minutes issued by SOI should invariably be endorsed by respective zonal Addl. SG, with the approval of SGI.

In case an officer or a group of officers has been deputed to attend any meeting(s) which are chaired by Officer of Other Department or Ministry or State Government, then the officer(s) should submit the details of the meeting in writing to Higher Competent Authority for his/her perusal.”

1.3 Email, fax, speed post, registered post, telephonic communications, etc.:

- (i) email, fax, speed post, registered post, special messenger, etc. are modes of sending communication.

- (ii) Appropriate use of the medium of telephone may be made by offices of Survey of India for intra and inter-office/zone/HQ consultation and for communication of information between parties situated locally, and in matters of urgency with outstation offices.
- (iii) Telephonic communications, wherever necessary, may be followed by written communications for confirmation.

1.4 Prompt response to letters received:

- (i) Each communication received from the Member of Parliament, a member of the public, a recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 days of acknowledgement sent.
- (ii) Where (i) delay is anticipated in sending a final reply, or (ii) information has to be obtained from another office, an interim reply will be sent within 15 days (from the date of receipt) indicating the possible date by which a final reply can be given.
- (iii) If any such communication is wrongly addressed to an office, it will be transferred promptly (within 5 working days of its receipt) to the appropriate office under intimation to the party concerned.
- (iv) Where the request of a Member of the Public cannot be acceded to for any reason, reasons for not acceding to such a request should be given courteously.
- (v) As far as possible, requests from members of public should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.

1.5 Target date for replies:

In all important matters in which State Governments, departments of the Central Government, or other offices, public bodies or individuals are consulted, time limit for replies may ordinarily be specified. On expiry of the specified date, orders of the appropriate authority may be obtained on whether the offices or individuals, whose replies have not been received, may be allowed an extension of time or whether the matter may be processed, without waiting for their replies.

1.6 Use of Official Language in Government communications:

The provisions stipulated in the Official Languages Act, 1963 and instructions issued from time to time by the Department of Official Language are to be scrupulously implemented.

Box - e.1.2.

In eFile, there are options to use either Hindi or English or bilingual.

APPENDIX – 1.1

Format of Letter



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DEHRADUN - 248 001 (UTTARAKHAND), INDIA

No.....

Dated 20..

To

Subject

Sir/Madam,

* With reference to your letter No..... dated..... on the subject cited above, I am directed.....

Yours faithfully,

-Sd/
(A.B.C.)

Designation

Tele: No.....

email.....

@(Endorsement)

No.....

Copy forwarded for information/necessary action to :

(1)

(2)

(A.B.C.)

Designation

Tele: No.....

email.....

*Other alternative forms of the introductory phrases commonly used are:-

(i) In continuation of this office's letter No.....

(ii) With reference to the correspondence resting/ending, with your/this office letter No..... Dated.....

To be typed on copies intended for (1) and (2) referred to in the endorsement.

Format of D.O. letter

Dr. ABC
Director, ____ GD
Tele:

D.O. No.....

Survey of India
Office of
.....

New Delhi, the 20.....

My dear/Dear Shri.....

We propose to draw up a model scheme for a copy of the outline prepared in this connection is enclosed.

I shall be grateful if you would let me have your comments as soon as possible. I may add that we intend circulating the draft scheme formally to all departments in the due course for their comments.

With regards

Yours sincerely,

(ABC)

X.Y.Z
Director
____ GD
Survey of India
Place : _____

Format of Office Memorandum



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No.

Dated 20.....

OFFICE MEMORANDUM

Subject :

The undersigned is directed to refer to this office's O.M. No.
..... dated.....

2. Doubts have been expressed whether the provisions of.....also apply
to It is hereby clarified that.....

(A.B.C.)

Addl. Surveyor General

Tele. No./email:.....

To
The Director
__(All)___ GDs

Format of Office Order



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No.

Date..... 20.....

OFFICE ORDER

Shri X.Y.Z., Officer Surveyor of this office, is granted earned leave for days from to with permission to prefix..... and suffix..... both public holidays, to the leave.

- The Officer has days of Earned Leave to his credit before proceeding on leave.
- It is certified that Shri X.Y.Z is likely, on the expiry of this leave, to return to the duty at the station from which he proceeded on leave.

-sd/-

(ABC)

Designation: Director / HOO

Copy to:-

- Office Superintendent, Accounts for necessary action.
- Cashier
- Shri X.Y.Z Officer Surveyor

Format of Order



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DEHRADUN - 248 001 (UTTARAKHAND), INDIA

No.

New Delhi, the..... 20.....

ORDER

Sanction of the Surveyor General of India/ Addl. Surveyor General,Zone / Director is accorded under rule 10 of the Delegation of Financial Powers Rules, to write off irrecoverable loss of Rs. 5000 (Rupees Five Thousand only) being the value of the following articles belonging to this department.

- (i) XXX X
- (ii) X XX X

-sd/-

(ABC)

Designation:

Tele. No./email:

Copy forwarded to :

1. The E & AO / SSG-I for information and necessary action.
2. Store Keeper for necessary action.

Endorsement



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DEHRADUN - 248 001 (UTTARAKHAND), INDIA

No.

New Delhi, the20.....

A copy each of the under-mentioned paper(s) is/are forwarded to the Director,
_____ GD for information, guidance and necessary action /(strict compliance).

Sd/- (ABC)
Designation

PAPER FORWARDED

1. SG's letter No. ___ dated ___ 20 ___

(Mohan Ram)
Deputy Surveyor General,
For Surveyor General of India
Email: mohanram.soi@gov.in
Telephone No. : 0135-2741243

Distribution:-

- (i) All the Addl. SGs, for information and compliance please.
- (ii) All DSGs/ Directors/ Wing In-charges, for information and compliance please.
- (iii) All Sections of SGO, Dehradun, for information and compliance please.
- (iv) PS to SGI, for information please.