

TAMIL NADU PUBLIC SERVICE COMMISSION

Office Order No. 178, dated 28.04.2021

*(Amended vide Commission's orders dated 15.02.2023
and 23.05.2024)*

Sub.: Tapals – Receipt, Acknowledgement and Distribution –
Regarding. -----

The following orders are issued with regard to the receipt, acknowledgement and distribution of tapals in the Commission's office.

A. Types of Tapals

- (1) Tapals received in Name / Designation Covers
- (2) Tamil Nadu Government Tapals through Post / Messenger
- (3) Tapals received from the Governor's Secretariat
- (4) Ordinary Tapals received from the Post Office
- (5) Registered Tapals from the Post Office
- (6) Tapals received through the Tapal Box in the Office Premises
- (7) Tapals received through Courier Service
- (8) Tapals from the Government of India
- (9) Tapals from other State Governments
- (10) Tapals received in person at the Reception Desk
- (11) Tapals of a general and non-confidential nature, received through email by the Secretary / Controller of Examinations
- (12) Tapals received in person by the Chairman / Members / Secretary
- (13) Applications for admission to the Rashtriya Indian Military College

B. Receipt of Tapals

- (1) Letters and articles delivered (by post / messenger / courier) during office hours shall be received by the Section Officer of Tapal Department.
- (2) Letters and articles delivered out of office hours or on holidays shall be deposited in the Tapal box kept in the office premises. The paid guard / others shall on no account take delivery of them personally or acknowledge their receipt.

- (3) The Telephone Operator shall receive the Tapals delivered between 9.00 am and 10.00 am and 5.45 pm and 6.45 pm and hand them over to the Section Officer of Tapal Department. The Telephone Operator shall maintain a register showing the number of covers handed over to the Tapal Department daily.
- (4) Tapals received in person at the Reception Desk shall be deposited in the Tapal Box.
- (5) Tapals of a general and non-confidential nature, received through email to the Secretary / Controller of Examinations shall immediately be handed over to the Tapal Department by their personal staff.
- (6) Tapals received directly by the Chairman / Members / Secretary shall be handed over to the Tapal Department by their personal staff.

C. Acknowledgement of Tapals

- (1) As far as ordinary tapals are concerned, no acknowledgement shall be given.
- (2) Registered articles shall be acknowledged by the Section Officer of Tapal Department, after checking them against the check-slip received with the articles. The original check-slip shall be returned to the Post Office while the duplicate shall be retained. The tapal number assigned to the letters shall be noted against each item in the duplicate check-slip. Covers in which registered articles are received shall be attached to the respective correspondence. The check-slip(s) received each day shall be tagged together in chronological order and sent to the Records and Forms Department (RFD) at the end of each week.
- (3) Tapals received through messenger and courier shall be acknowledged, if required, by the Section Officer of Tapal Department.
- (4) Tapals received from the Personal Clerks / Personal Assistants / Private Secretary / Senior Private Secretary attached to the Chairman / Members / Secretary / Controller of Examinations and Joint Secretary / Deputy Secretaries shall be acknowledged by the Section Officer of Tapal Department, in the respective register.

D. Special Tapals

- (1) Tapals in covers bearing the names of officers and tapals addressed to Chairman, Members, Secretary and Controller of Examinations by name / designation, shall be handed over to the personal staff of the officers concerned immediately, after requisite entries are made in the respective registers.
- (2) Correspondence received through email to the Secretary / Controller of Examinations and addressed to the Controller of Examinations / Secretary, respectively, or to the Chairman or Members, shall be handed over to the Senior Private Secretary / Private Secretary / Personal Assistant / Personal Clerk concerned, without any delay, after requisite entries are made in the respective registers.
- (3) Correspondence addressed to the Chairman, Members, Secretary and Controller of Examinations, in name covers as well as designation covers from the Governor's Secretariat, Heads of Departments, Secretaries to Government, Registrar of High Court / Supreme Court, Government Advocates / Advocate General or from the Government of India, other State Governments / Union Public Service Commission or other State Public Service Commissions or references which are important / urgent, shall be marked as 'SPECIAL' by the Chairman / Members / Secretary / Controller of Examinations and shall be treated as 'Special References'.
- (4) These special references shall be entered in the 'Special Register' maintained by the respective Personal Clerks / Personal Assistants / Private Secretary / Senior Private Secretary containing the columns prescribed below and shall be handed over to the Joint Secretary / Deputy Secretary / Under Secretary concerned, upon acknowledgement.

Format of entries in the Special Register

Sl. No.	Reference received from Chairman / Members / Secretary / Controller of Examinations	Signature of the Joint Secretary/ Deputy Secretary / Under Secretary concerned	File No.	Subject of the reference received	Action taken	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)

- (5) All other tapals on which 'FOR REMARKS' / other notations are inscribed by Chairman / Members and marked to the Secretary / Controller of Examinations, shall also be entered in the Special Register and handed over to their personal staff, upon acknowledgement.
- (6) Such Special Registers shall be submitted every Monday for a weekly review to the Chairman / Members / Secretary / Controller of Examinations, as the case may be, along with an action taken report by the respective Personal Clerks / Personal Assistants / Private Secretary / Senior Private Secretary.
- (7) A register with entries of the representations received in person by the Chairman / Members / Secretary as well as emails sent to the Secretary / Controller of Examinations, shall also be maintained by the respective Personal Clerks / Personal Assistants / Private Secretary / Senior Private Secretary. The personal staff shall hand over such tapals to the Tapal Department and obtain acknowledgement in the said register.

E. Scanning and Distribution of Tapals

- (1) The date stamp shall be affixed on all tapals, scanned and marked to the respective sections in the eOffice. The number seal need not be affixed as the eOffice application itself generates a reference number. However, while handling applications for admission to RIMC examination, the date stamp and the number seal shall be affixed.
- (2) Upon uploading tapals in eOffice, the reference number generated in the application should be written in the hard copy in red ink on top right corner. Each day tapals shall be tied together in a file, with a slip on the top, containing the date and signature of the Section Officer of the Tapal Department. Before the 10th of every month, daily tapals of the previous month shall be transferred to the RFD and retained for the period as specified in the respective Office Order.
- (3) All tapals **(except the ones received in name covers and confidential papers)** shall be scanned, digitalized and diarized to eOffice.
- (4) Tapals received in name covers and confidential papers shall be entered in the Chairman-Members Register / Secretary Register / Controller of Examinations Register (format in **Annexure I**) and the tapals shall be handed over to the personal staff concerned after obtaining acknowledgement therefor.

- (5) Multi-page tapals shall be scanned in duplex mode, in portable document format (PDF) not exceeding 20 MB in size (approx. 100-120 pages). In case a tapal exceeds 100 pages, the covering letter alone shall be scanned.
- (6) In such cases, the covering letter shall be scanned after a statement on the right-hand corner of the first page of the covering letter, to the effect that the enclosures (with the total number of pages or the number of enclosures) are being transferred as hardcopies to the section concerned. The hard copy of the enclosures shall then be transferred to the sections concerned, after making entries in the Hardcopy Distribution Register (format in Annexure II). The Section Officer of the section concerned shall acknowledge the receipt of such hard copies in the said register.
- (7) Those tapals that are not to be processed through the eOffice system, shall be distributed as hard copies after assigning tapal numbers and making requisite entries in the Tapal Distribution Register. All such tapals required to be transferred as hard copies shall be distributed every day by 4.30 pm, along with the respective registers.
- (8) The diarized tapals shall be sent instantly to the sections concerned through eOffice application. A copy of such tapals shall be sent to the Secretary through eOffice for perusal. In addition, the hard copies of original tapals pertaining to the Bills and Receipts Department (BRD), Concurrence Department (CD), Infrastructure Department (ID) and the Legal Cell Department (LCD) shall also be distributed to the sections concerned.
- (9) Quality of Scanning

Sl. No.	Document Type / Condition	Color & DPI Output
1	Regular	B/W-200 dpi
2	Very damaged / tarnished / clouded	B/W-450 dpi
3	Seriously damaged / tarnished / clouded	B/W- 600 dpi
4	Documents with photographs	Grayscale

- (10) In case more than one reference is received in a single cover, by registered post, the same registered post number shall be noted against all such references.
- (11) Applications for admission to the Rashtriya Indian Military College (RIMC) shall be entered in the RIMC Register, affixed with the date seal and assigned tapal numbers manually.
- (12) Scanning of tapals and eDistribution shall continue until 5.45 pm daily.
- (13) The Management Information System (MIS) Report containing full details shall be perused by the Under Secretary (Tapal Department) daily, to monitor daily receipts and distribution. A copy of the MIS Report shall be marked to the Secretary and Controller of Examinations, highlighting significant aspects.

... Annexures I & II

K. NANTHAKUMAR, I.A.S.
Secretary

ANNEXURE - I

Sl. No.	Sender's Name and Address	Tapal No.	Signature
(1)	(2)	(3)	(4)

ANNEXURE - II

Sl. No.	Letter No.	Department	Letter Date	Tapal No.	Section	Signature of Deputy Secretary / Under Secretary / Section Officer
(1)	(2)	(3)	(4)	(5)	(6)	(7)