

Dispatch (CRU)

This module is available to only the users who are working in Central Registry Unit and dealing with dispatch associated work for the Ministry/Organization/Department. This module keeps the record of the Issues and acknowledgements dispatched or pending for dispatch.

Inbox

This **Inbox** of **Dispatch** consists of dispatch requests received by the CRU from any of the other user in the department. The CRU then checks the received dispatch request and then dispatched it via requested delivery mode.

In case, some clarification is to be sought from the user who has sent the request for dispatch, then the CRU may return it back with the appropriate remarks.

STEPS TO FOLLOW:

1. Under 'Dispatch' module, click 'Inbox'.

Dispatch No.	Issue/Ack. No.	Subject	Addressee	Sent By	Sent On	Delivery Mode	Remarks	Type
20-ACK		Transfer order & Mail Transfer request from Shri S...	pRAVEEN,fsdfdsdfwer,erwenwerwer	Rachna Srivastava, eOffice MMP...	24/06/2020 01:31 AM	Email		ACKNOWLEDGEMENT
368/2020		hgrtfd	sahoo,erherg	Saroja Kumar Patro, eOffice MM...	21/06/2020 07:16 PM	Airmail	bggg	REMINDER
DIS/11027/2020	708/2020-ACK	test.subject	Name: Automation Testing,ASO,Automation Testing	Saroja Kumar Patro, eOffice MM...	21/06/2020 08:20 AM	Airmail	Enter Remarks	ACKNOWLEDGEMENT

Figure 413

The user can now see the list of dispatch request. The following information is available –

1. **Dispatch Number:** The unique dispatch number generated against the Issue number.
2. **Issue number/ACK No.:** The Issue/Acknowledgement number against which dispatch is to be sent.
3. **Subject:** The subject of the Issue/Acknowledgement sent for dispatch.
4. **Addressee:** The recipient details to whom dispatch is to be made.
5. **Sent By:** The user details who has requested for dispatch to CRU. (click on user name for more details)
6. **Sent On:** The date on which the dispatch request is made to the CRU.
7. **Delivery Mode:** The requested mode for delivery.
8. **Remarks:** The remarks with which the user requested for dispatch. This may contain necessary message for the CRU.
9. **Type:** The type of the dispatch whether it is against an Issue or an Acknowledgement.

Dispatch the Issue letter

This section describes the steps to dispatch the Issue letters received in Inbox for dispatch by CRU.

STEPS TO FOLLOW:

1. Under **Dispatch** module, click on **Inbox**.
2. Select the required dispatch and click **Receive**.

Dispatch No.	Issue/Ack. No.	Subject	Addressee	Sent By	Sent On ↓	Delivery Mode	Remarks	Type
<input checked="" type="checkbox"/> DIS/13223/2020	182/2020-ACK	Transfer order & Mail Transfer request from Shri S...	pRAVEEN,fsdfdsfwer,erwerwerwer	Rachna Srivastava, eOffice MMP...	24/06/2020 01:31 AM	Email		ACKNOWLEDGEMENT
<input type="checkbox"/> DIS/11047/2020	I/3024368/2020	hgrfde	sahoo,erherg	Saroja Kumar Patro, eOffice MM...	21/06/2020 07:16 PM	Airmail	bggg	REMINDER
<input type="checkbox"/> DIS/11027/2020	708/2020-ACK	test subject	Name: Automation Testing,ASO,Automation Testing	Saroja Kumar Patro, eOffice MM...	21/06/2020 08:20 AM	Airmail	Enter Remarks	ACKNOWLEDGEMENT

Figure 414

3. Click on the **Dispatch No.** to open.
4. Enter the **Postal out and Register details**.

Dispatch No.: DIS/13223/2020 Acknowledgement No.: 182/2020-ACK

To,
caRhna -artC4S22vvaal1sE,
k-BclAo OCG L,emhxpCooodl ,ewNRoad ilieD
-:uSb neemildtwgokAen of royu tletre on -iIN adetd Nil
rDae hRanac 4a,s1aaC-,2rESv2tvi
Yrou tetrel has eenb ee.dvircer oFr eulutr otmuainmcoicin apesle refrre to the podncecmoesre .on 962157/OE5FFC90/1E6
rRase,dg
OA-PEIEFFC
lgaaeDtde - (-GEIFECH)OOSFR

Postal and Out Register Details

Postal Mode *
Postal Charge
Delivery Mode
Email

Weight
Mode Number

Peon Book No.
Peon Name
Out Date And Time *
dd/mm/yyyy

Delivery Date And Time
dd/mm/yyyy
Delivery Status

Dispatch

Figure 415

5. Click **Dispatch**.

The dispatched 'Issues/Acknowledgements' can be viewed under [Dispatched](#) section.

Note:

- After the Issue/Acknowledgement is dispatched by the CRU to the concerned recipient, the dispatch action by CRU with timestamp and remarks is recorded in the Action details under dispatch details against the respective dispatch entry.
- Once the letter is dispatched by the **CRU** the status of the dispatch against respective issue in **User's Dispatch->Issue->Sent** (who has sent 'Dispatch by CRU' request) will change to **Dispatched**.

Return the Dispatch

This section describes the steps to return the dispatch to the user from whom the dispatch request is received. This is required in case scenarios where CRU wants to seek more information on the dispatch, for example, if the pin code was found to be incorrect hence unable to make postal dispatch.

STEPS TO FOLLOW:

1. Under **Dispatch** module, click on **Inbox**.
2. Select the dispatch and click **Receive**. (In case, it is not in received state i.e. the dispatch number link is not active to be clicked on)
3. Select Dispatch using checkbox and click return menu.

Dispatch No.	Issue/Ack. No.	Subject	Addressee	Sent By	Sent On	Delivery Mode	Remarks	Type
<input type="checkbox"/> DIS/13231/2020	I/3024517/2020	Automation Testing	Rakesh Kumar,SO,New Delhi	Saroja Kumar Patro, eOffice MM...	24/06/2020 02:10 AM	By Hand	Send to CRU	REMINDER
<input checked="" type="checkbox"/> DIS/13223/2020	182/2020-ACK	Transfer order & Mail Transfer request from Shri S...	pRAVEEN,fsdfdsfdwer,enwenwenrwer	Rachna Srivastava, eOffice MMP...	24/06/2020 01:31 AM	Email		ACKNOWLEDGEMENT
<input type="checkbox"/> DIS/11047/2020	I/3024368/2020	hgtrfde	sahoo,erhrg	Saroja Kumar Patro, eOffice MM...	21/06/2020 07:16 PM	Airmail	b888	REMINDER

Figure 416

4. Enter the mandatory **Remarks** (the clarification required) in the pop-up box and click **OK**.

Return Remarks

Remarks *

Return

Total 1000 | 994 Character left

OK Cancel

Figure 417

Note:

- The list of returned dispatched can be seen on **Returned** Section.
- Once the user provides the necessary details, it will return back in Dispatch 'Inbox' of the CRU.
- This movement of return and resend between CRU and the user (officer/dealing hand) is recorded in Action Details tab of the Dispatch Details.

View Dispatch Details

The dispatch details are maintained individually against every dispatch sent against an Issue/Acknowledgement. Upon clicking Details Icon, Dispatch detail popup will open displaying various details.

Dispatch No.	Issue/Ack. No.	Subject	Addressee	Sent By	Sent On	Delivery Mode	Remarks	Type
DIS/13231/2020	I/3024517/2020	Automation Testing	Rakesh Kumar,SO,New Delhi	Saroja Kumar Patro, eOffice MM...	24/06/2020 02:10 AM	By Hand	Send to CRU	REMINDER
DIS/13223/2020	182/2020-ACK	Transfer order & Mail Transfer request from Shri S...	pRAVEEN,sdfdfsdfwer,erwerwerwer	Rachna Srivastava, eOffice MMP...	24/06/2020 01:31 AM	Email		ACKNOWLEDGEMENT
DIS/11047/2020	I/3024368/2020	hgtrfde	sahoo,erherg	Saroja Kumar Patro, eOffice MM...	21/06/2020 07:16 PM	Airmail	bggg	REMINDER

Figure 418

- **Basic Details** – It displays –
 - Dispatch details** – Details such as dispatch no., dispatch sent by, date sent on, Dispatch by, Delivery mode, and etc.
 - Communication details** – Communication details of the addressee
 - Postal Details** – The postal details recorded if sent by post media.

Dispatch Details			
Basic Details		Action Details	
Dispatch No.	DIS/13231/2020	Sent By	Saroja Kumar Patro, eOffice MMP Division
Sent On	24/06/2020 02:10 AM	Dispatched By	
Dispatched On		Delivery Mode	By Hand
CRU Name	Subramanian M, eOffice MM P Division	Dispatch Mode	Post
Mobile No.		Notified Via SMS	No
Sent Through	CRU		
Subject	Automation Testing		
Communication Details			
Name	Rakesh Kumar	Designation	SO
Address	New Delhi	Min./Dept./Others	MINISTRY OF COAL

Figure 419

- **Action Details** – These are the details of the actions on the dispatch taken after it is dispatched or sent for dispatch. The Dispatch by Self or CRU details recorded with dispatch date and remarks. In case the dispatch is returned by the CRU for further clarification, the movement of return from CRU and Resend by user with remarks also recorded here.

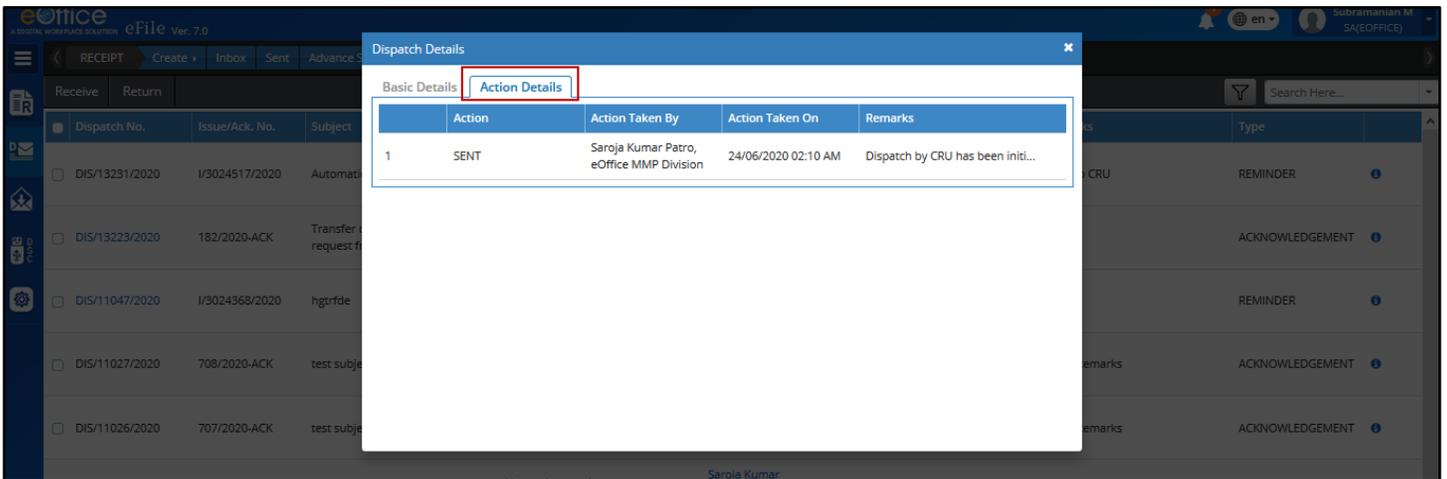


Figure 420

STEPS TO FOLLOW:

1. Under 'Dispatch' module, click on 'Inbox'.
2. In the 'Dispatch Details' (available on the bottom part of the right side of the screen), click on 'Details' icon against the respective dispatch entry you wish to see details for. (*The dispatch details are available in the pop-up box.*)