



No. CCO/Admin (Estt.)-1.1.1/2026/3/II/E-367594

भारत सरकार / Government of India

कोयला मंत्रालय / Ministry of Coal

कोयला नियंत्रक संगठन / Coal Controller Organisation

Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.

Mail ID: coalcont-wb@nic.in

Delhi, Dated the 12th October, 2026.

OFFICE MEMORANDUM

Subject: Guidelines for Standardisation of Letterhead, File Numbering, e-File Creation, Noting, Drafting and Official Correspondence in the Coal Controller Organisation (CCO) – reg.

The Coal Controller Organisation (CCO) is a subordinate office of the Ministry of Coal (MoC), Government of India, headed by the Coal Controller. With a view to ensuring uniformity, accuracy, traceability and timely disposal of official business, the following guidelines are hereby prescribed for all Divisions, Sections, Cells and Regional Offices of the Coal Controller Organisation (CCO). These instructions shall be read with the Central Secretariat Manual of Office Procedure (CSMOP), applicable e-Office instructions, Government of India rules and instructions issued by the Ministry of Coal (MoC) from time to time. In case of any inconsistency, the applicable statutory provisions and binding Government/MoC instructions shall prevail.

1. Document Types and their Use

1.1 The appropriate form of communication are in accordance with CSMOP and the purpose of the case:

(a) Office Memorandum (OM):

For communicating decisions, seeking/providing information or conveying instructions in matters for which this form is appropriate.

(b) Office Order (OO):

For routine internal administrative matters, including allocation of work, constitution of committees, nominations and internal administrative directions.

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(c) Letter:

For formal correspondence with other Ministries/Departments, State Governments, organisations, statutory bodies and other recipients, as applicable.

(d) Inter-Departmental (ID) Note:

For formal interdepartmental consultation, seeking advice, comments or concurrence, wherever appropriate.

(e) Demi-Official (DO) Letter:

For drawing the personal attention of another officer to an official matter of importance or urgency, where appropriate.

(f) Circular:

For conveying common instructions or information to multiple recipients.

(g) Notice/Show-Cause Notice:

For proceedings requiring notice under the applicable rules or procedure.

(h) Notification/Resolution/Order:

For matters requiring these specific forms, including statutory notifications or Gazette publication wherever prescribed.

1.2 Some sample formats of the above types are enclosed for the development of basic understanding as **Annexure-I to VII**.

1.3 The applicable statutory requirements, CSMOP specimen formats and prescribed publication procedures shall prevail over general internal formatting conventions.

2. File Numbering and Numbering of Communications

2.1 Components of proposed Files & Communications numbering are as follows:

(i) **CCO:** Identifies the Coal Controller Organisation.

(ii) **Division Code:** Identifies the Division responsible for the subject, such as **Admin** (Administration), **Tech** (Technical), or **CE**(Coal Exchange), as approved by CCO.

(iii) **Section/Cell Code:** Identifies the concerned Section or Cell under the Division, such as Estt. (Establishment) etc.

(iv) **Subject Code:** Identifies the approved subject category, wherever the system provides for such a field. It shall be used only in accordance with the prescribed OM dated 16.09.2026.



(v) **Year:** Indicates the year of opening or registration of the file, as prescribed in the approved numbering convention.

(vi) **Serial Number:** Indicates the sequential number assigned by the system or the authorised numbering mechanism to distinguish the file from other files under the relevant numbering series for Serial number of File (**in Numeral**) / Serial number of Communication issued on a particular date (**in Roman**).

(v) **Computer Number:** Unique 6 Digit Code generated by e-Office system to corresponding to each file.

2.2 The **File No.** identifies the case record maintained in e-Office. The number displayed on an issued communication shall follow the approved e-Office issue-numbering arrangement and CCO's approved format. The file number shall ordinarily be quoted in the reference line of communications issued in the matter, in the following '**approved form**' [Referred this office OM File No. CCO/Admin (Estt.)-1.1.1/2026/1/E-367397 dated 16.09.2026]:

"No. CCO/Division Abbreviation (Section Abbreviation)-Para number of Section or Cell / Year of Creation of e-File in Numeral / Serial number of File within Section/Cell in Numeral / Serial number of Communication issued on a particular date in Roman / E-Computer number - generated e-Office file number in Numeral"

(a) **For Administrative Division Format :** "No. CCO/Admin (Estt.)-1.1.1/2026/1/I/E-XXXXXX "

Explanatory Note : The communication number shall comprise the following components:

"No." denotes Number; "CCO" denotes Coal Controller Organisation; "Admin" denotes the Administrative Division; "Estt." denotes the Establishment Section; "1.1.1" denotes the relevant Cell Code; "2026" denotes the calendar year of initiation of the e-Office file; "2" denotes the serial number of the file maintained by the Cell; "I" denotes the first communication issued from the same file on that date, with subsequent communications being numbered II, III, etc., as applicable; and "E-XXXXXX" denotes the system-generated e-Office file number assigned by NIC and each field is separated by slash "/".

Similarly,

(b) **For Technical Division Format:** "No. CCO/Tech(MP)-2.1.1/2026/1/I/E-XXXXXX "

(c) **For Coal Exchange Division Format:** "No. CCO/CE(R&MIT)-3.1/2026/1/I/E-XXXXXX "

2.3 In accordance with CSMOP specimen formats, "No." shall ordinarily be used for Office Memoranda, Office Orders, letters, circulars and other routine official communications. Specific designations such as "**D.O. No.**" and "**I.D. No.**" shall be used for Demi-Official letters and Inter-Departmental Notes, respectively, wherever applicable.

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2.4 Suggested nomenclature for Files

Type of document	Suggested number/label	Remark
e-File / case file	File No.	For the e-Office-generated file number. This identifies the case record.
Office Memorandum	No.	For the approved file/reference number at the top and the title OFFICE MEMORANDUM.
Office Order	No.	For the approved file/reference number and the title OFFICE ORDER.
Circular	No.	For the approved file/reference number and the title CIRCULAR. A separate Circular No. series is unnecessary unless approved.
Letter to another Ministry, department, organisation or individual	No.	For the approved file/reference number at the top. Refer to earlier correspondence in the body by its number and date.
Inter-Departmental Note	I.D. No.	For formal interdepartmental consultation, seeking advice, comments or concurrence, as appropriate.
Demi-Official letter	D.O. No.	For the specific D.O. numbering convention.
Notice / Show-Cause Notice	No. or Notice No.	For No. under the general CSMOP-style format. For Notice No. where required by the applicable rules or an approved notice-numbering system.
Notification	No. / prescribed notification identifier	For the prescribed departmental/Gazette format. Any Gazette-assigned identifier must be used as officially allotted.
Order / sanction	No.	For the title ORDER and the prescribed number/reference format.
Resolution	No.	For the title RESOLUTION; comply with the applicable Gazette format if publication is required.
Tender / procurement notice	Tender No. / NIT No. / RFP No., as applicable	Follow the applicable procurement rules and GeM or tender-portal numbering. Retain the parent e-File number in the official record.

2.5 The approved e-Office-generated issue/document number shall be used wherever the system provides one. No parallel manual numbering system shall be introduced without approval of the competent authority. Where more than one communication is issued from the same file, each communication shall be identifiable in accordance with the approved issue-numbering arrangement.

2.6 The parent e-File number shall remain linked to the outgoing communication in the electronic record. If a separate document/issue number is prescribed, it shall not be incorrectly labelled as the parent "File No." The number shall not be manually altered or duplicated.

2.7 The year appearing in the file number shall represent the year of initiation of the e-Office file. A separate serial-number register or electronic index shall be maintained for each Cell, as prescribed, to ensure unique numbering, traceability and prevention of duplication. The serial number shall be assigned consecutively in accordance with the approved scheme.

2.8 Statutory notifications, notices, tender documents and other specialised communications shall bear the number or identifier required by the applicable rules, publication procedure, portal or approved numbering system. Dispatch numbers, where maintained, shall not be confused with the file or document number.

2.9 A uniform code list shall be maintained by the concerned as per this office OM File No. CCO/Admin (Estt.)-1.1.1/2026/1/E-367397 dated 16.09.2026 for all Divisions, Sections and Cells of CCO for identification of file ownership and administrative reporting. The abbreviations and subject-head codes shall be approved by the CCO and incorporated in the CCO file index/e-Office configuration, as applicable. File titles shall remain brief, meaningful and descriptive of the matter under consideration.

2.10 No officer or official shall independently introduce, alter or duplicate codes or manually modify system-generated file numbers. The approved code list and subject index shall be reviewed periodically, and any revision shall be made with the approval of the competent authority.

3. Standard Letterhead and Placement of Particulars

3.1 The authorised **State Emblem of India** shall be displayed prominently in the middle of the top of the stationery, in accordance with applicable rules. The **file number** shall appear immediately below the Emblem, followed by the centrally aligned bilingual institutional heading comprising “**Government of India**”, “**Ministry of Coal**” and “**Coal Controller Organisation**”. The designation “**Office of the Coal Controller**” shall be placed in a right-aligned block alongside the institutional heading and immediately above **the official postal address, telephone number and official email address**. The place and date of issue shall appear on a single line below the address and contact details, in the format “**Delhi, the [date]**”. The actual file number and date shall be inserted for each communication through the approved e-Office process.

3.2 CCO shall use a uniform letterhead in the following arrangement:

(a) The authorised **State Emblem of India** shall be placed prominently in the middle of the top of the stationery, in accordance with applicable rules.

(b) The designated number (**File No./ No.**) / Reference line shall appear immediately below the Emblem. The actual number shall be inserted dynamically for each issued communication; it shall not be permanently pre-printed.

(c) The bilingual institutional heading comprising “**Government of India**”, “**Ministry of Coal**” and “**Coal Controller Organisation**” shall be centred below the number / Reference line.

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(d) The designation “**Office of the Coal Controller**” shall appear in a right-aligned block alongside the institutional heading, followed by the official postal address, telephone number and official email address.

(e) The place and date of issue shall appear on a single line immediately below the address and contact details, for example: “**Delhi, the [date]**”.

(f) Space between lines in proposed Letterhead should be removed, if any.

3.2 The reference line shall be labelled according to the identifier displayed. “**File No.**” shall be used when the parent e-File number is being shown; “**No.**” or the appropriate document-specific label shall be used for the issued communication number, in accordance with the “**approved numbering**” arrangement.

3.3 The State Emblem shall be used only where authorised and in its “**approved form**”. No Division, Section, Cell or Regional Office shall independently alter the Emblem, institutional heading or approved letterhead design.

3.4 State Emblem: Rule 6(2) of the State Emblem of India (Regulation of Use) Rules, 2007 requires the Emblem, when printed or embossed on official stationery, to appear prominently ‘**in the middle of the top.**’

3.5 Proposed layout of Letterhead (for OM, OO, and Notice & Meeting Notice etc.) for CCO where State Emblem of India is optional and will be placed wherever required:

 सत्यमेव जयते
No. CCO/____
भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation

Office of the Coal Controller, SCOPE Minar, 5 th Floor, Core-1, Laxmi Nagar, Delhi-110092. Mail ID: coalcont-wb@nic.in Delhi, Dated the , , 2026.

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3.6 Proposed layout Letterhead (for an Official Letters etc.) for CCO where State Emblem of India is optional and will be placed wherever required:

 सत्यमेव जयते	
भारत सरकार / Government of India कोयला मंत्रालय / Ministry of Coal कोयला नियंत्रक संगठन / Coal Controller Organisation *****	
No. CCO/____	Office of the Coal Controller, SCOPE Minar, 5 th Floor, Core-1, Laxmi Nagar, Delhi-110092. Mail ID: coalcont-wb@nic.in Delhi, Dated the , , 2026.

3.7 Suggested Font Size & Style and their alignment:

Particular	Suggested standard
Bilingual heading	Centred, bold, 12–14 pt, Arial
Office address and email	Centred, 10–11 pt, Arial
File/reference number	11–12 pt, left-aligned, Arial
Date	11–12 pt, right-aligned, Arial
Document title	Centred, bold, 12 pt, Arial
Subject	Left-aligned, bold, 12 pt, Arial

4.1 All official communications shall be prepared using the approved CCO letterhead/template and the appropriate document type, such as Office Memorandum, Office Order, letter, circular, endorsement or demi-official letter, as applicable.

4.2 The subject shall accurately describe the principal matter and end with “– reg.” or another approved form, where appropriate. Unnecessarily long subjects, vague descriptions and multiple unrelated matters in one communication shall be avoided.

4.3 The title shall correspond to the nature and purpose of the document. An Office Order shall ordinarily be used for administrative orders, allocation of work, constitution of committees, nominations and similar directions. An Office Memorandum shall ordinarily be used for conveying decisions, instructions, clarifications or information in the prescribed official format. The applicable CSMOP/MoC practice shall prevail.

4.5 The body of the communication shall be clear, precise, grammatically correct and free from ambiguity. Instructions, approvals, responsibilities, timelines and action required from the recipient shall be stated expressly.

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4.6 Subject, Addressee, Endorsements and Enclosures

4.6.1 The subject shall accurately reflect the principal matter. The “To” section shall identify the intended recipient by designation and office, with address details wherever required.

4.6.2 “Copy to” shall be used for recipients requiring action, compliance or formal endorsement, as applicable. “Copy for information” shall be used for recipients who are being informed and from whom no action is required. Distribution shall be limited to appropriate official recipients.

4.6.3 “Copy for information” or “Copy to for information” may be used where the communication is being shared only for information and no action is required. Distribution shall be limited to officers/offices having a legitimate official need to receive the communication.

4.6.4 “Copy to” and “Copy for information” shall not be used interchangeably where the distinction affects the action expected from the recipient. Confidential or restricted communications shall be circulated only to authorised recipients.

4.6.4 Enclosures shall be listed clearly and numbered where necessary. Each enclosure/annexure shall be referred to in the communication and attached or linked through the approved channel. The dealing hand shall verify that all stated enclosures are included.

4.6.5 The final document shall identify the authorised signatory by “Name and Designation”, Official telephone number and email address shall be included in the letterhead or signature block, as appropriate. The communication shall be issued only by the competent authority or an officer duly authorised to issue it.

4.6.6 Enclosures shall be listed at the end of the communication, immediately before or after the signature block, as appropriate to the approved format, using “Encl.: As above” or a specific list of enclosures.

4.6.7 Each Enclosure/Annexure shall be clearly identified, numbered where necessary and referred to in the body of the communication. The dealing hand shall ensure that all stated enclosures are actually attached.

4.6.8 Where a communication is issued without an enclosure mentioned in the draft, the reference shall be corrected before issue. Large or separately transmitted attachments shall be identified clearly and linked or sent through the approved official channel.

4.7 Font, layout and presentation

4.7.1 All communications shall be prepared on A4-size pages, unless another format is specifically required. Page margins, paragraph spacing, alignment and pagination shall be kept uniform.

4.7.2 English text shall ordinarily use Arial and Hindi text shall use a Unicode-compatible Devanagari font such as Mangal, subject to compatibility with the approved e-Office templates.

Handwritten signature

4.7.3 As a proposed CCO standard, the main text may use **12-point font**; the document title and subject may be **in bold**, with institutional headings and contact details formatted consistently in the approved template. Readability and uniformity shall be maintained throughout.

4.7.4 Long communications shall use numbered paragraphs and, where necessary, subparagraphs. Tables, Annexures and page numbers shall be used wherever they improve clarity.

4.7.5 The final document shall be checked for accuracy of names, designations, dates, references, numbering, enclosures and distribution details before submission for approval or issue.

4.8 Signature and officer particulars

4.8.1 Every communication shall be authenticated by the officer competent and authorised to issue it under the applicable delegation of powers and instructions.

4.8.2 The signature block shall contain the name and designation of the signatory. The Division/Section or office may also be indicated wherever necessary for clarity.

4.8.3 The official telephone number and email address of the concerned office or designated official may be provided in the letterhead or **preferably in signature block**, as appropriate. Personal contact details shall not be used in place of official contact details unless specifically authorised.

4.8.4 No officer or official shall issue a communication in the name of the Coal Controller or another competent authority without due authorisation. Approval of the competent authority and authentication/issue of the document shall be recorded in e-Office in accordance with the applicable procedure.

4.9 Issue, dispatch and record

4.9.1 Before issue, the approved communication shall be checked for the correct document type, file/reference number, date, subject, signatory, addressee, enclosures and copy list.

4.9.2 The final approved document shall be issued through the authorised e-Office/dispatch mechanism. The issued version shall be retained or linked to the relevant e-File, along with dispatch particulars and acknowledgements, wherever applicable.

4.9.3 Corrections to an issued communication shall be made only through an authorised corrigendum, addendum, revised communication or other appropriate formal process. The original record shall not be silently overwritten or altered.

4.9.4 Drafts and superseded versions shall be managed in accordance with the approved record-management procedure. Unauthorised parallel copies and unofficial numbering registers shall be avoided.

Handwritten signature

5. Creation and Management of e-Files

5.1 Before opening a new e-File, the initiating official/dealing hand shall search e-Office to ascertain whether a file on the same subject already exists. A new file shall be opened only for a distinct matter; further action on an existing matter shall ordinarily be processed in the existing file.

5.2 Where a file is required to be closed and a fresh file opened for further action, the reasons shall be recorded on the file, and the successor file shall contain a reference to the previous file number and a concise summary of the decisions and pending issues. The previous file shall be closed and preserved in accordance with the applicable record-retention schedule; closure shall not imply destruction of records.

5.3 Standardisation of File Title:

5.3.1 The file title shall be brief, specific, meaningful and capable of identifying the subject without opening the file.

5.3.2 The title shall ordinarily follow this format:

[Subject/Activity] – [Specific Matter/Entity/Location, wherever applicable]

5.3.3 The file title shall be brief, specific and meaningful, indicating the subject of the case. Generic titles and unnecessary duplication of files shall be avoided. Generic titles such as “Miscellaneous”, “General” or “Important” shall be avoided.

5.3.4 Abbreviations shall be used only where commonly understood or officially prescribed. Unnecessary punctuation, special characters and excessively long titles shall be avoided.

5.3.5 Once a file is opened, its title shall not be changed casually. Any necessary change shall be made by the authorised user in accordance with the applicable e-Office procedure, without affecting the identity or continuity of the file.

5.5 The file shall be created under the appropriate subject classification/file head in accordance with the approved e-Office configuration. Relevant receipts, correspondence, previous decisions and supporting documents shall be properly linked, referenced or attached. The initiating official shall ensure that the relevant receipt, correspondence, references, supporting documents and previous decisions are properly linked or attached to the e-File. Documents shall be legible, correctly oriented and appropriately named.

5.6 Existing files shall retain their original file numbers and shall not be renumbered merely to conform to the new scheme. Continuing matters shall ordinarily be processed in the existing file. Where a fresh or successor file is necessary, the previous file number, relevant decisions and pending matters shall be referenced, and the previous file shall be linked or attached in e-Office, as appropriate.

5.7 Where two or more current files are **inter-connected and require simultaneous consideration**, the files shall be linked through the prescribed e-Office facility. Where a previous file or document is required only for reference, it shall ordinarily be attached or cited

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as appropriate. Linking and attaching shall be used in accordance with CSMOP and NIC e-Office functionality. The relevant file numbers, purpose of linkage and necessary cross-references shall be clearly recorded. Linked files shall be delinked after completion of the purpose, wherever required under the applicable procedure.

5.8 Existing physical and electronic files shall retain their original file numbers and historical identity. They shall not be renumbered merely to conform to the '**New Numbering Scheme**'. Where an existing matter continues, the current file shall ordinarily be continued, subject to applicable record-management instructions. Where a fresh file is necessary, the previous file number and relevant background shall be duly referenced, and the old file shall be linked or attached in e-Office, as appropriate.

5.9 Each Division/Section/Cell shall maintain an updated index of files, including file number, subject, year, status and linked/previous file references. The dealing hand shall ensure correct numbering and referencing, **subject to scrutiny by the Section Officer or designated supervisory officer.**

5.10 The prescribed e-Office note facility shall be used for recording the official note. A rough note, where required, shall be handled through the facility provided in e-Office and confirmed as an official note in accordance with the applicable procedure.

5.11 The e-File number generated by the approved system shall not be manually altered or independently duplicated. Files shall be processed through the prescribed channel of submission and Officers / officials shall not bypass the authorised reporting or submission hierarchy except where specifically authorised

6. Noting and Submission of Cases

6.1 Notes shall be concise, objective, factual and decision-oriented. Unnecessary narration, repetition of correspondence, verbatim reproduction of documents and irrelevant details shall be avoided.

6.2 Relevant documents, earlier approvals, rules, correspondence and supporting material shall be linked or referenced at the appropriate place in the note. Repetition of facts already available on the file shall be avoided.

6.3 Depending on the nature of the case, the **initiating official/dealing hand** shall cover the following aspects in the note:

- (a) subject and paper under consideration/reference;
- (b) essential background and relevant facts;
- (c) applicable rules, instructions, precedents and previous decisions;
- (d) examination of the issue, including relevant financial, legal, technical or administrative implications;
- (e) proposal/recommendation, with reasons wherever necessary; and
- (f) the specific approval or decision required from the competent authority.

6.4 The above sequence is a general framework and need not be reproduced mechanically for every case. Routine matters governed by clear rules or established precedents may be

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submitted through a brief note, with the relevant draft, wherever required. **Complex, sensitive or policy matters shall be examined in adequate detail.**

6.5 Relevant rules, correspondence, previous approvals and supporting documents shall be **linked or referenced on the e-File**. The **dealing hand** shall ensure that the case is complete and submitted to the appropriate authority.

6.6 The dealing hand shall ensure that the case is complete, correctly classified and submitted to the appropriate officer. The officer concerned shall examine the case and record reasoned recommendations or decisions, as appropriate.

6.7 The note shall present the matter clearly and concisely, covering, as applicable, the background, relevant facts, previous decisions, applicable rules/instructions, issues requiring consideration, financial or administrative implications and the proposal/recommendation.

6.8 The precise decision or approval required from the competent authority shall be stated clearly. Vague submissions such as “for kind consideration” or “for orders” without a specific proposal shall be avoided.

6.9 Standard Format for Initiating a Note

As applicable to the nature of the case, **the dealing hand/initiating official** shall arrange the note in the following sequence:

(a) **Subject/Paper Under Consideration (PUC):** Briefly identify the matter and the reference or receipt under consideration.

(b) **Background and Facts:** State the essential facts, previous decisions and present position in chronological order, without repeating the entire correspondence.

(c) **Relevant Rules/Instructions/Precedents:** Indicate the applicable provisions, orders, guidelines or earlier decisions, with appropriate paragraph numbers and references. Relevant documents shall be linked or attached to the e-File.

(d) **Examination and Analysis:** Identify the issue requiring consideration and examine the relevant facts, applicable provisions, implications and constraints. Financial, legal, technical or administrative aspects shall be addressed wherever relevant.

(e) **Options and Recommendation:** Where necessary, indicate the available alternatives and recommend the appropriate course of action, with reasons.

(f) **Specific Approval/Orders Sought:** Clearly state the precise decision required and identify the competent authority under the applicable delegation of powers.

(g) **Draft Communication:** Where a communication is required, place the draft along with the note or attach it through the prescribed e-Office facility. The draft shall be consistent with the proposal submitted for approval.

The above format is a general framework; every heading need not be reproduced mechanically in routine or straightforward cases.

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6.10 Notes shall be recorded through the prescribed e-Office facility. Officers of the rank of dealing officer and above, or equivalent, shall authenticate/forward e-Files by using DSC/e-sign as required under applicable CSMOP and e-Office instructions.

7. Drafting of Official Communications

7.1 Drafts shall be clear, concise, courteous, grammatically correct and consistent with the proposal submitted for approval. The subject shall be brief and specific, and the body shall state the matter, decision, direction or action required without ambiguity.

7.2 As applicable, every draft shall include the appropriate document title, number/reference, date, subject, addressee, references to earlier correspondence, operative text, signature particulars, enclosures and distribution list.

7.3 References to earlier communications shall correctly mention their number and date. Quotations or extracts from Acts, Rules, notifications and Government instructions shall be accurate and appropriately referenced.

7.4 The dealing hand shall check the draft for factual accuracy, dates, figures, names, designations, numbering, enclosures and intended recipients before submission. Any material change to an approved draft shall be resubmitted for approval wherever required.

7.5 The draft shall not introduce a new proposal, commitment, direction or material change beyond what has been approved or is within the authority of the issuing officer. Any material change after approval shall be resubmitted for approval.

7.6 No communication requiring approval shall be issued before obtaining approval of the competent authority and completing the prescribed authentication procedure.

8. Responsibilities of the Dealing Hand/Initiating Official

Before submitting a case, the dealing hand/initiating official shall:

(a) Verify the correctness and completeness of facts, figures, dates and references, to the extent possible, and obtain missing information wherever necessary.

(b) Ensure that the case is placed in the correct e-File, relevant correspondence is properly linked, attachments are legible and the file title and classification are appropriate.

(c) Examine the applicable rules, instructions, precedents and delegated powers and bring any deviation, unresolved issue or requirement for consultation expressly to notice.

(d) Avoid placing a proposal before the competent authority without adequate examination, supporting material or a clearly stated recommendation, wherever these are necessary.

(e) Ensure that the draft communication, if any, accurately reflects the proposal and the approval sought and follows **the approved CCO format**.

(f) Record the note through the prescribed e-Office facility and authenticate/forward it in accordance with applicable digital-signature/e-sign instructions.

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9. Approval, Issue and Record Management

9.1 Files and drafts shall move through the prescribed channel of submission, keeping the number of processing levels to the minimum consistent with the applicable delegation of powers and internal instructions.

9.2 The final approved communication shall be authenticated and issued through the authorised e-Office/dispatch mechanism. The issued version, relevant approval and dispatch particulars shall be **retained or linked to the concerned e-File**, wherever applicable.

9.3 Corrections to an issued communication shall be made through an authorised corrigendum, addendum, revised communication or other appropriate formal procedure. An issued record shall not be silently overwritten or altered.

10. Responsibility and Compliance

10.1 The dealing hand/initiating official shall be responsible for appropriate file creation, accurate noting, correct referencing, completeness of records and preparation of drafts.

10.2 The Section Officer (SO)/Branch Officer(BO) and other '**Supervisory Officers**' shall ensure adequate examination, correct procedure, completeness of the proposal, appropriate numbering and conformity with **the approved format**.

10.3 Heads of Divisions/Head of Office(HoO) and the designated Administrative/e-Office 'Nodal Officer' shall ensure uniform implementation, maintenance of approved templates and clarification of procedural doubts.

11. Training and Capacity Building

11.1 All officers and officials of the Coal Controller Organisation (CCO) shall endeavour to acquire and continuously update the knowledge, skills and competencies required for the efficient discharge of their assigned duties. They shall undertake relevant training courses available on the **iGOT Karmayogi platform of the Government of India**, particularly in areas relating to office procedure, e-Office and digital file management, noting and drafting, conduct rules, vigilance, procurement, financial management, cyber security, data management and other functional or domain-specific subjects, as applicable to their respective roles. The concerned Division/Section/Cell shall encourage and facilitate participation in such training programmes, and officers and officials shall complete the courses as may be prescribed or directed by the competent authority from time to time.

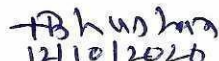
11.2 Training and capacity-building requirements may also be identified periodically to promote professional competence, accountability, efficiency and a culture of continuous learning within CCO.

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12. Effective Date

These guidelines shall come into force **with immediate effect**. All Divisions, Sections, Cells and Other Offices/ Regional Offices of CCO shall ensure compliance.

13. This issues with the approval of the Competent Authority.


12/10/2020
(Himanshu Bhushan)
Deputy Coal Controller
Email- coordination-cco@gov.in
Tel. No.-011-21210321

Copy to:

1. PA to Coal Controller, Coal Controller Organisation, Delhi-110092;
2. All Officers/Officials/OSDs of CCO Delhi, Kolkata, Dhanbad;
3. OSDs / Officials, All Regional offices at Ranchi, Sambalpur, Bilaspur, Nagpur, Kothagudem;
4. Concerned e-Office File; O/o Coal Controller, CCO, Delhi;
6. Guard file / Office order file, O/o Coal Controller, CCO, Delhi;
5. IT & Media section O/o Coal Controller, CCO, for uploading on CCO website.

Copy for information to:

1. PPS to Secretary to Ministry of Coal, GPOA-03, 3rd Floor, Netaji Nagar, New Delhi-110023.



No. CCO/-----

**भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation**

Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.
Mail ID: coalcont-wb@nic.in
Delhi, Dated the [Dateth] [Month], [Year].

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Subject: Guidelines..... – reg.

[Body Text].....

2. This issues with the approval of the Competent Authority.

[Signature]
[Name of Authorised Officer]
[Designation]
Email: [Official Email]
Telephone: [Official Number]

Copy to:

1. PA to Coal Controller, Coal Controller Organisation, Delhi-110092;
2.

Copy for information to:

1.

ABLW/

Sample-2:



No. CCO/-----

**भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation

Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.
Mail ID: coalcont-wb@nic.in
Delhi, Dated the [Dateth] [Month], [Year].

OFFICE MEMORUNDAM

Subject: Appointment of – reg.

[Text Body].....

2. This issues with the approval of the Competent Authority.

[Signature]
[Name of Authorised Officer]
[Designation]
Email: [Official Email]
Telephone: [Official Number]

To,

[Name]
[Designation],
[Name of Department],
New Delhi.

Handwritten signature



No. CCO/-----

**भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation**

Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.
Mail ID: coalcont-wb@nic.in
Delhi, Dated the [Dateth] [Month], [Year].

OFFICE ORDER

Subject: Functional Allocation of work.....– reg.

[Body Text].....

2. This issues with the approval of the Competent Authority.

[Signature]
[Name of Authorised Officer]
[Designation]
Email: [Official Email]
Telephone: [Official Number]

Copy to:

1. PA to Coal Controller, Coal Controller Organisation, Delhi;
2.

Copy for information to:

1.

HB Kumar



No. CCO/-----

**भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation**

Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.
Mail ID: coalcont-wb@nic.in
Delhi, Dated the [Dateth] [Month], [Year].

NOTICE

Subject: Suggestions from Stakeholders..... – reg.

[Body Text].....

2. This issues with the approval of the Competent Authority.

[Signature]
[Name of Authorised Officer]
[Designation]
Email: [Official Email]
Telephone: [Official Number]

To,

All Stakeholders

Copy to:

1. PA to Coal Controller, Coal Controller Organisation, Delhi-110092;
2. IT & Media section O/o Coal Controller, CCO, for uploading on CCO website.
3.

Copy for information to:

1.

Handwritten signature



F.No. CCO/-----

भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation
(Technical-Division)

Delhi, Dated [Dateth] [Month], [Year].

MEETING NOTICE

Subject: Discussion on -reg.

The undersigned is directed to inform that a meeting under the Chairmanship of [**Designation**] is scheduled to be held on ---- at ---- AM/ PM in Conference Hall, SCOPE Minar, 5nd Floor, Core-I, Laxmi Nagar, Delhi O/o Coal Controller to discuss.....

2. [**Organisation name or Mr. X, Design**] is request to make the presentation for the meeting.
3. It is requested to make it convenient to attend the aforesaid meeting.

[Signature]
[Name of Authorised Officer]
[Designation]
Email: [Official Email]
Telephone: [Official Number]

To,

- i. [Designation-1], [Name of Organisation],
- ii. [Designation-2], [Name of Organisation],

Copy to,

- i. PA to Coal Controller, CCO, Delhi,
- ii. DCC (Tech.), CCO, Delhi
- iii. DCC(Admin), CCO, Delhi

Handwritten signature



**भारत सरकार / Government of India
कोयला मंत्रालय / Ministry of Coal
कोयला नियंत्रक संगठन / Coal Controller Organisation

**Office of the Coal Controller,
SCOPE Minar, 5th Floor, Core-1,
Laxmi Nagar, Delhi-110092.**

Mail ID: coalcont-wb@nic.in

Delhi, Dated the [Dateth] [Month], [Year].

No. CCO/-----

To,

[Designation],

[Deptt/Organisation];

Delhi.

Sir/Madam,

Subject: Registration of – reg.

[Body Text].....

3. It is requested to kindly.....

Encl.- As above

Your Sincerely

[Signature]

[Name of Authorised Officer]

[Designation]

Telephone: [Official Number]

Copy to:

Copy for information to:

Handwritten signature

Sample-7:

Annexure-VII



[Officer Name]
[Service]

कोयला नियंत्रक संगठन
Coal Controller Organisation

D.O. No. CCO/-----

[Dateth] [Month], [Year].

Dear.....

I would like to draw your kind to this Organisation's D.O. letter No.....

1. **[Body Text]**.....
2. I would therefor request you to.....
3. Please ensure that these instructions are noted and disseminated to all concerned for strict compliance.

With regards.

Your Sincerely

[Signature]
[Name of Officer]

Encl.- As above

[Name]
[Designation],
[Deptt/Organisation];
Delhi.

ABhim