

IG/RCD3/OO/2026/07

Dated: 02.09.2026

Office Order

Sub: Disposal of Emails in a time-bound manner and keeping record of the action taken

As it is a known fact that email communication is a fast, secure, and environment-friendly means of communication. It is actually the backbone of the ODL system, not only for communicating with learners, LSCs, and the IGNOU Headquarters but also for internal communications. The effectiveness of this email communication, however, depends heavily on regularly and promptly checking emails and responding promptly and keeping proper records of the action taken.

All Officers and Officials of the Regional Centre are hereby directed to check their official emails regularly and promptly, take the required action immediately and promptly, and keep the proper records of the action taken, whatsoever the action may be.

Each employee will take due action on their emails **within two working days** (maximum three) or as specified otherwise (time-bound with time limit specified) to ensure that the functioning of the Regional Centre and/or the student support services of the Regional Centre are not affected adversely. Even if any employee feels that any email has been sent to him/her wrongly, they will forward it to the concerned Officer/Official.

Each employee will keep a record of the action taken by them on their official emails and will report back the same to the undersigned as and when asked.

Lapses, if any, will be viewed seriously and the concerned Officer/Official will have to explain the reasons for delay/no action in writing.

This is for strict implementation **with immediate effect**.


(Dr. Ashok Sharma)
Sr. Regional Director and Head
02/09/2026

Distribution:

1. RC Delhi-3 Academics
2. All RC Delhi-3 Staff - Regular
3. All RC Delhi-3 Staff – D/w
4. Office Order File