



कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
Employees' State Insurance Corporation
(Ministry of Labour & Employment, Govt. of India)



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Circular

Subject: Guidelines for professional Email communication in Office

Effective communication is the cornerstone of success of an organization, and while maintaining clarity a consistently professional tone of email interactions is vital for its image and efficiency. The purpose of this document is to provide guidelines and educate about etiquettes while sending the E mail etiquette in the workplace. The 5 C's of effective email writing are clear, concise, correct, courteous and complete. Following guidelines must be followed while writing an official e-mail: -

1. Ensure the Hierarchy:

- All official emails being sent in letter form must be sent by the level of Assistant Director or above. Hierarchy should be maintained as per the Office Procedure, followed in Govt. of India offices.
- However, if a letter is being dispatched through email, by attaching the letter in soft copy/pdf etc., then such email can be sent by any official (preferably the concerned diary / dispatch clerk of the Branch/ office)
- All emails (including the emails id in the name of any branch or office) must clearly mention, the Name, Designation, mobile number/Office Telephone number (with extension no., if required) of the Individual who is sending the email, i.e. whoever is pushing the 'send' button.
- Email should be marked in "To" only to those officials who have to deal with the topic, others should be kept in "Cc" for information.
- For any external communication from one office to other office, from field units to Hqrs., to Ministry or, to other Government departments, official protocol must be followed. In these cases, please ensure that such emails are only sent by the level of Asstt. Director or above, just like Section Officer or above in Govt. of India Offices.

2. Clear and Concise Communication: Emails should be clear, concise, and to the point. Avoid unnecessary jargon or overly technical language that might confuse recipients. Official emails must also tell about the approval, (i.e if the email is being sent with the approval of a higher Authority).

3. Professional Tone: Maintain a professional and courteous tone at all times. Address recipients with proper salutations and be mindful of the language in use. Avoid using slang, emojis, or informal language in an official e-mail.

4. Subject Line Relevance: The subject line should accurately reflect the content of the email. This helps recipients prioritize and organize their emails efficiently.

5. Structured Format: Organize emails with a clear structure, including an

introduction, main content, and a conclusion. Use bullet points or numbered lists to break down complex information.

6. **Appropriate Signatures:** Include a professional email signature that includes your Name, Title, Department, and contact information. This ensures recipients to easily identify you and reach out if needed. The signature setting feature in the e-mail software may be used for this.
7. **Attachments and Formatting :**
 - Ensure that attachments are relevant and properly labelled.
 - When formatting emails, use a legible font, avoid excessive use of capital letters or fonts in 'Bold'(which can be interpreted as shouting), and use appropriate paragraph breaks.
8. **Timely Responses:** Respond to emails promptly, even if it's just to acknowledge receipt and provide an estimated response time, if necessary.
9. **Confidentiality and Security:** Exercise caution when discussing sensitive information over email. Avoid sharing confidential data unless absolutely necessary, and use secure methods for transmitting sensitive documents.

Implementation and Support:

These guidelines are to be followed with immediate effect. For any clarification, please contact [Sh. Jitender Manocha, Assistant Director (ICT)] at jitender.manocha@esic.gov.in.

These guidelines shall contribute significantly to ESIC's professional image and communication effectiveness.

This issues with the approval of Director General, ESIC.

Signed by Ratnesh Kumar

Gautam

Date: 19-10-2023 18:06:17

Reason: Approved

(R.K. Gautam)

Insurance Commissioner (ICT/MSU/PR)

1. PPS/PS to DG/FC/All ICs/All MCs
2. All Zonal ICs/Zonal MCs
3. All officers/Officials of Hqrs./ NTA/ Ros/SROs/ ESICs/ESICH & MSs/ DMD
4. WCM – with request to put up on website
5. Raj Bhasha – for Hindi translation
6. All Notice Boards/ Guard files