

Sub: Guidelines for sending messages on viber, email, word & excel.

Key words: Messages, Viber, Email, Word, Excel.

1. Guidelines for viber:
 - a. Messages must be sent between 8:30 am and 6:30 pm. Only send emergency messages after office hours. However, messages may be sent in case of construction activity after office hours.
 - b. Messages to inform emergency leave to be sent after 8:30 am.
 - c. Construction activity photos must be sent between 4 pm and 6 pm on group created to each project. Each engineer shall be responsible for sending the photographs of the work assigned to them. Relevant photographs of work done on each day to be sent. Unless necessary limit photographs to 5 to 15 nos. per day.
 - d. Avoid messages on Sundays and holidays.
 - e. Don't send messages meant for individuals to groups.
 - f. Do not 'like' viber messages.
2. Do not unnecessarily reply to emails or viber messages with OK, yes sir, congratulations, good job, etc. Only if required, send them to individuals.
3. Send photos by viber in place of email. Most staff do not know how to reduce size of images. Viber does it automatically. However in case of email you have to do it manually. Large images slows down email downloads.
4. Use viber to send information or report status of work. Questions that require quick short answers like yes or no or approved can be sent by viber. Where clarifications are required use email.
5. Documents like word, pdf, scans, excel - send by email. Avoid viber unless it's urgent.
6. Report visit by government officials by viber and email to Admin (Kanaka Rao & Jai Kumar) and/or to liasioning managers (Sitaram & Sanjay). Do not provide information to government officials. Connect them to Adim and they will do the needful.
7. Report accidents at site (minor or major) by viber and email to Admin (Jai Kumar) and/or to Audit team (Praveen, Lokesh, Balakrishna, etc.,).
8. Fine may be imposed in case of gross violations of above rules.
9. Despite repeated reminders staff members are sending emails to multiple email ids addressed to 'Sir/Madam'. It's difficult to figure out as to whom the email is addressed to!!! Ensure that such emails are addressed to a particular person. Eg. XYZ Sir, Dear ABC.
10. Do not use Whatsapp as far as possible for office related work. Do not make WhatsApp groups for official work.

11. Name files sent by email or viber meaningfully. eg. MGA estimate for rcc 14-02-20 ver6C, MPL GST calculation Q2 2020 14-5-20 ver2B. Save by date and revise version number.
12. Preferably send PDF documents in place of word, excel, acad - unless absolutely necessary.
13. Guidelines for making excel files are given in internal memo no. 912/116. Copy of draft excel sheet is available on staff login page.
14. Messaging is more effective than calling. Call only when necessary. all employees must have call waiting on their mobile phones. Wait for 10 to 15 rings in case of call waiting to given an opportunity for the receiver to pick-up your call.
15. Endeavour to carefully listen to the question being asked. Understand the question. Provide relevant answer to the question. DO NOT give irrelevant replies not related to the questions. Answer to the point.

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