E-Office-Benefits and Features

A. Benefits of e-office are as under :-
   i. Paperless File and Document Management System with single and standard file movement and tracking across the Government
   ii. Creates a searchable enterprise repository of documents
   iii. Easily manages security and access rights to documents
   iv. Retrieves documents through advanced search
   v. Brings transparency in the system
   vi. Improves efficiency in work procedures
   vii. Viewing of files based on roles
   viii. Facilitates Search and view file at any point in time (Based on hierarchy)
   ix. File can be retrieved anytime
   x. Prioritization of urgent files where action is required

B. Key functionalities of e-office are:
   i. Unified View of Data: Each application of e-Office accesses the same data, so it reduces duplication of efforts and data remain common across the instance.
   ii. Single Standards based Directory Service: NIC email ID which LDAP(Lightweight Directory Access Protocol) 3.0 service compliant is used for user authentication
   iii. Security and Access Management Role: Each application in eOffice is a role based, certain roles which can be assigned with individual user Login.
       Access of e-office is through NIC LDAP, Optionally user may log in through his/her DSCs for using eFile.
   iv. Archival of e-Records: Data remain stored in the server and made available as and when required. Retrieval is possible on the basis of metadata.
   v. Content & Document Management: In Knowledge Management System, Department can store all the legacy documents such as acts, rules, policies, other documents and archived Files/Receipts which may be useful for Employees/users of the Department.
   vi. Electronic file processing based on Central secretariat manual for e-Office procedure.
   vii. Single point diarization.
   viii. Setting due dates and reminder
   ix. Dispatch of letters
Using e-File, user can create electronic files, add notings in the files, electronic diarization of inward letters and files create draft for approvals and attach correspondences in an easy and user-friendly way.

C. E-Office has been implemented in following Ministries in Government of India:
   i. Ministry of Railways
   ii. Ministry of Civil Aviation
   iii. Ministry of Panchati Raj
   iv. Ministry of Drinking Water and Sanitation
   v. Cabinet Secretariat
   vi. Department of Personnel & Training (Training Division)
   vii. Department of Information Technology (e-Governance Division)

E-office has been implemented in following department of the States.
   (i) Department of Health and IT, UT of Chandigarh
   (ii) Mantrayalaya, Mumbai, Maharashtra
   (iii) Spice Board, Kerala
   (iv) Kerala Secretariat
   (v) Sindhur, Maharashtra

In GNCTD, Department of Information Technology, DUSIB and Delhi State Health mission have implemented e-office system of NIC in their office.

D. Following reports can be generated through e-office:
   i. MIS reports (Status, Pendency)
   ii. VIP References
   iii. Pending files and receipts
   iv. Time bound files and receipts
   v. Diary and File Register
   vi. Pending Cases based on time periods
   vii. Consolidated Report
   viii. Summary
   ix. Top Movements

E. Main features of e-office are as under:
i. Dashboard

ii. Attachment of correspondence to e-File

iii. Creation of DFAs and their issues

iv. Referencing

v. Migration of manual files

vi. Sort option on read and priority in receipts

vii. Pull up option for files and receipts: Suppose user X is on leave and user Y belongs to same section, then user Y can pull up the file lying in user X account and can do action on a file. Also, an officer can see the files of officer below to his/her hierarchy and officer can also pull up file if required.

viii. Tracing a receipt attached to a file with the help of Advanced Search.

ix. Noting in scrollable mode

F. Work flow of e-office is as under:

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Steps involved in the work flow of eFile are as under.

- Diarisation of receipt
• Receipt received at the entry points gets scanned and diarized. Sequential diary number is created in the system.
• Receipt is sent to the section (in case CRU diarises the receipt)

➢ Attaching of receipt into a file
• Receipt can be attached into an existing file or into a new file (new file needs to be created in the system)

➢ Creation of new file
• New file can be created in the system by entering relevant Meta data.
• Sequential file number is created in the system.

➢ Sending of File
• Officer can complete the noting, referencing, create / edit / approve draft, issue draft
• Noting and Draft can be digitally signed through DSC and then send to recipient.

G. Method of scanning of file and receipt is as under:

Methods of Scanning for conversion of existing files to efile

The above method illustrates the methodology of scanning and converting existing physical files into electronic file.

➢ eFiling of Active / Closed Files.
• Scan each page as single pdf, enter metadata of each page and do the eFiling.
• Scan all pages into a single pdf, enter relevant metadata for section and do the eFiling.
  ➢ eFiling of Records.

  Make logical groups, scan as single pdf and enter relevant metadata to archive the records.

H. Following is the process for physical Receipts and issues

Process for Physical Receipts/Issues

Diary number is written on the top right corner of the physical receipt
In case Central Registry Unit diarizes, Physical receipts are sent to concern section
Guard file details are quoted in the physical receipt and put up in the Guard file and stored in the relevant bin in the rack for easy retrieval.