Eoffice Handbook

Preface

This Handbook contains Standard Operating Processes which have been framed with an objective to help all Officers/officials in using e-Office effortlessly.

e-Office has been developed by National Informatics Centre based on Central Secretariat Manual of Office Procedure of DoPT, GOI and is being implemented by J&K e-Governance Agency, IT Department in J&K.

The eOffice instance has been hosted in J&K Data Centre, Civil Secretariat Jammu and is a workflow-based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diary of inward letters, creation of files, making notes and referencing, preparation of draft for approval, issue of letter, movement of receipts and files and finally the archival of records. With this system, the movement of receipts and files becomes seamless and there is more transparency in the system since each and every action taken on a file is recorded electronically. eFiles can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. This simplifies decision making, as all the required information is available at a single point.

The Handbook contains easy to understand guidelines regarding various functions and processes of e office. It also contains special section on tips which will be extremely helpful for the heads of offices viz Administrative Secretaries, Dy Commissioners and HODs in getting better work outcome through effortless yet optimum usage of e office, efficient supervision and control over file movement, easy access to records and overall discipline in office management.

(Anuradha Gupta) JKAS
Chief Executive Officer
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1. Prerequisites for new user creation:

Prerequisites for getting users on boarded onto the eOffice:

A) Official Government Email :

For onboarding on eOffice it is mandatory that every employee should have a government email ID either onnic domain (@nic.in) or jk.gov domain (@jk.gov.in). If the email is not available for any officer/official, the Nodal Officer of the Department can apply online for email creation on https://eforms.nic.in for said officer(s)/official(s)or Nodal officer of the Department shall send request for email creation by sending duly filled template with mentioned below details in excel format at admeoffice- jakega@jk.gov.in.

S No.	First Name	Last Name	Designation	Department	State

Country Code	Mob No.	Date of Retirement	Preferred e-mail	Preferred e-mail with domain	CPIS ID

After the receipt of aforementioned details, JaKeGA eoffice team shall process email creation through Technical Officer, IT Department who is nominated Nodal Officer, for NIC Email creation and support.

B) Onboarding on eOffice :

Once the official email ID has been created, the concerned officer/official needs to submit the following EMD template(Reporting Hierarchy)for the aforementioned email ID for creation of users on eOffice application.

Basic Details of employee	Global Organisation/ Department*	Employee_Code*	Title/ Appellation*
	Employee_Full_Name/ Official Name*	Designation_of_ employee*	Gender*
	Date_of_Birth*	Date of Joining Organization*	NIC_Email*
	Mobile No.*		
EMD Details	Entity*(Division/ Office/Section)	Name_of_Organization _unit*	Organization_Unit_ Code*
	Post Name*	Marking_Abbreviation*	Name_of_Parent_ Organization_unit*
	Name of Reporting Officer*		Marking_Abbreviation of Reporting officer*

The above mentioned two steps are the main prerequisites for creation of users onto the eoffice.

Note:

- It is mandatory for the department to nominate Nodal Officer or Local Admin for routing such request to JaKeGA. The Nodal Officer should be Gazetted officer, not below the rank of Deputy Secretary.

- Once the email will be created, the user will receive username and password on registered mobile number. The onboarding of user on eOffice shall be communicated to the Nodal Officer or Local Admin on response email from JaKeGA.

2. efile module of eoffice and operating procedure:

A) Receipt (DAK Management) :

1. On **receiving** a fresh correspondence, either in hardcopy or softcopy, only one- time scanning is to be done of hard copy received by the employee authorized for uploading DAK in e-Office at the receipt section and hard copy of the correspondence is to be preserved in Physical file/files. The softcopy/scanned copy has to uploaded on EOffice and it may be sent to the addressee/concerned e-Office users through e-Office.

2. In Civil Secretariat, **Central Registry Unit(CRU)** has been established to receive the physical dak from outside offices and then it is distributed further to concerned Administrative Departmental Heads. However, since most of the Head of the Departments have also been onboarded to the eoffice, they can directly send the communication to the concerned HoDs/Administrative Secretaries for which HoDs/ Administrative Secretaries have been provided External Sender/Receiver Role .The department outside Civil Secretariat may get the CRU/Record section established within their premises.

3. **Subject** should be as per subject of the correspondence along with all the details of the signatory who has signed the communication.
4. The following shall be treated as Receipt and should be sent only through e- Office amongst e-Office users: -
   a. All official correspondence being received in hard copy or soft copy duly signed by the Sender (like letter, meeting notice, meeting agenda, minutes of the meeting, record note of discussions, Action taken reports, Notices, Memorandum, Memo, Office orders, notifications, Work/Purchase order, RTI applications, Circulars, guidelines, reports, PQ, Application or representation by employee/Trade Union/Association etc.)
   b. Scanning should be done on maximum 200 DPI and preferably in Black and White, for e-Office purpose to avoid big file size.
5. Sometimes, the scanned images may exceed more than 20 MB size and it may not be uploaded. In that case, it should be compressed to minimize the size within 20 MB so that it can be uploaded.
6. Fill up all the meta data fields, where ever available. This is important in order to trace a receipt in future. While filling meta data field, Name of the sender is to be filled like Arun Kumar Sharma. If abbreviated name is given in the letter like AK Sharma, the same should be filled like AK Sharma and not AK Sharma or A K Sharma or Shri AK Sharma.
7. The correspondences which are getting diarized in e-Office do not require diarization in physical receipt register. e-Office provides facility of Report generation in respect of Receipt, File and Dispatch in various formats, therefore, physical docketing at every section should be stopped.
8. Receipts, if received in Duplicate or those Receipts, for which no action is required should be closed by the recipient.

B) File Management:-

1. Once the file classification work of a particular section gets completed and mapped, the user of the said section can create a new file for any required subject under particular mapped section.
2. The purpose of e-Office is to build institution history and for that, it is imperative that files are created in a judicious manner. Opening up new file for every matter has to be strictly avoided. It should be ensured that daks/ cases are put up only in already created relevant files. Creation of new files should be done only when required and Section Heads should monitor this. Also, Part file in the system should be used only when it is a necessity i.e. main file is in movement and there is an extreme urgent need to put up the file.
3. Receipts are to be attached on the correspondence side. Documents referred in the note and in word format should be uploaded under 'References'. If any eFile is required to be referred, the same may be linked through 'Link' button. Any eFile which seeks consideration along with present file may be attached through 'Attachment' of file. For attaching a scanned copy of physical file for reference, the same should be attached in NoteSheet of eFile. In case of any of above, it is the responsibility of the user to specifically mention in the Green Note regarding references uploaded,File/Receipt attached, File linked etc.

4. When work on a file has been done (e.g. a note got approved and some approved draft has been issued), the file typically is in the inbox of the officer who has initiated the file. The file should be closed when the work is completed after seeking the approval from the closing approver authority, otherwise, it will be shown as pending in the inbox.

5. File Parking facility is available to all users who are mapped into the eoffice. However, parking shall only be used when the files has to be kept in record for short duration. Hence, closing of file is required to be done after seeking the approval from the Sectional Head(**to be appointed by the department)** in order to reduce file pendency.

6. File Parking facility is available to all users who are mapped into the eoffice. However, parking shall only be used when the files has to be kept in record for short duration. Hence, closing of file is required to be done after seeking the approval from the Sectional Head(to be appointed by the department) in order to reduce file pendency.

7. In order to avoid, file pendency, it is suggested to nominate section wise file closing approver heads. The files shall only be closed once approved by the closing approver. After the approval from the concerned sectional head, the files will be successfully closed and shall be moved in the closed section of the user who has initiated the closing.

8. The closing approval of only those files can be given by the closing approver authority which has been created by his or her Organization Unit/section.

9. If no closing approver is nominated in the section then the file would not be closed and shall kept lying in the submitted for approver authorities.

10. File closing approver role shall only be given to those users whose requests shall be formally routed by their HoDs or Nodal Officer. The official communication in this regard, needs to be forwarded to CEO JaKeGA on [ceojakega@nic.in.](mailto:ceojakega@nic.in)

Important points related to closing:

- **File must be in inbox**
- **Files in created folder can be directly closed without the approval**
- **File must be of the same section(that of logged in user)**
- **Inbox files to be closed must not have any file/receipt attached.**
- **Closed file will be removed from inbox/inbox folder/created list**
- **All the receipts inside the file(as correspondence) shall be closed.**
- **State of file shall be changed to closed.**
- **No action will be allowed on the file once closed except viewing**
- **details of the file, and option to reopen the closed file from closed(By Me) list.**

C) Draft Communication

1. Any communication to be issued against a case or any official letter of the communication is first prepared as a draft letter which after numerous corrections (if required) is submitted for approval and then signed and dispatched. This section describes the process of creating a new draft (Draft Nature: New/Fresh, Reply, Reminder) against an electronic receipt. Prepare the draft content of the communication on the left side of the screen. The draft content can be prepared by –

- Using Templates – Preparing content by choosing pre-defined templates i.e. the letter-heads with pre-defined format and content of specific nature.
- Upload Letter - Preparing the letter on your system using word processor (like MS Word) andthen uploading it into the system. (.doc/.docx extension file – Word format)
- Prepare using online editor - Preparing content by typing and/or pasting from another document file.

Note: The content prepared by uploading a document can only be edited by downloading it using Download option, then make changes in the downloaded document and re-uploading it.

- **Content prepared using online text editor can be edited in the same window.**

2. Once the draft is approved, no further changes can be made into that and the same can be issued by digitally signing it through DSC token. If the DSC token is not available, then the user can take the printout of the approved draft and the same can be signed by the signatory. After the signatures, the same can be compared through ink sign option and dispatched accordingly from that section only without re-uploading the same in the receipt section.

3. By default draft approver role has been assigned to all Head of Departments/DCs etc, the same role can be assigned from the local admin account of the concerned department. However, before giving this role, the approval of competent authorities of the department is required to be sought. In case department request JaKeGA for assigning draft approver role, the same shall only be entertained after the receipt of official communication in favour of CEO JaKeGA.

3. Interdepartmental communication(Department Sender/Receiver Role)

- Approximately 400 plus organizations/departments have been onboarded onto the eoffice. The same includes Administrative Department, HoDs, DC offices and many field offices.
- At present, in order to ensure the interdepartmental communication, the external sender and receiver role (department sender/receiver) has been given to Administrative Secretary/ HoD/DCs, Head of field office, Private Secretary etc. Besides this, this role has also been assigned to the users who have requested for the same through their authorities.
- Therefore, only those users from different departments would be able to communicate who have been assigned with department sender/receiver role.
- If the head of the departments, intends to give this role to some other officers/officials, in this regard, the written request may be forwarded in the name of CEO JaKeGA. On the receipt of official communication in this regard, this role shall be assigned to other users who have been requested in that communication.

4. Guidelines for Role of different users in e-Office

- **Role of e-Office users**

It is mandatory to have a Govt. email Id to create e-office account/user. e-Office user should check whether his or her name, post and the section is reflecting properly while working in File Management System. If user finds any correction is required, the same should be informed to Nodal Officer for correction, if the concerned nodal officer is facing issue in correction, he or she can request for its correction to JaKeGA eoffice team [admeoffice-jakega@jk.gov.in.](admeoffice-jakega@jk.gov.in) Further, email id which shall be mapped into the eoffice shall be the user id for accessing eoffice .For accessing eoffice, the user need to login through created govt email id and password.Hence, the receipt or note/proposal being sent by a user will be deemed to have been signed by him/her because it is being authenticated by 2 factor authentication by her/his government email id and mobile sent OTP.Therefore, the user is expected to maintain confidentiality of his or her password. However, for higher security purposes, wherever required DSC shall also be used or considered.

- **Role of Nodal Officer at Department/HoD level.**

The Administrative Department/HoD/Deputy Commissioner office has to mandatorily nominate the Nodal Officer or Local Admin for ensuring the smooth operations of eoffice within the department.The nodal officer should be well conversant with all the features of file management system of eoffice so that he could also train/guide other users of his/her department. The following is the tentative responsibilities of the nominated local admin.

a) Nodal Officer shall be responsible for overall monitoring of eoffice and shall ensure the Employee Master Details(EMD) should be regularly updated.

b) Nodal officer should not be below the rank of Deputy Secretary.

c) Designated Nodal officer shall be the Local admin for e-office and necessary local admin role shall be given to him in order to ensure the EMD, role mapping work specific to his or her department. Further, he would also be able to generate the MIS reports of his or her department..

d) Nodal officer shall ensure the creation of new user in e-office. In case of any issues during the creation, necessary assistance can be sought from JaKeGA eoffice team admeoffice-jakega@jk.gov.in.

e) In a department, employees transfer is a common practice. A number of officials get transferred from one department/office to another. This may be on routine basis or urgent requirement. In Transfer Process, employee who is being transferred has to hand over the files which are lying in his or her inbox to new joinee/or subordinate employee of the same organization.

f) Only Local Admin shall be given access to this module. In case an employee is transferred, Admin can transfer his/her data (Files/ Receipts) from his/ her account to any other particular employee's account. Then onwards the transferred data will be worked upon and handledby that employee.

➢ All concerned Files/Receipts needs to be transferred to the new employee.
➢ Employee should be provided new charge with all related files.
➢ Files transfer should be done only after official orders of transfer.
➢ Before transfer, Local Administrator must check the OU's of employee carefully.
➢ Employees should be informed after the successful transfer of files.
➢ After transfer, Employees will be officially responsible for the further work on respective files and receipts

g) Nodal officer has to de-activate the account of employee who retired/expired from the services.

h) In case of promotion, transfer, superannuation or any form of exit, joining, release, interchange of work within section, delegation of power etc, the Nodal Officer will be responsible to get the data updated and get the files transferred in eOffice from local admin account or through super admin.

- **Role of Nodal Officer at each District level.**

Besides the details of responsibilities mentioned at point II, following shall also be ensured by the District level **nodal officer (District Level Nodal officer can be any officer who is posted in DC office who shall be assisted by concerned DIO of NIC)**

a) To establish a helpdesk for the District level users.
b) Employee Master Detail (EMD) Management.
c) File transferring and role change as requisitioned by users within the District.
d) To forward the requests to Super Admin for adding a new subject category or file classification, Change in the name of Local Admin etc. e) To arrange training of different levels.
f) Coordination with Super Admin i.e JaKeGA in this case.
g) In case of promotion, transfer, superannuation or any form of exit, joining, release, interchange of work within section, delegation of power etc, the Nodal Officer will be responsible to get the data updated and get the files transferred in eOffice from local admin account or through super admin.

- **Role of Super Admin and JaKeGA e-Office cell:**

The responsibility of Super Admin shall be:

a) Overall technical administration of eOffice.
b) Creation of Global Organisation Units.
c) Creation of Local Admins and giving suitable roles.
d) Coordination with NIC eOffice team for addressing the issues raised by various Local Admins.
e) Providing technical assistance to the local admins as and when required.
f) Providing the EMD,PIMS and Local Admin training to the designated Nodal Officer or Local Admins of the department/Districts/HoD etc.
g) Necessary transfers of employees as and when the formal orders issued by the department.
h) Necessary correction/mapping/roles assignment as and when desired by the department.
i) To act on the requests received from various quarters related to eoffice

5. Digital Signatures:

A) DSC has already been integrated in existing instance [https://eoffice.jk.gov.in] of eOffice. Users can use the class 2 or above DSC for authentication/forwarding/signing of drafts.

- JRE Version 1.8(JAVA) or above appropriate as per OS must be installed in the client machine.
- DSC Signer Service must be installed in the client machine.
- User must have valid DSC certificates installed in the computer.
- User must be registered with DSC and DSC should be plugged in the client system.
- Compatible DSC installer should be present in computer.

B) Any file created/forwarded or any action taken by a particular user on a file in eOffice application will be deemed to have been signed by the employee himself/herself

6. Guidelines for VPN Access of eOffice:

A) In normal circumstances, the VPN access for accessing eoffice from home shall only be provided to the officers who are up and above the Rank of Additional Secretary. However, for getting the VPN access, the officer needs to apply through eforms.nic.in and route the request through the Admin for its onward approval from State Nodal Officer.

B) In case of the officers/officials of departments/HoDs/ District Offices who are operating outside the Civil Secretariat premises where the NICNET/SWAN connectivity is not available, their Nodal Officer can request for their VPN creationand forward the formal request in this regard to CEO JaKeGA and soft copy of the format to be filled shall be forwarded to**admeoffice-jakega@jk.gov.in**

C) The concerned user needs to login to eforms.nic.in.After successful login, the user needs to select VPN service,new user,State Coordinator, IP(164.100.223.25), Port no(443) and URL(https://eoffice.jk.gov.in). The same request needs to be forwarded through departmental Nodal Officer.

D) If the departmental Nodal Officer Govt email id is not available, the user may select arun.panotra@jk.gov.in for routing the requests to State Coordinator, Mr. Raman Gupta.

E) In case of officers/officials who are below the rank of Additional Secretary and they need VPN access for accessing eoffice from home, they need to get their request approved from Administrative Secretary and the letter in this regard is required to be written to CEO JaKeGA.

7. General guidelines for users:

A) The detailed user manuals/guide regarding the usage of eoffice/local admin related work can be downloaded from https://jakega.jk.gov.in/Resources/UserManualeFile7.pdf and https://jakega.jk.gov.in/Resources/PIMSv3.pdf.

B) No request for creation of user/transfer/role assignment etc shall be entertained through pvt.email ids(i.e gmail.com, yahoo.com etc) of random users. Only those requests shall be entertained, which shall be forwarded through the registered Nodal Officer through their registered government email ids(@nic.in,@jk.gov.in domain).

C) **Additional Charge:** If any officer/official carrying multiple charges in some other departments, in this case, only additional charge is required to be given to the officer/official without re-registering the employee with new email id in additional assigned department/HoD etc.

D) Nodal Officer/Local Admin shall scrutinize the details of the officer/officials whose accounts is to be created into the eoffice. The Nodal Officer shall be solely responsible for the same and if any request is coming to JaKeGA for email creation/user mapping from the Nodal officer, JaKeGA shall process the same with the assumption that it has been scrutinized by the Nodal officer.

E) In order to discourage random requests received from officers other than the nominated ones or the DIOs in case of districts, it is imperative that the request related to eoffice be sent as per the requisite formats by the concerned DIOs of the Districts or Nodal Officerwho shall share the compiled details with JaKeGA as per the email id mentioned in the SoP from the official email id(Govt. Email id) of Nodal Officer or DIO.

F) The eOffice account of multitasking staff shall only be created upon the receipt of official communication from the respective departmental heads.

G) Users are advised to download Parichay Authenticator App from play store. This is a robust, reliable and secure framework that offers 2-Step Verification solution such as OTP Authentication, Backup Code Authentication, Token Authentication and Tap Authentication to various integrated services including Parichay, Jan Parichay and others. It also secures the device by providing local device authentication parameters which include Pin, Pattern, and Fingerprint. 2-Step Verification provides stronger security for your Parichay account and other integrated applications. A free security app that can protect your account against password thefts and provides one-tap verification with secure cloud backup.

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- When logging into Parichay with two-factor authentication (2FA or TFA), you'll enter your password, and then you'll be asked for an additional way to prove your identity. Either approve the notification sent to the Parichay Authenticator or enter the time-based OTP (TOTP) generated by the app. The one time passwords (TOTP codes) have a 30-second timer counting down, after which a new time-based OTP gets generated so you never have to use the same TOTP twice and you don't have to remember the number.
- **You can use the Parichay Authenticator app to generate codes even if you do not have an Internet connection or mobile service. The Parichay Authenticator app can be used on an Android or iPhone**

8. Online Helpdesk:

S No.	Employee Name	Division	Contact Number	Email id
1.	Ashish Dogra	Jammu	9419187369	admeoffice-jakega @jk.gov.in
2.	Shweta Sharma		7006945540	
3.	Romitpal Singh		7006513380	
4.	Sandeep Mathur		8492968944	
5.	Naveenjeet Kour	Kashmir	7006054050	
6.	Aaquib Hussain		7051626946	
7.	Aijaz Sultan		7006135117	
8.	Sharat Aashiq		7780935818	

The above helpdesk resources need to provide telephonic support to the local admins as and when the call/email received.

The Local Admins shall call to the aforementioned resources in case of any issues related to eoffice functionality.

- **Escalation Matrix:**

  If the issues are not getting timely addressed, the Nodal Officers shall contact the following team for early resolution and escalation.

  Tier 1: Mr. Arun Panotra, Analyst IT (arun.panotra@jk.gov.in)

  Tier 2: Mr. Naveed Iqbal,Manager IT (naveed.iqbal@jk.gov.in)

 Tier 3: Mr. Irfan Ahmad,Project Manager (Irfan.ahmad@jk.gov.in)

9. Special Tips for Heads of offices(Administrative Secretaries, Dy Commissioners, HODs):

- There should be a strong CRU established with infrastructure like scanners, Desktop, good Internet connectivity etc.The manpower engaged in the CRU must be properly trained. An efficient CRU is the foundation for an efficient e office.

- The CRU section shall act as Single Entry point for all dak which is coming from different quarters.

- The Heads of offices must issue explicit directions to CRU for not receiving any hard copy from the department/office which has a functional e office. This will avoid unnecessary clutter in e office.

- All subordinate offices be issued explicit directions for not sending any hard copy for communication with the head office or the inter departmental communication.

- The CRUshouldmaintain the copy of physical documents which has been received in hard form and same should be put in safe custody. Alternatively, the head of the office may issue instructions for sending the hard copy to the concerned section for safe custody under proper receipt after it is scanned for further processing in e office. Though this may be done only if the CRU is not having proper storage facility.

- In case of email communications, the heads of offices may direct their personal staff to get the same diarized on eoffice instead of taking printouts and getting the same marked physically. Thereafter, the further necessary action related to that received correspondence be processed on eoffice.

- The heads of offices may arrange special e office training for their personal staff. An efficient personal section will ensure that multiple copies of the e receipts don't find their way to the inbox of the e office account of the head of the office.

- The heads of offices may arrange special e office training for their personal staff. An efficient personal section will ensure that multiple copies of the e receipts don't find their way to the inbox of the e office account of the head of the office.

- Receipts, if received in Duplicate or those Receipts, forwhich no action is required, should be closed by therecipient.

- Storage of physical dak after scanning shall be done as follows:-

  a) Central Repository Unit (CRU) or the concerned section, as the case maybe, will retain physical dak in a folder.
  b) Dak will be kept chronologically. At periodic intervals, the folder will be stitched and kept safely.
  c) Any dak required in physical form by a section will be collected by them from CRU. In such a case, CRU shall keep a copy of the first page of the dak and take receipt on it from the recipient.

- While creating files, it must be taken care that the description of subject is explicitly stated. It is observed that often it is found difficult to search for a particular file because it is not appropriately named.

- There is also tendency among users to create another file if the previously created file is difficult to trace. This leads to chaos and confusion. If due to any reason, more than one file has been created, the same should be clubbed together.

- In case no action is required on the file, the user may close the file after seeking approval from the Head of the office.

- In order to close files after the completion of particular action, it is advised to seek approval on efile from the Head of the office or a senior officer nominated by him/her.

- A senior officer not below the rank of Dy Secretary be made nodal officer for efficient functioning of e office. He/she be asked to analyse the weekly report being sent on every Monday through e mail by JaKeGA. This will help the head of the office in understanding the gaps and taking corrective measures.

- It is desirable that monthly cleansing of e office be carried out to see whether files needed to be closed are closed or not, the status of parked files, officers/officials who take more than acceptable disposal time.Further, in order to ensure the Qualitative Disposal of files, the users may be directed to close the files with specific remarks while closing. It will facilitate the Departmental HoD to identify the no of files closed after taking necessary decisions.

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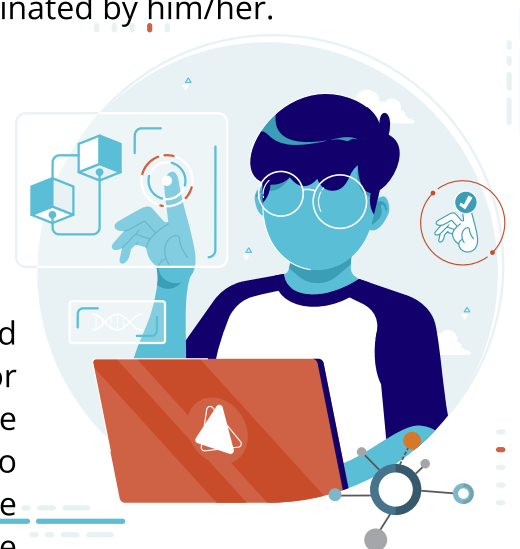
- User can add tasks in the to do list in the Work from anywhere(WaW) portal after logging in to eOffice through Parichay authentication.
- Users should never leave their system idle and in a logged in state
- After finishing work, user should log out the eOffice from the browser. The cookies should also be cleared so that session will be cleared.
- The user should never delegate their work to another person on eOffice
- Downloading of files should be avoided to the maximum possible extent.
- The user should never share their login credentials with any other user.
- DSC has already been configured with eOffice. Hence users are advised to use the DSC for the noting in efile.
- Users can add notes for their reference in the Work from anywhere portal(WaW)
- File pendency report of the concerned users can be fetched through MIS module by Head of the department or Nodal Officer.
- Weekly file file performance reports are being sent to all Administrative Departments, HoDs and DC offices. The Disposal Percentage in these reports are calculated on the basis of following formulae:

Disposal Percentage=Files Disposed (Files Forwarded+
Parked+ Closed)/(Files Received+Created)*100

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