



File Management System User Manual

NIC-EOF-EFILE-UM-001



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Objective of the Application

The need for transforming conventional government offices into more efficient and transparent e-offices, eliminating huge amounts of paperwork has long been felt.

The eOffice product pioneered by National Informatics Centre (NIC) aims to support governance by using more effective and transparent inter and intra-government processes.

eFile, an integral part of eOffice suite is a system designed for the Government departments, PSUs and Autonomous bodies to enable a paperless office by scanning, registering and routing the inward correspondences along with creation of file, noting, referencing, correspondence attachment, draft for approvals and finally movement and tracking of files as well as receipts.

Introduction

eFile is a workflow based system that includes the features of existing manual handling of files in addition to more efficient electronic system. This system involves all stages of working in a file, including the diarisation of inward receipts, creation of files, 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. This simplifies decision making, as all the required information is available at a single point.

It envisions a paperless office, with increased transparency, efficiency and accountability of the organization.

A revolutionary product aimed to make office work like never before in the history of Indian Governance, is based on the Thirteenth edition of Central Secretariat Manual of Office Procedures (CSMoP) of the Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India.

Need of eFile

Information technology has changed the life style of people over a period of time. At the same time, environment plays a major role in the innovation of technology, and later technology becomes the need of the society.

Files and receipts became an important entity in any organization. There may be thousands of paper documents in the form of Files/Receipts being dealt in an organization on a daily basis. Keeping record of these paper documents, their movement and safety involves lots of time, money and efforts which in turn decreases the efficiency and productivity of an organization.

So, any organization looking for a solution that will allow it to capture the documents in digital form, archive them with some basic information for fast retrieval, movement of the document with the comment/remark, opening of file to bring all related documents in one folder, noting on file, movement of file for approval finally issuance of letter to the sender, can go for this product.

What began with the development and implementation of the “File Tracking System” which was a major step towards Less Paper Office, NIC (National Informatics centre) always in forefront in the adoption of new enabling technologies in information and communication technology to meet the need of the organization/society, paved the path for the eFile a workflow based product enabling end to end electronic file movement across the government.

Manual techniques for diarizing, moving and recording of Files/Letters, makes the tracking of those files/letters a very difficult task, thus delaying the work and decreasing the efficiency. Due to the inefficiency of tracking with the manual system, there arose a need for a Computerized File Tracking System. An automated office attempts to perform the functions of ordinary office by means of a computerized system. In a manual office scenario, there are thousands of letters and files and their manual tracking is not a very easy task. A computerized File Tracking System enables users to track these letters and files within seconds. Also, dispatch and record keeping are made easy. It ensures proper distribution of work load, thus increasing the efficiency of the system and bringing transparency to the system. The system simulates the manual system in a digital environment.

eFile Login

- Enter the **Login ID & Password** in the eOffice portal, click  **Login** button as shown in **Fig.1**:

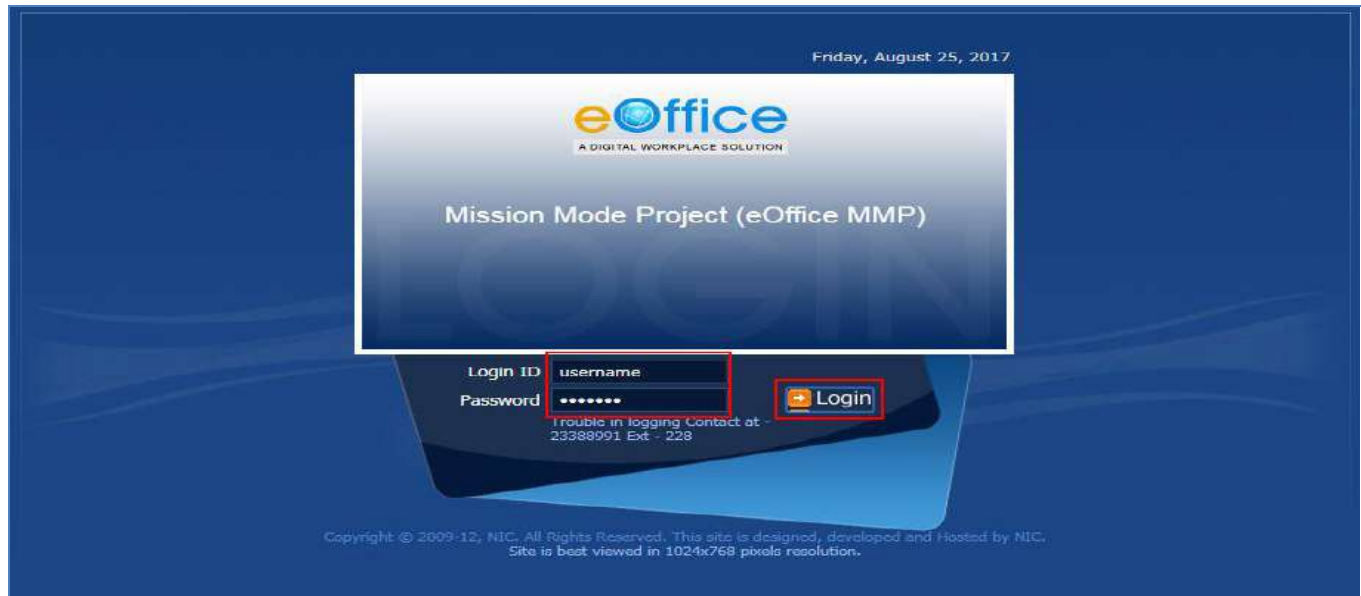


Fig.1

- eOffice homepage is displayed on successful login.
- To open the **File Management System**, click the link mentioned in the left panel as highlighted in **Fig.2**:

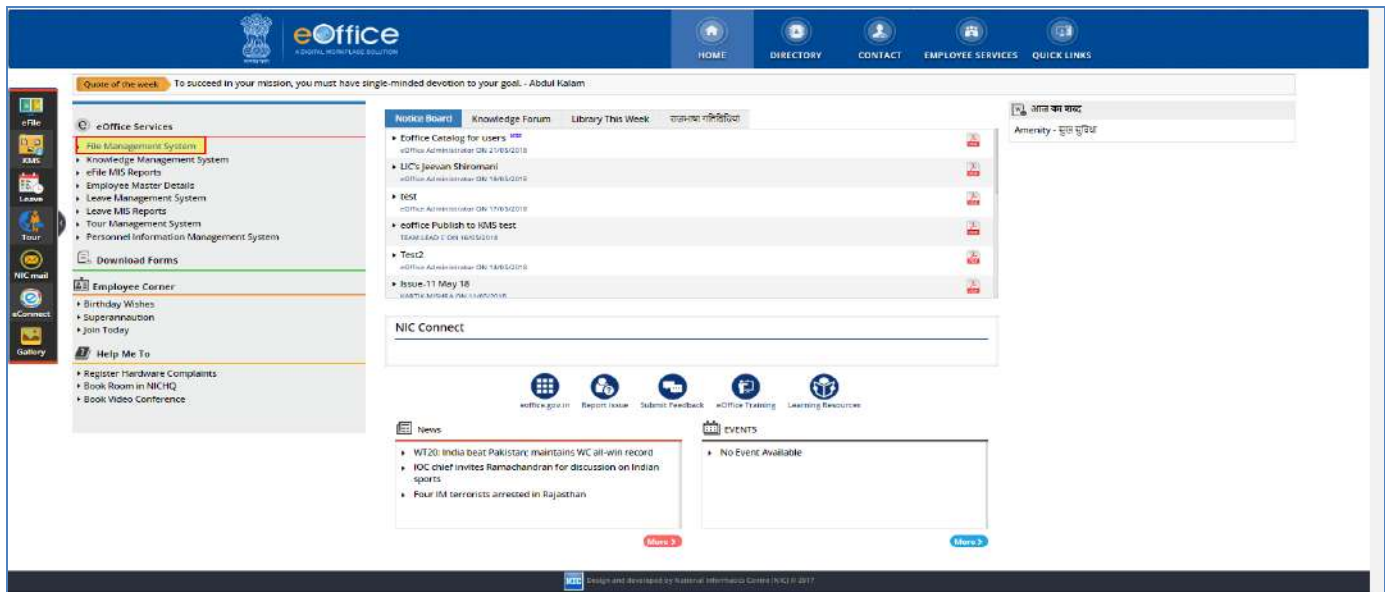


Fig.2

- User is then redirected to the application, as shown in **Fig.3**:

Date Range : 09/09/2017 To 24/09/2018

Receive | Send Back | Send | View | Move To | More

Hierarchical View | My Files

Computer No	File Number	Subject	Sent By	Sent On	Due On	Read On	Remarks
E 3385168	C-13/0005/2018-अभिनव / अभिनव सेवा (सिम एच ए)	czxwdu234	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 03:10 PM	-	17/07/18 03:10 PM	
E 3385157	A/002/2018-अभिनव / अभिनव सेवा (सिम एच ए)	gdqgdq238235	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 03:08 PM	-	17/07/18 03:08 PM	
E 3385163	B-11/0006/2018-अभिनव / अभिनव सेवा (सिम एच ए)	dufdu20235	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 03:07 PM	-	17/07/18 03:09 PM	
E 3385155	C/0009/2018-अभिनव / अभिनव सेवा (सिम एच ए)	deghidef 234234	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 12:23 PM	-	17/07/18 12:25 PM	
E 3385154	B/0008/2018-अभिनव / अभिनव सेवा (सिम एच ए)	file 123123123123	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 12:21 PM	-	-	
E 3385149	A/002/2018-अभिनव / अभिनव सेवा (सिम एच ए)	gsqdfg345435	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 12:13 PM	-	17/07/18 12:13 PM	
E 3385146	B/0007/2018-अभिनव / अभिनव सेवा (सिम एच ए)	dfiduf32423	ABID ALT.OFFICE OF US(K-VT)	17/07/18 11:48 AM	-	17/07/18 11:48 AM	
E 3385145	B-12/0006/2018-अभिनव / अभिनव सेवा (सिम एच ए)	fdafdaf	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 11:05 AM	-	-	
E 3385143	C/0007/2018-अभिनव / अभिनव सेवा (सिम एच ए)	dfiduf	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	17/07/18 11:28 AM	-	-	
E 3384871	B-11/0003/2018-O/s of HS(MHA)	vivek testing	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	18/06/18 12:54 PM	-	-	
E 3384654	A/0046/2018-O/s of HS(MHA)	note book	biqm, अभिनव / अभिनव सेवा (सिम एच ए)	23/05/18 04:10 PM	-	23/05/18 04:11 PM	
E 3384539	C-13/0016/2018-O/s of HS(MHA)	xxvovv	biqm, अभिनव / अभिनव सेवा (सिम एच ए)	16/05/18 11:54 AM	-	16/05/18 11:55 AM	
E 3384459	A/003/2018-O/s of HS(MHA)	chk for note missing	biqm, अभिनव / अभिनव सेवा (सिम एच ए)	09/05/18 02:42 PM	-	09/05/18 02:42 PM	
E 3381446	Sahoo Sri	Sahoo BR1	रविशंकरशर्मा, अभिनव / अभिनव सेवा (सिम एच ए)	13/02/18 03:12 PM	-	06/03/18 05:42 PM	
E 3382552	C-13/0005/2017-O/s of HS(MHA)	Testing	Deepika Sami, OFFICE OF DM-II	12/02/18 06:24 PM	-	12/02/18 06:24 PM	

LEGEND

Priority: Out Today, Post Immediate, Immediate

Action Initiated: Other Department, Files with Draft, Draft Note, Yellow Note, External Files

Subject Category: Service Matters, Budget preparation, ACR related matters, Appointment and other related matters of Planning Commission, Annual Property Return

Fig.3

Note:

For multiple post login refer to Annexure-I ([Multiple Post Login in eFile](#)).

eFile Modules

File Management System (FMS) or eFile, comprises of different modules which are inter-linked and manage the official work flow of the entire life cycle of a Document/DAK from the moment it is received by the organization till the time it is disposed of with proper set of actions.

The different modules in FMS are Receipts, Files, Dispatch, Notifications, Settings and etc. Each module comprises of different sub modules (links) with actionable menus that help the users to accomplish different official procedures in an electronic environment.

First of all, let's learn how to use the **Receipts** module of eFile.

Receipts

Once a DAK/ letter is diarised and a unique receipt/ diary number is allocated then it becomes **Receipt**.

The links available under Receipt module are shown in **Fig.4**:

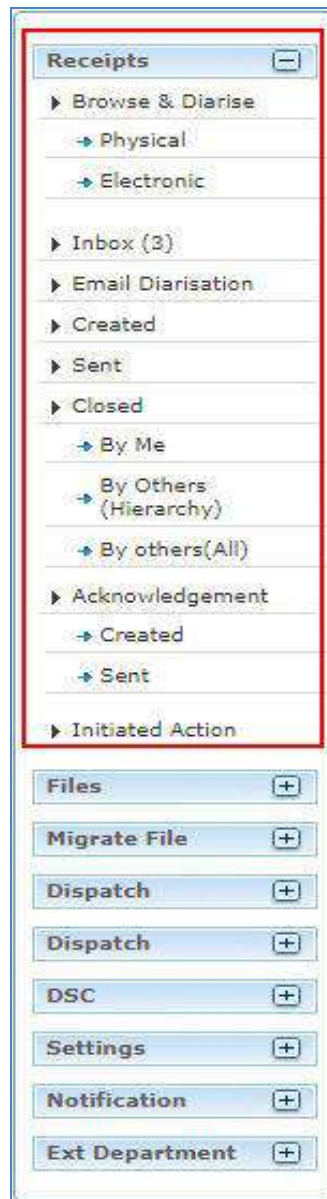


Fig.4

Let's learn about these subs - modules one by one:

Browse & Diarise

It is used to generate receipts which can be either physical or electronic.

- **Physical:** The unique number for the DAK is generated by the system, and further processing of the receipt can either be physical (manual) or electronic in nature.
- **Electronic:** The unique number for the DAK is generated by the system, and further processing of the receipt is always electronic in nature.

Note:

The Document will start with the Electronic diarization of DAK/ letter, on completion of which the Physical diarization of DAK/ letter will be covered.

Electronic DAK/ letter Diarisation

The DAK/ letter must be scanned as a single PDF (preferably a searchable PDF).

Note:

For scanning the DAK/ letter refer to Annexure-II ([Guidelines for Scanning](#)).

To diaries the Electronic DAK/ letter, perform the following steps:

- Click the **Electronic** link under **Browse & Diarise** sub-module, as shown in **Fig.5**:

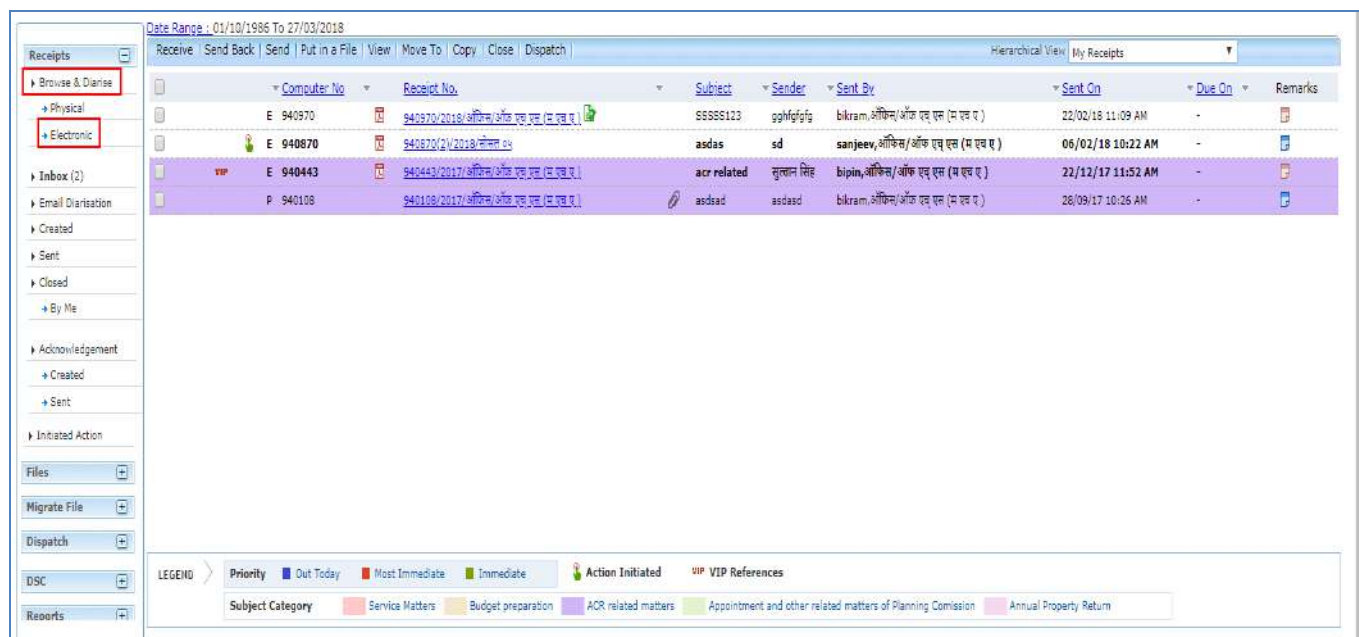


Fig.5

- The screen as shown in **Fig.6** appears:

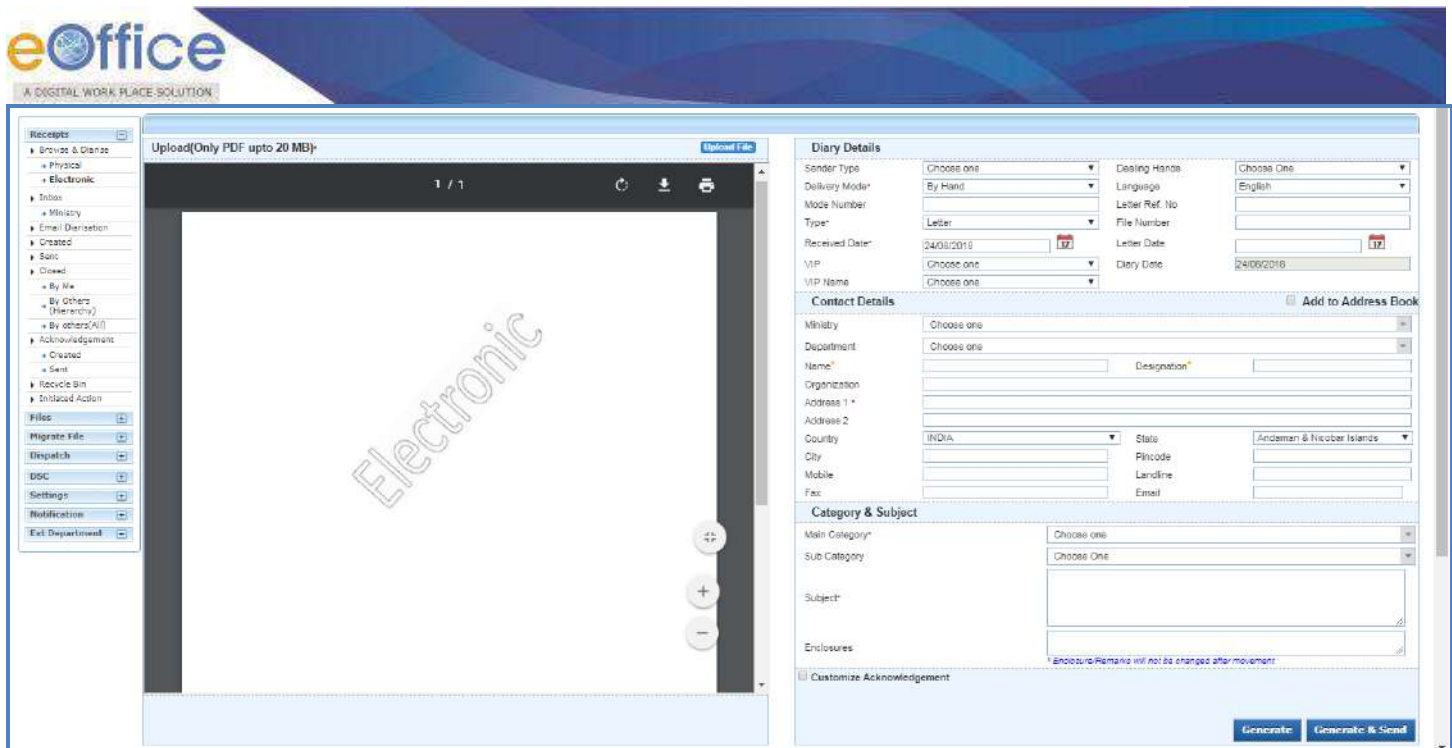


Fig.6

- Click the **Upload File** button. The File Upload dialog box appears. Select the desired scanned PDF document (upto 20 MB) and click **Open** button as shown in Fig.7:

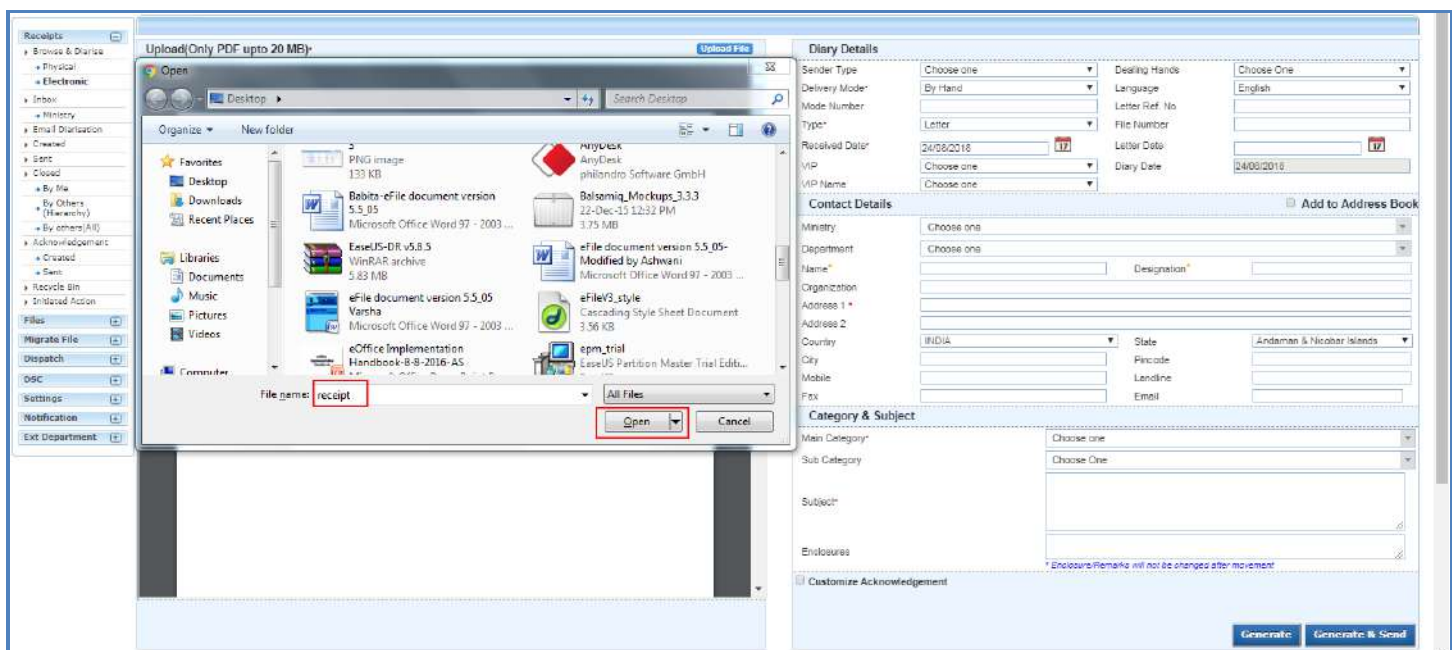


Fig.7

- Once the scanned DAK/ letter is uploaded, enter the required metadata (various details in the fields available on the right of the screen) and then, click **Generate** button as shown in Fig.8:

Diary Details

Sender Type	Choose one	Dealing Hands	Choose One
Delivery Mode	By Hand	Language	English
Mode Number		Letter Ref No	
Type	Letter	File Number	
Received Date	24/05/2018	Letter Date	
VIP	Choose one	Diary Date	24/05/2018
VIP Name	Choose one		

Contact Details

Ministry	Choose one		
Department	Choose one		
Name		Designation	
Organization			
Address 1			
Address 2			
Country	INDIA	State	Andaman & Nicobar Islands
City		Pincode	
Mobile		Landline	
Fax		Email	

Category & Subject

Main Category	Choose one
Sub Category	Choose One
Subject	
Enclosures	

☒ Customize Acknowledgment

Generate **Generate & Send**

Fig.8

Note:

All the mandatory fields are marked with Red asterisk (*).

User can choose one of the fields marked with orange asterisk (*).

Customize Acknowledgment: There is a provision to acknowledge the sender who has sent the DAK/ letter, that has been received in the organization (Refer [Acknowledgment](#) sub-module).

- The DAK / letter gets diarised and a unique **Receipt Number** is generated as shown in **Fig.9**:

Receipt Details

Receipt No.	941038/2018-ऑफिस:ऑफ़ दूर दूर (म र ए ए)	File No.	
From	RIMAN DEEP	Designation	ASSTT(RD)-e-Office
Main Category	AJC & Demand	Sub Category	
Address	shastri park	Sent Date	
Letter Ref No.		Letter Date	
Subject	Kindly see	Enclosures/Remarks	-
Delivery Mode	Email	Sender Type	

Movement Details

Sent By	Sent On	Sent To	Action	Remarks
<< >> >>				

Fig.9

- The generated receipts are saved in the “Created” sub-module till they are marked to other user(s).

- **Generate & Send** button (refer **Fig.8**): Generates the Receipt Number and redirects the user to Receipt Send screen.
- **Generate & Copy** button (**This feature is configurable**): Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (**Copying the pdf content is also configurable feature**) of the receipt.

The actions that can be taken on a receipt are shown in **Fig.10**:

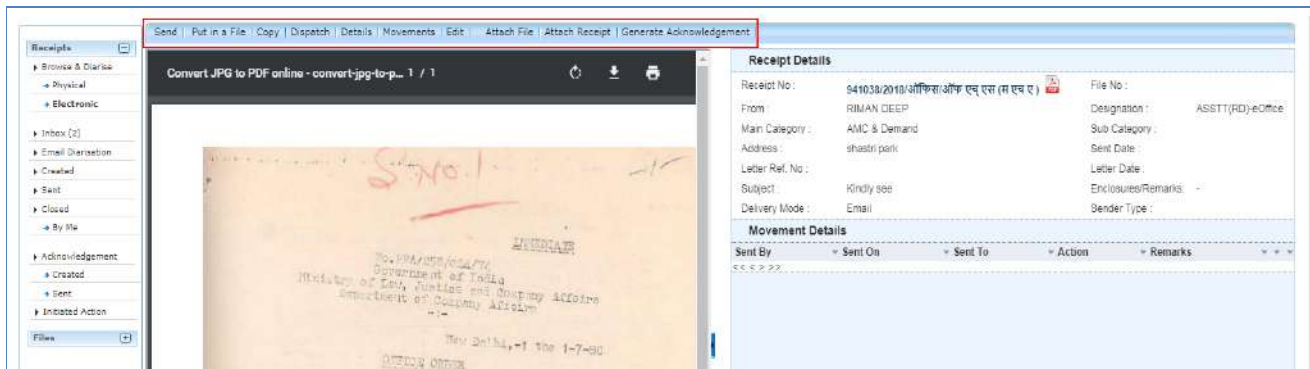


Fig.10

These actions are explained below:

1. **Send**: This option facilitates the user to mark the receipt to the intended recipient(s). Click **Send** tab, the send screen is displayed as in **Fig.11**:

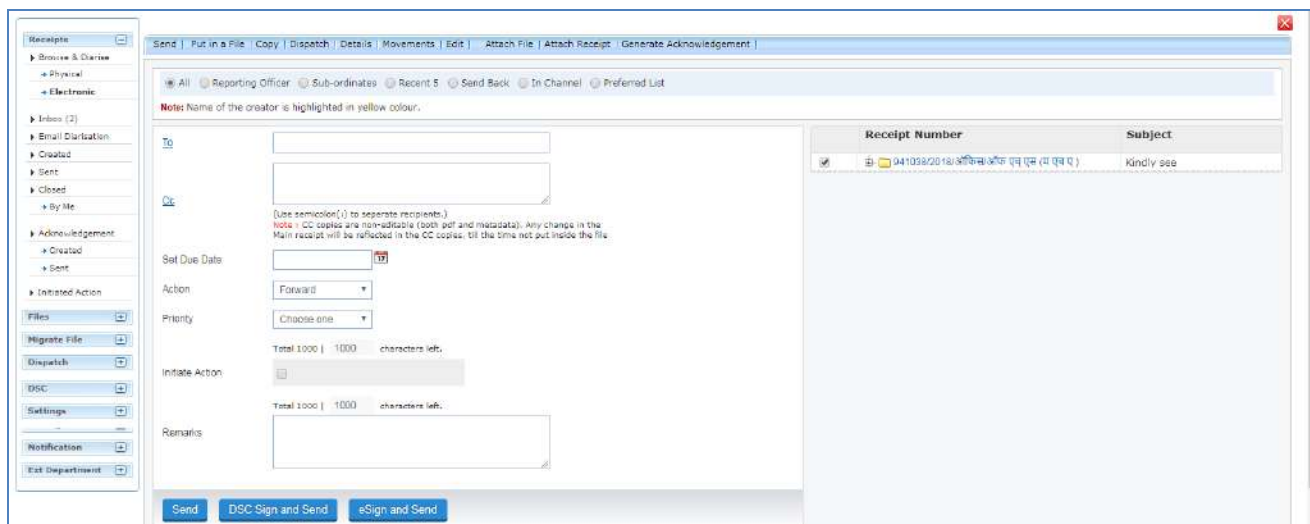


Fig.11

- a) **To**: In the **To** field, search the user either by **name** or **marking abbreviation** or **section/organization unit name** of the recipient. Then, select the officer from the filtered employee list as shown in **Fig.12**:

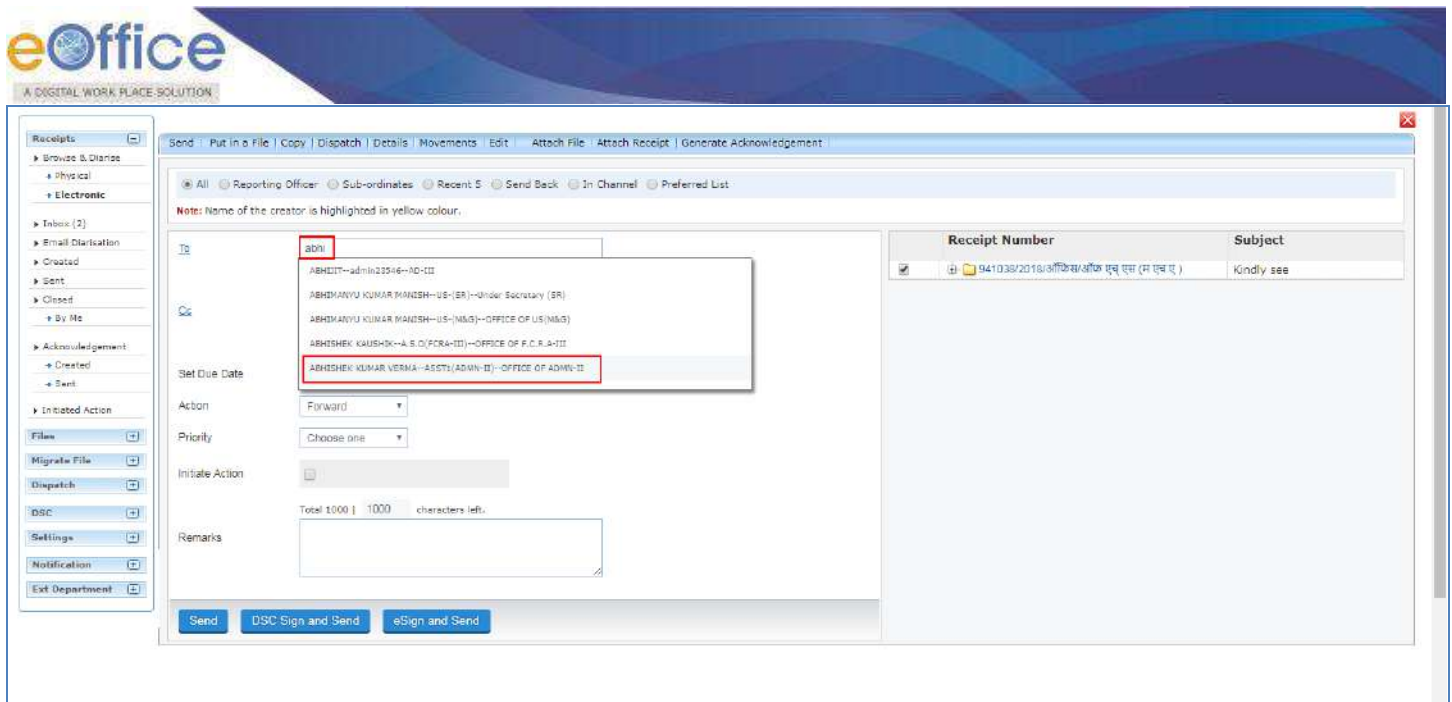


Fig.12

Or

- User can also click the 'To' link, then, click **Contacts** tab and select user from the list box as shown in Fig.13:

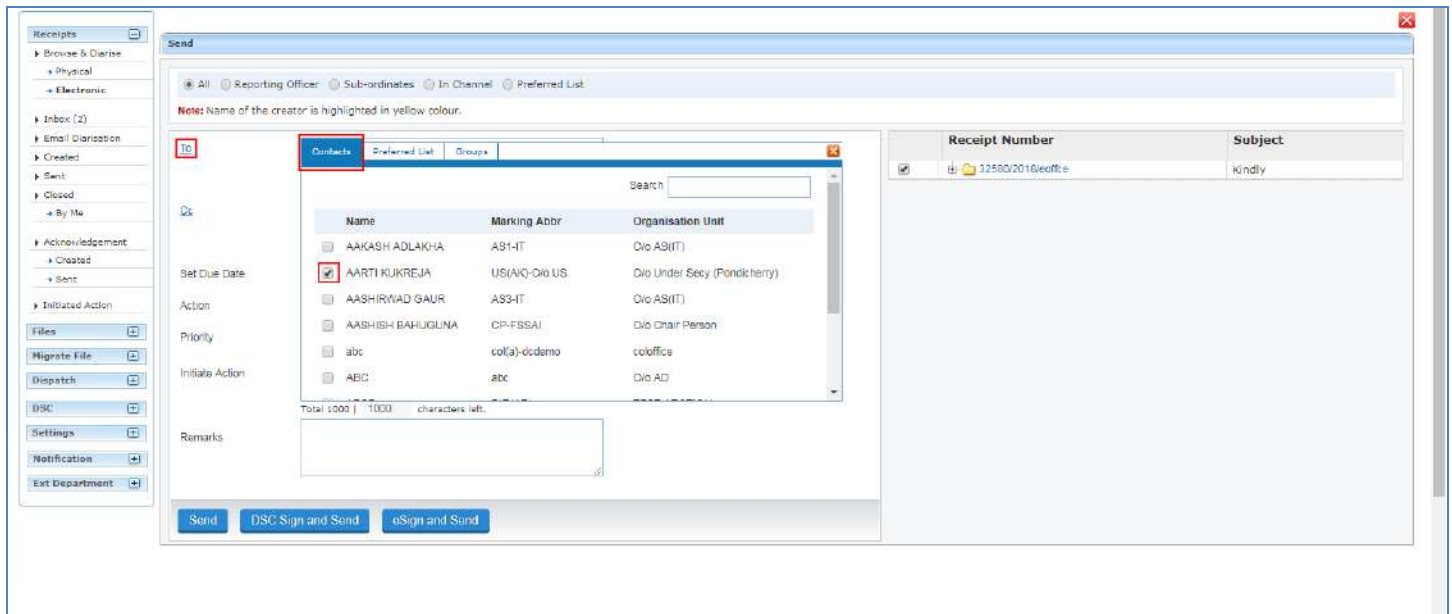


Fig.13

- Provision of radio button has been made available to select the user from different groups of recipient such as: All, Reporting Officers, Subordinates, Recent 5, In Channel and Preferred List as shown in Fig.14:

Fig. 14

- i. **All:** By default, “All” remains selected giving the logged in user option to view and select a recipient from all the active users in the department.
- ii. **Reporting Officer:** When “Reporting Officer” is selected, the ‘Send To’ list will display the **official just above in the hierarchy** of the logged in employee.
- iii. **Sub-ordinates:** When “Sub-ordinates” is selected, the list will display the **officials just below in the hierarchy** of the logged in employee.

Note:

To get the name populated in Reporting Officer and Sub-ordinates options, the official’s/user’s post hierarchy needs to be defined in Employee Master Details (EMD).

- iv. **In channel:** It helps the user to mark the receipt to officials who are **already in the submitted channel of the receipt**.

Note:

When user is sending multiple receipts, Send Back and In Channel radio buttons will not be available.

- v. **Preferred List:** It helps to select officials from the list of “Preferred List” already created by the user.

Note:

To create the preferred List Click the To link→Go to Contacts tab→select the users by selecting the check box or by searching the name in search box and then selecting the check box → click Add to: Preferred List link.

- b) **Cc:** It is used to mark copies of the receipt to users other than main recipient selected in **To** field.

Note:

When user is sending receipt to multiple recipient, in **Cc** field **employees (listed under All radio button)** can be marked excluding the employee listed in **To** field.

Multiple recipients are separated by using semi colon (;)

- c) **Due date:** Date by which work is supposed to be done. Assign a **Due Date** to the recipient using the **Set Due Date** option.
- d) **Action:** An easy way to notify the recipient the action that is required on receipt. Select **Action** which is to be taken, from the dropdown menu.
- e) **Priority:** It is the preference assigned to the receipt based on its urgency. Set the **Priority** of the receipt, from the dropdown menu.
- f) **Initiate Action:** It is used to track the set of action(s) taken on any receipt. The receipt can be tracked even after it is put in file. Check the **Initiate Action** check box, provide initiation type to **initiate** action and **track** the actions that will be taken on the receipt.
- g) **Remarks:** These are the forwarding comments given on receipt while sending them to recipient. Type forwarding remarks in the Remarks field.

Note:

In case initiate action is selected, then Remarks field becomes mandatory.

After selecting the recipient(s) and entering other details, user can send the receipt using any of the following **Send** options:

- **Send:** On clicking **Send** button in **Fig.15**, the receipt will be marked to the intended user(s).

The screenshot shows the 'Receipts' window in the eoffice application. The window has a menu bar with options: Send, Put in a File, Copy, Dispatch, Details, Movements, Edit, Attach File, Attach Receipt, Generate Acknowledgement. Below the menu bar, there are radio buttons for 'All', 'Reporting Officer', 'Sub-ordinates', 'Recent 5', 'Send Back', 'In Channel', and 'Preferred List'. A note states: 'Note: Name of the creator is highlighted in yellow colour:'. The main form contains fields for 'To', 'Cc', 'Set Due Date', 'Action' (dropdown), 'Priority' (dropdown), 'Initiate Action' (checkbox), and 'Remarks'. The 'To' and 'Cc' fields have a small icon and a note: '(Use semicolon(;) to separate recipients.) Note: CC copies are non-editable (both pdf and metadata). Any change in the Main receipt will be reflected in the CC copies, till the time not out inside the file'. The 'Set Due Date' field has a calendar icon. The 'Action' dropdown is set to 'Forward'. The 'Priority' dropdown is set to 'Choose one'. The 'Initiate Action' checkbox is checked. The 'Remarks' field has a character count: 'Total 1000 | 1000 characters left.'. At the bottom, there are three buttons: 'Send' (highlighted with a red box), 'DSC Sign and Send', and 'eSign and Send'. On the right side, there is a table with columns 'Receipt Number' and 'Subject'. The table contains one row with the receipt number '941038/2019' and the subject 'Kindly see'.

Fig.15

- **DSC Sign and Send:** On clicking **DSC Sign and Send** button, a pop window appears asking for the DSC token Pin. Enter the **Pin** and click **OK** button and the receipt is sent.

Note:

For complete process refer to Annexure-III ([Digital Signing of Receipt Remark](#)).

- **eSign and Send:** On clicking **eSign and Send** button, a pop window appears asking to continue the agreement with "I Agree". Enter the **OTP** received on Aadhaar registered mobile number and click **OK** button, the receipt is sent.

Note:

For complete process refer to Annexure-IV ([eSigning of Receipt Remark](#)).

- The Digital Signature/eSign appears on the Receipt Remarks in Movement Details Page.
- Once the receipt is sent using any of the above Send option, the receipt will be visible in the Inbox of recipient. The user who sent the receipt can check the details of the receipt in his/her own Sent folder.

2. **Put in a File:** To put the generated receipt into a concerned file, perform the following steps:

- Click **Put in a File** tab. A list of files appear, as shown in **Fig.16**:

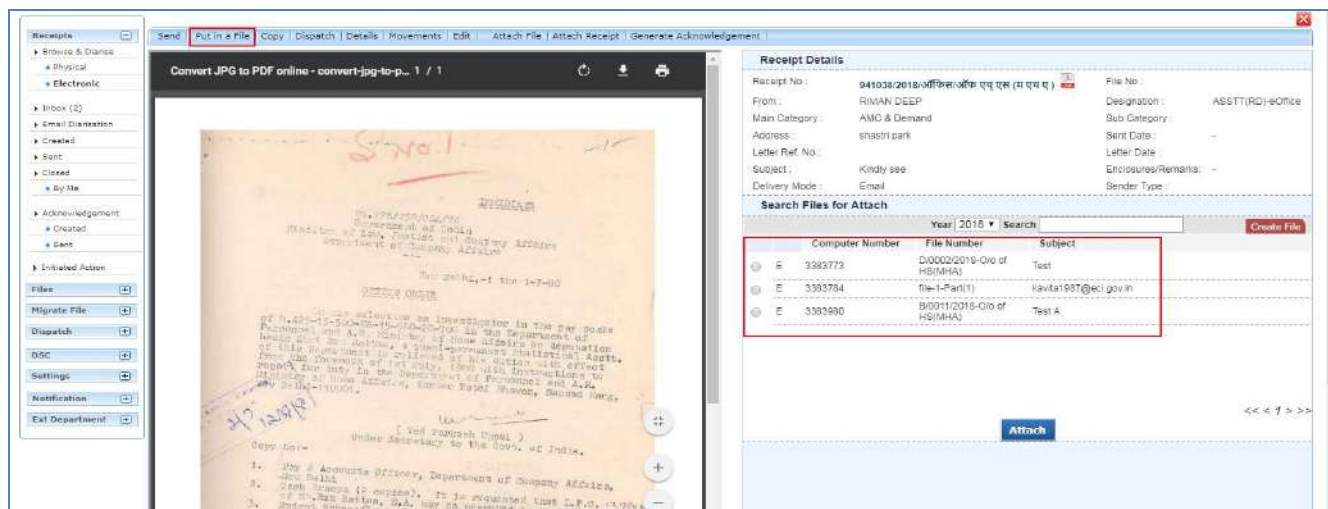


Fig.16

Note:

The list contains files which are present in 'Created (Completed)' or 'Inbox' section of File of the user.

- Select the file in which the receipt needs to be put in. Click the **Attach** button (**Fig.17**), and the receipt gets attached in the correspondences of the selected file.

- User can also **search** the file using **Year** and **Search** fields.

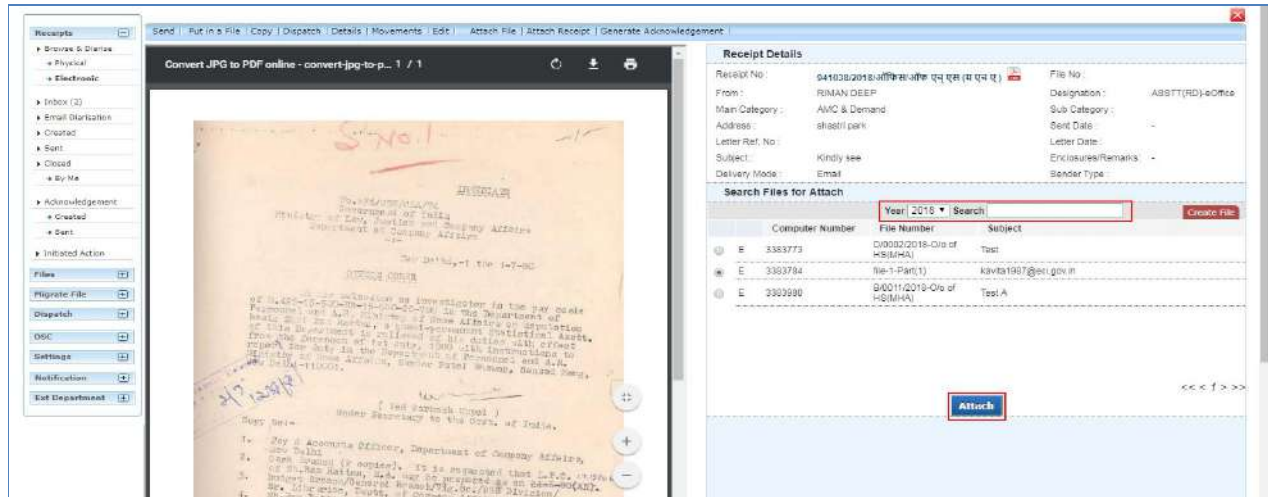


Fig.17

Note:

Main Receipt can't be put inside a File (**Put in a File** option) which is already attached with another File/ Receipt. To do so, user needs to first detach the attached file.

OR

- Create the **New File** (non-SFS File) from the receipt Put in a File list screen itself using **Create File** button as shown in **Fig.18**:

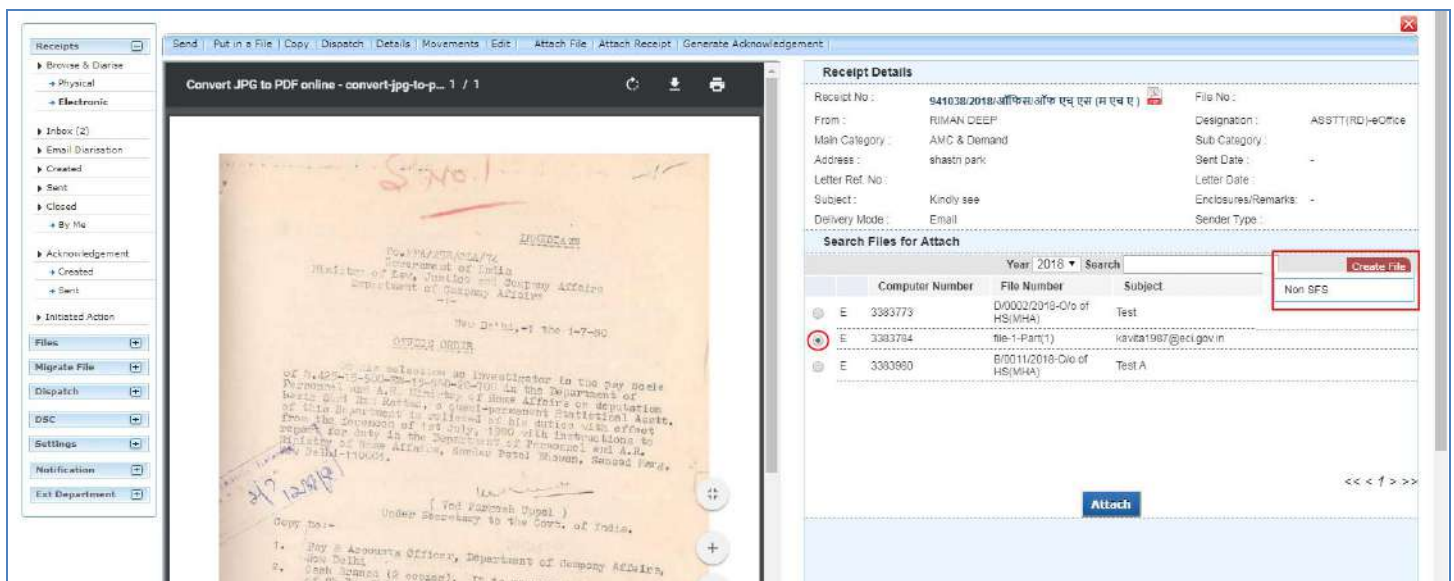


Fig.18

Note:

A **New File** (SFS File) can also be created from the receipt Put in a File list screen using **Create File** button. This

feature is configurable.

- Click **Create File** button and click **Non-SFS**, from dropdown menu. The new file creation screen appears, as shown below in **Fig.19**:

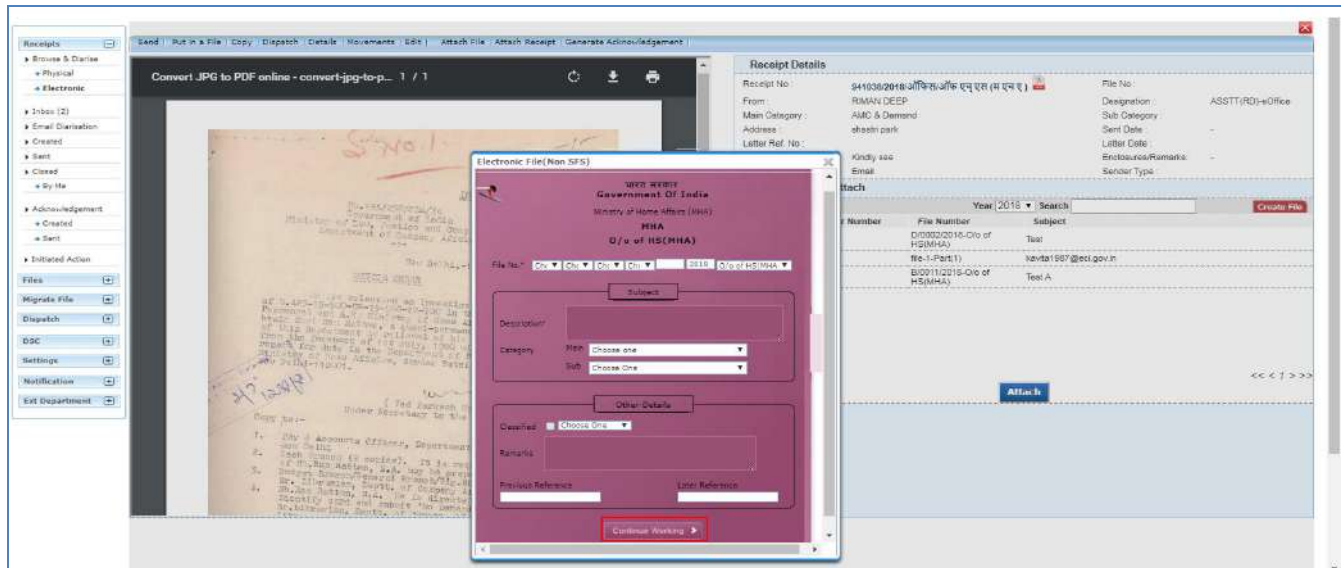


Fig.19

- Click **Continue Working** button, the receipt gets attached in the correspondences of the created file.

Note:

Once the receipt is put inside a file, the receipt will be removed from the created receipts list.

- Copy:** It can be used, in cases where DAK/ letter are diarized for same subject nature. Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (*Copying the pdf content is configurable feature*) of the receipt.
- Dispatch:** It is a process of issuing an official reply to the concerned sender (user/department/ministry) after the approval from the internal competent authority.

To Dispatch an issue against a Receipt, perform the following steps:

- Click the **Dispatch** tab, a confirmation pop-up message appears, as shown in **Fig.20**:

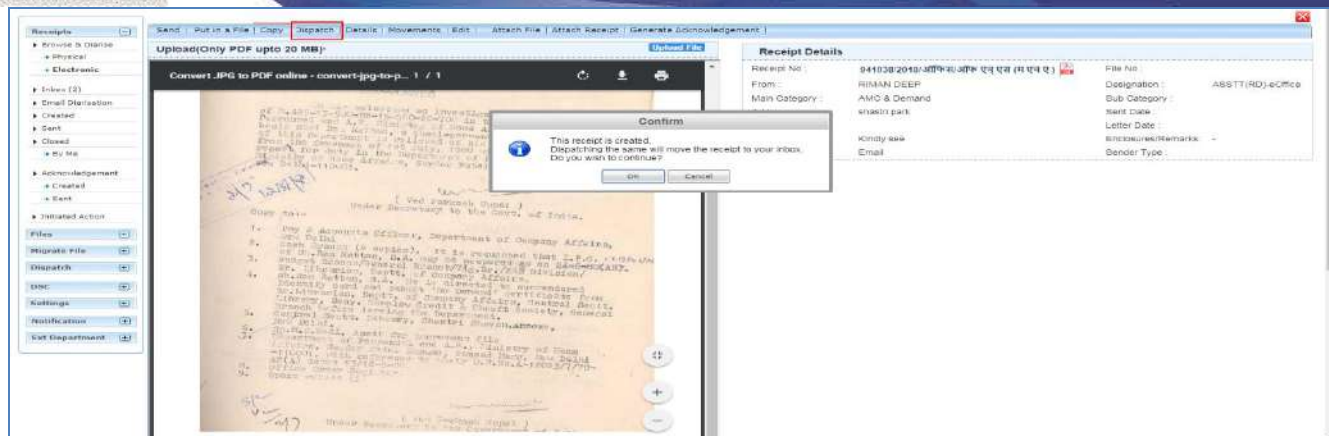


Fig.20

- After confirming, the dispatch screen is displayed with the pre-filled receipt metadata on right side.
- The generated receipt will be moved to the Inbox for dispatching.
- To create the Draft for Approval (DFA), type the draft content or copy the content from already created word/ text files and paste it or choose a pre-defined template by clicking **Choose from Template(s)** or upload the doc/ pdf by clicking **Upload File** button.
- After creating the DFA, click the **Save** button, Fig.21:

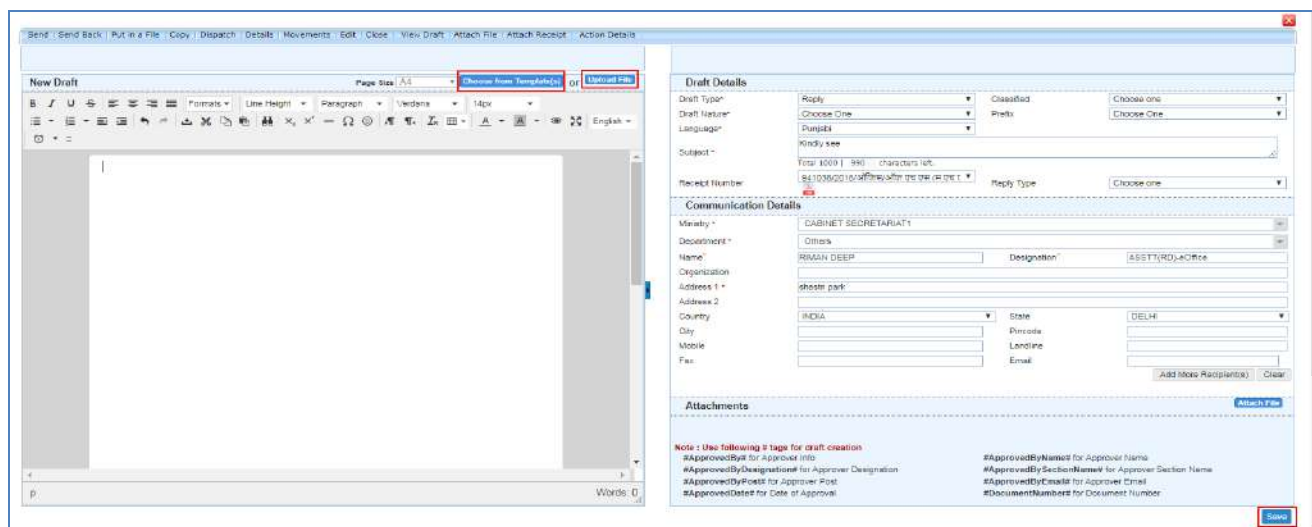


Fig.21

- A unique **Draft Number** is assigned to the draft, as shown in Fig.22:

Fig.22

- A newly created draft has three actions:
 - a) **Preview:** View the Draft content before approval.
 - b) **Approve:** To finalise the DFA. Once the draft is approved no further changes in the content can be done. Only the communication details can be edited.
 - c) **Edit:** To make the necessary changes in DFA. Each editing of the draft will create a new version of the draft once the receipt along with the draft is moved to the next user.

Note:

The **Approve** button is visible only to users having role of Draft Approver.

- Once **Approve** button is clicked, an approval confirmation popup appears. Click **OK** button, the Draft gets approved as shown in Fig.23 & Fig.24:

Fig.23

- After approving of the draft the actions available are shown in **Fig.24**:

The screenshot displays the eOffice application interface. At the top, a menu bar includes options like 'Send', 'Send Back', 'Put in a File', 'Copy', 'Dispatch', 'Details', 'Movements', 'Edit', 'Close', 'View Draft', 'Attach File', 'Attach Receipt', and 'Action Details'. Below this, a status bar shows 'Draft No.: DFA/0010074 - V 1.0' and 'Draft Status: Approved'. The main workspace is divided into two parts: a 'New Draft' editor on the left and a 'Draft Details' panel on the right. The editor shows a document titled '1 / 1' with the content 'Kindly see.'. The 'Draft Details' panel contains fields for 'Draft Type' (Reply), 'Draft Nature' (Letter), 'Language' (Punjabi), 'Subject' (Kindly See.), 'Receipt Number' (041074/2018/मिनिस्त्रीय/मिनिस्त्रीय), and 'Reply Type'. Below this is the 'Communication Details' section with fields for 'Ministry' (CABINET SECRETARIAT), 'Department' (Others), 'Name' (RIMAN DEEP), 'Designation' (ASSTT(RD)-eOffice), 'Address 1' (Shastri park), 'Country' (INDIA), 'State' (DELHI), 'City', 'Pincode', 'Mobile', 'Landline', and 'Email'. An 'Attachments' section at the bottom right has an 'Attach File' button. A note at the bottom left of the interface reads: 'Note : Use following # tags for draft creation'. Below the note, there are two columns of tags: '#ApprovedBy# for Approver Info', '#ApprovedByDesignation# for Approver Designation', '#ApprovedByPost# for Approver Post', '#ApprovedDate# for Date of Approval', '#ApprovedByName# for Approver Name', '#ApprovedBySectionName# for Approver Section Name', '#ApprovedByEmail# for Approver Email', and '#DocumentNumber# for Document Number'. At the bottom right, a row of action buttons is highlighted: 'Dispatch By Self', 'Dispatch By CRU', 'eSign', 'DSC Sign', 'Edit', and 'Custom Sign'.

Fig.24

- Edit**: To modify the Communication Details only in the approved DFA.
- DSC sign**: To sign the approved DFA with digital signature using DSC token device.

Note:

For complete process refer to Annexure-III ([Digital signing of DFA](#))

- eSign**: To sign the approved DFA with digital signature using Aadhaar authentication.

Note:

For complete process refer to Annexure-IV ([eSigning of DFA](#))

- Custom Sign**: The provision to select the desired location in the approved draft to DSC sign / eSign.

Note:

For complete process refer to Annexure-III ([Custom Digital Signing of DFA](#)) & Annexure-IV ([Custom eSigning of DFA](#))

- Dispatch By Self**: It is used, if the person, who has the receipt with the approved/ signed draft, wants to dispatch (send the issue) himself/ herself. The issue can be dispatched electronically through mail (by using "Email Details") or physically through post (by using "Postal & Out Register Details").

- Further the two options **Send with Follow-up** and **Send without Follow-up** appears, as shown in **Fig.25**.
- **Send with follow-up:** It helps to set a follow up notification in anticipation of a reply which could be received against the dispatched letter.

- Click **Send With Followup** button, select the required action, enter the description message and due date for the follow-up and click **OK** button, as shown in **Fig.25**:

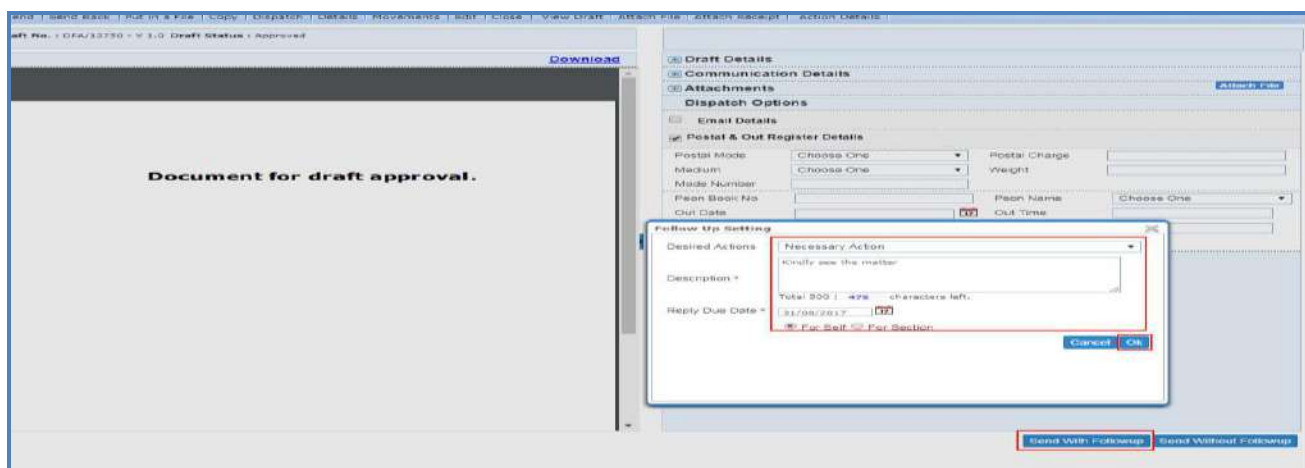


Fig.25

Note:

For Self: The user who has dispatched the receipt can view the details under Notification Dispatch Followups sub-module.

For Section: Every user in the section can view the details under his/ her Notification Dispatch Followups sub-module.

- The draft gets dispatched, and an entry of the dispatched draft gets displayed in **Sent** sub-module under **"Dispatch module"** with status **"Issued and dispatched"** as shown in **Fig.26**:

Date Range: 11/09/2017 To 27/08/2018
Print Envelope | Create Reminder | View Reminders

Dispatch Number	Address	Sent On	Sent Through	File Number	Receipt Number	Issued Against	Status	Sanction Code	Dispatch Mode
E 1/306355/2018	Issue	27/08/18 03:31 PM	ASST(C)-HS (Self)		941740/2018/ऑफिस / ऑफिस वरु दल (म वरु द)		Issued & Dispatched		
E 1/306142/2018	Issue	17/07/18 02:41 PM	ASST(C)-HS (Self)	A-11/0006/2018-ऑफिस / ऑफिस वरु दल (म वरु द)			Issued & Dispatched		
P 1/3064522/2017(4)	Issue	28/09/17 10:28 AM	ASST(C)-HS (Self)		940107/2017/ऑफिस/ऑफिस वरु दल (म वरु द)		Issued & Dispatched		
P 1/3064522/2017(3)	Issue	28/09/17 10:28 AM	ASST(C)-HS (Self)		940107/2017/ऑफिस/ऑफिस वरु दल (म वरु द)		Issued & Dispatched		
P 1/3064522/2017(2)	Issue	28/09/17 10:28 AM	ASST(C)-HS (Self)		940107/2017/ऑफिस/ऑफिस वरु दल (म वरु द)		Issued & Dispatched		
P 1/3064522/2017(1)	Issue	28/09/17 10:28 AM	ASST(C)-HS (Self)		940107/2017/ऑफिस/ऑफिस वरु दल (म वरु द)		Issued & Dispatched		
P 1/3064522/2017	Issue	28/09/17 10:28 AM	ASST(C)-HS (Self)		940107/2017/ऑफिस/ऑफिस वरु दल (म वरु द)		Issued & Dispatched		

LEGEND

Priority: ■ Out Today ■ Most Immediate ■ Immediate

Action Initiated

Subject Category: ■ Service Matters ■ Budget preparation ■ ACR related matters ■ Appointment and other related matters of Planning Commission ■ Annual Property Return

Fig.26

- If the reply is not received against the issue then a reminder could be sent.
 - To send the Reminder click **Sent** sub-module under **Dispatch** module.
 - Select the Issue for which reminder is to send and then click **Create Reminder** tab.
 - The draft window appears with Draft Type as '**Reminder**'.
 - To create the Draft for Approval (DFA), type the draft content or copy the content from already created word/ text files and paste it or choose a pre-defined template by clicking **Choose from Template(s)** or upload the doc/ pdf by clicking **Upload File** button.

➤ **Send without Follow-up:** No follow up notification is set for the dispatch.

- Click **Send Without Followup** button, the draft gets dispatched, and an entry of the dispatched draft gets displayed in **Sent** sub-module under "**Dispatch module**" with status "**Issued and dispatched**" as shown in **Fig.27**:

Dispatch Number	Address	Sent On	Sent Through	File Number	Receipt Number	Issued Against	Status	Sanction Code	Dispatch Mode
1/7254/2017	Issue Gajavelli Venkatesham, Banjara Hills, Road No.12.H...	21/08/17 03:33 PM	ASSISTANT (Self)		24850/2017/eoffice		Issued & Dispatched		

Fig.27

- f) **Dispatch By CRU:** It is used, if the person, who has the receipt with the approved draft, wants the issue to be dispatched (send the issue) by the CRU, then the issue can be dispatched physically through post (by using "Postal & Out Register Details").
- Click **Dispatch By CRU** button, it will show all the users mapped with CRU section along with, Delivery Mode and Remarks (directions) for CRU, as shown in **Fig.28**:

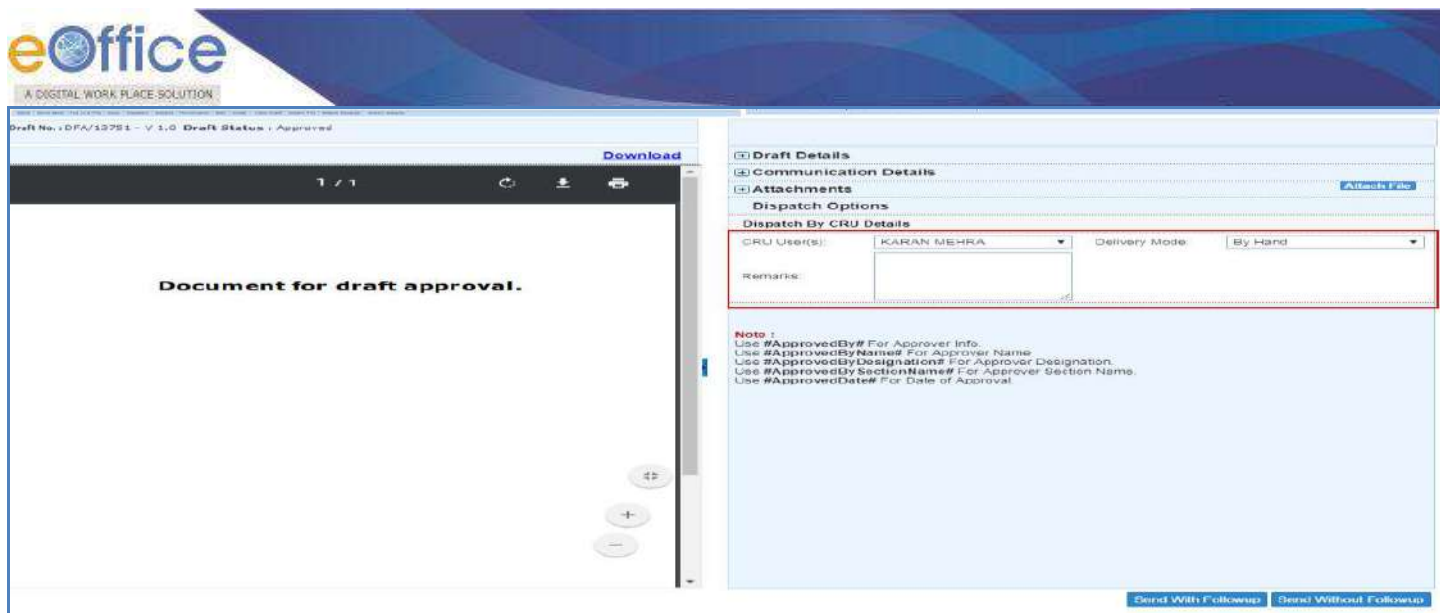


Fig.28

- Once the dispatch is sent to CRU, the record of same will be displayed in user's **Sent** sub-module under **"Dispatch module"** with status **"Issued and sent"** as shown in Fig.29:

Files	Dispatch Number	Address	Sent On	Sent Through	File Number	Receipt Number	Issued Against	Status	Sanction Code	Dispatch Mode
Migrate File	E 07649/2017	Issue test user: djbnew delhi	09/10/17 11:31 AM	ASSISTANT (CRU)		25971/2017/office		Issued & Sent		Registered Post
Dispatch	E 07642/2017	Issue test test	05/10/17 03:43 PM	ASSISTANT (Self)	A-12013/34/2017-Demo-DEPT-EOFFICE			Issued & Dispatched		
I Sent	E 07641/2017	Issue test test	05/10/17 03:39 PM	ASSISTANT (Self)	A-12013/34/2017-Demo-DEPT-EOFFICE			Issued & Dispatched		
I Returned	E 07409/2017	Issue Bhargadwaj Poorahit, Nic Bhubaneswar	13/09/17 11:59 AM	ASSISTANT (Self)	A-12013/34/2017-Demo-DEPT-EOFFICE	23507/2017/office		Issued & Dispatched		
DISC	E 07203/2017	Issue Dr. Parveen, Delhi	16/08/17 12:47 PM	ASSISTANT (CRU)	A-12015/4/2017-Demo	24655/1/2017/office		Issued & Dispatched		By Hand
Settings	P 07204/2017	Issue Dr. Parveen, Delhi	16/08/17 12:47 PM	ASSISTANT (CRU)		24650/2017/office		Issued & Dispatched		By Hand
Notification										
Ext Department										

Fig.29

- The CRU receives the dispatch in his/ her dispatch inbox. This is to be finally dispatched outside the organization through physical medium or as described by the sender in Delivery Mode.
- In case if issues/ reply have any discrepancies then the CRU can return the issue/reply back to the section officer.
- The returned issue/ reply moves under **Dispatch 'Returned'** sub-module of section officer.

Note:

For Dispatch by CRU ([Send With Followup](#) and [Send Without Followup](#)) process, refer Dispatch By self (Send With Followup and Send Without Followup).

- Details:** It can be used to view dispatch history, list of attached files, list of attached receipts, detached receipts history and detached files history, as shown in Fig.30:

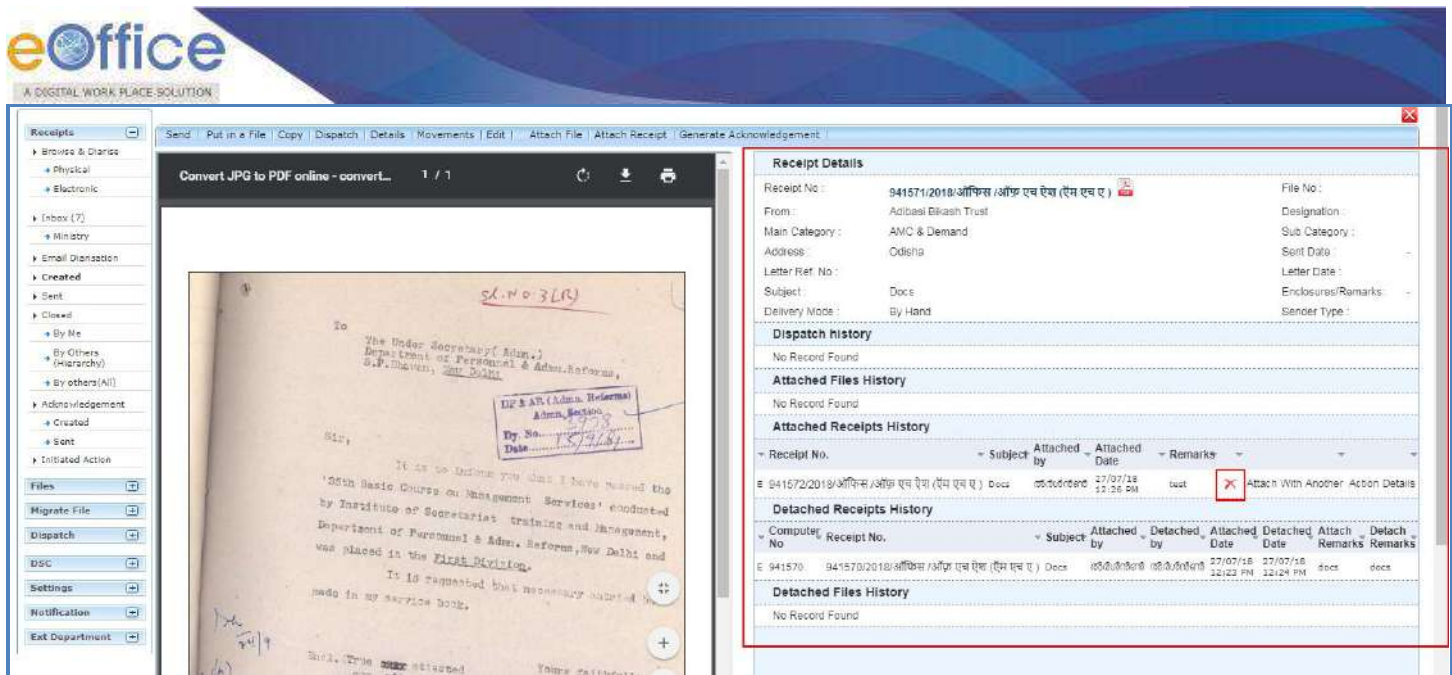


Fig.30

Note:

In case any receipt(s) or file(s) are attached to the receipt, then user can detach them from the receipt details page using (X) icon.

6. **Movements:** This option is used to track the **Movements** of the receipt which automatically gets updated as Receipt moves from user to another as shown in Fig.31:

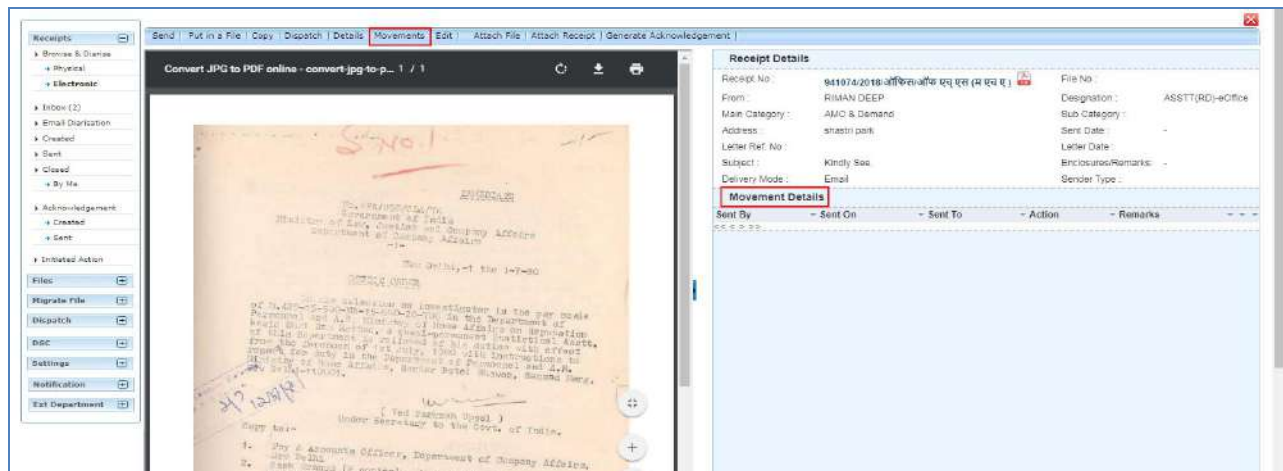


Fig.31

7. **Edit:** It can be used to edit the different metadata fields on the right and the PDF content on the left of the Receipt before sending it to the intended recipient(s).

To edit the generated receipt, to perform following steps:

- Click **Edit** tab, the metadata fields get active, as shown in Fig.32:

The screenshot shows the eoffice interface with a receipt form. The 'Save Receipt' button is highlighted in red at the bottom right. The form includes fields for 'Diary Details', 'Contact Details', and 'Category & Subject'. A sidebar on the left contains navigation options like 'Receipts', 'Inbox', 'Sent', and 'Acknowledgement'. The main area displays a scanned receipt document.

Fig.32

- After making required changes, click the **Save Receipt** button to save metadata (Fig.32).

8. **Attach File:** This option is used to refer any file with the current receipt, if the decision taken on the file has any implication on the current receipt.

Note:

Physical File/Electronic File can be attached with an Electronic Receipt and same action can be done with Physical Receipt.

To attach a file to a receipt, perform the following steps:

- Click the **Attach File** tab, as shown in Fig.33:

The screenshot shows the eoffice interface with the 'Attach File' tab highlighted in red. The form includes fields for 'Receipt Details', 'Movement Details', and 'File No.'. A sidebar on the left contains navigation options like 'Receipts', 'Inbox', 'Sent', and 'Acknowledgement'. The main area displays a scanned receipt document.

Fig.33

- A list of files appears, select the file and click **Attach File** button, as shown in Fig.34.
- User can also search for the file using Year and Search fields.

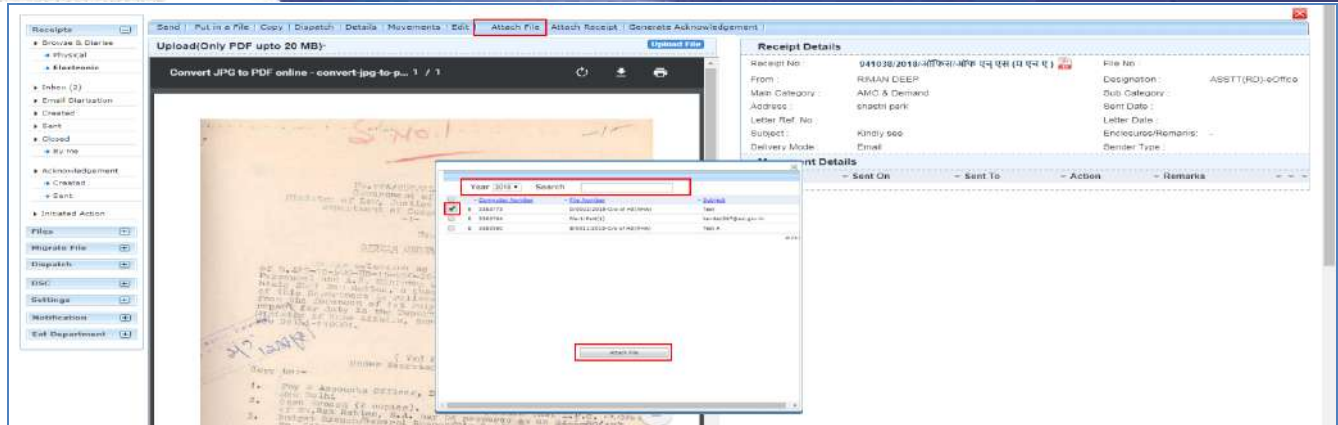
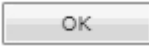


Fig.34

Note:

The list contains files which are present in 'Created (Completed)' or 'Inbox' section of File.

- Attach File pop-up appears, enter the **Remark** and click  button as shown in Fig.35:

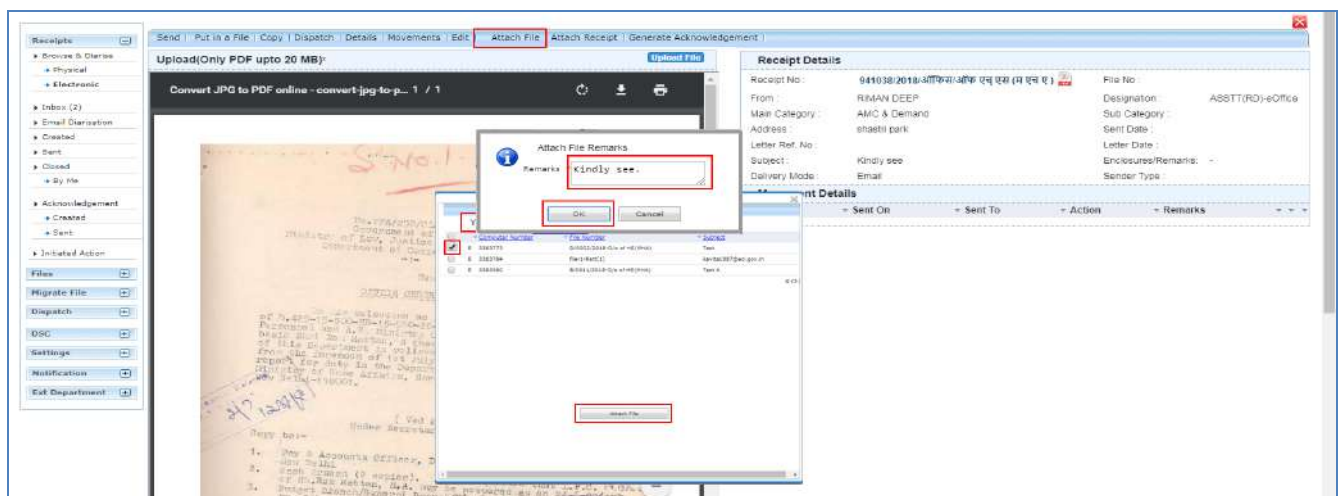


Fig.35

- The selected file then gets attached with the Receipt and moves along with the movement of Receipt as shown in Fig.36:

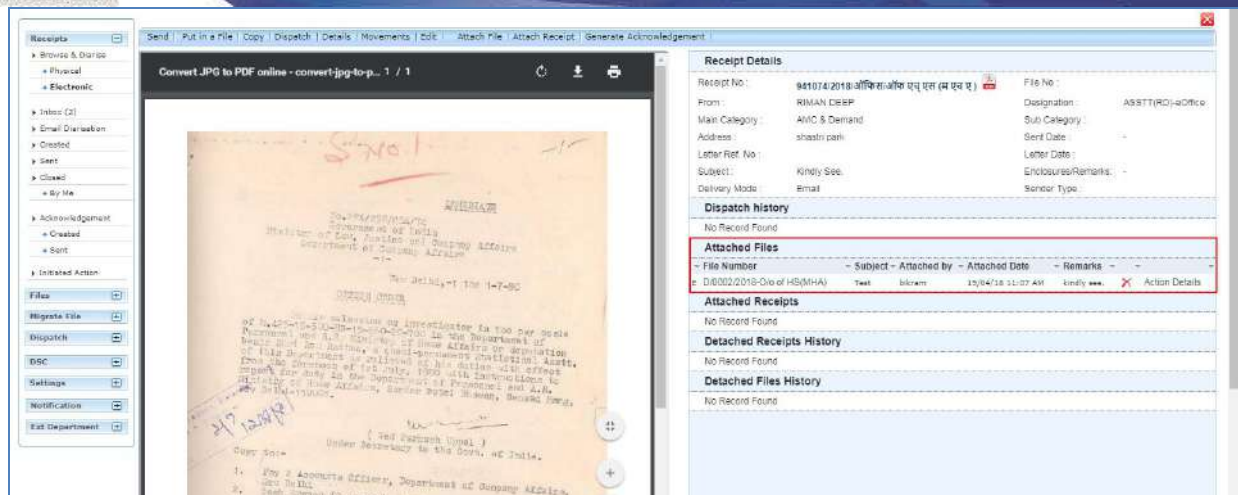


Fig.36

Detach File- Will detach a file from the receipt.

- The file can be detached from receipt on clicking “X” button in the Attached Files section (Fig.36).
- The detached file then moves to the file **Inbox** of the user who has detached the file.

9. **Attach Receipt:** This option is used to refer to any receipt with the current receipt, if there is any implication of the decision taken in any receipt on the current receipt.

Note:

Physical Receipt can be attached only with Physical receipt.

In case of Electronic Receipt both Electronic & Physical Receipt (with PDF uploaded) can be attached.

To attach other receipt(s) with the working receipt, perform following steps:

- Click the **Attach Receipt** tab, as shown in Fig.37:

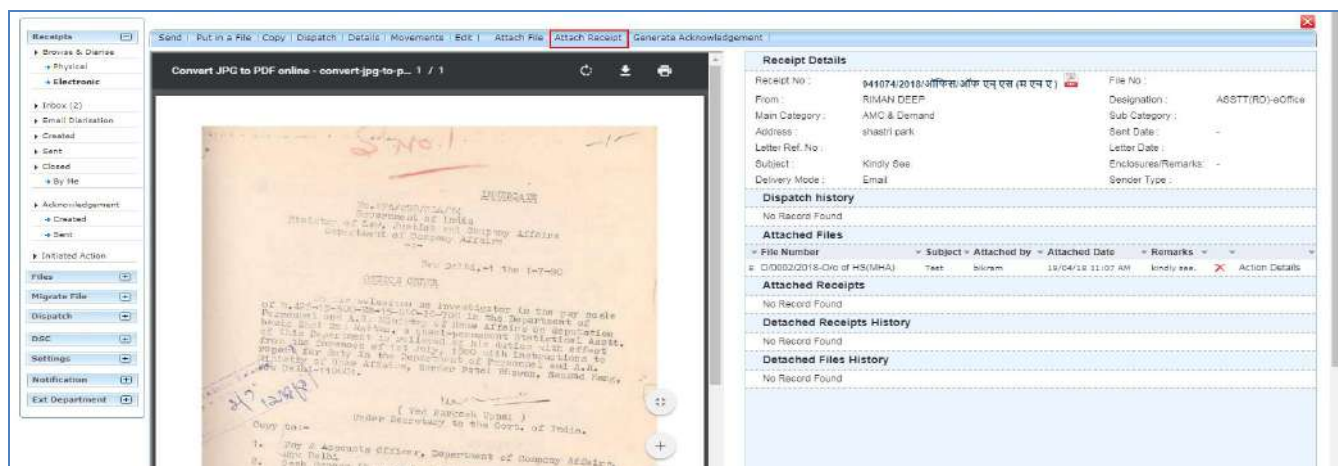


Fig.37

- A list of receipts appears, select the receipt and click **Attach Receipt** button, as shown in **Fig.38**.
- User can also search for the receipt using Year and Search fields.

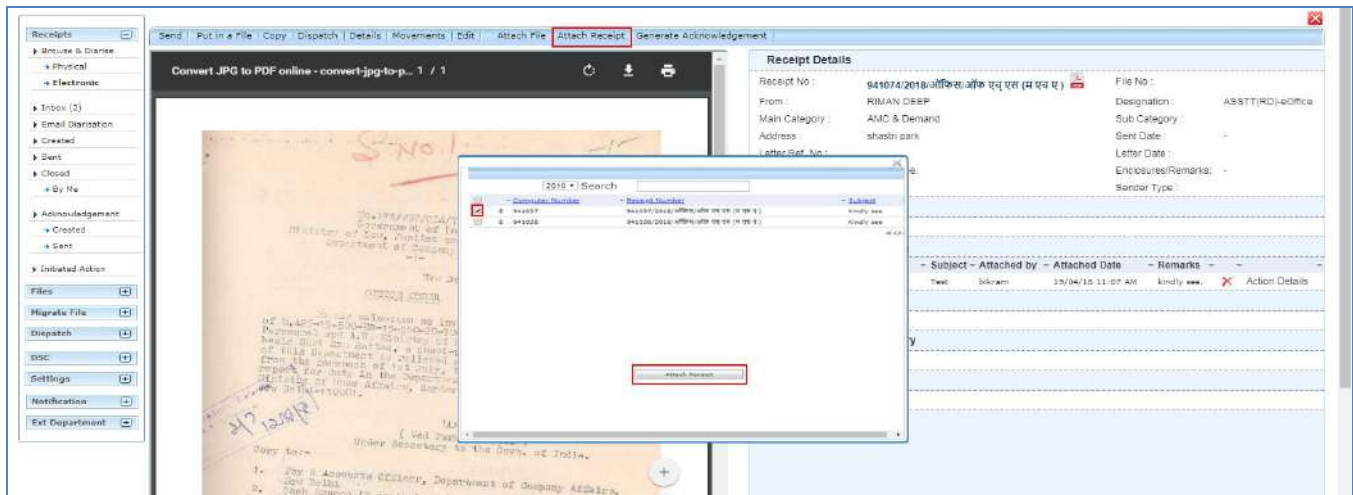


Fig.38

Note:

The list contains receipts which are present in 'Created (Completed)' or 'Inbox' sub-module of Receipt.

- Attach Receipt pop-up appears, enter the **Remark** and click **OK** button as shown in **Fig.39**:

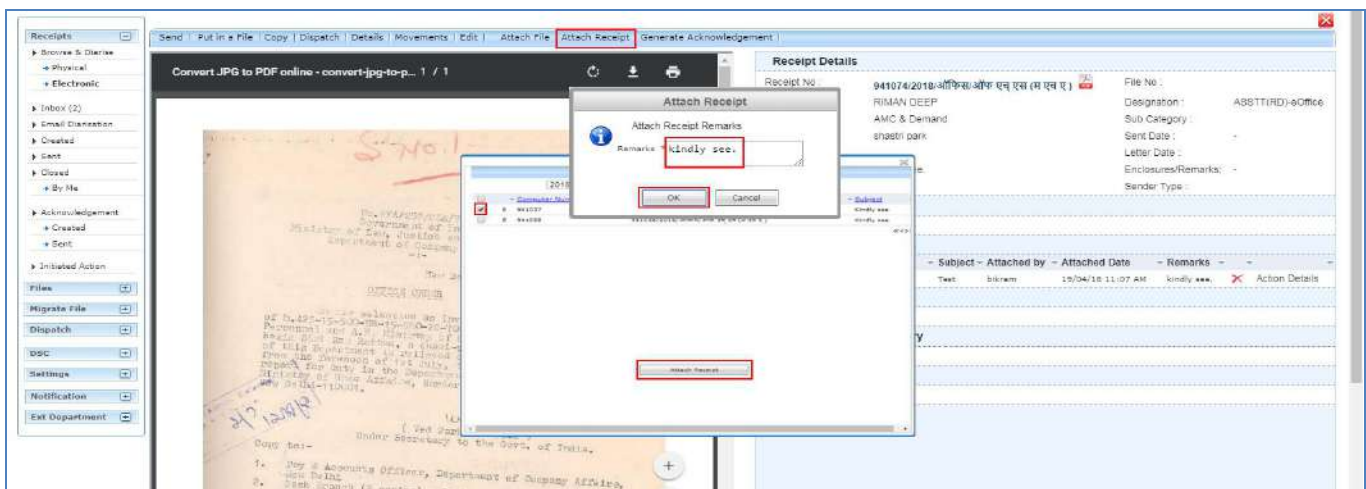


Fig.39

- The selected receipt then gets attached with the Receipt and moves along with the movement of Receipt as shown in **Fig.40**:

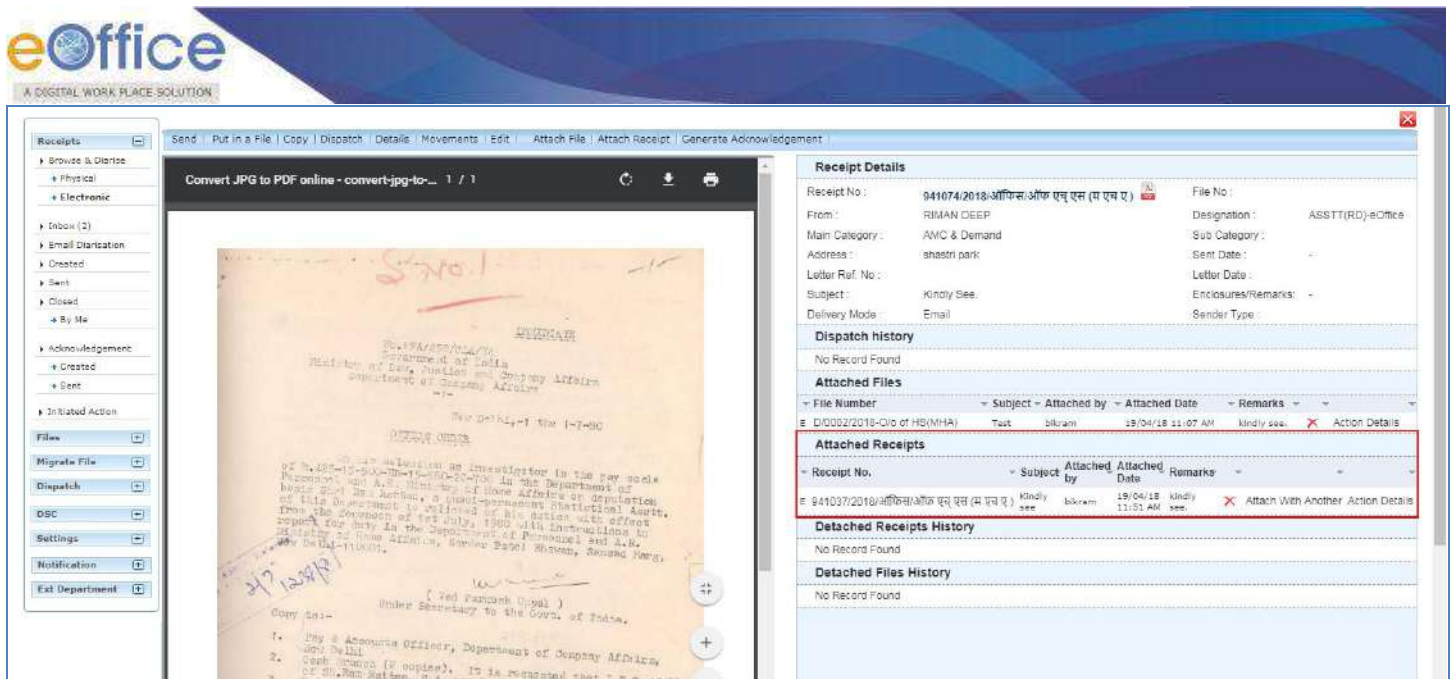


Fig.40

Detach Receipt- Will detach a receipt from the Receipt.

- The receipt can be detached from receipt on clicking “✗” button in the Attached receipt section (**Fig.40**).
- The detached receipt is moved to the receipt Inbox of the user who had detached the receipt.

10. Generate Acknowledgement: There is a provision to acknowledge the user who has sent the letter that has been received in the organization.

Note:

For steps to Generate [Acknowledgement](#) refer Acknowledgement sub-module.

Physical DAK/ letter Diarisation

In Physical DAK/ letter the **Browsing** and **Uploading of Correspondence** is **Non- Mandatory**, rest of the process is same to electronic diarisation.

To diaries the Physical DAK/ letter, perform the following steps:

- Click the **Physical** link under **Browse & Diarise** sub-module. The screen as shown in **Fig.41** appears:

eoffice
A DIGITAL WORK PLACE SOLUTION

Receipts

- Browse & Diarise
- Physical**
- Electronic
- Enquiry
- Ministry
- Email Diarisation
- Created
- Sent
- Closed
- By Me
- By Others (Hierarchy)
- By others(All)
- Acknowledgement
- Created
- Sent
- Recycle Bin
- Initiated Action
- Files
- Migrate File
- Dispatch
- DSC
- Settlings
- Notification
- Exit Department

Upload(Only PDF upto 20 MB) Upload File

1 / 1

Physical

Diary Details

Classified	Choose one	Sender Type	Choose one
Delivery Mode*	By Hand	Language	English
Mode Number		Letter Ref. No	
Type*	Letter	File Number	
Received Date*	27/07/2018	Letter Date	27/07/2018
VIP	Choose one	Diary Date	27/07/2018
VIP Name	Choose one	Dealing Hands	Choose One

Contact Details Add to Address Book

Ministry	Choose one
Department	Choose one
Name*	
Organization	
Address 1 *	
Address 2	
Country	INDIA
State	Andaman & Nicobar Islands
City	
Pincode	
Mobile	
Landline	
Fax	
Email	

Category & Subject

Main Category*	Choose one
Sub Category	Choose One
Subject*	
Enclosures	

* Enclosure/Remarks will not be changed after movement!

☐ Customize Acknowledgement

Generate Generate & Send

Fig.41

Note:

For further **Browse and Diarise Process of Physical Receipt**, refer to Browse and Diarise process of [Electronic Receipt](#).

Inbox

Receipt Inbox sub module displays all the **incoming** receipts that have been marked to the logged in user, as shown in **Fig.42**:

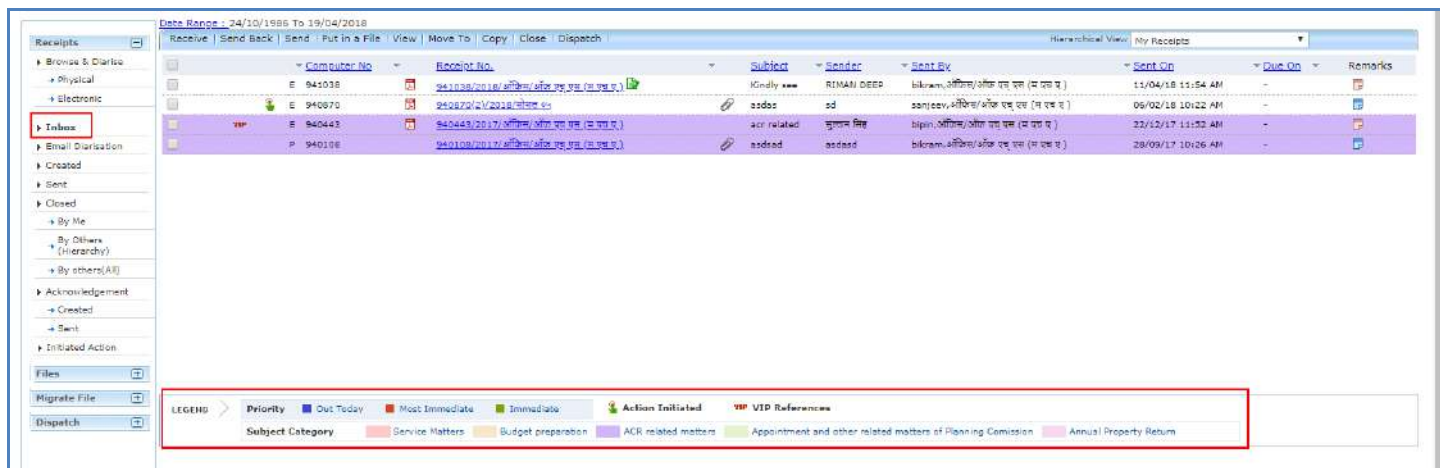


Fig.42

- There are legends displayed within the **Receipt's Inbox**, which provide additional information like urgency grading and other tags defining necessary details about the receipts, as shown in **Fig.42**.

Note:

Receipts/ Files of different subject category in the Inbox/ Created/ Sent list can be demarcated by color coding (max. 5 subject category are allowed). This feature is configurable.

- Along with these details few action tabs are also defined, as shown in **Fig.43**:

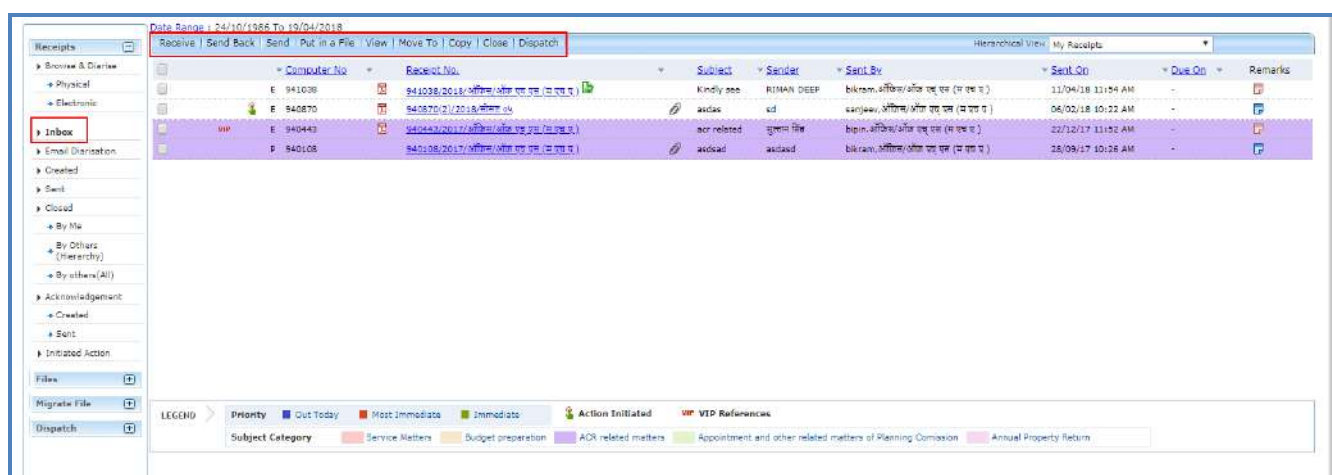


Fig.43

- Receive:** It is used to receive the Physical Receipts as shown in the **Fig.44**. Without receiving the physical receipt user cannot take any action on that particular receipt.

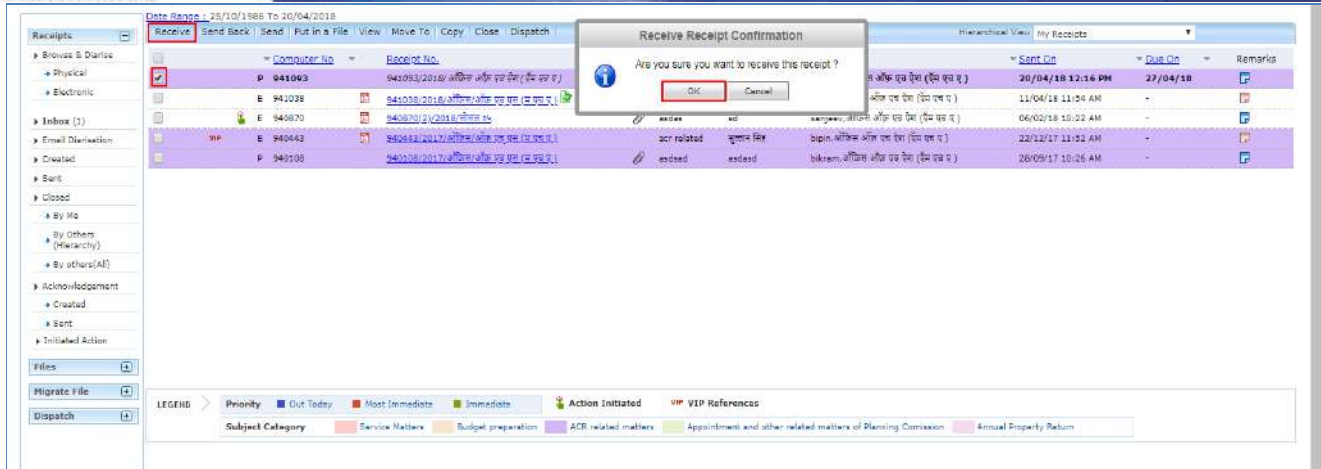


Fig.44

b) **Send Back:** It is used to send the receipt back to the sender of the Receipt.

- Select the receipt and click **Send Back** tab as shown in Fig.45:

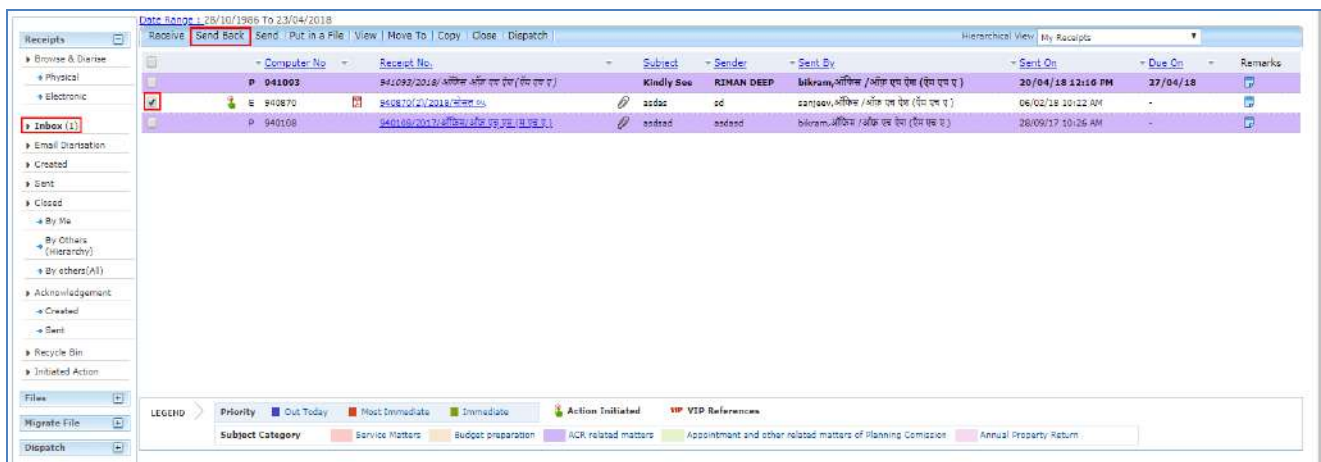


Fig.45

- The **Send** screen with the **To** field auto populated with the name of the previous sender appears, as shown in Fig.46:

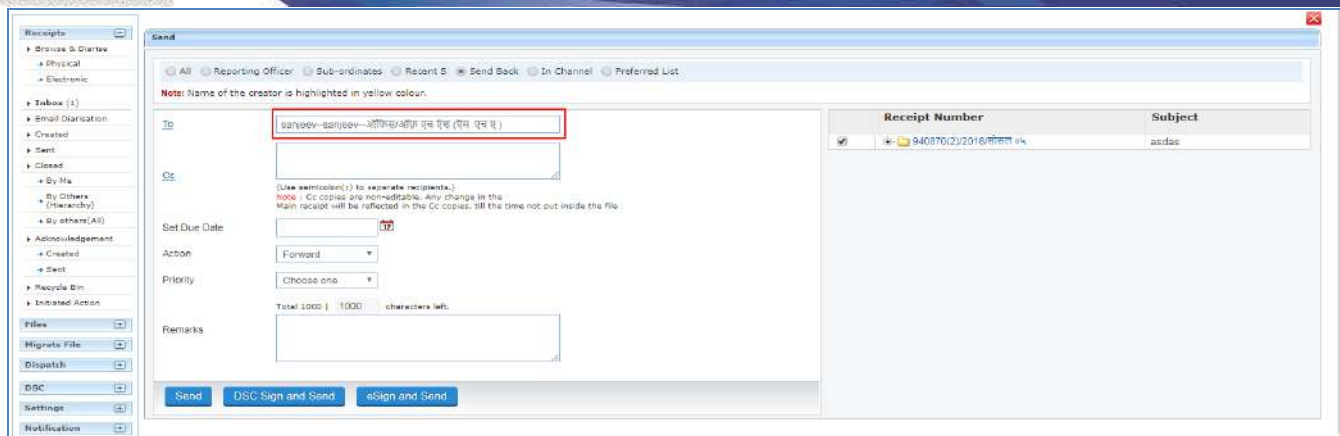


Fig.46

Note:

Refer the steps mentioned under [Send](#) action tab of Receipt Browse and Diaries sub-module.

c) **Send:** This option facilitates the user to mark the receipt to the intended recipient(s).

Note:

Refer the steps mentioned under [Send](#) action tab of Receipt Browse and Diaries sub-module.

d) **Put in a File:** To put the receipt into a concerned file.

Note:

Refer the steps mentioned under [Put in a File](#) action tab of Receipt Browse and Diaries sub-module.

e) **View:** It is used to sort the receipts based on different criteria such as current state, priority, VIP, Due Date etc.

- Keep the cursor on **View** tab and a drop down menu will appear with the options as shown in Fig.47:

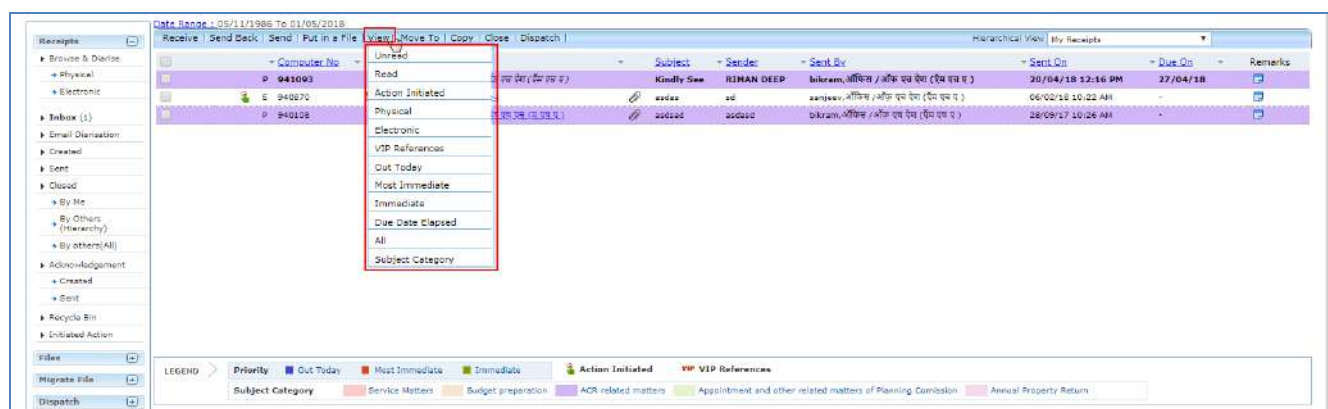


Fig.47

a) **Unread:** To view all unread electronic receipts and unreceived physical receipts.

b) **Read:** To view all read electronic receipts and received physical receipts.

- c) **Action Initiated:** To view all the receipts against which initiate action process has been taken up.
- d) **Physical:** To view all physical receipts.
- e) **Electronic:** To view all electronic receipts.
- f) **VIP reference:** To view all the VIP referenced receipts.
- g) **Out today:** To view all the receipts those are marked with priority as Out Today.
- h) **Most Immediate:** To view all the receipts those are marked with priority as Most Immediate.
- i) **Immediate:** To view all the Prioritized receipt marked as Immediate.
- j) **Due date Elapsed:** To view all those receipts for which due date as set during sending / marking of the receipt has elapsed.
- k) **All:** To view all the incoming receipts from the latest to the oldest order (Default View).
- l) **Subject Category:** To view all the receipts categorized on the basis of subject Category, as configured in the system

6. **Move To:** It is used to categorize the receipts into subfolders under **Receipt Inbox**.

To create New Folder or manage existing ones, perform the following steps:

- Select receipt(s) from the Receipt Inbox, which needs to be moved.
- Keep the cursor on (**Move To**) tab, a drop down menu will appear with the options as shown in **Fig.48:**

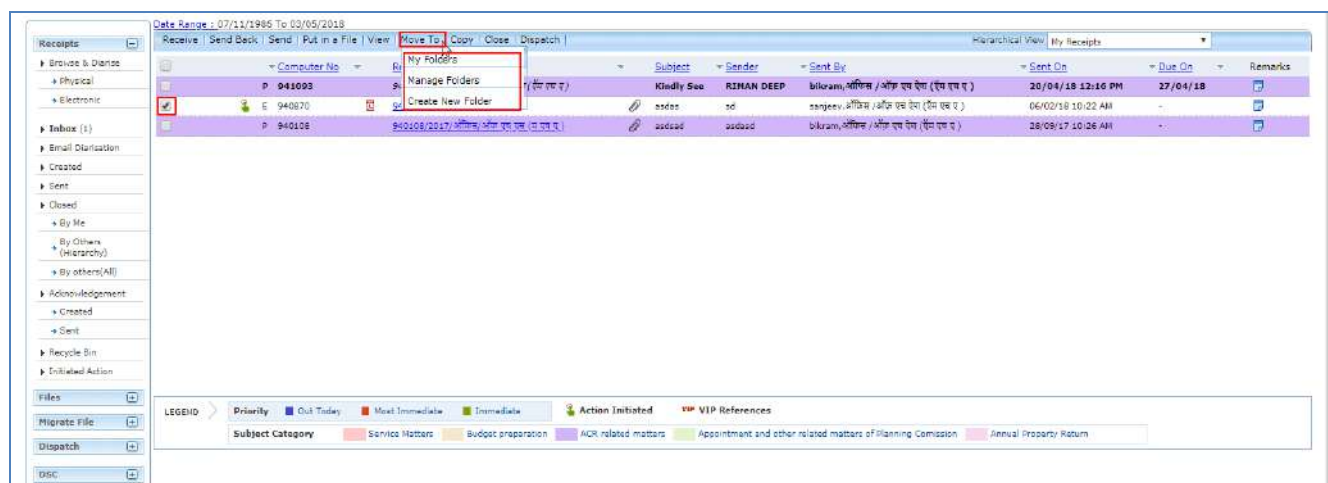


Fig.48

- a) **Create New Folder:** Click the **Create New Folder** link from the dropdown, as shown in **Fig.49:**

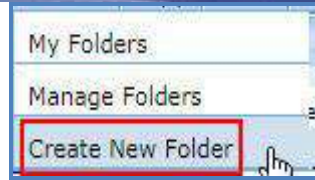


Fig.49

- The screen appears is shown in Fig.50. Enter the **Folder Name** and select the Folder in which new folder is to create. Click the **Save** button as shown in Fig.50:

Fig.50

- The new folder is created under **Inbox** as sub folder, as shown in Fig.51:

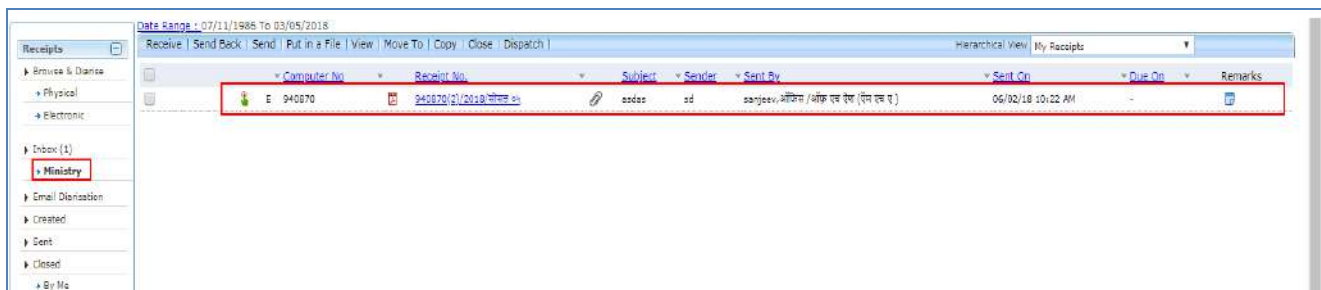


Fig.51

- My Folders:** Click the **My Folders** link from the dropdown menu to move the Receipt either in inbox or in its subfolders.
- Manage Folders:** Click the **Manage Folders** link from the dropdown menu to **Delete** (🗑️) or **Edit** (✎️) the folders created under Receipt Inbox.

Note:

Above mentioned action are available in sub-folders as well.

- Copy:** It can be used, in cases where multiple correspondences of similar nature are received from the same person or organization. Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (*Copying the pdf content is configurable feature*) of the receipt.
- Close:** User can close those receipts on which either action is completed or action is not required as per departmental instructions.

To close a receipt following steps needs to be followed:

- Click the **Close** tab after selecting one or multiple receipts. A popup window of closing confirmation appears. Enter the mandatory closing remarks as shown in **Fig.52**:

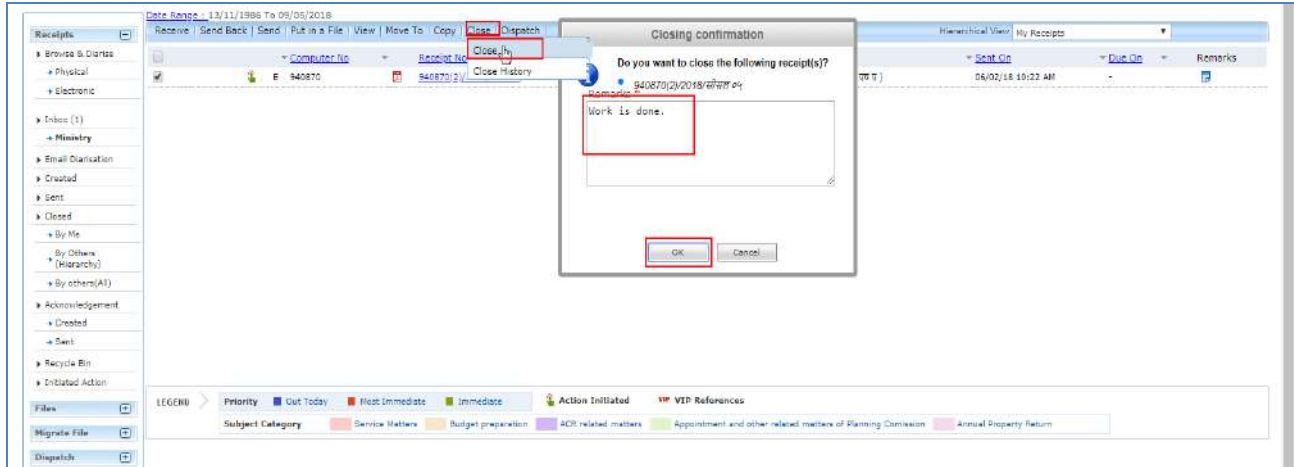


Fig.52

- Click **OK** button to close the selected receipt(s).
- The closed receipts will be available under **Closed→By Me** sub-module under receipt module.

Note:

The receipt in which draft is created and has not yet been dispatched cannot be closed.

Close History: The history of closing and reopening is maintained under “Close History”).

f) **Dispatch:** It is a process of issuing an official reply to the concerned user/department/ministry after the approval from the internal competent authority.

- By clicking the **Dispatch** tab, the Dispatch screen appears, as shown in **Fig.53**:

Fig.53

Note:

Refer the steps mentioned under [Dispatch](#) action tab of Receipts Browse & Diarise sub-module for further details.

Inner Page of Receipt in Inbox:

- Open the receipt (**Electronic Receipt**) by clicking the “**Receipt No.**”, as shown in **Fig.54**:

Receipts	Receive	Send Back	Send	Put in a File	View	Move To	Copy	Close	Dispatch	Hierarchical View	My Receipts
Browse & Diarise											
Physical											
Electronic											
Inbox (1)											
Ministry											
Email Diarisation											
Created											
Sent											

Computer No	Receipt No.	Subject	Sender	Sent By	Sent On	Due On	Remarks
E 24755	24755/2017/eoffice	Office procedures.	Akansha Baloni	ARADHANA JAISWAL,eoffice	17/08/17 05:16 PM	25/08/17	
E 24725	24725/2017/eoffice	Electricity bill	R Nagaraj	ARADHANA JAISWAL,eoffice	17/08/17 10:43 AM	-	
P 24720	24720/2017/eoffice	eOffice procedures	Akansha Baloni	ARADHANA JAISWAL,eoffice	17/08/17 10:23 AM	-	
E 24669	24669/2017/eoffice	Regarding eOffice details	Akansha Baloni	ARADHANA JAISWAL,eoffice	16/08/17 12:02 PM	25/08/17	

Fig.54

- Receipt gets open, as shown in **Fig.55**.
- PDF content of the receipt is displayed on the left side and the receipt details and movement details are displayed on the right side.

- Along with the details the actions that can be taken on a Electronic Receipt are present on the top in the **Menu bar** as shown in **Fig.55**:

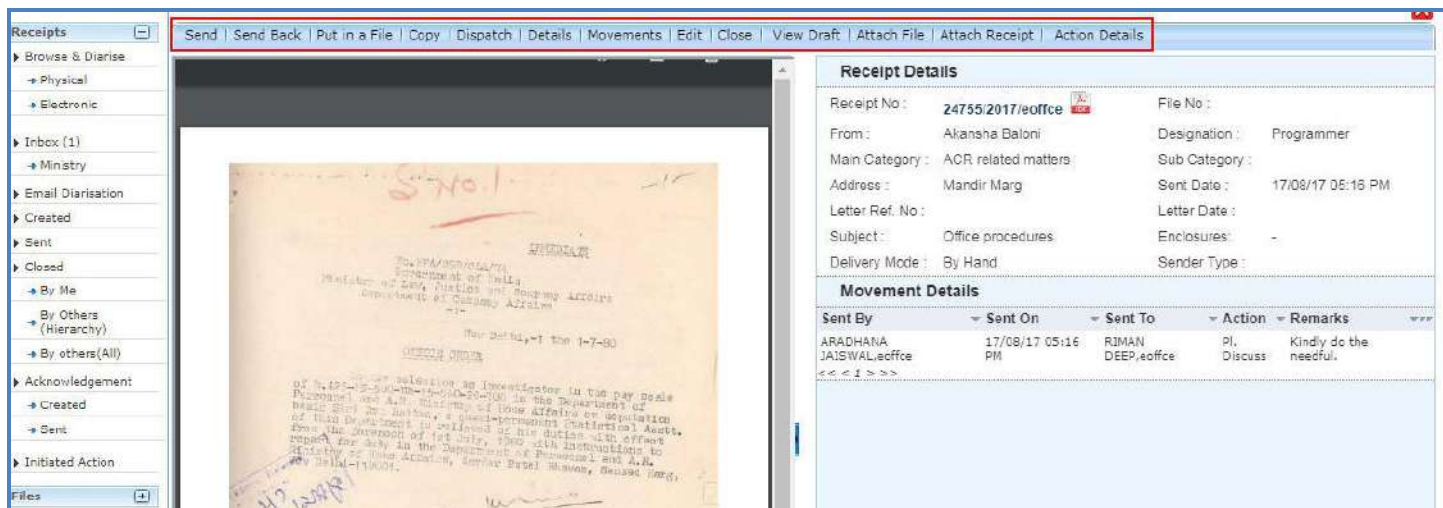


Fig.55

Electronic Receipt Action Tabs

Let us learn following different options available in the menu bar for electronic receipts.

- Send:** This option facilitates the user to mark the receipt to the intended recipient(s)..

Note:

Refer the steps mentioned under [Send](#) action tab of Receipt Browse and Diaries sub-module.

- Send back:** It is used to send the receipt back to the sender of the Receipt.

Note:

Refer the steps mentioned under [Send back](#) action tab of Receipt Inbox sub-module.

- Put in a File:** To put the receipt into a concerned file..

Note:

Refer the steps mentioned under [Put in a File](#) action tab of Receipts Browse & Diarise sub-module.

- Copy:** It can be used, in cases where multiple correspondences of similar nature are received from the same person or organization. Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (*Copying the pdf content is configurable feature*) of the receipt.
- Dispatch:** It is a process of issuing an official reply to the concerned user/department/ministry after the approval from the internal competent authority.

Note:

By clicking the [Dispatch](#) tab, the Dispatch screen appears. Refer the steps mentioned under [Dispatch](#) action tab of

Receipts Inbox sub-module.

- Details:** It can be used to view dispatch history, list of attached files, and list of attached receipts, detached receipts history and detached files history.

Note:

Refer [Details](#) action tab of Receipt Browse & Diarise sub-module.

- Movements:** This option is used to track the **Movements** of the receipt which automatically gets updated as Receipt moves from user to another, as shown in **Fig.56**:

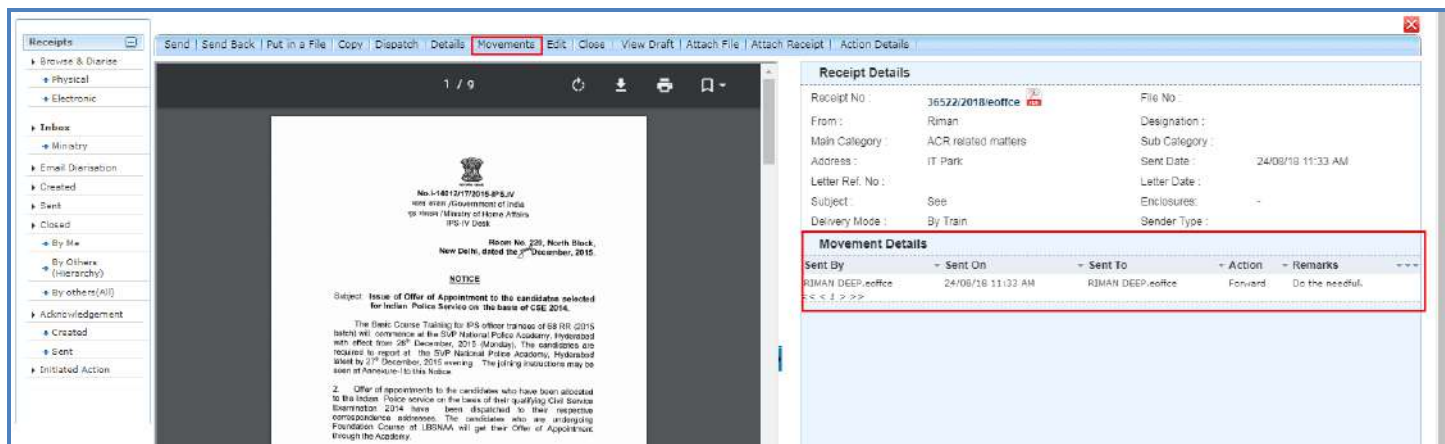


Fig.56

- Edit:** It can be used to edit the different metadata fields on the right of the Receipt before sending it to the intended recipient(s).

Note:

The pdf content on the left of the Receipt and the Delivery mode field on right side under Diary Details are non-editable.

Refer the steps mentioned under [Edit](#) action tab of Receipt Browse & Diarise sub-module.

- Close:** User can close those receipts on which either action is completed or action is not required as per departmental instructions.

Note:

Refer the steps mentioned under [Close](#) action tab of Receipt Inbox sub-module.

- View Draft:** It is used to view the created drafts.

To view the drafts, perform the following steps:

- Click [View Draft](#) tab, as shown in **Fig.57**:

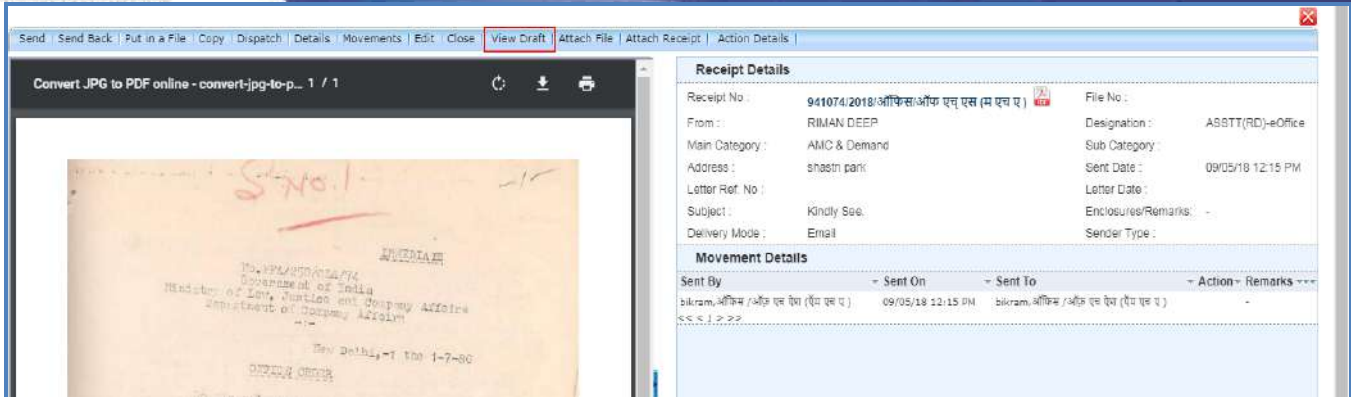


Fig.57

- Click **Draft No.** to open the draft as shown in Fig.58:

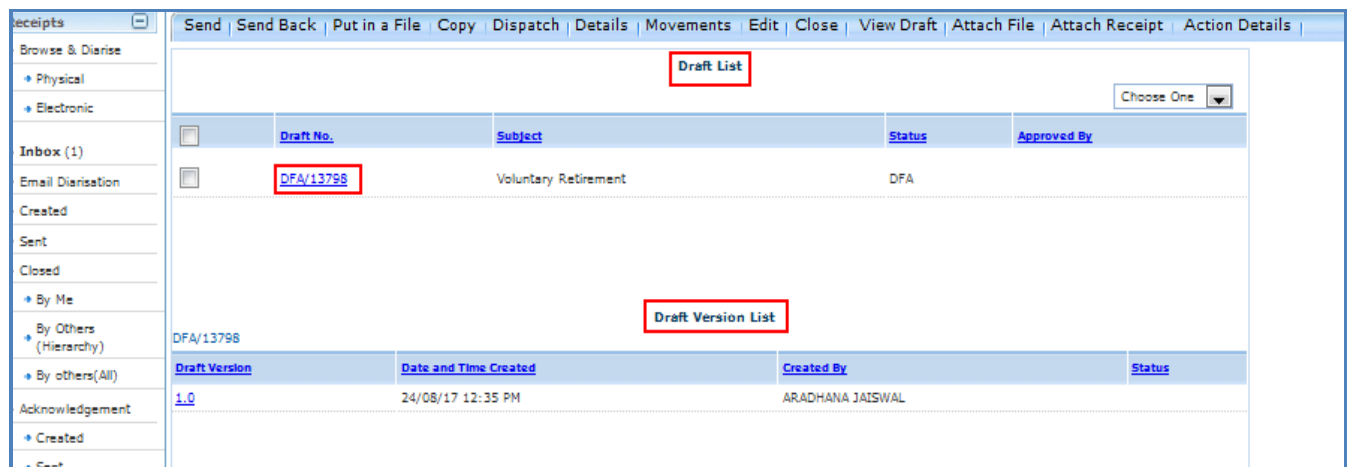


Fig.58

- The draft is shown in Fig.59:

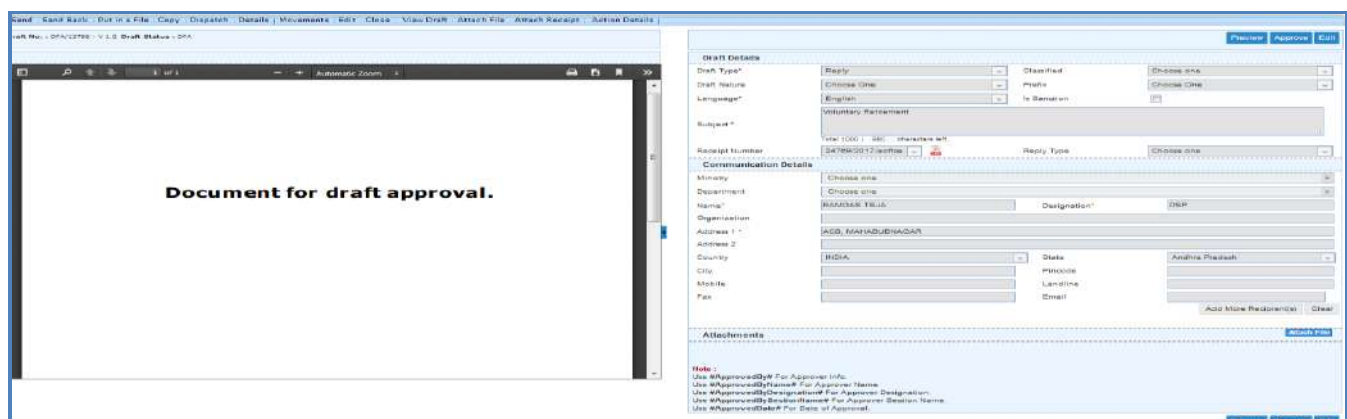


Fig.59

Note:

View Draft option is available in Electronic Receipts only, as in Physical Receipt issue is directly dispatched to the

concerned authority or to the CRU section.

11. Attach File:

Note:

Refer the steps mentioned under [Attach File](#) action tab of Receipt Browse & Diarise sub-module.

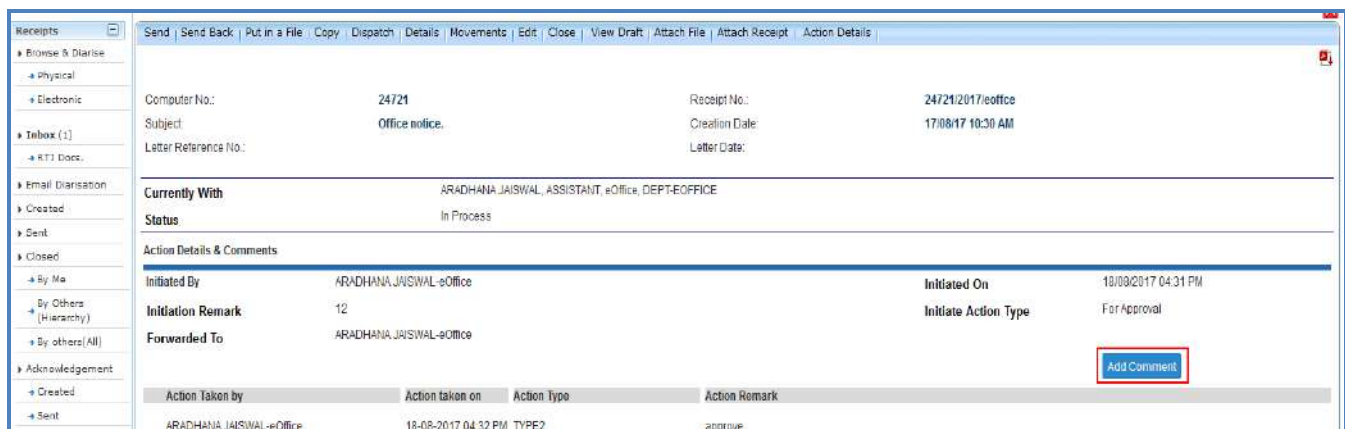
12. Attach Receipt:

Note:

Refer the steps mentioned under [Attach Receipt](#) action tab of Receipt Browse & Diarise sub-module.

13. **Action Details:** To view or add remarks against the receipt for which action has been initiated.

- Click **Action Details** button and then click **Add Comment** button, as shown in **Fig.60**:



The screenshot shows the 'Action Details' window for receipt 24721. The window has a menu bar at the top with options: Send, Send Back, Put in a File, Copy, Dispatch, Details, Movements, Edit, Close, View Draft, Attach File, Attach Receipt, and Action Details. The main content area displays the following information:

- Computer No.:** 24721
- Subject:** Office notice.
- Receipt No.:** 24721/2017/eoffice
- Creation Date:** 17/08/17 10:30 AM
- Letter Reference No.:**
- Letter Date:**
- Currently With:** ARADHANA JAISWAL, ASSISTANT, eOffice, DEPT:EOFFICE
- Status:** In Process
- Action Details & Comments:**
 - Initiated By:** ARADHANA JAISWAL-eOffice
 - Initiation Remark:** 12
 - Forwarded To:** ARADHANA JAISWAL-eOffice
 - Initiated On:** 18/08/2017 04:31 PM
 - Initiate Action Type:** For Approval

An 'Add Comment' button is highlighted in the bottom right corner of the window.

Fig.60

Note:

This feature is for Receipt(s) against which the action has initiated.

Refer to [Viewing & Adding the action comment](#) mentioned under Initiated action.

Physical Receipt Action Tabs

The actions that can be taken on a Physical Receipt are present on the top in the **Menu bar** as shown in **Fig.61**:

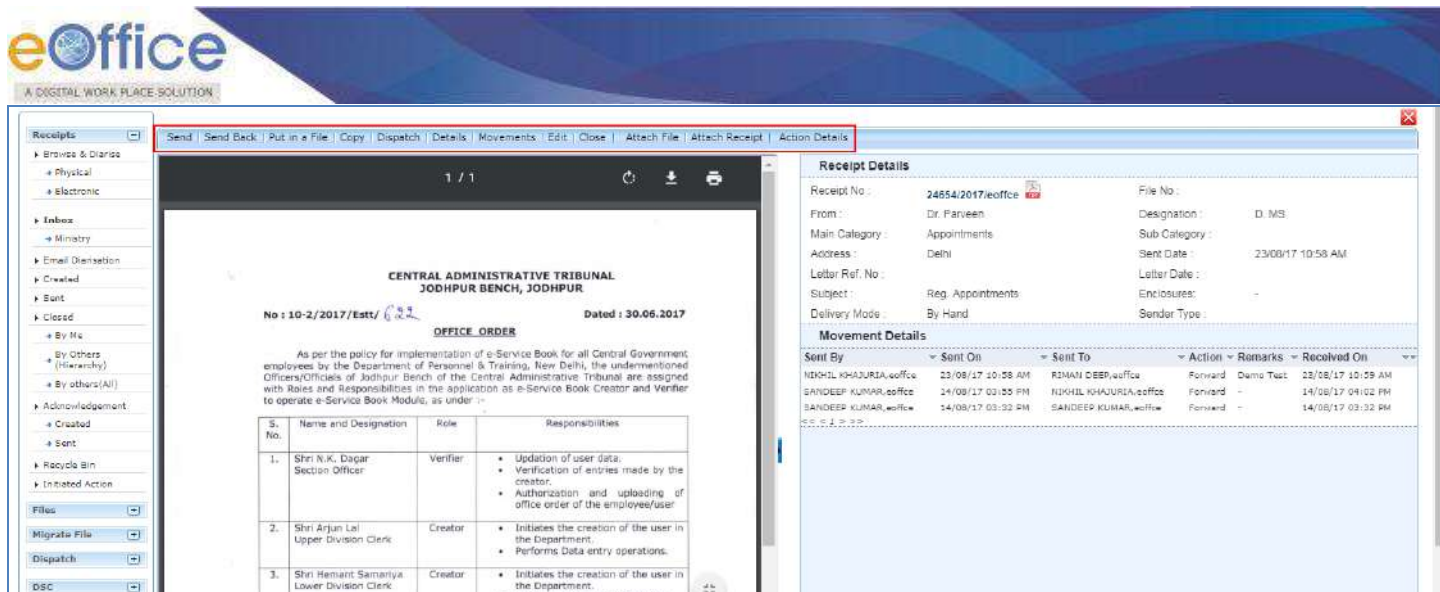


Fig.61

Note:

Refer the action tabs mentioned under [Electronic Receipt Action Tabs](#) except the View Draft action tab as there is no provision to create DFA for Physical Receipt.

Email Diarization

- Go to **portal page** and then click **NIC mail** link as shown in **Fig.62**:

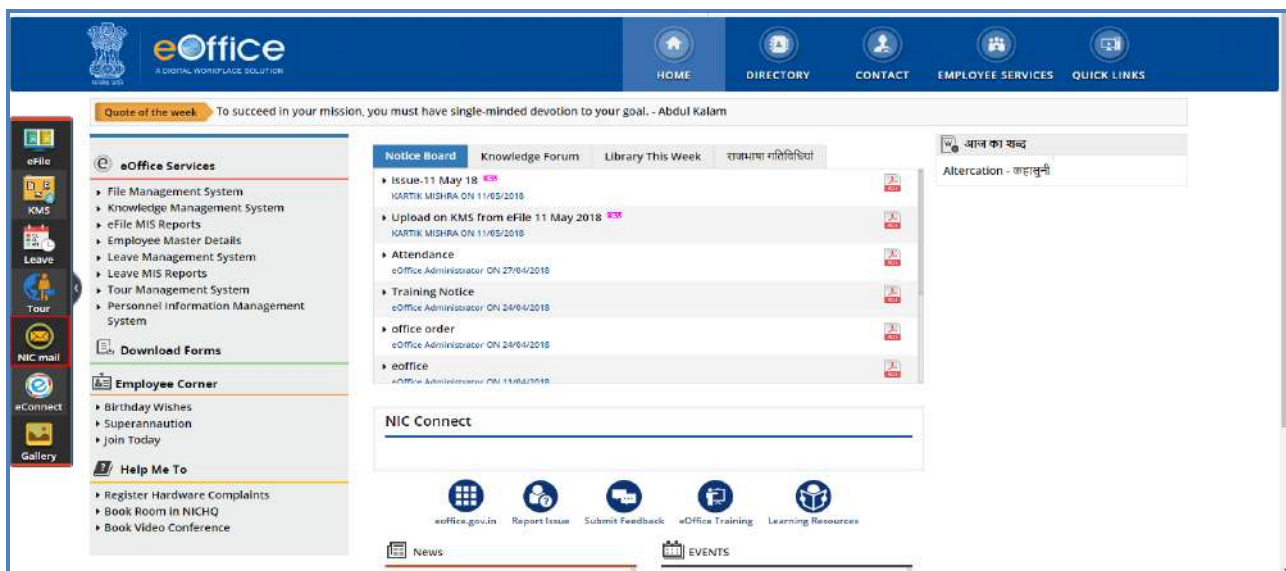


Fig.62

- The login page appears. enter the credentials and click **Sign In** button as shown in **Fig.63**:

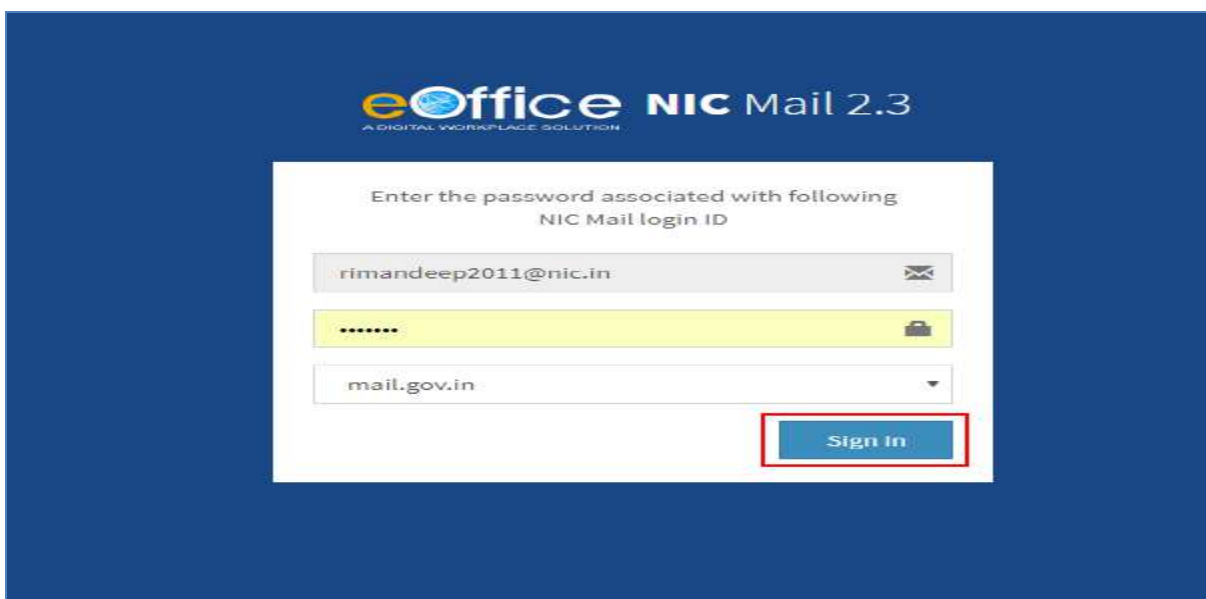
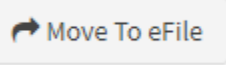


Fig.63

Note:

To use this feature the NIC Mail/ Official eMail id of user should be configured with eoffice.

- Inbox screen appears, open the mail required for the diarisation and click  button as shown in Fig.64:

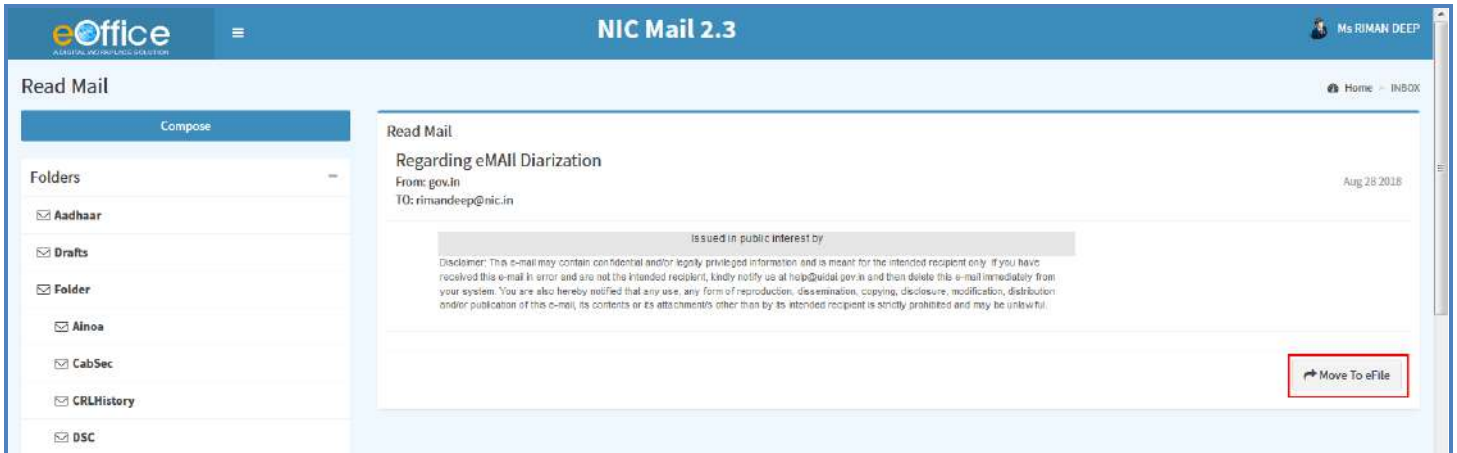


Fig.64

Note:

Only one mail can be moved to eFile at a time.

- A confirmation popup window appears as shown in Fig.65:



Fig.65

- Clicks  button, a message is displayed “Successfully Moved To eFile” as shown in Fig.66:

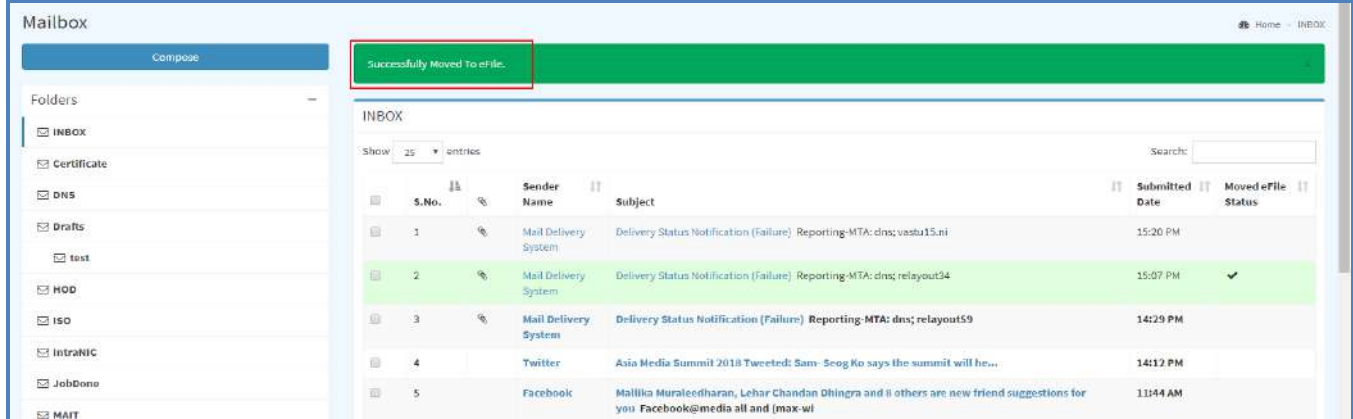


Fig.66

- Now go to **File Management System** (click User name→Home button→File Management System Link) and click **Email Diarisation** link under Receipt module, as shown in Fig.67:

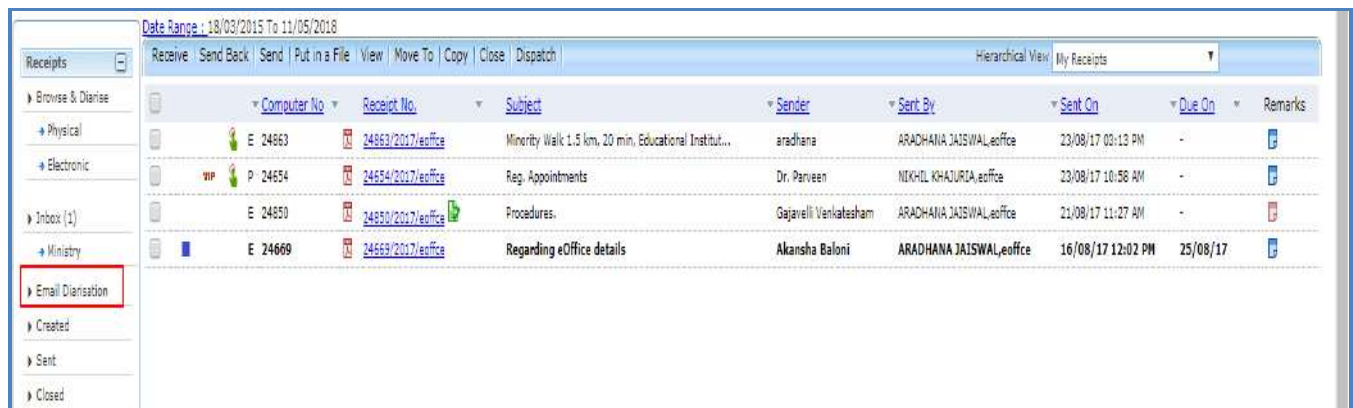


Fig.67

- Click **Subject** link of the mail, as shown in Fig.68:

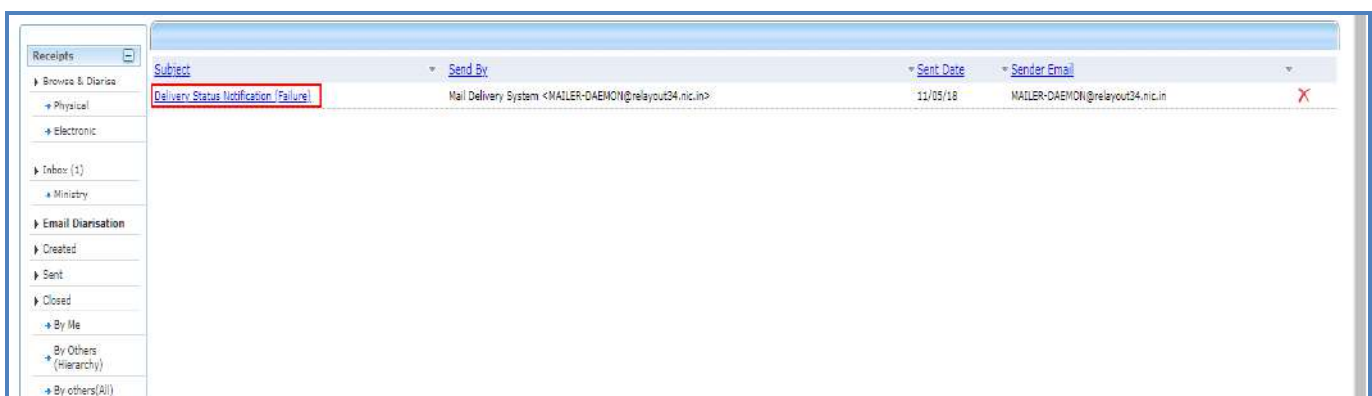


Fig.68

- The mapping page appears, select the mail body and attachment from the **Mail Body & Attachments** window and move it towards **Select Attachments to Merge** window and click **Diary** button as shown in Fig.69:

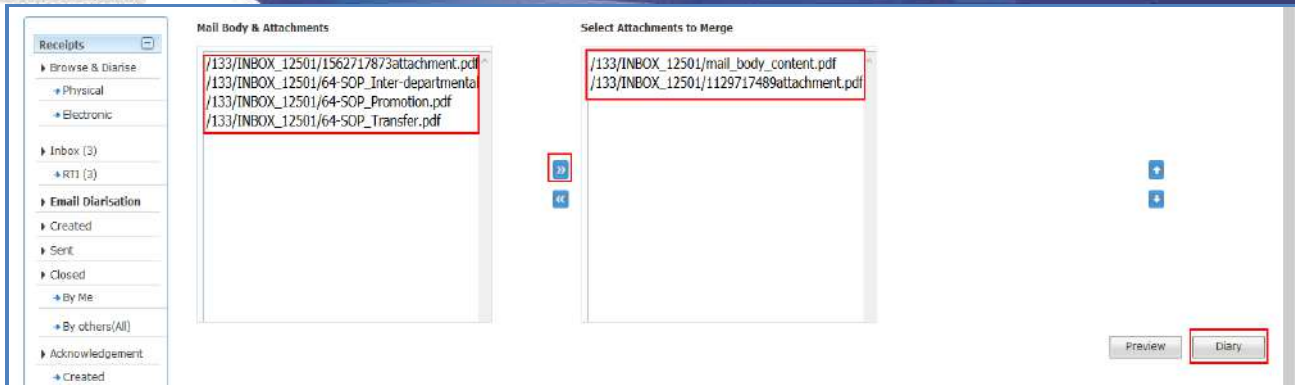


Fig.69

- The diary screen will appear with pre-filled scanned document and subject, as shown in Fig.70:

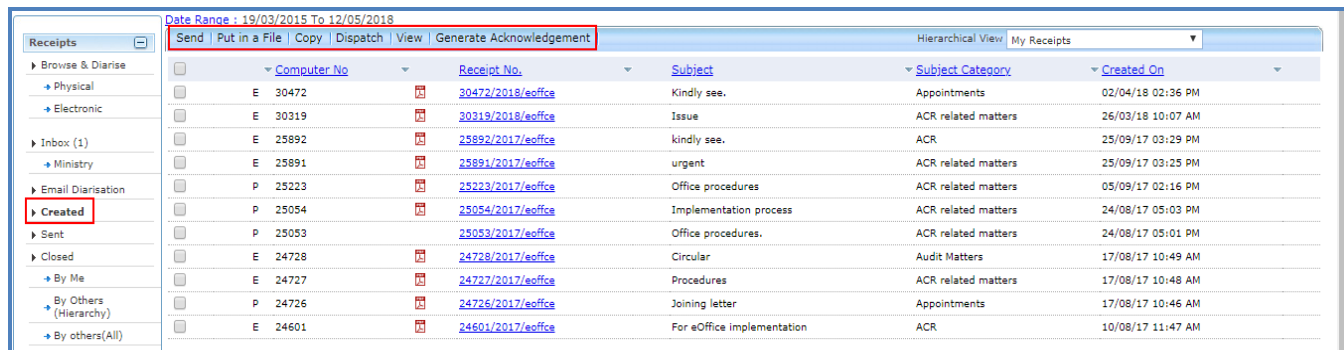
Fig.70

- Diarise the moved NIC mail and click the **Generate** button or **Generate & Send** (Fig. 70).
- The receipt gets generated.

Created

It contains list of receipts that has been diarised but not yet marked/sent.

There are six action tabs provided under Created Section of receipt, as shown in **Fig.71**:



Computer No	Receipt No	Subject	Subject Category	Created On
E 30472	30472/2018/eoffice	Kindly see.	Appointments	02/04/18 02:36 PM
E 30319	30319/2018/eoffice	Issue	ACR related matters	26/03/18 10:07 AM
E 25892	25892/2017/eoffice	kindly see.	ACR	25/09/17 03:29 PM
E 25891	25891/2017/eoffice	urgent	ACR related matters	25/09/17 03:25 PM
P 25223	25223/2017/eoffice	Office procedures	ACR related matters	05/09/17 02:16 PM
P 25054	25054/2017/eoffice	Implementation process	ACR related matters	24/08/17 05:03 PM
P 25053	25053/2017/eoffice	Office procedures.	ACR related matters	24/08/17 05:01 PM
E 24728	24728/2017/eoffice	Circular	Audit Matters	17/08/17 10:49 AM
E 24727	24727/2017/eoffice	Procedures	ACR related matters	17/08/17 10:48 AM
P 24726	24726/2017/eoffice	Joining letter	Appointments	17/08/17 10:46 AM
E 24601	24601/2017/eoffice	For eOffice implementation	ACR	10/08/17 11:47 AM

Fig.71

1. **Send:** This option facilitates the user to mark the receipt to the intended recipient(s).

Note:

Refer the steps mentioned under [Send](#) action tab of Receipt Browse and Diaries sub-module.

2. **Put in a File:** To put the generated receipt into a concerned file.

Note:

Refer the steps mentioned under [Put in a File](#) action tab of Receipts Browse & Diarise sub-module.

3. **Copy:** It can be used, in cases where DAK/ letter are diarized for same subject nature. Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (*Copying the pdf content is configurable feature*) of the receipt.
4. **Dispatch:** It is a process of issuing an official reply to the concerned user/department/ministry after the approval from the internal competent authority.

Note:

Refer the steps mentioned under [Dispatch](#) action tab of Receipts Browse & Diarise sub-module.

5. **View:** It is used to sort the receipts based on different criteria such as Physical, Electronic, etc.

- Move the cursor on [View](#) tab, a drop down menu will appear with the options as shown in **Fig.72**:

Receipts

Date Range: 19/03/2015 To 12/05/2018

Send | Put in a File | Copy | Dispatch | **View** | Generate Acknowledgement

Hierarchical View | My Receipts

Computer No.	Subject	Subject Category	Created On
E 30472	Kindly see.	Appointments	02/04/18 02:36 PM
E 30319	Issue	ACR related matters	26/02/18 10:07 AM
E 25892	kindly see.	ACR	25/09/17 03:29 PM
E 25891	urgent	ACR related matters	25/09/17 03:25 PM
P 25223	Office procedures	ACR related matters	05/09/17 02:16 PM
P 25054	Implementation process	ACR related matters	24/08/17 05:03 PM
P 25053	Office procedures.	ACR related matters	24/08/17 05:01 PM
E 24728	Circular	Audit Matters	17/08/17 10:49 AM
E 24727	Procedures	ACR related matters	17/08/17 10:48 AM
P 24726	Joining letter	Appointments	17/08/17 10:46 AM
E 24601	For eOffice implementation	ACR	10/08/17 11:47 AM

Fig.72

- a) **Physical:** To view all physical receipts.
- b) **Electronic:** To view all electronic receipts.
- c) **VIP References:** To view all the VIP referenced receipts.
- d) **ALL:** To view all the created receipts from the latest to the oldest order (Default View).

6. **Generate Acknowledgment:** This is the provision to acknowledge the sender who has sent the letter that has been received in the organization.

Note:

For steps to Generate Acknowledgement refer [Acknowledgement](#) sub-module.

Sent

All the receipt(s) once marked to the intended recipient(s) placed under sent sub-module.

Note:

Pull back (📄): It is used to draw back a sent receipt, which has not been received/ read by the recipient in his/ her Inbox (**Fig.70**).

There are 4 action tabs provided under Sent section of Receipt, as shown in **Fig.73**:

Computer No.	Receipt No.	Subject	Sender	Sent to	Sent On	Due On	Initiate Action
E 24793	24793/2017/eoffice	Voluntary Retirement	RAMDAS TEJA	RIMAN DEEP,eoffice	18/08/17 12:15 PM	-	Initiate Action
E 24722	24722/2017/eoffice	stationary bill	debashish Khan	ARADHANA JAISWAL,eoffice	17/08/17 10:33 AM	23/08/17	Initiate Action
E 24721	24721/2017/eoffice	Office notice.	GVST RAJU	ARADHANA JAISWAL,eoffice	17/08/17 10:31 AM	-	Initiate Action
P 24672	24672/2017/eoffice	Regarding joining of officer.	Mangesh Wankhede	ARADHANA JAISWAL,eoffice	16/08/17 12:07 PM	23/08/17	Initiate Action
E 24598	24598/2017/eoffice	Automation of office procedures	aradhana	ARADHANA JAISWAL,eoffice	10/08/17 11:42 AM	17/08/17	Initiate Action

Fig.73

1. **Send:** This option facilitates the user to mark the copy of receipt to the intended recipient(s).

Note:

Refer the steps mentioned under [Send](#) action tab of Receipt Browse and Diaries sub-module.

2. **View:** It is used to sort the receipts based on different criteria such as Physical, Electronic, etc.

Note:

Refer to [View](#) action tab of Receipt Created sub-module.

3. **Copy:** It can be used, in cases where multiple correspondences of similar nature are received from the same person or organization. Generates the Receipt Number and redirects the user to diary screen retaining the content (pdf) and metadata (**Copying the pdf content is configurable feature**) of the receipt.
4. **Generate Acknowledgement:** There is a provision to acknowledge the user who has sent the letter that has been received in the organization.

Note:

For steps to Generate Acknowledgement refer [Acknowledgement](#) sub-module.

Closed

It contains the Receipts which are closed as no action is required on them.

Closed module contains 3 links:

- By Me**- Lists all the receipts closed by the logged in user.
- By Others (Hierarchy)**-Lists all the receipts that are closed by the users of section(s) (which are under the hierarchy of logged in user section).
- By Others (All)** - Lists all receipts that are closed by anyone in the department, irrespective of hierarchy.

Note:

By Others (Hierarchy) and By Others (All) links are role based .It will be visible to the users whom having the role for Hierarchy and All respectively.

A receipt listed in **Closed (By me)** list can be re-opened by clicking the Re-open tab.

To Re-open a receipt, perform the following steps:

- Select the receipt(s) and click **Re-open** button as shown in **Fig.74**:



Fig.74

- Reopening confirmation popup window appears. Enter the reopening remarks and click **OK** button, as shown in **Fig.75**:

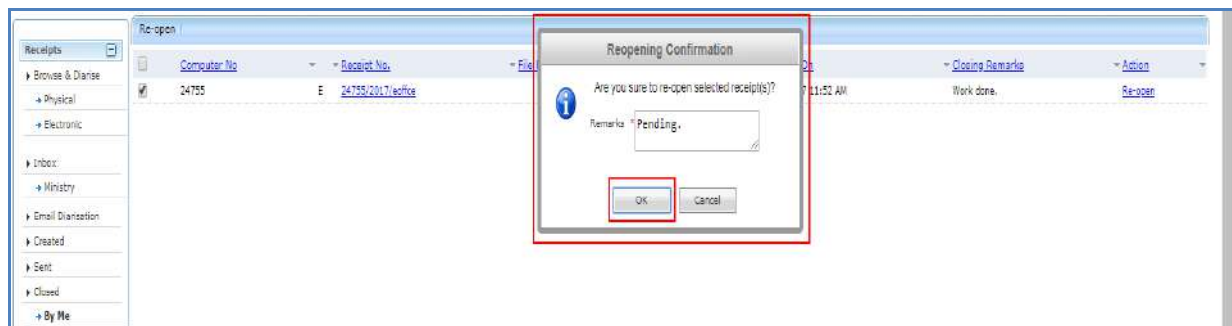


Fig.75

- The **reopened** receipt will be available under Receipt **Inbox** sub-module.

Acknowledgement

It is used to acknowledge the sender who has sent the letter that has been received in the organization.

It can be sent both **electronically (email & SMS)** and **physically (through post)**.

Acknowledgement can be created from:

a) From Browse & Diarise page:

- While diarising a receipt, in the metadata section select the **Customize Acknowledgement** check box and click **Generate** button as shown in **Fig.76**:

Fig.76

- The acknowledgement creation page appears, along with customized acknowledgment.
- User can choose a pre-defined template by clicking **Choose from Template(s)** button or can edit the acknowledgment content or copy the content from already created word/ text files and paste it.
- To send the acknowledgement immediately, click **Continue** button as shown in **Fig.77**:

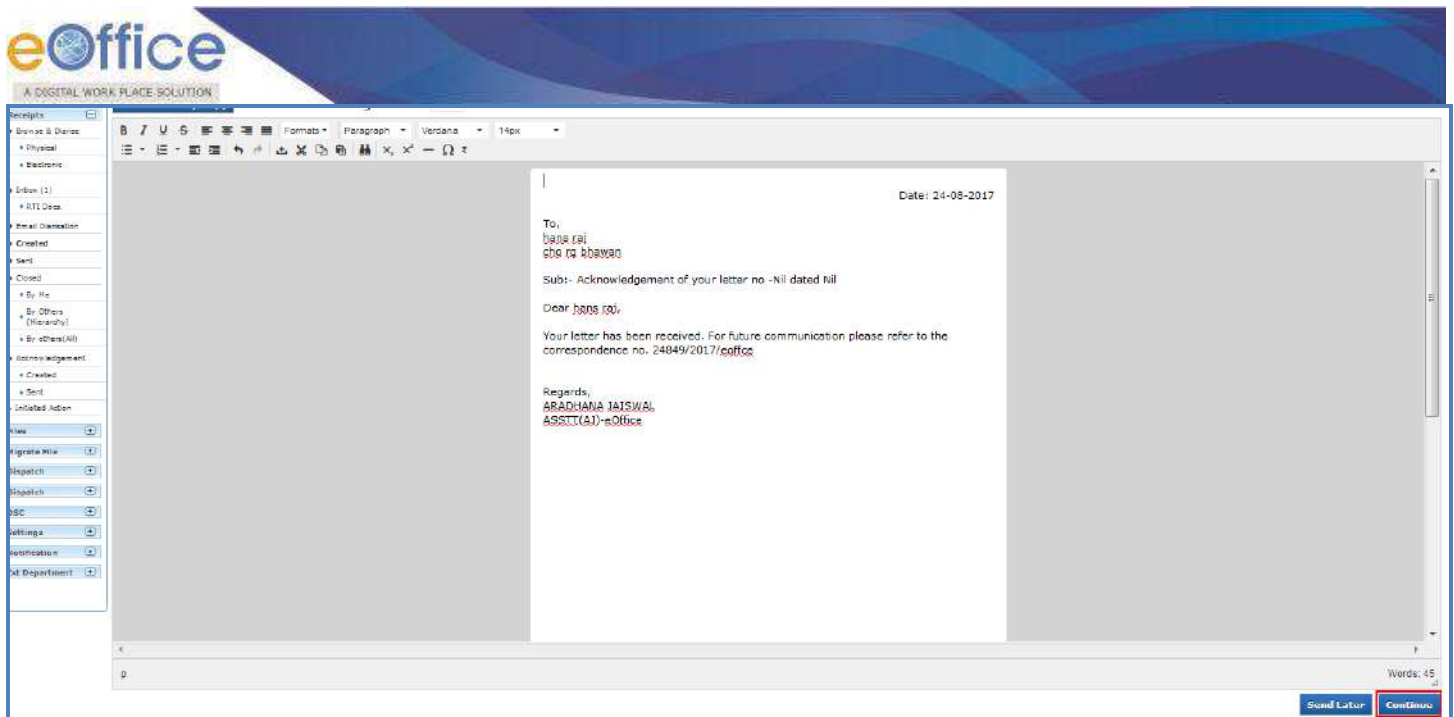


Fig.77

- **Send Later**: To send the acknowledgement at a later stage. The draft acknowledgements will be listed in **“Created”** link of Acknowledgement sub-module.
- Acknowledgement Content page appears. Select the acknowledgement sending medium and fill **Dispatch Details**. Click **Send** button as shown in Fig.78:

Fig.78

- **Edit** button to edit the content of acknowledgement.

- Once the acknowledgement is sent, it will be listed in the “Sent” link under Acknowledgement sub-module.

OR

- By clicking **Generate & Send** button, the send screen appears.
- Mark the recipient(s) in To and CC fields and other required details and click **Send** button, as shown in **Fig.79**:

The screenshot shows the 'Send' screen in the eoffice application. On the left, there is a sidebar with various navigation links. The main content area is divided into several sections. At the top, there are tabs for different user roles: 'All', 'Reporting Officer', 'Sub-ordinates', 'In Channel', and 'Preferred List'. Below these tabs, there is a form for sending an acknowledgement. The form includes fields for 'To' (with the value 'RIMAN DEEP--ASSTT(RD)-eoffice--eoffice'), 'Cc', 'Set Due Date' (30/06/2018), 'Action' (Forward), 'Priority' (Out Today), 'Initiate Action' (checkbox), and 'Remarks'. A 'Send' button is located at the bottom left of the form. On the right side of the screen, there is a table with two columns: 'Receipt Number' and 'Subject'. The table contains one row with the receipt number '36611/2018/eoffice' and the subject '699'.

Fig.79

- The acknowledgement creation page appears, along with customized acknowledgment and message “receipt has been successfully sent. You can now generate the acknowledgement”, as shown in **Fig.80**:

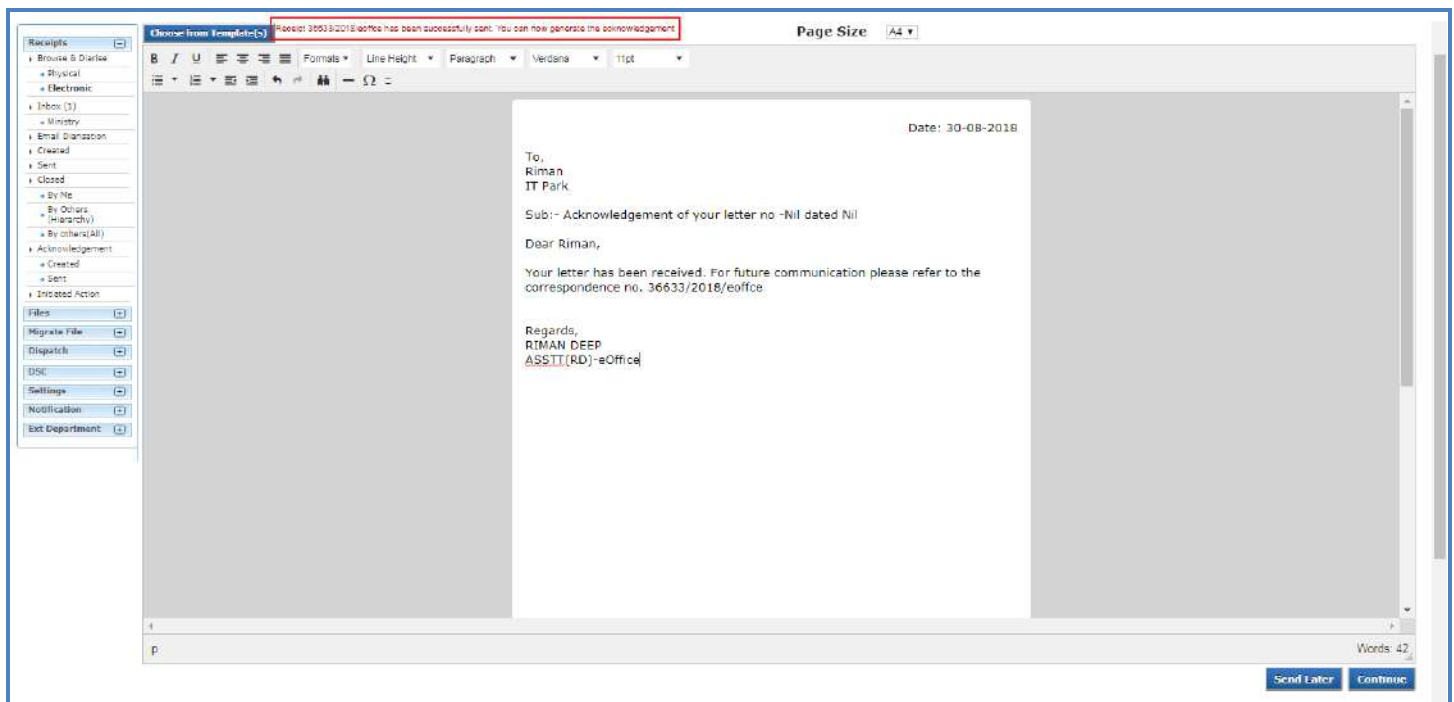


Fig.80

Note:

Further steps will be same as mentioned under Acknowledgment sub-module ([From Browse & Diarise page](#)).

b) From Created Receipts:

- Select a **receipt** from the list in **Created** sub-module and click **Generate Acknowledgement** button as shown in **Fig.81**:

Receipts		Date Range : 19/03/2015 To 12/05/2018				
Send Put in a File Copy Dispatch View		Generate Acknowledgement		Hierarchical View		My Receipts
Browse & Diarise Physical Electronic Inbox (1) Ministry Email Diarisation Created Sent Closed By Me		☐ Computer No ▼ ☐ E 32580 32580/2018/eoffice ☒ E 30472 30472/2018/eoffice ☐ E 30319 30319/2018/eoffice ☐ E 25892 25892/2017/eoffice ☐ E 25891 25891/2017/eoffice ☐ P 25223 25223/2017/eoffice ☐ P 25054 25054/2017/eoffice ☐ P 25053 25053/2017/eoffice ☐ E 24728 24728/2017/eoffice	Receipt No. ▼ ☐ 32580/2018/eoffice ☐ 30472/2018/eoffice ☐ 30319/2018/eoffice ☐ 25892/2017/eoffice ☐ 25891/2017/eoffice ☐ 25223/2017/eoffice ☐ 25054/2017/eoffice ☐ 25053/2017/eoffice ☐ 24728/2017/eoffice	Subject ▼ ☐ Kindly ☐ Kindly see. ☐ Issue ☐ kindly see. ☐ urgent ☐ Office procedures ☐ Implementation process ☐ Office procedures. ☐ Circular	Subject Category ▼ ☐ Appointments ☐ Appointments ☐ ACR related matters ☐ ACR ☐ ACR related matters ☐ ACR related matters ☐ ACR related matters ☐ Audit Matters	Created On ▼ ☐ 12/05/18 07:30 PM ☐ 02/04/18 02:36 PM ☐ 26/03/18 10:07 AM ☐ 25/09/17 03:29 PM ☐ 25/09/17 03:25 PM ☐ 05/09/17 02:16 PM ☐ 24/08/17 05:03 PM ☐ 24/08/17 05:01 PM ☐ 17/08/17 10:49 AM

Fig.81

- The acknowledgement creation page appears along with customized acknowledgment.

Note:

For the remaining steps, refer the steps mentioned in Acknowledgement sub-module ([From Browse & Diarise page](#))

c) **From Sent Receipts:**

- Select a receipt from the list in Sent sub-module and click **Generate Acknowledgement** button, as shown in **Fig.82:**



Computer No.	Receipt No.	Subject	Sender	Sent to	Sent On	Due On
E 24601	24601/2017/eoffice	For eOffice implementation	aradhna	ARADHANA JAISWAL, eoffice	01/08/18 02:54 PM	-
E 24601	24601/2017/eoffice	For eOffice implementation	aradhna	RIMAN DEEP, eoffice	31/07/18 04:50 PM	-
E 24727	24727/2017/eoffice	Procedures	Bhadravag Floorahit	RIMAN DEEP, eoffice	31/07/18 04:01 PM	-
E 24728	24728/2017/eoffice	Circular	jatin maggo	RIMAN DEEP, eoffice	20/07/18 03:10 PM	-
E 25891	25891/2017/eoffice	urgent	Om Pallosh	RIMAN DEEP, eoffice	19/07/18 03:14 PM	-
E 25892	25892/2017/eoffice	kindly see.	Akaneha Beloni	RIMAN DEEP, eoffice	19/07/18 03:11 PM	-
E 32580	32580/2018/eoffice	Kindly	RIMAN DEEP	RIMAN DEEP, eoffice	19/07/18 11:51 AM	-
E 30472	30472/2018/eoffice	Kindly see.	ARADHANA JAISWAL	RIMAN DEEP, eoffice	18/07/18 04:39 PM	-
E 24978	24978/2017/eoffice	Meeting notice	QVST RAJU	ARADHANA JAISWAL, eoffice	22/08/17 04:26 PM	-
E 24852	24852/2017/eoffice	Implementation procedure.	sr. symmanunder	ARADHANA JAISWAL, eoffice	21/08/17 11:30 AM	-
E 24769	24769/2017/eoffice	Voluntary Retirement	RAMDAS TEJA	ARADHANA JAISWAL, eoffice	21/08/17 11:28 AM	-
E 24793	24793/2017/eoffice	Voluntary Retirement	RAMDAS TEJA	RIMAN DEEP, eoffice	18/08/17 12:15 PM	-
E 24722	24722/2017/eoffice	stationary bill	debashish Khan	ARADHANA JAISWAL, eoffice	17/08/17 10:33 AM	23/08/17

Fig.82

- The acknowledgement creation page appears along with customized acknowledgment.

Note:

For the remaining steps, refer the steps mentioned in Acknowledgement sub-module ([From Browse & Diarise page](#)).

Acknowledgment→Created Link

It contains list of acknowledgments that have been created but not yet marked/sent.

There are 3 action tabs provided under Created link of Receipt Acknowledgment sub-module, as shown in **Fig.83**:

Acknowledgement No.	Computer No.	Receipt No.	Created Date	Subject Category
12572/2018-ACK	32207	32207/2018/DEMO	12/05/18 09:05 PM	-
12571/2018-ACK	32207	32207/2018/DEMO	12/05/18 09:04 PM	-
2019/2018-ACK	2240	2240/2015/MTP SECTION	06/02/16 12:02 PM	RTI
2948/2016-ACK	7313	7313/2016/DEMO	01/02/16 04:45 PM	-
2327/2016-ACK	3397	3397/2015/DEMO	29/01/16 03:04 PM	Finance
1200/2015-ACK	2423	2423/2015/DEMO	17/09/15 10:52 AM	General
1167/2015-ACK	3040	3040/2015/DEMO	16/09/15 04:56 PM	Finance
686/2015-ACK	1222	1222/2015/DEMO	07/07/15 12:04 PM	-
482/2015-ACK	1216	1216/2015/DEMO	07/07/15 10:48 AM	-
443/2015-ACK	1147	1147/2015/DEMO	06/07/15 12:20 PM	Establishment Matters
271/2015-ACK	921	921/2015/DEMO	30/06/15 03:20 PM	-
230/2015-ACK	666	666/2015/DEMO	20/06/15 12:13 PM	ACR
196/2015-ACK	553	553/2015/DEMO	17/06/15 12:09 PM	-
192/2015-ACK	521	521/2015/DEMO	16/06/15 04:44 PM	-
105/2015-ACK	507	507/2015/DEMO	15/06/15 03:02 PM	General

Fig.83

1. **Print**: To download the created acknowledgment.
2. **Edit**: To make the necessary changes in Acknowledgment.
3. **Send**: To send the acknowledgment to the sender of the receipt.

Acknowledgement→Sent Link

It contains those acknowledgements which are already sent to users.

- a) **View Signed Copy** link: To view the attached copy of signed physical acknowledgment approved by the competent authority.

There are 2 action tabs provided under Sent link of Receipt Acknowledgment sub-module, as shown in **Fig.84**:

LEGEND

Priority	Out Today	Most Immediate	Immediate	Action Initiated	VIP VIP References
Subject Category	Service Matters	Budget preparation	ADR related matters	Appointment and other related matters of Planning Commission	Annual Property Return

Fig.84

1. **Print**: To download the sent acknowledgment.
2. **Regenerate**: To create another copy of sent acknowledgment.

Initiated Action

It is used to initiate the process for recording and tracking of actions taken on a receipt.

Note:

This feature is configurable and role based. The provided role is **ROLE_ACTION_INITIATOR**.

The receipts can be marked for Actions from:

a) Send Screen (Sending of the Receipt):

The user would be able to initiate the action by using the following fields:

- Check the **Initiate Action** check-Box, select the initiation Type from drop down menu and provide the mandatory Remarks, as shown in **Fig.85**:

The screenshot shows the 'Send' screen in the eOffice application. On the left, there is a sidebar with navigation options like 'Browse & Diarise', 'Inbox (1)', 'Email Diarisation', 'Created', 'Sent', 'Closed', 'By Me', 'By Others (Hierarchy)', 'By others (All)', 'Files', 'Dispatch', 'DSC', 'Settings', and 'Notification'. The main area is titled 'Send' and contains a form for sending a receipt. The 'To' field is set to 'ARADHANA.JAISWAL-ASSTT(AJ)-eOffice-eOffice'. The 'Subject' field is 'Voluntary Retirement'. The 'Initiate Action' checkbox is checked, and the 'Type' dropdown is set to 'For Approval'. A text area for 'Remarks' is visible. The 'Receipt Number' field is '24769/2017/eoffice'. The 'Send' button is at the bottom.

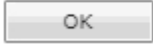
Fig.85

b) From Sent Sub-module page:

- At the receipt sent page, the link of “**Initiate Action**” is available against every receipt, as shown in **Fig.86**:

Computer No.	Receipt No.	Subject	Sender	Sent to	Sent On	Due On	Initiate Action
E 24863	24863/2017/eoffice	Minority Walk 1.5 km, 20 min, Educational Institut...	aradhana	RIMAN DEEP,eoffice	23/08/17 03:13 PM	-	Initiate Action
P 24868	24868/2017/eoffice	test	Bharadwaj Poorahit	ARADHANA JAISWAL,eoffice	21/08/17 03:27 PM	-	Initiate Action
E 24863	24863/2017/eoffice	Minority Walk 1.5 km, 20 min, Educational Institut...	aradhana	ARADHANA JAISWAL,eoffice	21/08/17 02:44 PM	-	Initiate Action
E 24850	24850/2017/eoffice	Procedures.	Gajavelli Venkatesham	RIMAN DEEP,eoffice	21/08/17 11:27 AM	-	Initiate Action
E 24721	24721/2017/eoffice	Office notice.	GVST RAJU	ARADHANA JAISWAL,eoffice	18/08/17 04:31 PM	-	Initiate Action
E 24721	24721/2017/eoffice	Office notice.	GVST RAJU	ARADHANA JAISWAL,eoffice	18/08/17 04:31 PM	-	Initiate Action
E 24755	24755/21/2017/eoffice	Office procedures.	Akansha Baloni	NIKITA NEGI,eoffice	17/08/17 05:16 PM	25/08/17	Initiate Action
E 24755	24755/11/2017/eoffice	Office procedures.	Akansha Baloni	PRİYANKA KUMARI,eoffice	17/08/17 05:16 PM	25/08/17	Initiate Action
E 24755	24755/2017/eoffice	Office procedures.	Akansha Baloni	RIMAN DEEP,eoffice	17/08/17 05:16 PM	25/08/17	Initiate Action
E 24721	24721/2017/eoffice	Office notice.	GVST RAJU	ARADHANA JAISWAL,eoffice	17/08/17 02:39 PM	-	Initiate Action
E 24725	24725/2017/eoffice	Electricity bill	R Nagaraj	RIMAN DEEP,eoffice	17/08/17 10:43 AM	-	Initiate Action
P 24720	24720/2017/eoffice	eOffice procedures	Akansha Baloni	RIMAN DEEP,eoffice	17/08/17 10:23 AM	-	Initiate Action
E 24660	24660/2017/eoffice	Proceeding eOffice details	Akansha Baloni	RIMAN DEEP,eoffice	16/08/17 10:03 PM	25/08/17	Initiate Action

Fig.86

- Click [Initiate Action](#) link. A receipt initiation confirmation pop-up window appears.
- Enter the initiation **Type** and **Remarks** and click  button, as shown in **Fig.87**:

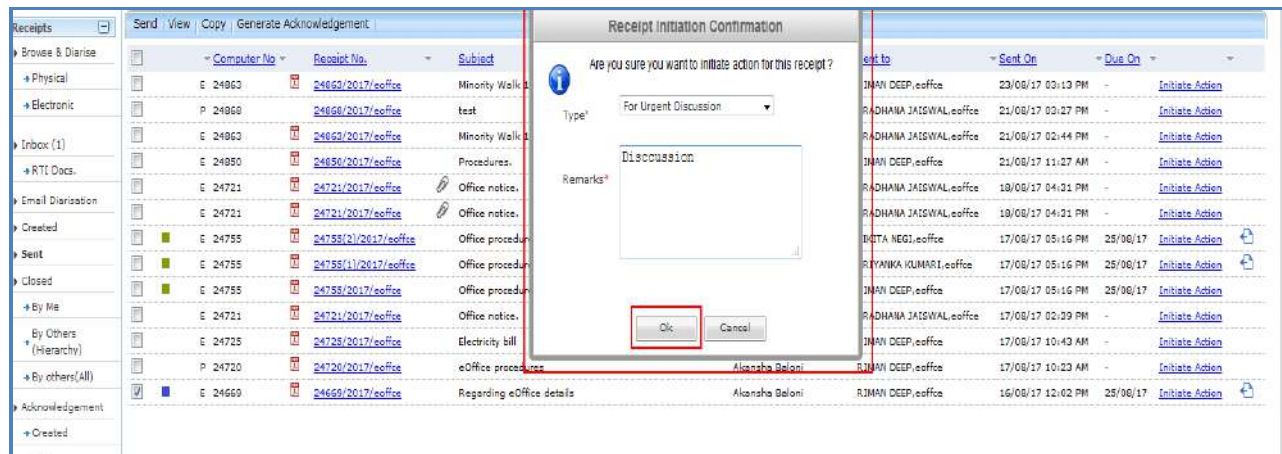


Fig.87

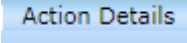
Receipts, on which action is initiated, will be differentiated by legend ().

Actions on any receipt cannot be initiated, if already an action is in process & not closed.

Viewing & Adding the Action comment:

The below process would be used for viewing and **adding** the **Action-Remarks**

a) From the Receipt's Inbox Inner page:

- To view/ Add action Viewing action records, click  tab from Receipt inner page.
- Click  button (available along with the active action) in the "**Action Details**" screen,.
- Provide the Action Type, Remarks and click the  button, as shown in **Fig.88**:

Computer No.: 24721
Subject: Office notice
Receipt No.: 24721/2017/eoffice
Creation Date: 17/08/17 10:30 AM
Letter Reference No.:
Letter Date:

Currently With: ARADHANA JAISWAL, ASSISTANT, eOffice, DEPT-EOFFICE
Status: In Process

Action Details & Comments

Initiated By	Initiation Remark	Forwarded To	Initiated On	Initiate Action Type
ARADHANA JAISWAL-eOffice	12	ARADHANA JAISWAL-eOffice	19/08/2017 04:31 PM	For Approval

[Add Comment](#)

Action Taken by	Action taken on	Action Type
ARADHANA JAISWAL-eOffice	18-08-2017 04:32 PM	TYPE2

Action Comment

Action Type: TYPE1

Remarks: Action

Total 1500 | 1494 characters left

[Add](#)

Fig.88

b) From the Receipt inner screen of Sent sub-module:

- Action Details Page will be in read only mode and there is no provision to Record Action from this page as shown in Fig.89:

Computer No.: 24863
Subject: Minority Walk 1.5 km, 20 min, Educational Institut...
Receipt No.: 24863/2017/eoffice
Creation Date: 21/08/17 02:44 PM
Letter Reference No.:
Letter Date:

Currently With: RIMAN DEEP, ASSISTANT, eOffice, DEPT-EOFFICE
Status: In Process

Action Details & Comments

Initiated By	Initiation Remark	Forwarded To	Initiated On	Initiate Action Type
ARADHANA JAISWAL-eOffice	do the needful	RIMAN DEEP-eOffice	23/08/2017 03:13 PM	Put in a File

Action Taken by	Action taken on	Action Type	Action Remark
-----------------	-----------------	-------------	---------------

Fig.89

c) Details tab (Receipt Inner page):

To view/ add the action record on attached Receipt from details section.

- Click the **Action Details** link adjacent to the attached receipt to view the Action Details of the attached receipt as shown in Fig.90:

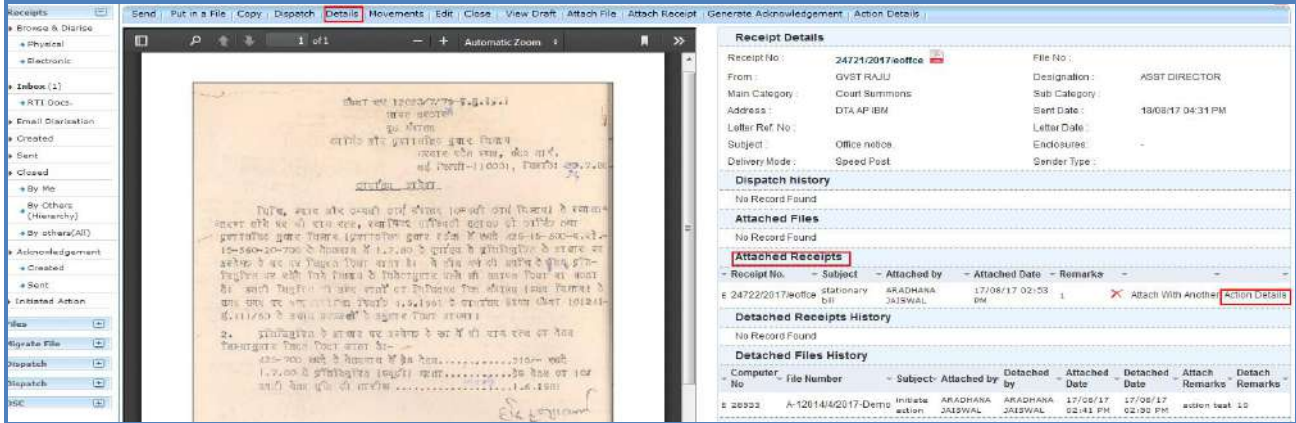


Fig.90

- To add remarks click **Add Comment** button, as shown in Fig.91:

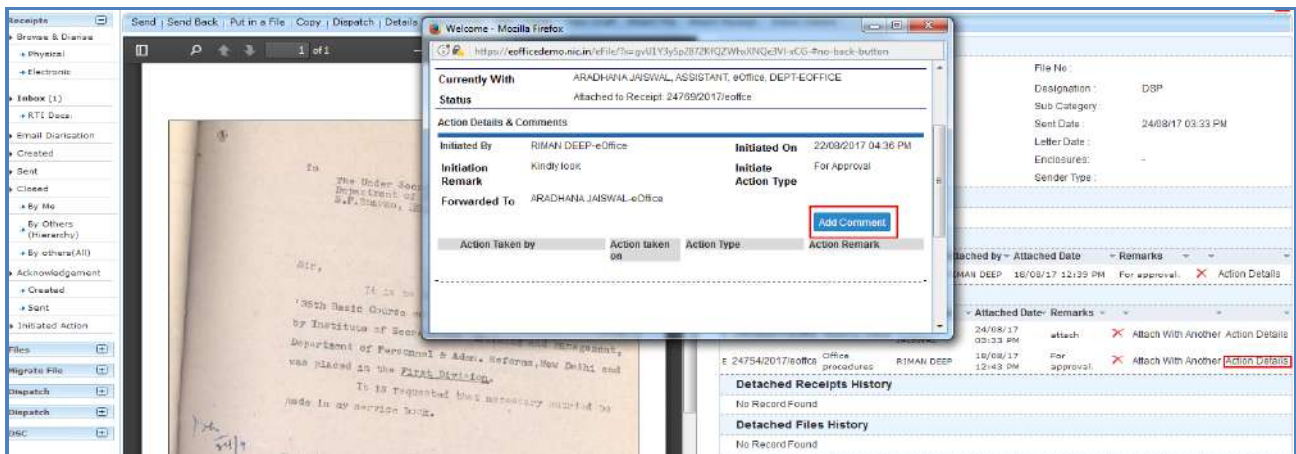


Fig.91

- Provide Action Type, remarks and click the **Add** button, as shown in Fig.92:

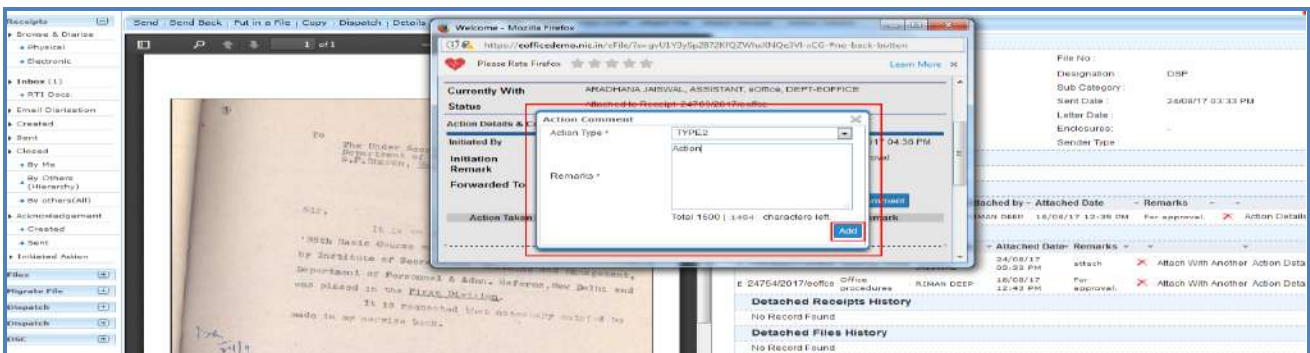


Fig.92

Closing of Action:

To close the initiated action click **"Initiated Action"** sub-module of receipts as shown in Fig.93:

List of Records will be displayed with filters such as:

- Initiated Date range (Default range 1 month)
- Initiation Type
- Action status (Default Active)
- Forwarded To: Department, Section
- Action Type

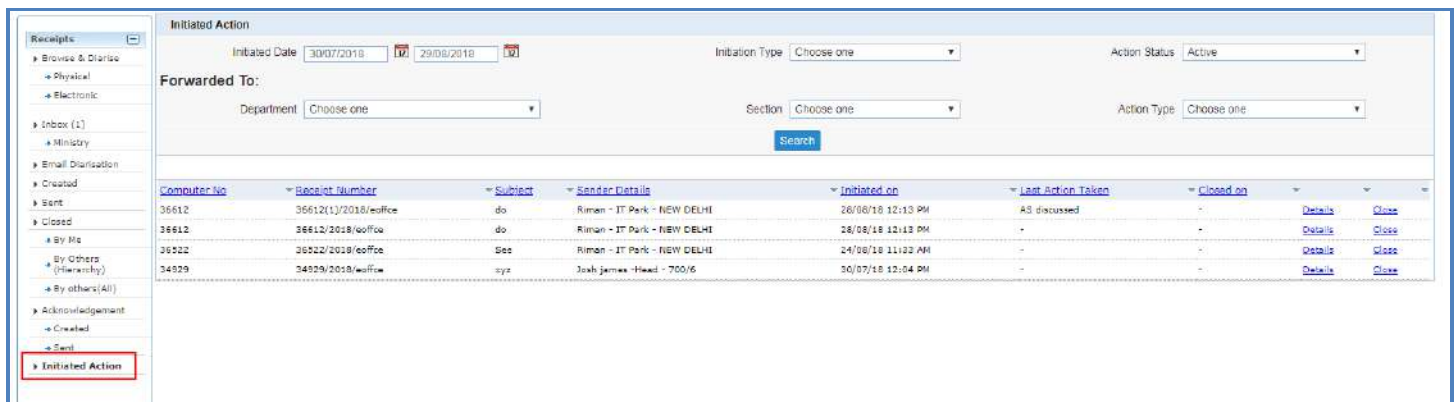


Fig.93

To **View action details** and **Close** the action, perform the following steps:

1. **Details:** To view the action details, click [Details](#) link adjacent to each receipt as shown in **Fig.94**:

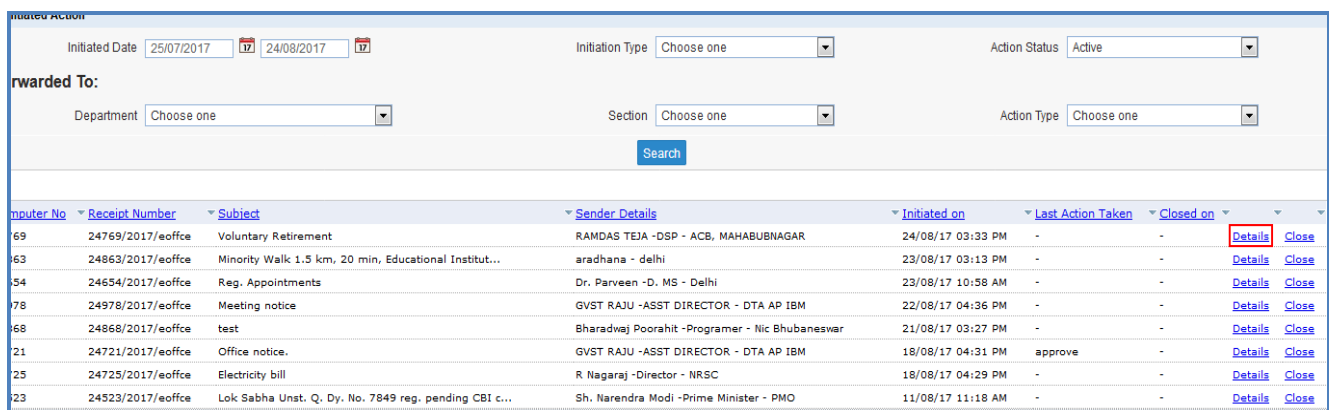


Fig.94

- The action details screen appears is shown in **Fig.95**:

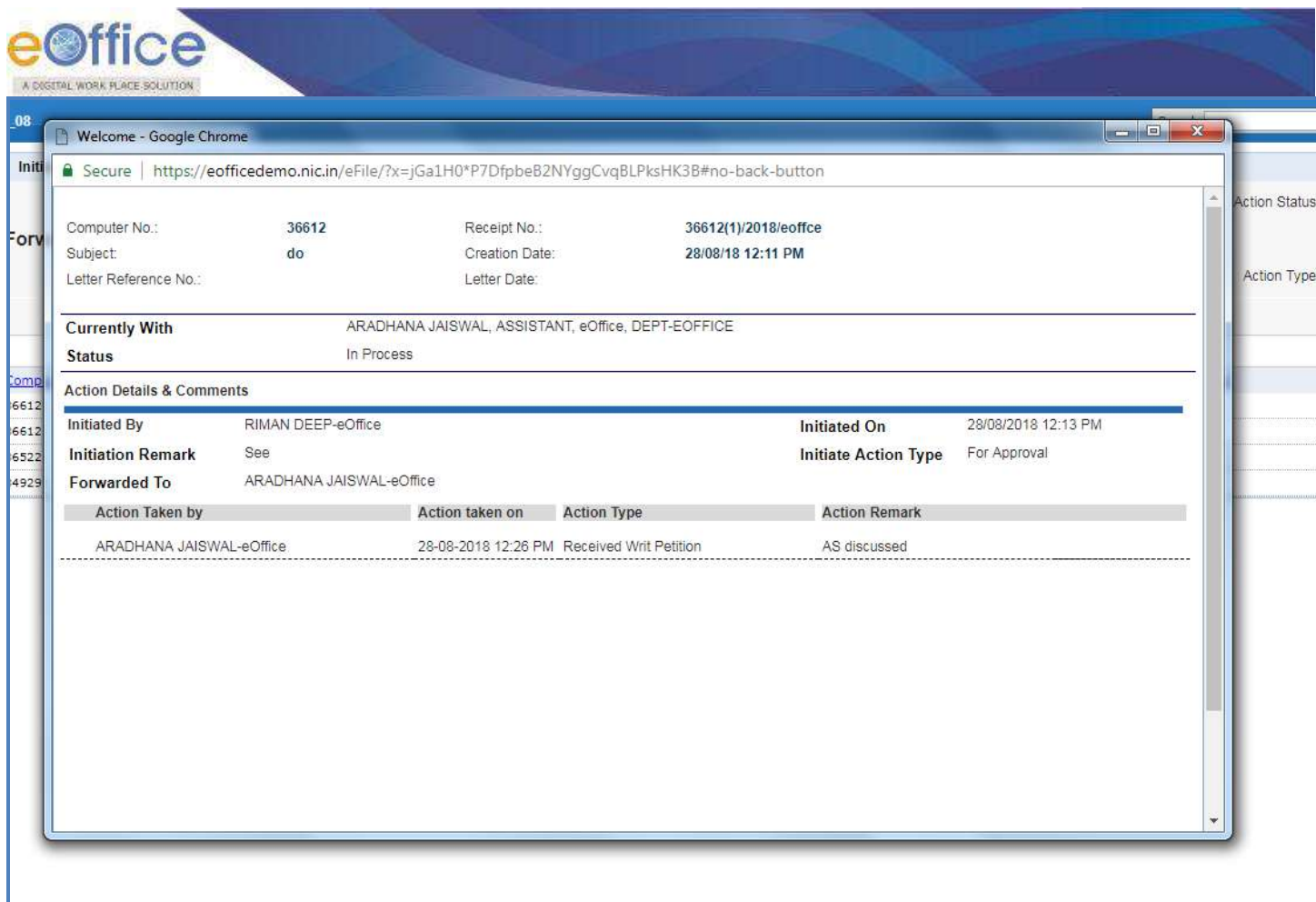


Fig.95

- Close:** To close the initiate action, click [Close](#) link, the closing confirmation popup window appears. Enter remarks to close an open Action as shown in **Fig.96 & Fig.97**:

Note:

Initiated actions can be closed by users of the initiator section (with role: Role_Action_Initiator) .

Initiated Date

25/07/2017

24/08/2017

Initiation Type

Choose one

Action Status

Active

Forwarded To:

Department

Choose one

Section

Choose one

Action Type

Choose one

Search

Computer No	Receipt Number	Subject	Sender Details	Initiated on	Last Action Taken	Closed on	
69	24769/2017/eoffice	Voluntary Retirement	RAMDAS TEJA - DSP - ACB, MAHABUBNAGAR	24/08/17 03:33 PM	-	-	Details Close
63	24863/2017/eoffice	Minority Walk 1.5 km, 20 min, Educational Instit...	aradhana - delhi	23/08/17 03:13 PM	-	-	Details Close
54	24654/2017/eoffice	Reg. Appointments	Dr. Parveen - D. MS - Delhi	23/08/17 10:58 AM	-	-	Details Close
78	24978/2017/eoffice	Meeting notice	GVST RAJU -ASST DIRECTOR - DTA AP IBM	22/08/17 04:36 PM	-	-	Details Close
68	24868/2017/eoffice	test	Bharadwaj Poorahit -Programmer - Nic Bhubaneswar	21/08/17 03:27 PM	-	-	Details Close
21	24721/2017/eoffice	Office notice.	GVST RAJU -ASST DIRECTOR - DTA AP IBM	18/08/17 04:31 PM	approve	-	Details Close
25	24725/2017/eoffice	Electricity bill	R Nagaraj -Director - NRSC	18/08/17 04:29 PM	-	-	Details Close
23	24523/2017/eoffice	Lok Sabha Unst. Q. Dy. No. 7849 reg. pending CBI c...	Sh. Narendra Modi -Prime Minister - PMO	11/08/17 11:18 AM	-	-	Details Close

Fig.96

Initiated Date:

Forwarded To:

Department:

Closing Confirmation

Are you sure you want to close the initiated action?

Remarks:

Action Status:

Action Type:

Computer No	Receipt Number	Subject	Initiated on	Last Action Taken	Closed on	
769	24769/2017/eoffice	Voluntary Retirement	RAMDAS TEJA -DSP - ACB, MAHABUBNAGAR	24/08/17 03:33 PM	-	Details Close
863	24863/2017/eoffice	Minority Walk 1.5 km, 20 min, Educational Institut...	aradhana - delhi	23/08/17 03:13 PM	-	Details Close
654	24654/2017/eoffice	Reg. Appointments	Dr. Parveen -D. MS - Delhi	23/08/17 10:58 AM	-	Details Close
978	24978/2017/eoffice	Meeting notice	GVST RAJU -ASST DIRECTOR - DTA AP IBM	22/08/17 04:36 PM	-	Details Close
868	24868/2017/eoffice	test	Bharadwaj Poorahit -Programmer - Nic Bhubaneswar	21/08/17 03:27 PM	-	Details Close
721	24721/2017/eoffice	Office notice.	GVST RAJU -ASST DIRECTOR - DTA AP IBM	18/08/17 04:31 PM	approve	Details Close
725	24725/2017/eoffice	Electricity bill	R Nagaraj -Director - NRSC	18/08/17 04:29 PM	-	Details Close
523	24523/2017/eoffice	Lok Sabha Unst. Q. Dy. No. 7849 reg. pending CBI c...	Sh. Narendra Modi -Prime Minister - PMO	11/08/17 11:18 AM	-	Details Close

Fig.97

Files

A File is a collection of related records which comprises of Receipts, Noting, Drafts, References, and Linked Files

There are various sub-modules available under Files module, as shown in **Fig.98**:

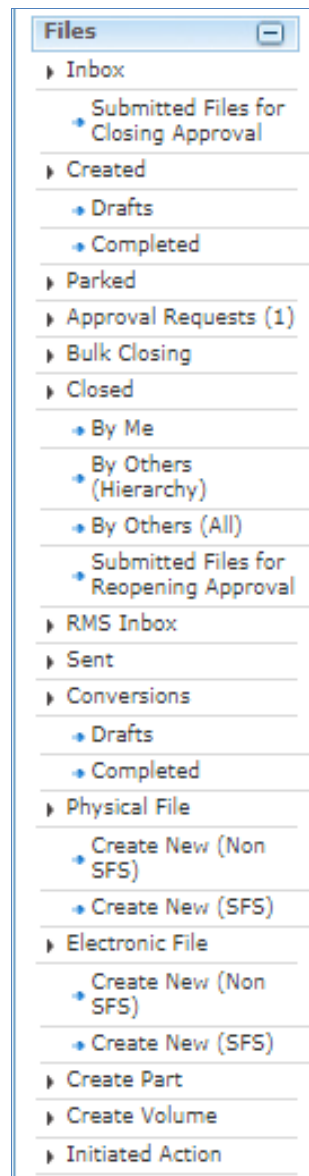


Fig.98

Inbox

File Inbox sub module displays all the **incoming** files that have been marked to the logged in user.

There are **six** action tabs provided in Files Inbox as shown in **Fig.99**:

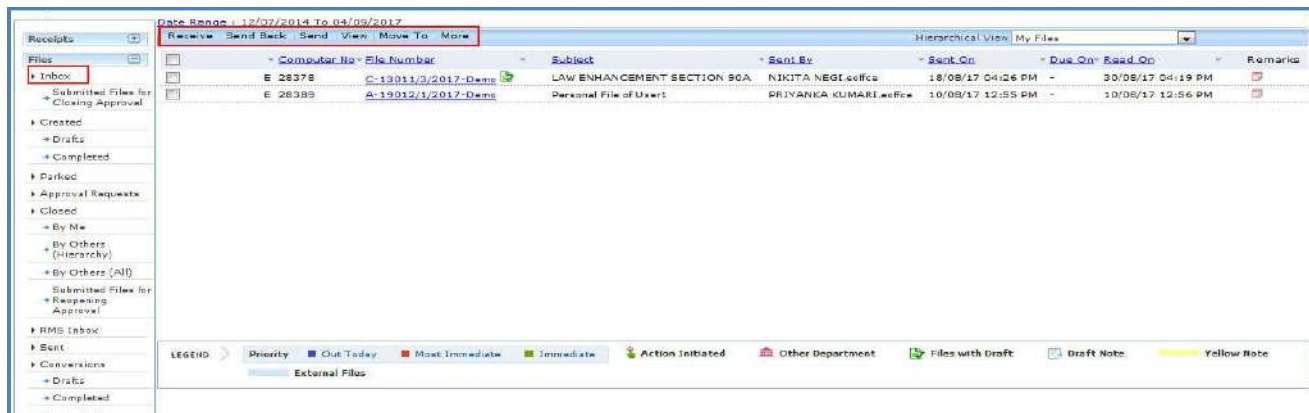


Fig.99

- Click the File number to view the content and other details of File.

Note:

The “E” and “P” is used to differentiate between Electronic and Physical File respectively.

Let’s study about these menus in detail.

- Receive:** It is used to receive the Physical File as shown in the **Fig.100**. Without receiving the physical file user cannot take any action on that particular file.

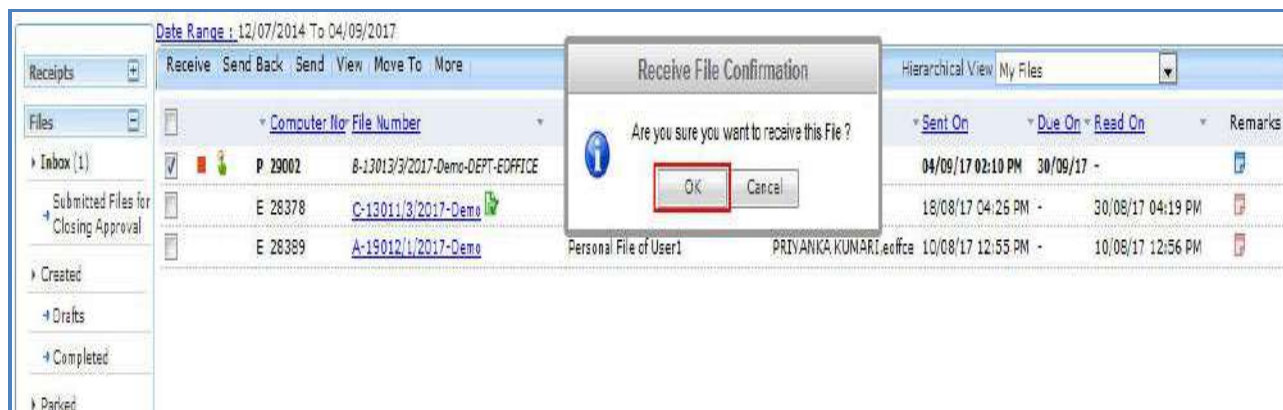


Fig.100

- Send Back:** It is used to send the file back to the sender of the File.

- Select the file and click the **Send Back** tab, as shown in **Fig.101**:

Date Range : 12/07/2014 To 04/09/2017

Receive **Send Back** Send View Move To More

Hierarchical View My Files

Computer No	File Number	Subject	Sent By	Sent On	Due On	Read On	Remarks
P 29002	B-13013/3/2017-Demo-DEPT-EOFFICE	Office procedures	RIMAN DEEP.eoffice	04/09/17 02:10 PM	30/09/17	04/09/17 02:16 PM	
E 28378	C-13011/3/2017-Demo	LAW ENHANCEMENT SECTION 90A	NIKITA NEGI.eoffice	18/08/17 04:26 PM	-	30/08/17 04:19 PM	
E 28389	A-19012/1/2017-Demo	Personal File of User1	PRIVANKA KUMARI.eoffice	10/08/17 12:55 PM	-	10/08/17 12:56 PM	

Fig.101

- The **Send** screen with the **To** field auto populated with the name of the previous sender appears, as shown in Fig.102:

Organization: EOFFICE MISSION MODE PROJECT

To: RIMAN DEEP--ASSTY (RD)--eOffice--eOffice

Notify Through: ☐ Email ☐ SMS

Set Due Date: 17

Action: Forward

Priority: Most Immediate

Total 1000 | 1000 characters left

Remarks:

Send

File Number	Subject
☒ B-13013/3/2017-Demo-DEPT-EOFFI...	Office procedures

Intimate To

S. No.	Employee Name	Email	SMS
1	RIMAN DEEP(eOffice)	☐	☐

Fig.102

Note:

Further refer the steps mentioned under [Send](#) action tab of File Inbox sub-module.

- Send:** This option facilitates the user to mark the File(s) to the intended recipient(s).

To send files user has to perform following steps:

- Select the File(s) and click the **Send** (**Send**) tab as shown in Fig.103:

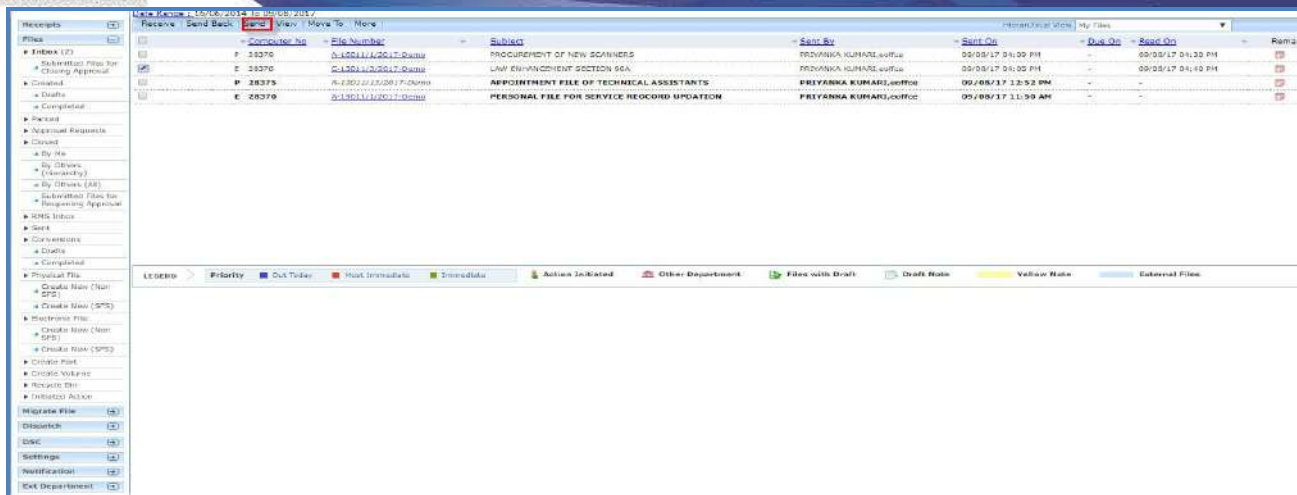


Fig.103

- The **Send** screen appears. Select the radio button internal or external to send the file within the organization or to send the file to another organization.
 - Select the recipient, as shown in **Fig.104**.
- a) **To:** In the **To** field, search the user either by **name** or **marking abbreviation** or **section/organization unit name** of the recipient. Then, select the officer from the filtered employee list.

Note:

File(s) can be send to single user only.

- Provision of radio button has been made available to select the user from different groups of recipient such as: All, Reporting Officers, Subordinates, Recent 5, In Channel and Preferred List as shown in **Fig.104**:

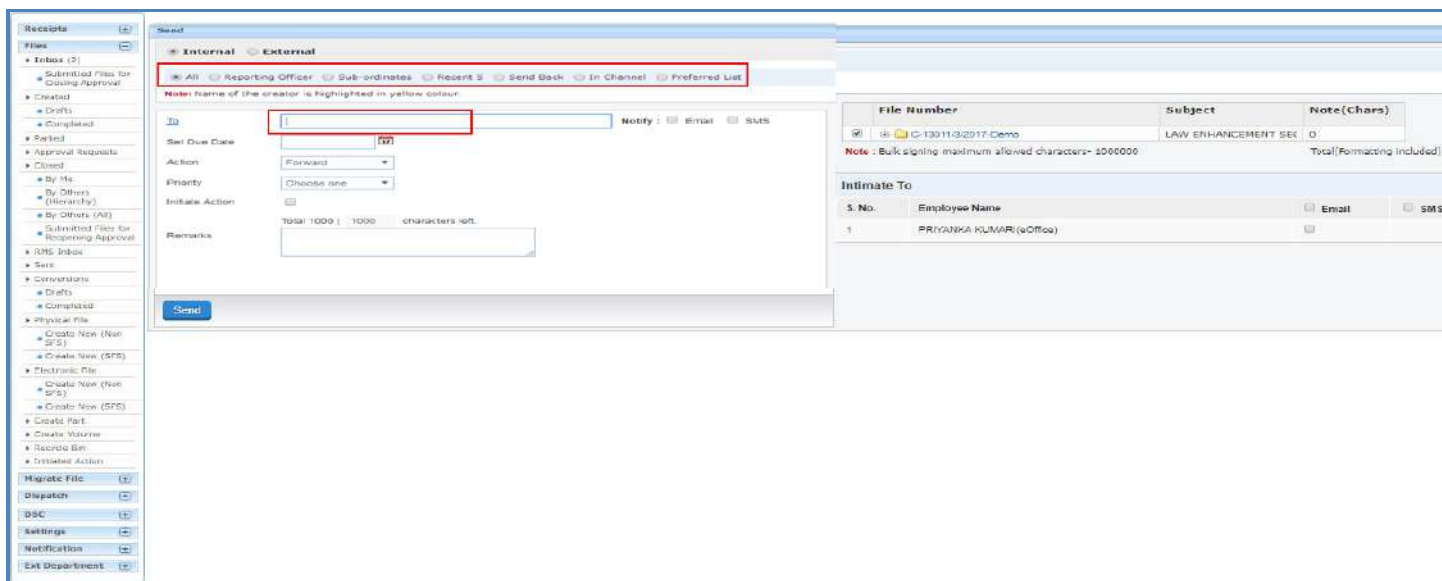


Fig.104

- i. **All:** By default, “**All**” remains selected giving the logged in user option to view and select a recipient from all the active users in the department.
- ii. **Reporting Officer:** When “**Reporting Officer**” is selected, the ‘Send To’ list will display the **official just above in the hierarchy** of the logged in employee.
- iii. **Sub-ordinates:** When “**Sub-ordinates**” is selected, the list will display the **officials just below in the hierarchy** of the logged in employee.

Note:

To get the name populated in Reporting Officer and Sub-ordinates options, the official’s/user’s post hierarchy needs to be defined in Employee Master Details (EMD).

- iv. **Recent 5:** On its selection, the ‘Send To’ list displays latest **five distinct users** to whom files were sent/ marked.
- v. **Send back:** By selecting “**Send back**”, the **To** field gets populated with the name of the **user/employee/officer who forwarded the file to logged in user**.
- vi. **In channel:** It helps the user to mark the receipt to officials who are **already in the submitted channel of the file**.

Note:

When user is sending multiple files, Send Back and In Channel radio buttons will not be available.

- vii. **Preferred List:** It helps to select officials from the list of “**Preferred List**” already created by the user.

Note:

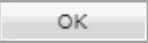
To create the preferred List Click the To link → Go to Contacts tab → select the users by selecting the check box or by searching the name in search box and then selecting the check box → click Add to: Preferred List link.

- b) **Due date:** Date by which work is supposed to be done. Assign a **Due Date** to the recipient using the **Set Due Date** option.
- c) **Action:** An easy way to notify the recipient the action that is required on file. Select **Action** which is to be taken, from the dropdown menu.
- d) **Priority:** It is the preference assigned to the file based on its urgency. Set the **Priority** of the file, from the dropdown menu.
- e) **Initiate Action:** It is used to track the set of action(s) taken on any file. Check the **Initiate Action** check box, provide initiation type to **initiate** action and **track** the actions that will be taken on the file.
- f) **Remarks:** These are the forwarding comments given on file while sending them to recipient. Type forwarding remarks in the Remarks field.

Note:

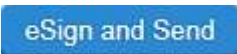
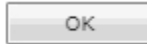
In case initiate action is selected, then Remarks field becomes mandatory.

- g) **Notify Through:** It is to send the notification through Email & SMS to the recipient.
- h) **Intimate To:** It is to send SMS/Email intimation alert to the Officer(s) who were in part of movement while sending the file. List of users gradually gets updated after each movement and only active users will be available in the list for intimation.
 - In case of forwarding multiple Files, the "Intimate To" feature will not be available.
 - After selecting the recipient and entering other details, user can send the file using any of the following **Send** options:

- a) **Send:** On clicking  button, the file will be marked to the intended user.
- b) **DSC Sign and Send:** On clicking  button, a pop up window appears asking for the DSC token Pin. Enter the **Pin** and click  button and the file is sent.

Note:

For complete process refer to Annexure-III ([Digital Signing of File Noting](#)).

- c) **eSign and Send:** On clicking  button, a pop up window appears asking to continue the agreement with "I Agree". Enter the **OTP** received on Aadhaar registered mobile number and click  button.

Note:

For complete process refer to Annexure-IV ([eSigning of File Noting](#))

- The Digital Signature/eSign appears on the File Remarks in Movement Details Page.
 - Once the file is sent using any of the above Send option, the file will be visible in the Inbox of recipient. The user who sent the file can check the details of the file in his/her own Sent folder.
4. **View:** It is used to sort the files based on different criteria such as Most Immediate, Action Initiated, Other Department, Due Date Elapsed etc.
- Keep the cursor on  tab and a drop down menu will appear with the options as shown in **Fig.105:**

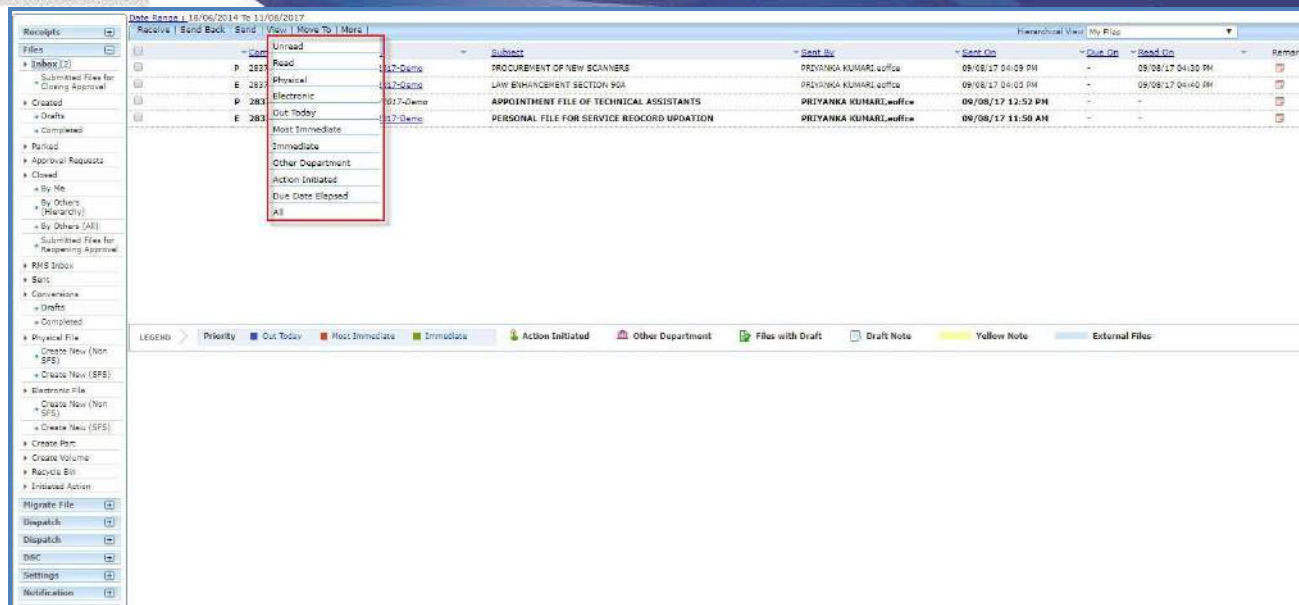


Fig.105

- a) **Unread:** To view all unread electronic files and unreceived physical files.
- b) **Read:** To view all read electronic files and received physical files.
- c) **Physical:** To view all physical files.
- d) **Electronic:** To view all electronic files.
- e) **Out Today:** To view all the files those are marked with priority as Out Today.
- f) **Most Immediate:** To view all the files those are marked with priority as Most Immediate.
- g) **Immediate:** To view all the Prioritized files marked as Immediate.
- h) **Other Department:** To view the files of other Departments in the same instance.
- i) **Action Initiated:** To view the files on which some action has been initiated.
- j) **Due Date Elapsed:** To view all those files for which due date as set during sending / marking of the files has elapsed.
- k) **ALL:** To view all the incoming files from the latest to the oldest order (Default View)..

5. **Move To:** It is used to categorize the files into subfolders under **File Inbox**.

To create New Folder or manage existing ones, perform the following steps:

- Select file(s) from the File Inbox which needs to be moved.

Move the cursor on (**Move To**) tab, a drop down menu will appear with the options as shown in **Fig.106:**

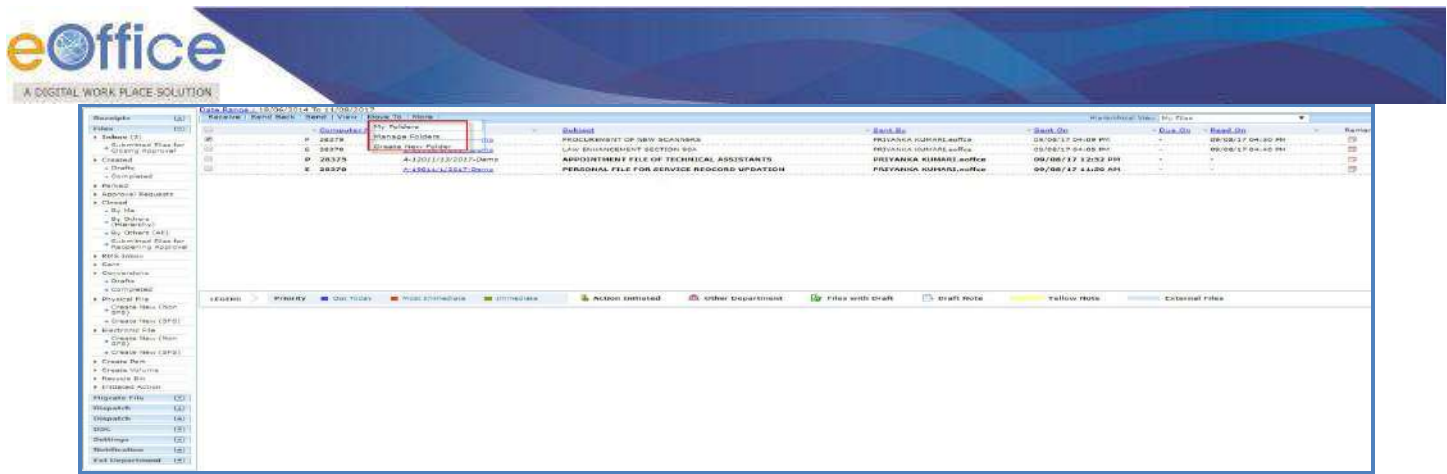


Fig.106

a) **Create New Folder:** Click the **Create New Folder** link from the dropdown, as shown in **Fig.107**:

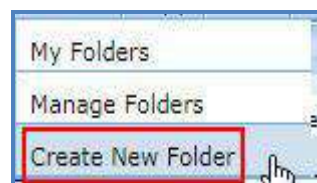


Fig.107

- The screen appears is shown in **Fig.108**. Enter the **Folder Name** and select the Folder in which new folder is to create. Click the **Save** button as shown in , **Fig.108**:

Fig.108

- The new folder is created under **Inbox** as sub folder.
- b) **My Folders:** Click the **My Folders** link from the dropdown menu to move the file either in Inbox or in its subfolders.
- c) **Manage Folders:** Click the **Manage Folders** link from the dropdown menu to **Delete** (🗑️) or **Edit** (✖️) the folders created under File Inbox.

6. **More:** It is used to Park the active file, check closing/parking history and to create volume.

a) **Park File:** It is used for storing the files which are currently not in use, but can be used later.

To a park a file, perform the following steps:

- Select the file and click **Park File** link from the dropdown as shown in **Fig.109**:

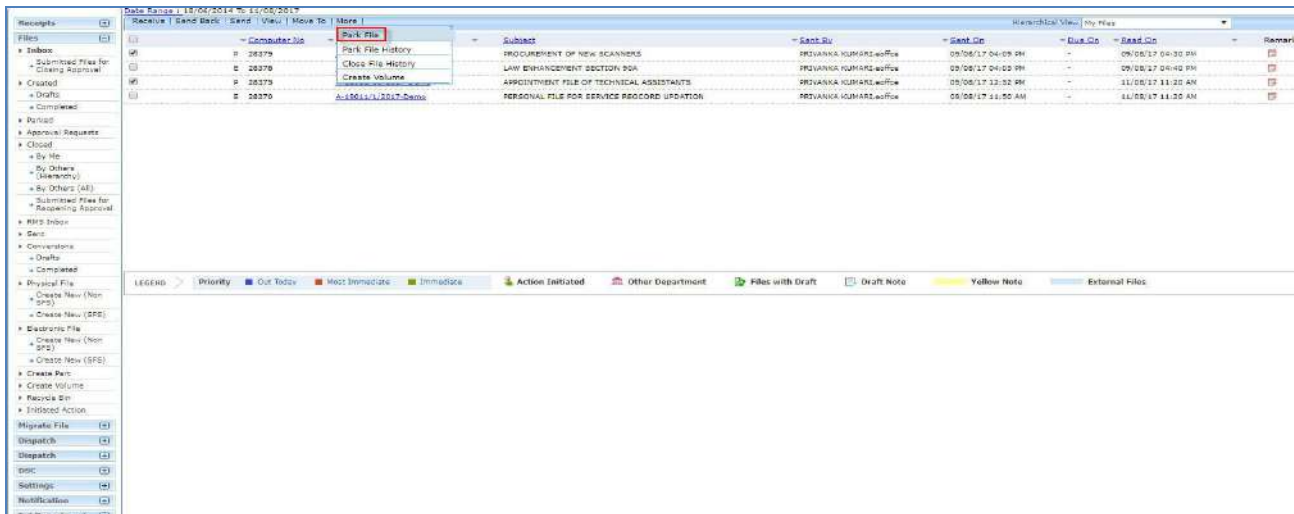


Fig.109

- The Parking Confirmation dialogue box appears, enter the **Parking Remarks** and **Parking Due Date** as required and click **OK** button, as shown in **Fig.110**:

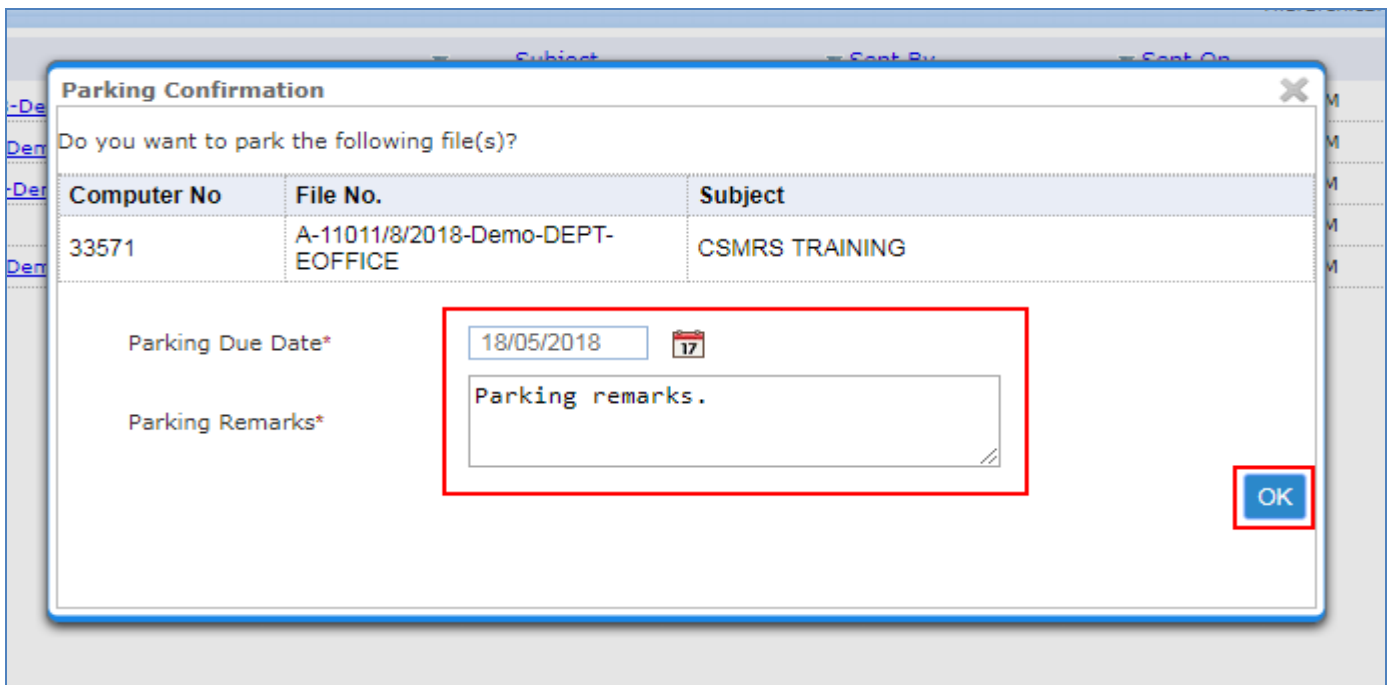


Fig.110

- The file gets moved to the Parked folder from the Inbox sub-module,
- b) **Park File History:** It displays the history of the parked file.
- Select the file and click **Park File History** link from the dropdown as shown in **Fig.111:**

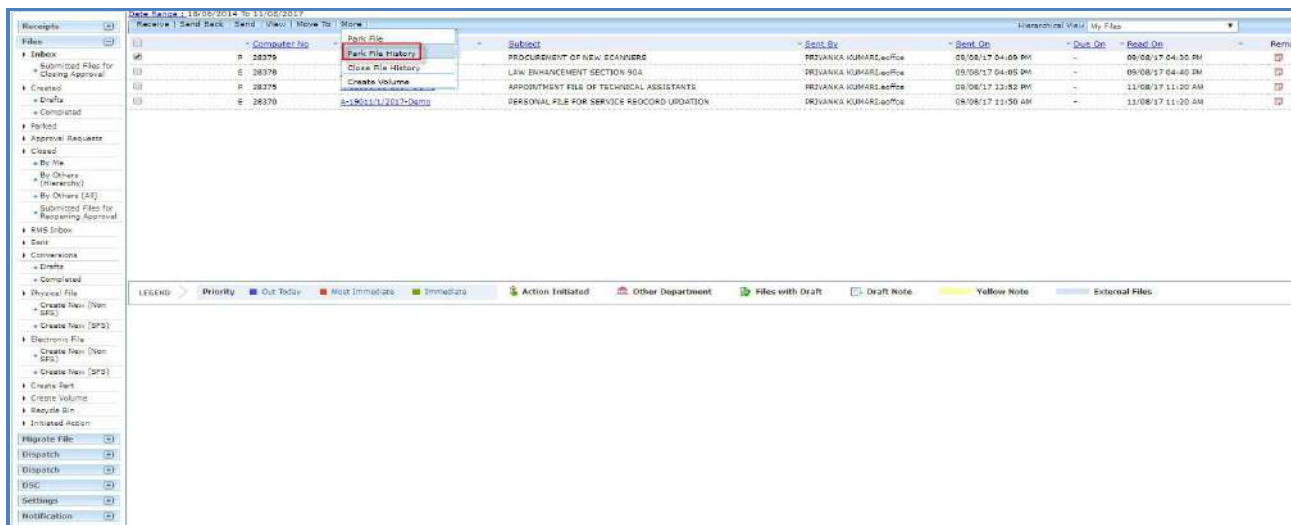


Fig.111

- The Parked File history is displayed in **Fig.112:**

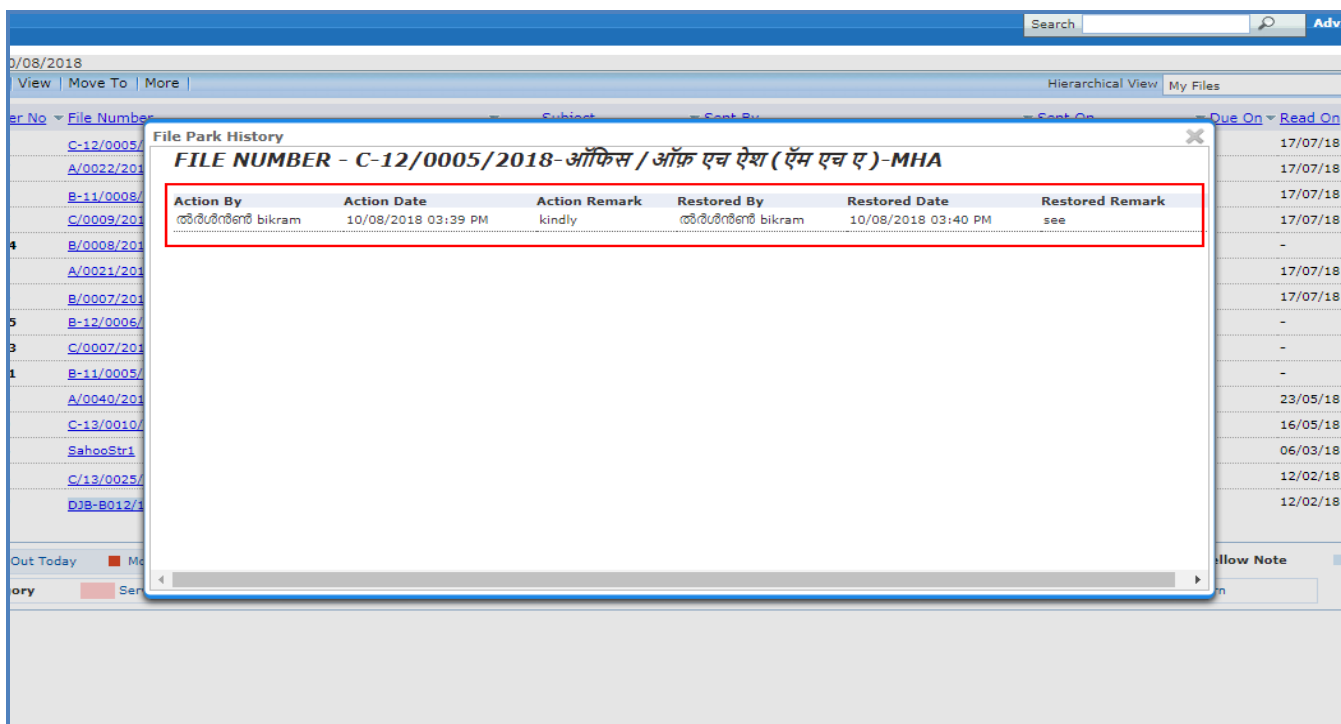


Fig.112

- c) **Close File History:** It displays the history of the closed file.

- Select the file and click **Close File History** link from the dropdown as shown in **Fig.113**:

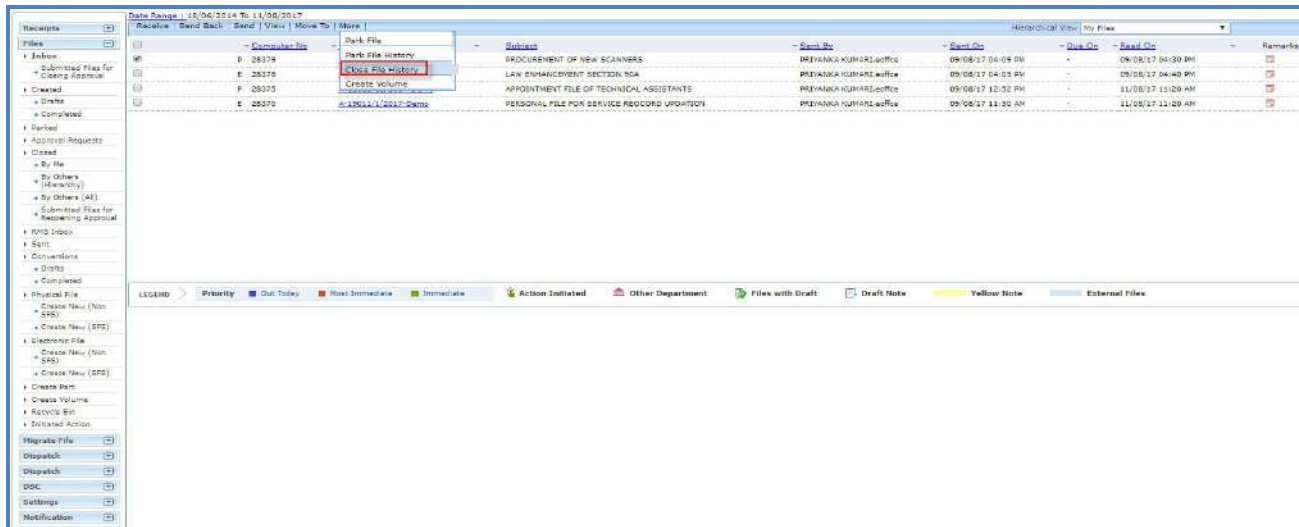


Fig.113

- The Closed File history is displayed in **Fig.114**:

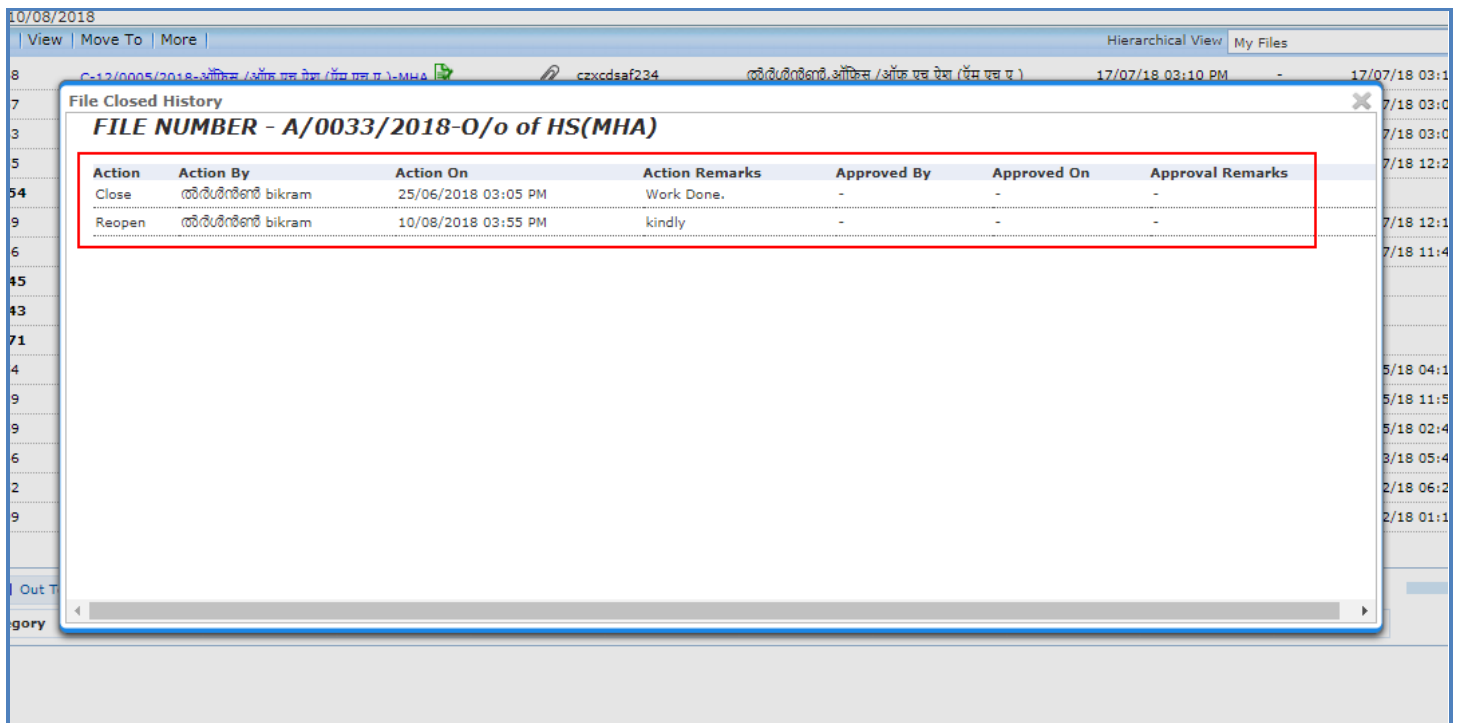


Fig.114

- d) **Create Volume**: It is used to create a new **Volume** of an existing **Physical File**.

Not allowed for electronic files.

To create a Volume, perform following steps:

- Select the file and click **Create Volume** link from the dropdown as shown in **Fig.115**:

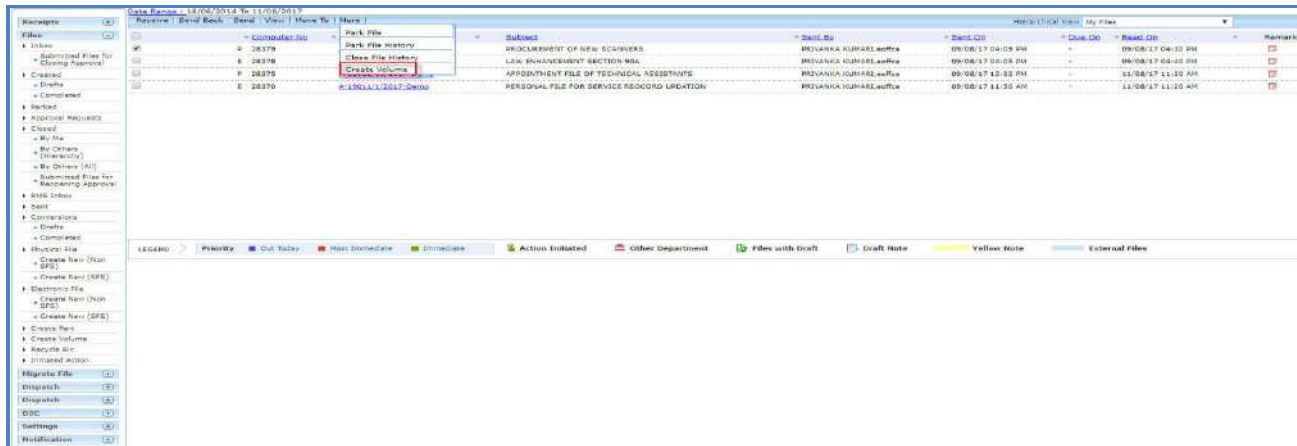


Fig.115

- The volume file creation screen appears with prefilled file details (like File Number, Description, and Category etc.) as shown in **Fig.116**:

The screenshot shows the 'Create Volume' form in the eoffice system. The form is titled 'Govt. of India' and 'NIC GOVT Demo'. It contains the following fields:

- File Number:** A-16011/1/2017-Demo
- Subject:** PROCUREMENT OF NEW SCANNERS
- Description:** (Text area)
- Category:** Main: General, Sub: Choose One
- Other Details:**
 - Classified:** Choose One
 - Remarks:** (Text area)
 - Previous Reference:** (Text field)
 - Later Reference:** (Text field)

The 'Create Volume' button is highlighted at the bottom of the form.

Fig.116

Note:

All the details can be updated if required, except the File number.

- Click **Create Volume** button as shown in **Fig.117**.
- The volume file is created with suffix adjacent to file number as shown in **Fig.117**:

The screenshot displays the eoffice application window. At the top, the title bar shows 'Computer No: 25425', 'File No: A-16011/1/2017-Demo-Volume(2)', and 'Subject: PROCUREMENT OF NEW SCANNERS'. Below the title bar is a menu bar with options: Correspondence, Link, Movements, Details, Edit, Send, Dispatch, Convert File, Attachment, Action Details, and More... A 'Quick View' button is located on the right. The main content area is divided into several sections. The first section contains file details: File Number (A-16011/1/2017-Demo-Volume(2)), Opening Date (11/08/17 11:55 AM), Main Category (General), Previous Reference, Subject (PROCUREMENT OF NEW SCANNERS), Remarks, Sub Category, and Later Reference. Below this is the 'File Movement History' section, which includes a table with columns: Sender, Sent on, Sent to, Action, and Remarks. The 'File Close History' section follows, with columns: Action, Action By, Action On, Action Remarks, Approved By, Approved On, and Approved Remarks. The final section is 'File Dispatch History', with columns: Dispatch Number, Subject, Address, and Dispatch Date. A 'Print History' button is located on the right side of the 'File Movement History' section.

Fig.117

Electronic Files Action tabs:

Let us learn following different options available in the menu bar for electronic files.

1. **Noting:** It consists of line actions with regard to the correspondence or as per the subject matter of the file subject. It is used to add Yellow Note and Green Note in the existing File and to view the noting **By Name** and **By Date** or **All** the noting together, as shown in **Fig.118**:

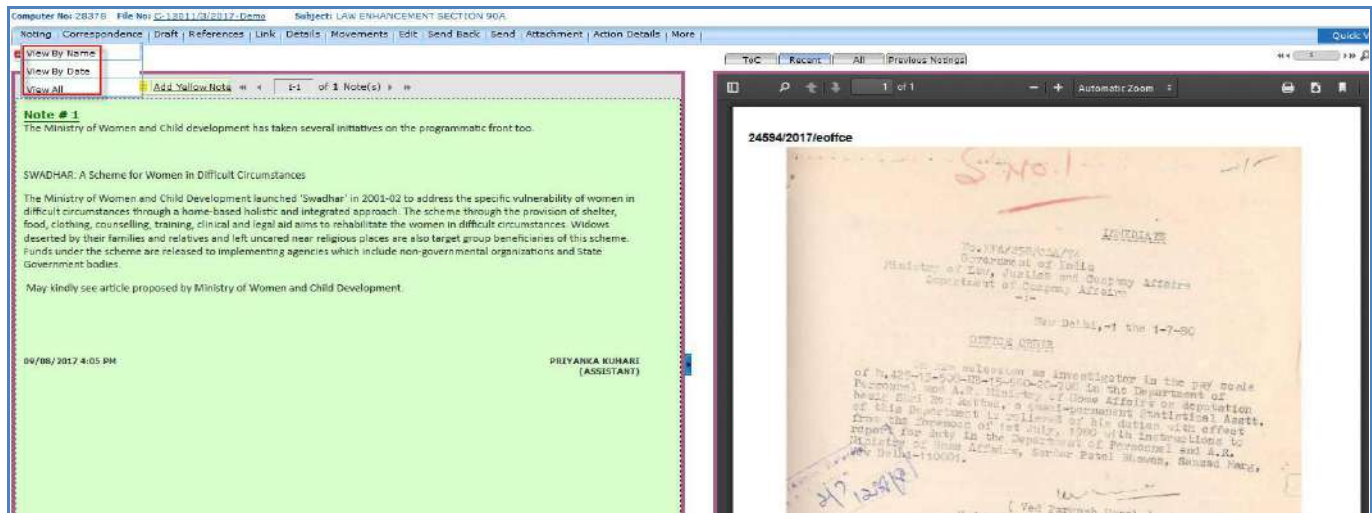
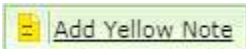


Fig.118

- a) **Yellow Note:** Yellow Note is to add a draft note in a file for taking approvals from reporting before finalizing the green note. Once the yellow note is confirmed, it changes to green note sheet.
- b) **Green Note:** Note is the document in file on which all decision making/ major facts/ approvals are recorded. Anything recorded on green note of file stays permanently on file if the file is moved at least once.

To add a Yellow Note, perform following steps:

- Click  link as shown in **Fig.119**:

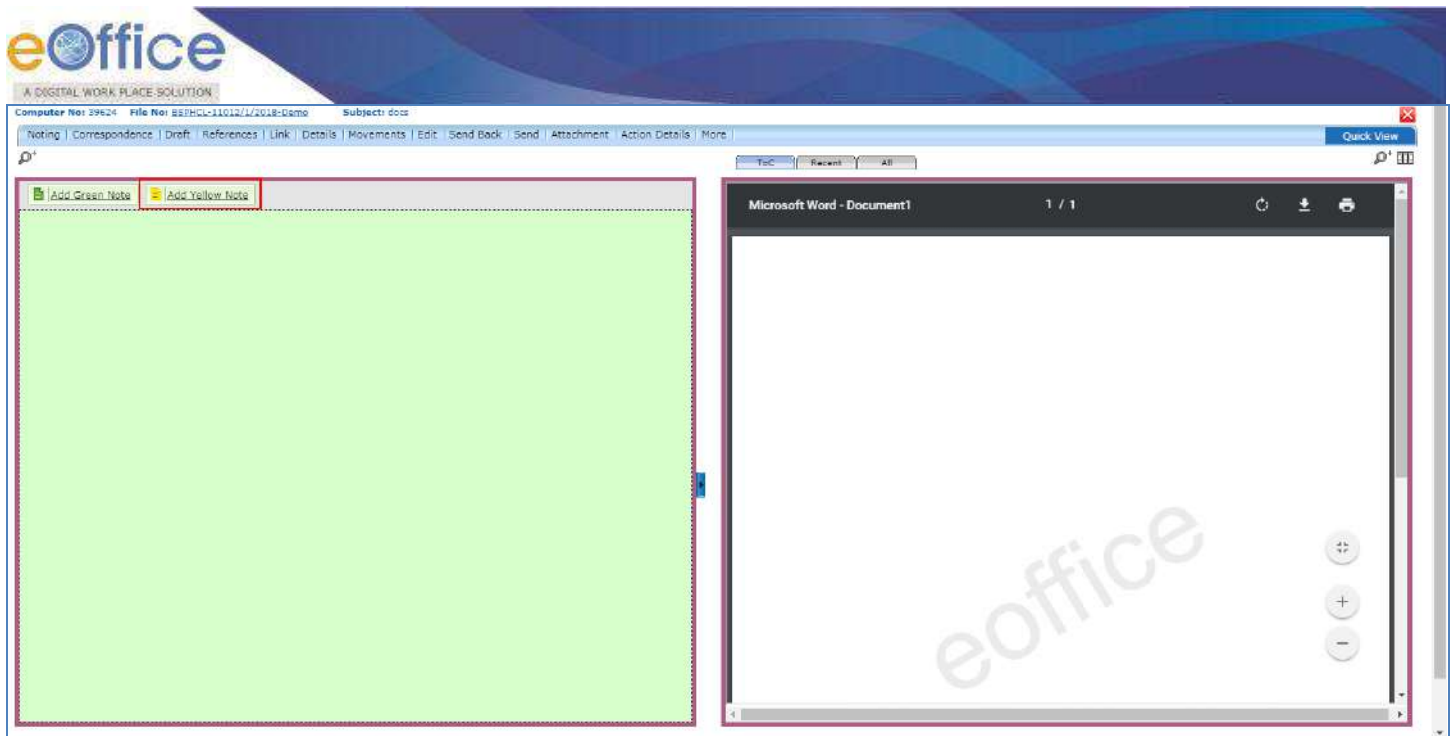


Fig.119

- The Noting screen becomes active. Type the note content manually or copy the content from already created word/ text files and paste it. After adding the content, click **Submit** button as shown in **Fig.120**:

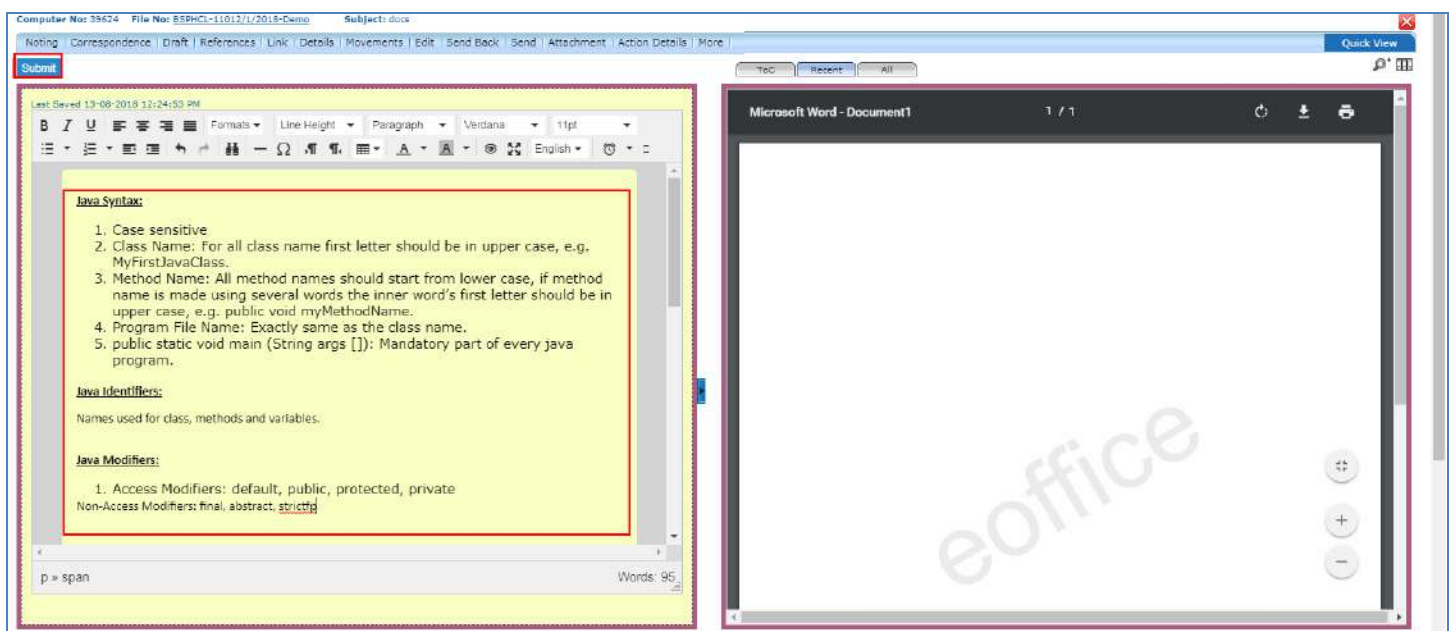


Fig.120

- After the note is saved, the actions provided as per authorization are shown in **Fig.121**:

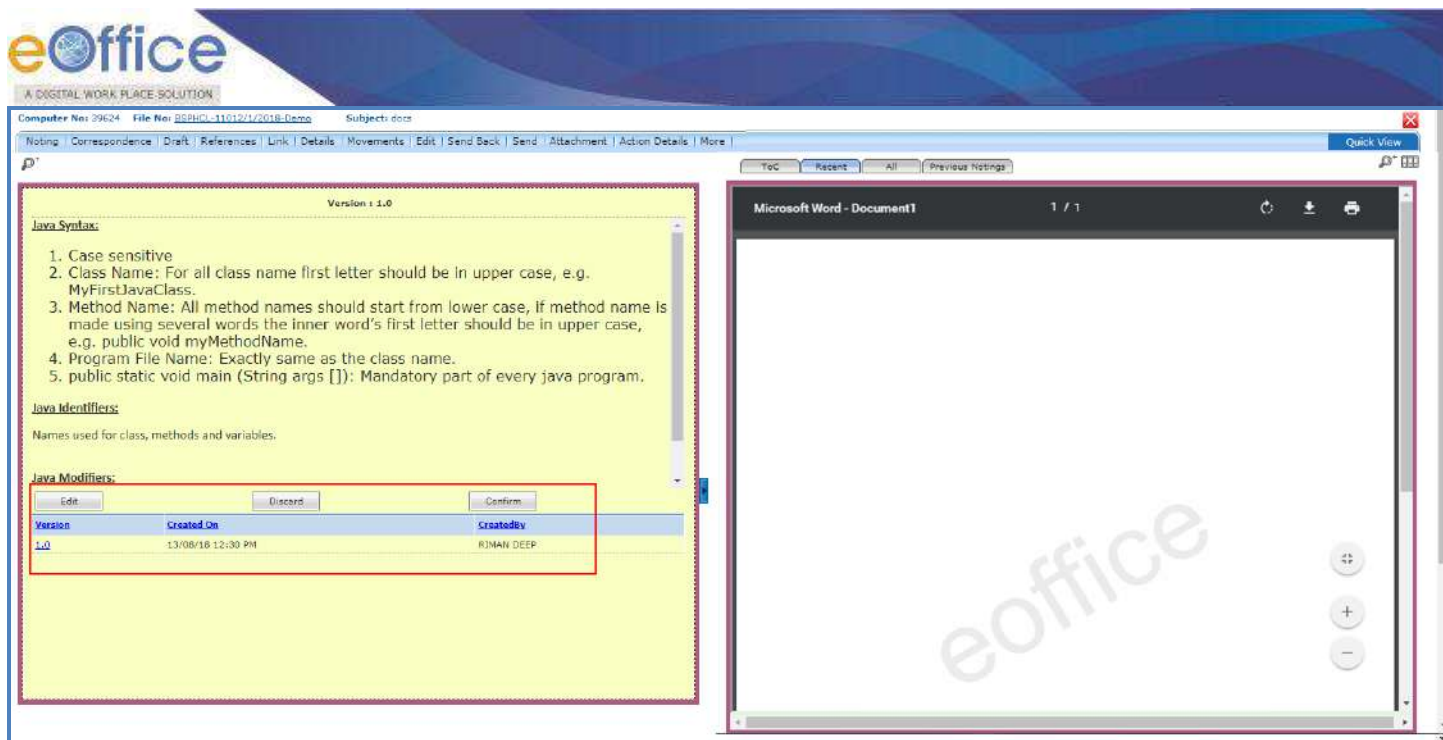


Fig.121

- Edit:** To edit the content of note. After each editing a new version of the note is created.
- Discard:** To delete the note.
- Confirm:** To confirm Yellow Note into Green Note. Once the yellow note is confirmed, the confirmed versions of note will displayed.

To add a Green Note, perform following steps:

- Click [Add Green Note](#) link, as shown in Fig.122:

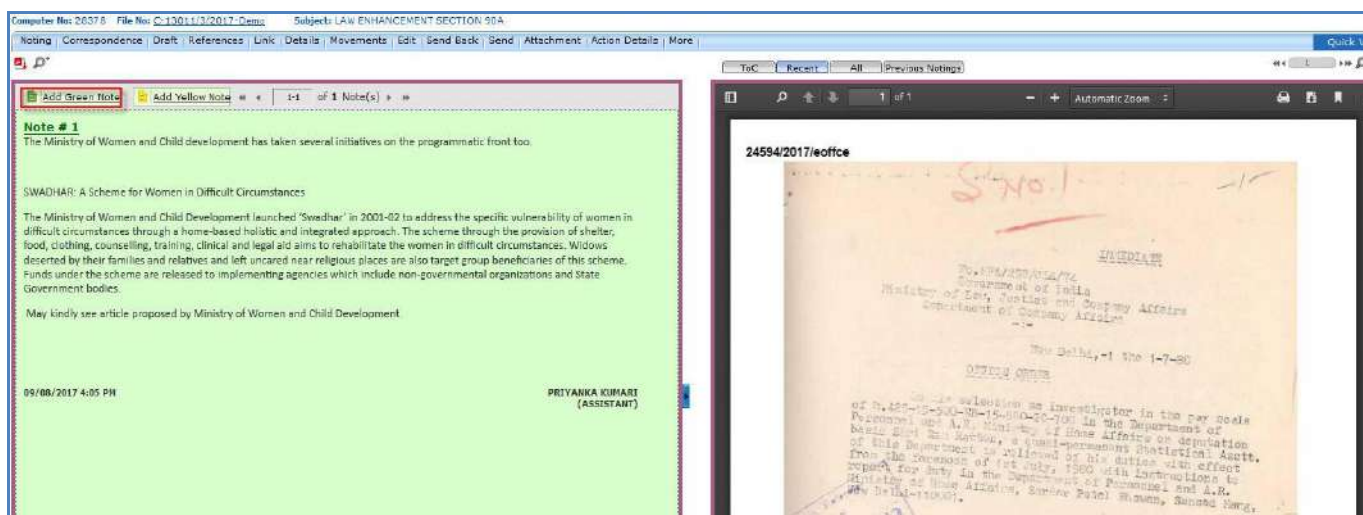


Fig.122

- The Noting screen becomes active. Type the note content manually or copy the content from already created word/ text files and paste it., as shown in **Fig.123**:

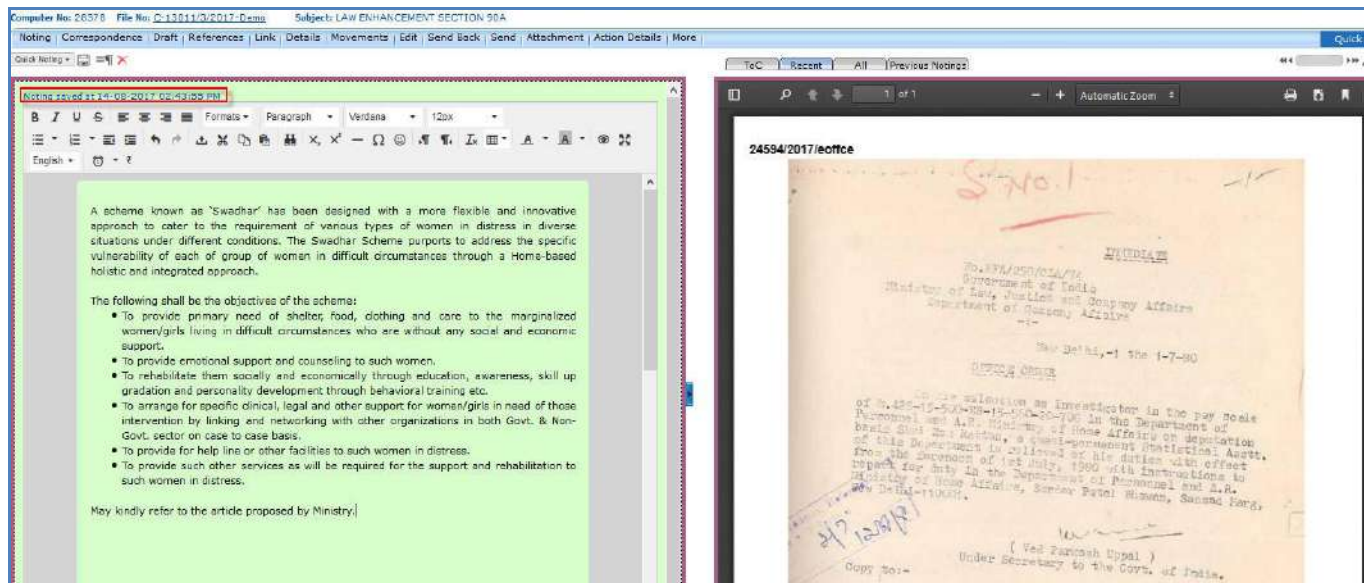


Fig.123

- Noting done gets saved automatically.
- A pre-defined or created by user (In English or Hindi), one-liner noting in Green Note can be added by using **Quick Noting** feature. It is used to create a customized list of one-liner noting frequently used in organizations.

Note:

To add quick noting list go to Settings→Quick Noting feature.

- The User can also attach supporting documents (PDF Format only) by clicking on **Attach** button at the bottom of the noting portion as shown in **Fig.124**:

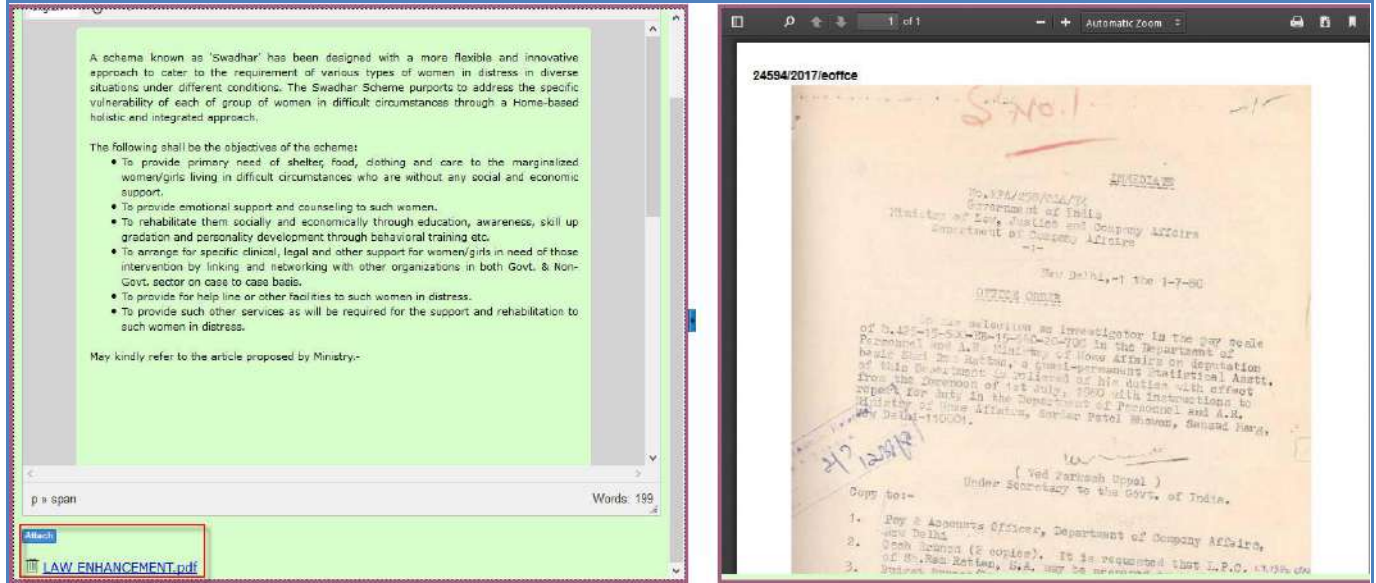


Fig.124

2. **Correspondence:** Correspondence is any letter/ DAK which is diarized for action to be taken in file. It is used to attach Correspondence/ Receipt to the working File.

- Clicking on **Correspondence** (**Correspondence**) button, the list of Correspondence and Issues appears on right side, as shown in **Fig.124**:
- Click **Attach** button, a list of receipts appears, select the receipt and click **Attach** button as shown in **Fig.125**:
- User can also search for the receipt using Year and Search fields.

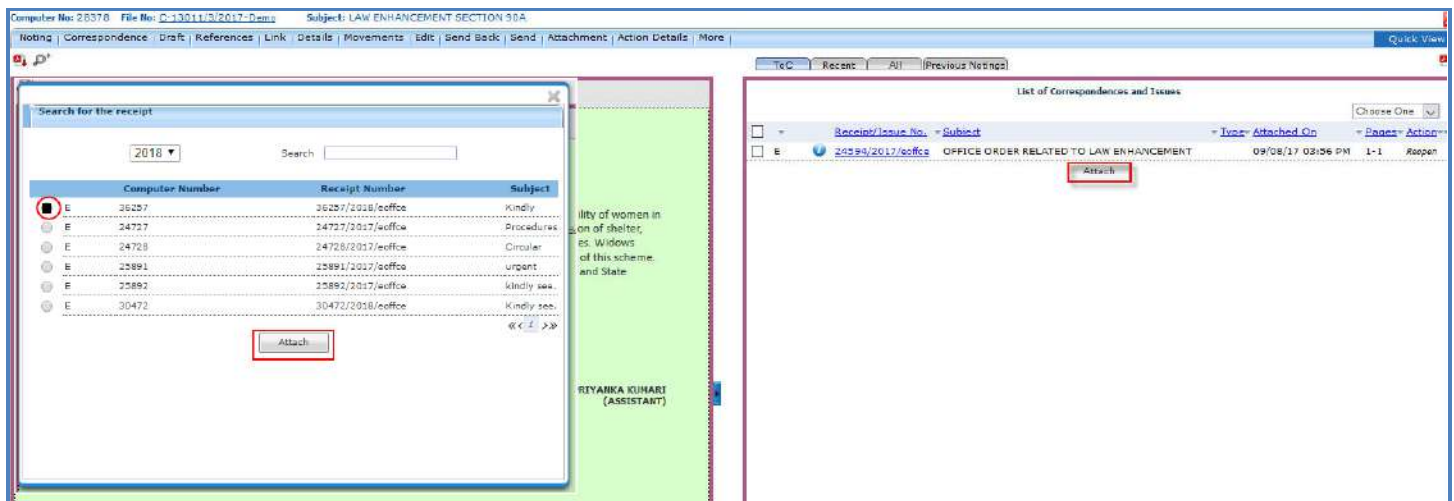


Fig.125

Note:

The list contains receipts which are present in 'Created (Completed)' or 'Inbox' sub-module of Receipt.

- The receipt will be attached as Paper under Consideration (PUC inside the file) and it can be seen on the right side under List of Correspondences and Issues.

Note:

Marking of the receipt such as Fresh Receipt (FR) or PUC can be set from the dropdown menu available at the top of List of Correspondences and Issues page

- a) **Mark as PUC:** It is used to mark the receipt as PUC.

To mark a receipt as PUC, perform following steps:

- Select the receipt from the **List of Correspondences and Issues** and mark as PUC link from the dropdown menu as shown in **Fig.126**:

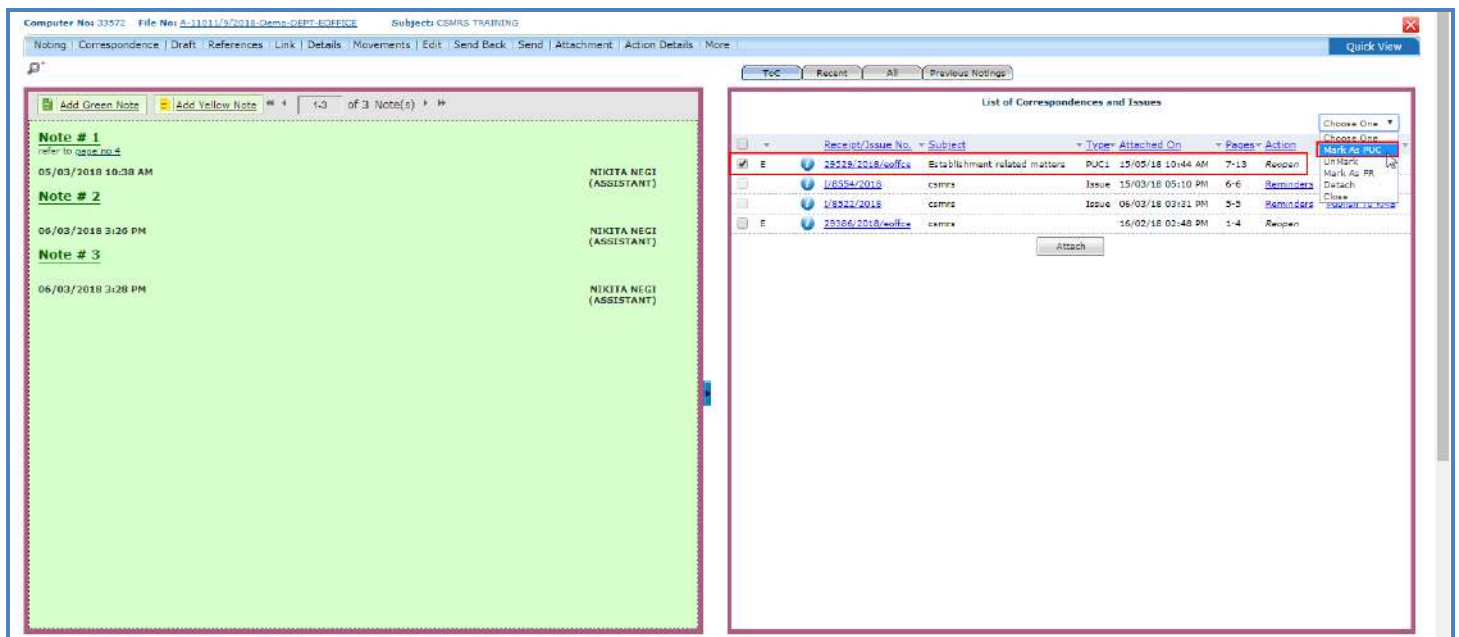


Fig.126

- b) **Unmark:** It is used to unmark the receipt which is either marked as PUC or FR.

To unmark an already marked receipt, perform following steps:

- Select the receipt from the **List of Correspondences and Issues** and click **Unmark** link from the dropdown menu as shown in **Fig.127**:

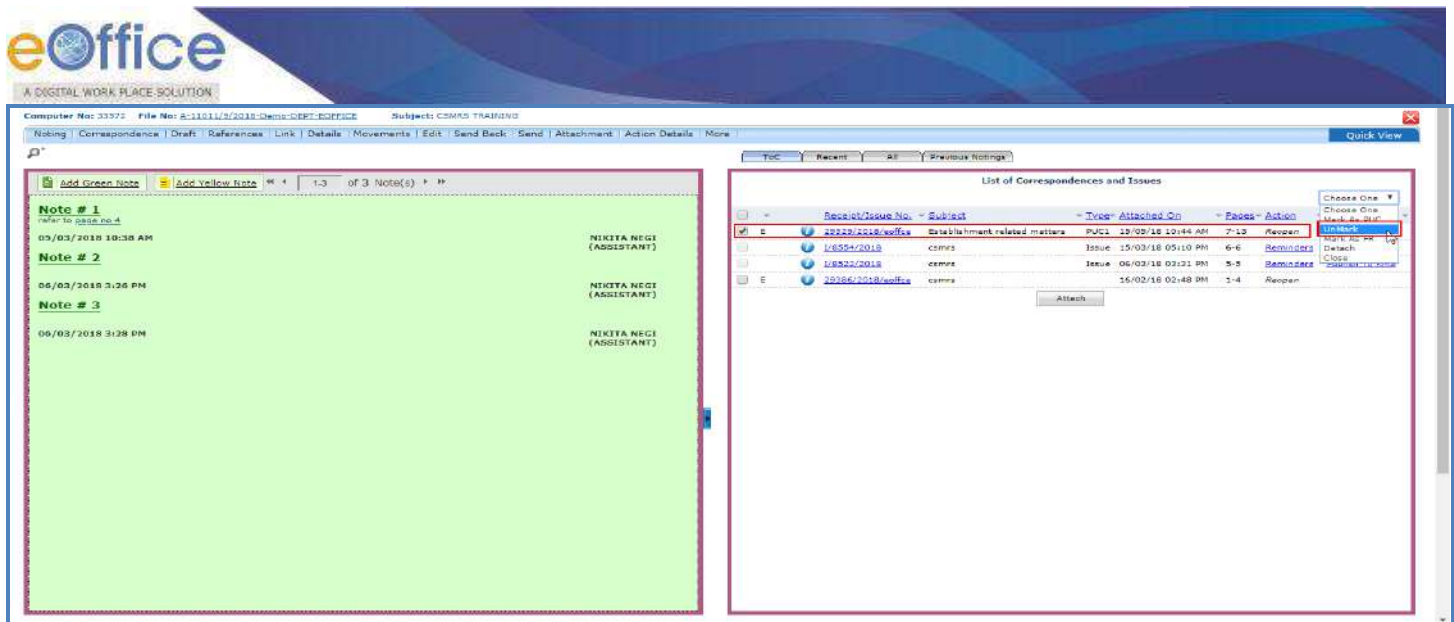


Fig.127

c) **Mark as FR:** It is used to mark the receipt as FR.

To mark a receipt as FR, perform following steps:

- Select the receipt from the **List of Correspondences and Issues** and click **Mark as FR** link from the dropdown menu, as shown in **Fig.128**:

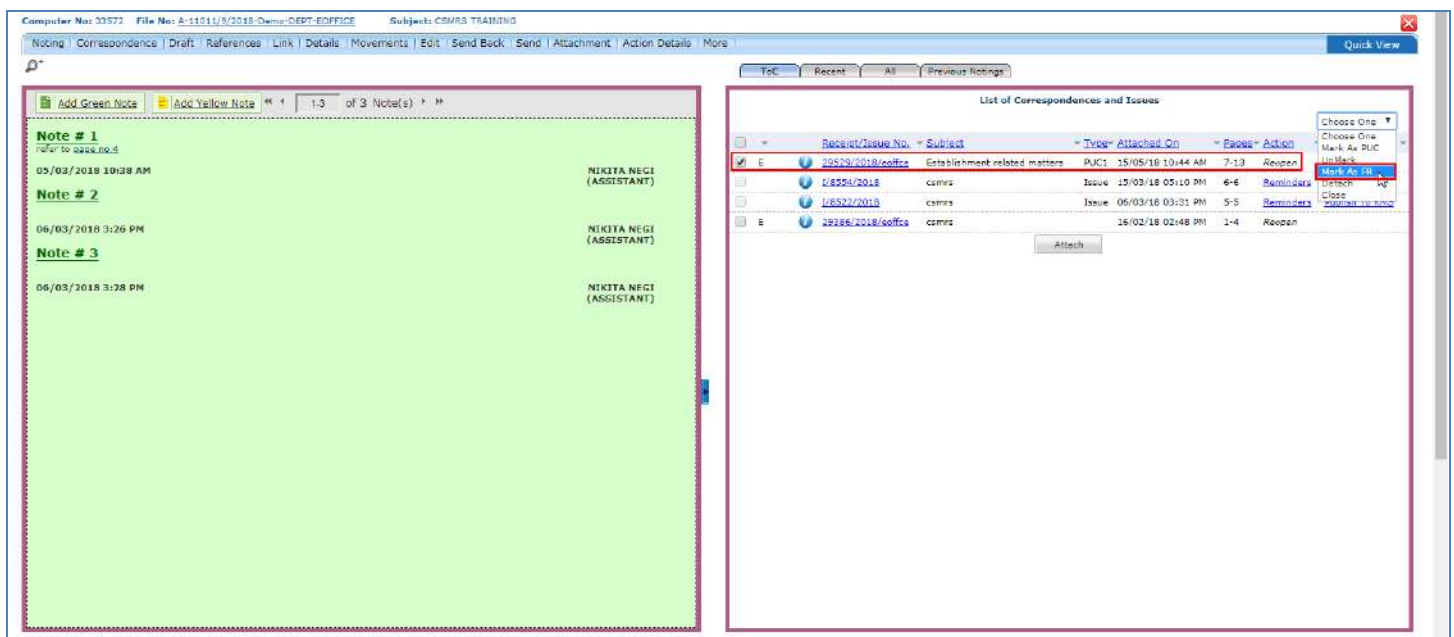
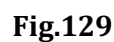


Fig.128

- Then, select the **PUC Number** from the dropdown menu as shown in **Fig.129**:



- To detach a receipt, perform following steps:

- Computer No: 33572
File No: A-11511/3/2018-Dema-DEPT-ROFICE
Subject: CMRS TRAINING

[Noting](#) | [Correspondence](#) | [Draft](#) | [References](#) | [Link](#) | [Details](#) | [Movements](#) | [Edit](#) | [Send Back](#) | [Send](#) | [Attachment](#) | [Action Details](#) | [More](#)

Quick View

Add Green Note
Add Yellow Note

1-3 of 3 Note(s)

Note # 1
refer to [office no 4](#)
05/03/2018 10:38 AM
Note # 2
06/03/2018 3:26 PM
Note # 3
08/03/2018 3:28 PM

NIKITA NEGI
(ASSISTANT)

NIKITA NEGI
(ASSISTANT)

NIKITA NEGI
(ASSISTANT)

List of Correspondences and Issues

	Receipt/Issue No.	Subject	Type	Attached On	Pages	Action
☒	20520/2018/office	Establishment related matters	PUC1	15/05/18 10:44 AM	7-13	Revised
☐	1/6354/2018	cmrs	Issue	15/03/18 05:10 PM	6-6	Reminders
☐	1/8522/2018	cmrs	Issue	06/03/18 03:31 PM	5-5	Reminders
☒	20366/2018/office	cmrs		15/02/18 02:48 PM	1-4	Reopen

Attach

Choose One
Choose One
Mark As PUC
UnMark
Mark As RP
Details
Close
Cancel (x)

Fig.130

e) **Close:** This option helps the user to close the attached receipt from TOC of Correspondences.

To close a receipt, perform following steps:

- Select the receipt from the **List of Correspondences and Issues** and click **Close** link from the dropdown menu, as shown in **Fig.131**:

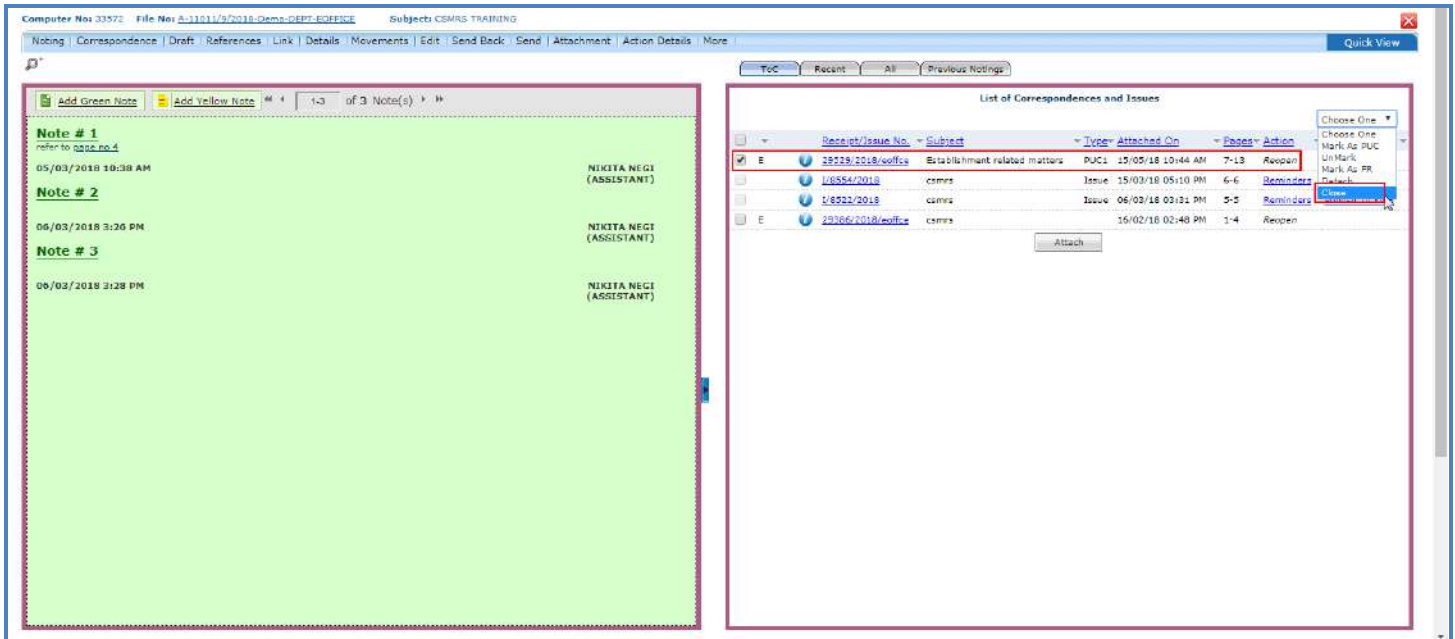


Fig.131

- The **Close Confirmation** box appears, enter the **Remarks** and click **OK** button as shown in **Fig.132**:

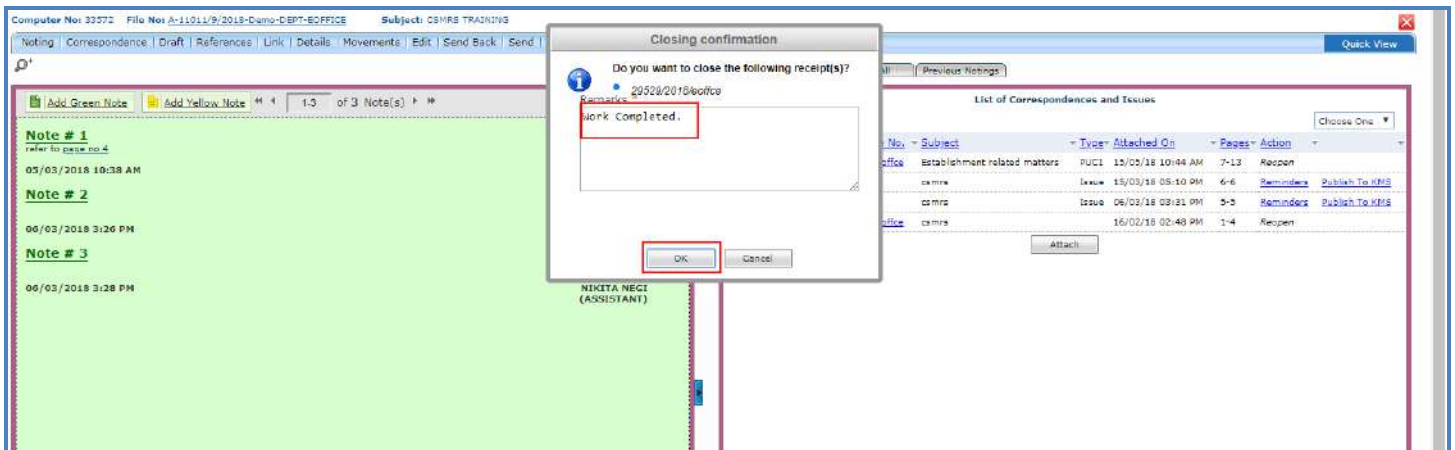


Fig.132

- The selected receipt gets closed.
- The **Re-open** link against closed receipt becomes active.

3. **Draft:** It is a process of creating an official reply to the concerned user/department/ministry conveying the views or orders of the department. With the help of this feature user can **Create New Draft** and **View Existing Drafts** in the File.

To create a new draft, perform following steps:

- Scroll mouse over **Draft** tab and click the **Create New Draft** link, as shown in **Fig.133**:

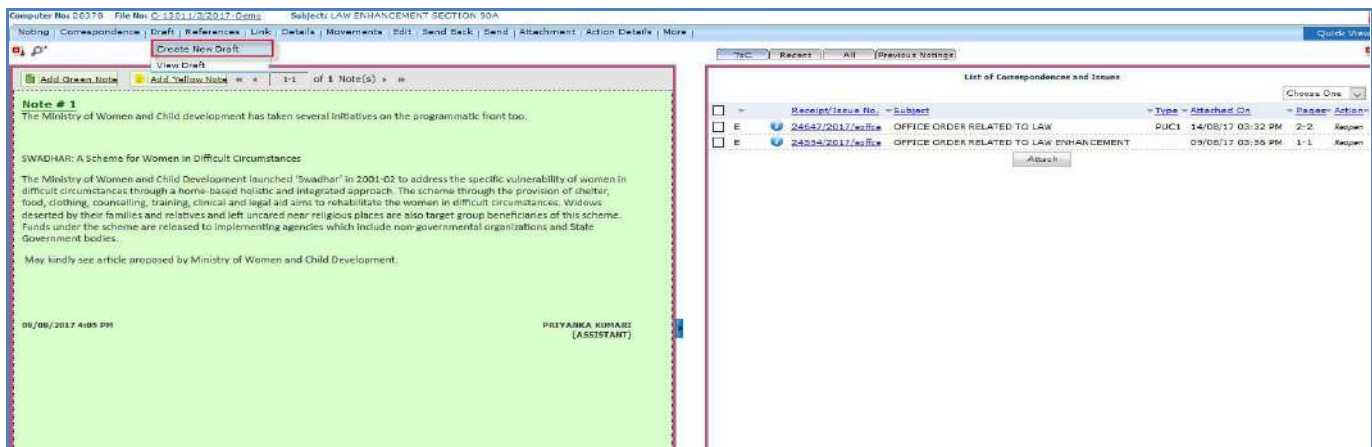


Fig.133

- The **Create New Draft** screen appears, as shown in **Fig.134**:

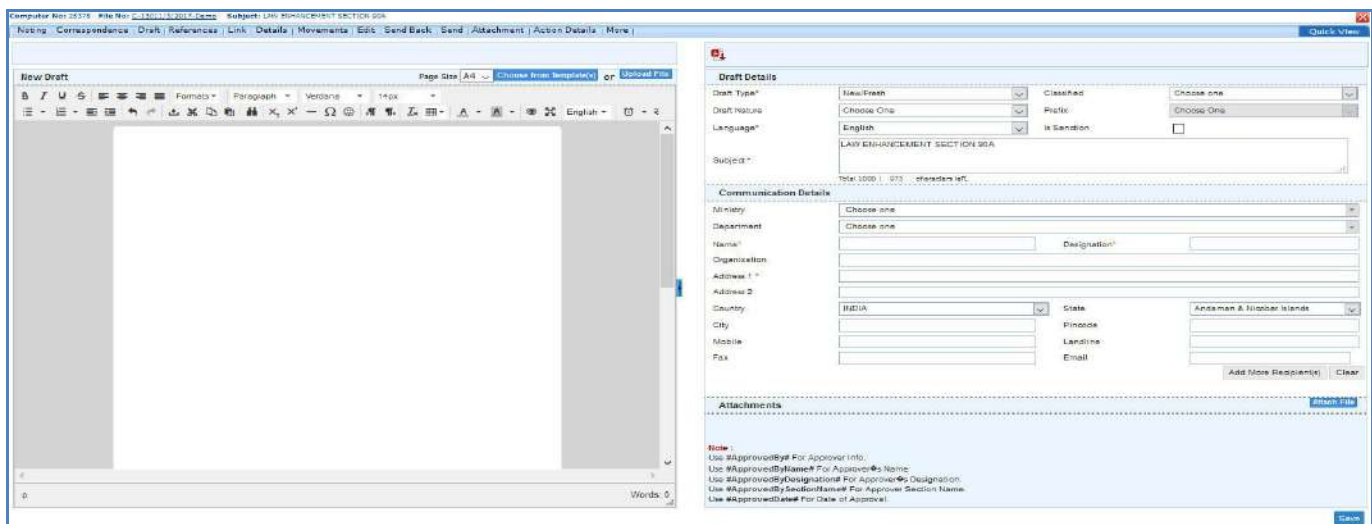


Fig.134

- Type the draft content manually or copy the content from already created word/ text files and paste it or choose a pre-defined template by clicking **Choose from Template(s)** button or **Upload File** button, as shown in **Fig.135**:

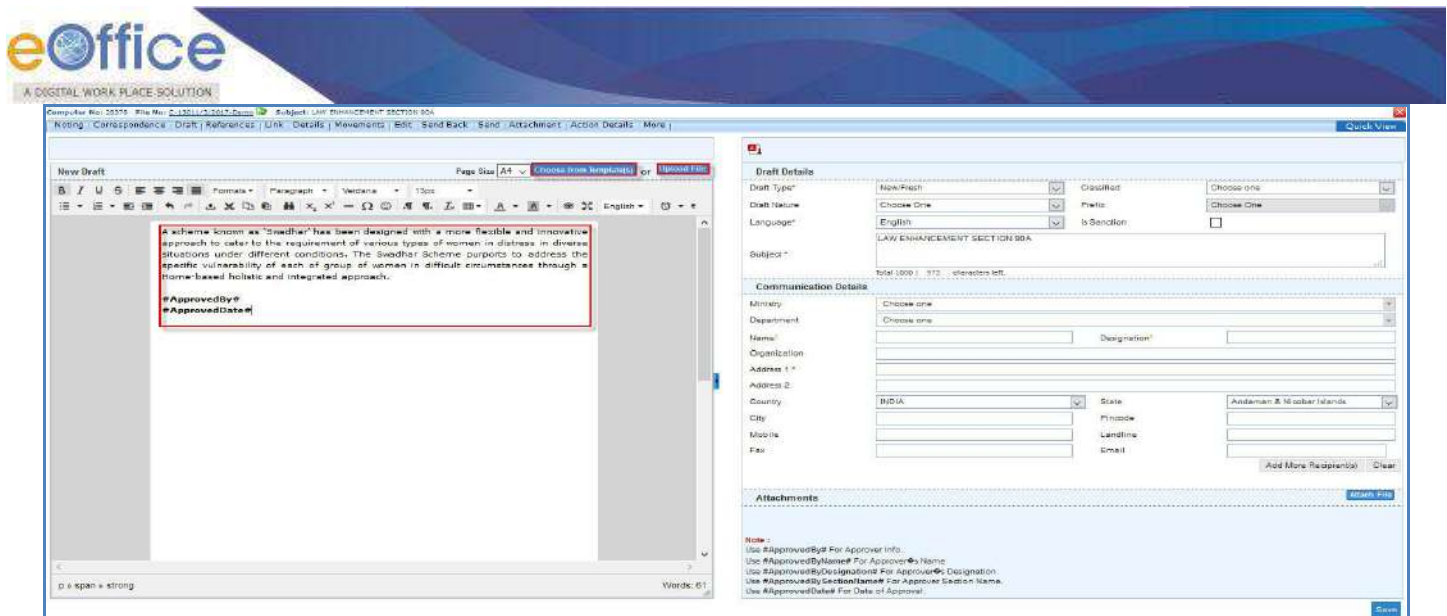


Fig.135

- After creating the DFA, select Draft Type, enter all the necessary details and DFA #Tags (if required) and click **Save** button, as shown in Fig.136:

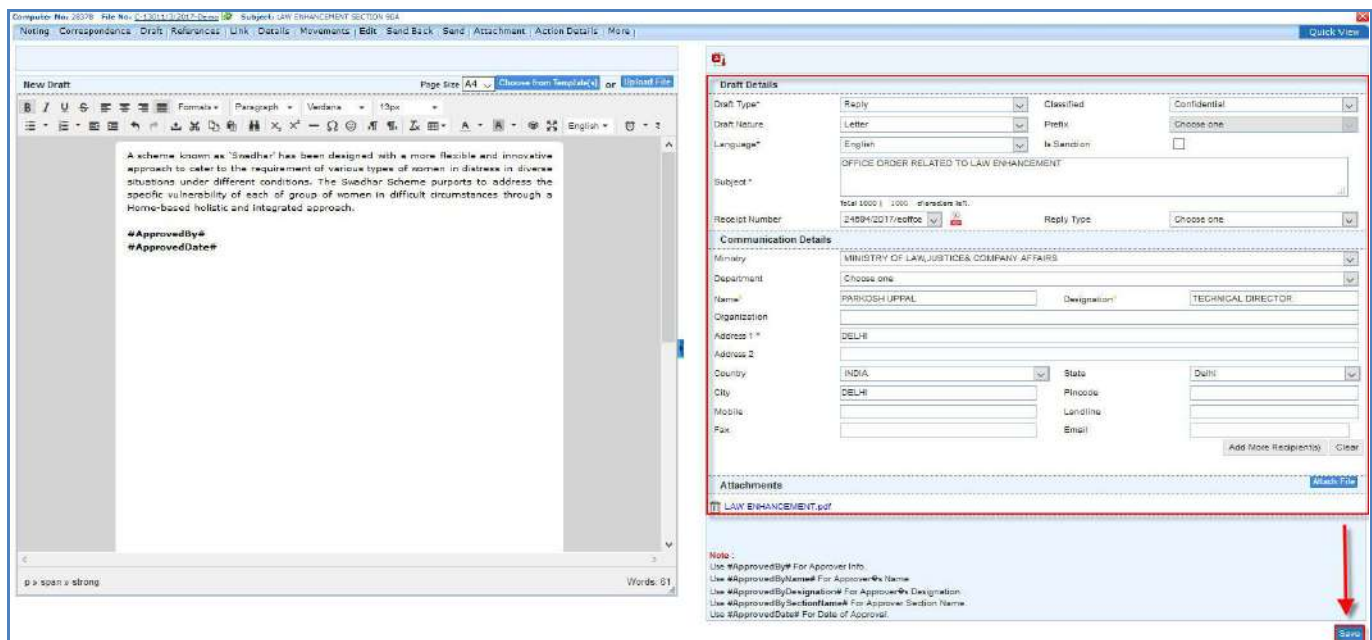


Fig.136

Note:

DFA # Tags will not work on uploaded DFA

- A unique **Draft Number** is assigned to the draft, as shown in Fig.137:

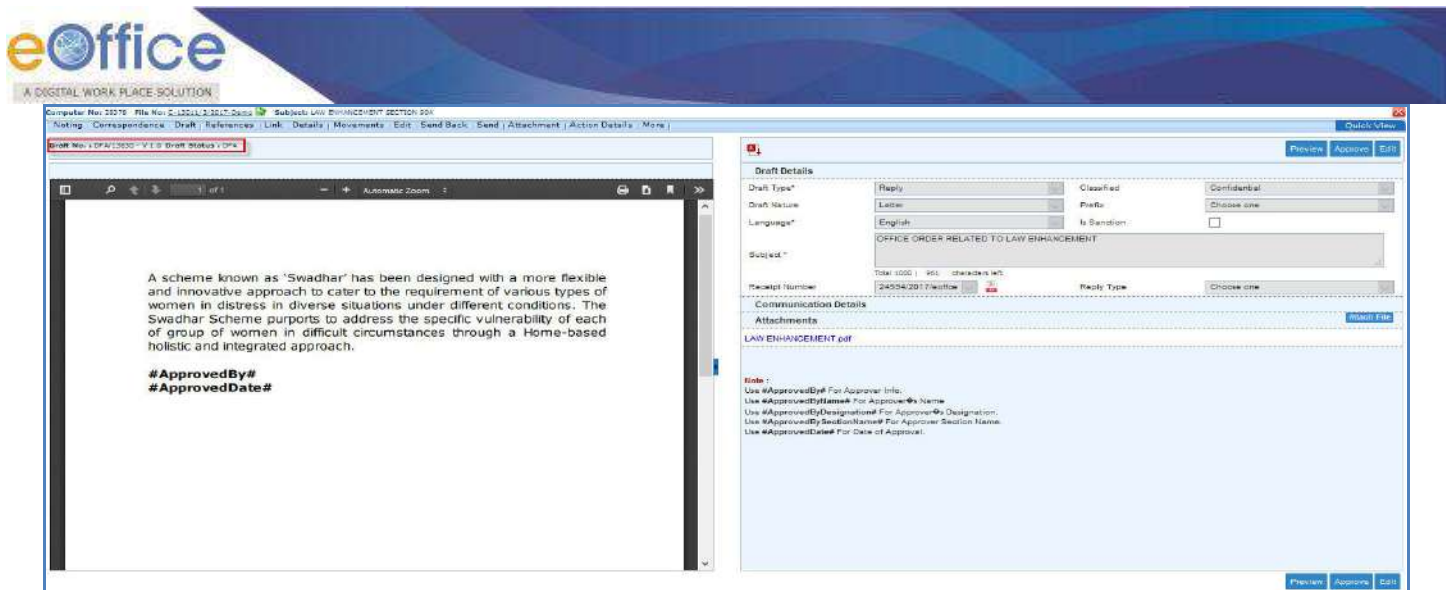


Fig.137

- A newly created draft has three buttons:
 - a) **Preview**: View the DFA before sending.
 - b) **Approve**: To finalise the DFA. Once the draft is approved no further changes in the content can be done.
 - c) **Edit**: To make the necessary changes in DFA. Each editing of the draft will create a new version of the draft once the file along with the draft is moved to the next user.

Note:

The **Approve** button is visible only to users having role of Draft Approver.

- Once **Approve** button is clicked, an approval confirmation popup appears. Click **OK** button, as shown in Fig.138:

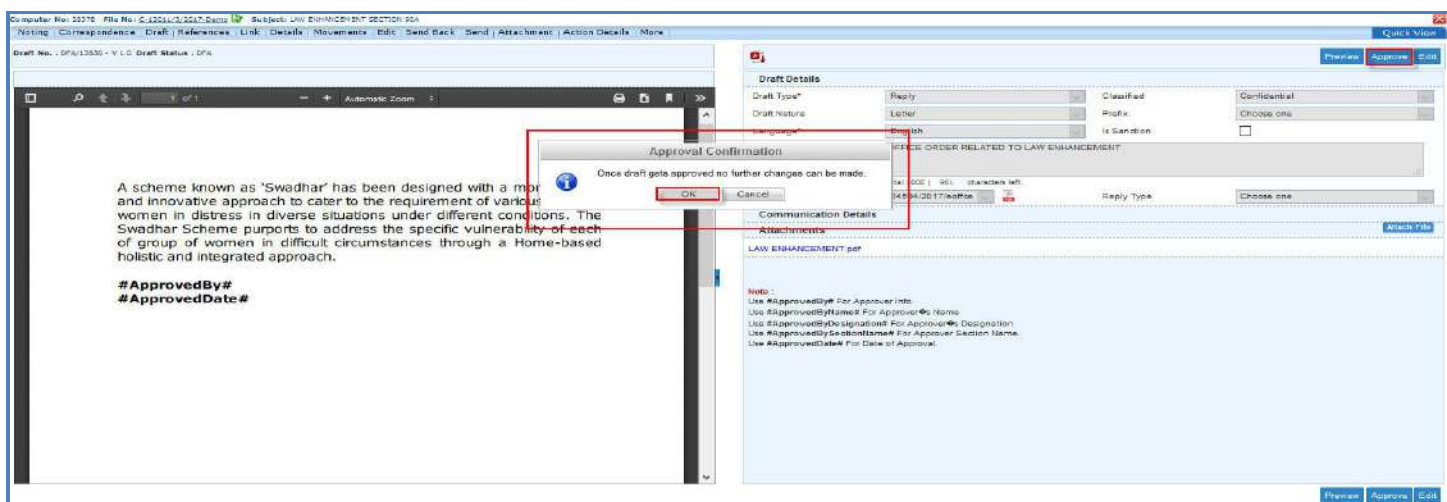


Fig.138

- The DFA gets approved and DFA # Tags changed into relevant information, as shown in **Fig.139**:

The screenshot shows the eOffice interface with a draft document on the left and its details on the right. The draft document is titled "File No.C-13011/3/2017-Demo" and contains text about a scheme known as 'Swadhar'. The draft status is "Approved" and the date is "14/08/2017". The details section includes fields for Draft Type, Draft Nature, Language, Subject, Receipt Number, Communication Details, and Attachments. The draft is classified as "Confidential" and is related to "LAW ENHANCEMENT". The communication details show it is from the "MINISTRY OF LAW JUSTICE COMPANY AFFAIRS" to the "TECHNICAL DIRECTOR" in "DELHI".

Fig.139

- After approving of the draft the actions available are shown in **Fig.140**:

This screenshot is identical to Fig.139, showing the eOffice interface with the draft document and its details. The draft status is "Approved" and the date is "14/08/2017". The details section includes fields for Draft Type, Draft Nature, Language, Subject, Receipt Number, Communication Details, and Attachments. The draft is classified as "Confidential" and is related to "LAW ENHANCEMENT". The communication details show it is from the "MINISTRY OF LAW JUSTICE COMPANY AFFAIRS" to the "TECHNICAL DIRECTOR" in "DELHI".

Fig.140

Note:

For more detail refer the button mentioned under [Dispatch](#) action tab of Browse & Diarise sub-module. .

To view existing draft, perform following steps:

- Scroll mouse over **Draft** tab and click the **View Draft** link , as shown in **Fig.141**:

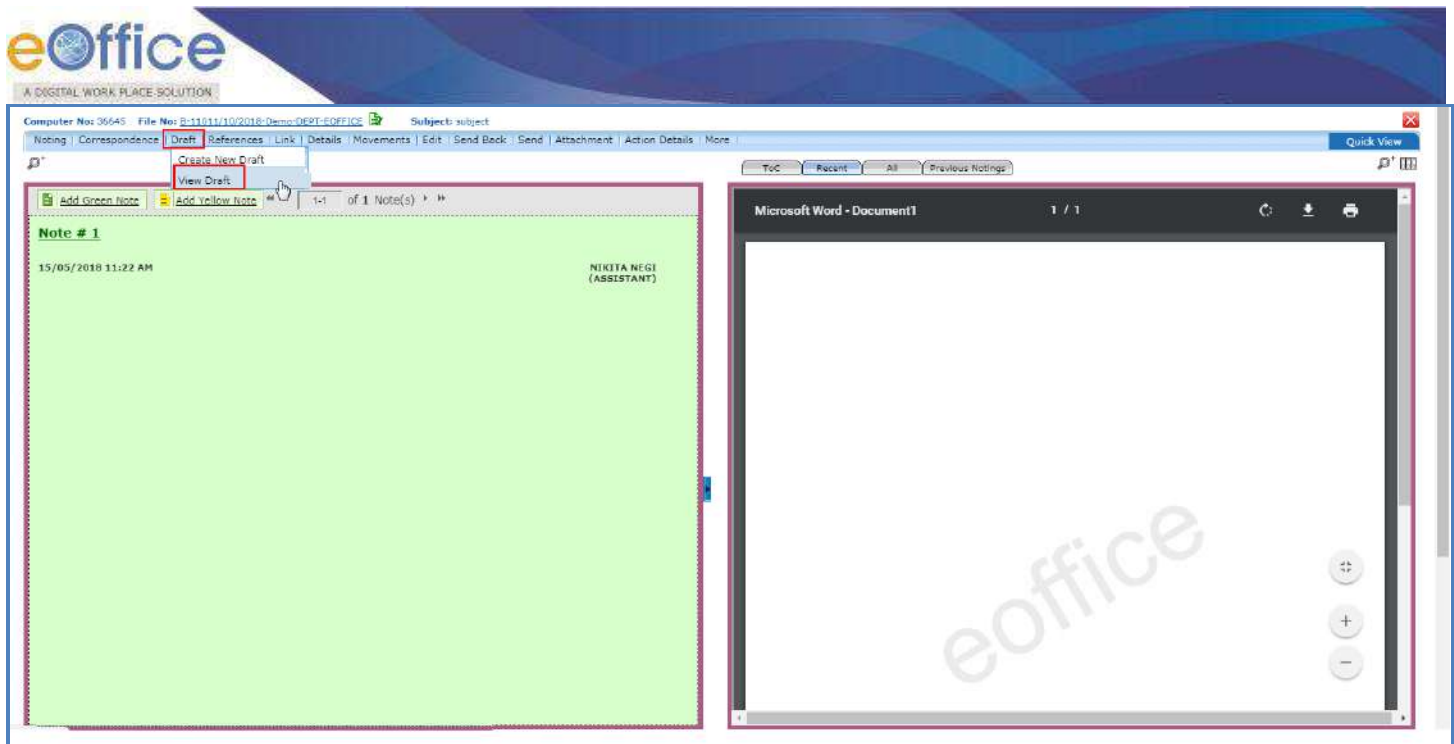


Fig.141

- Click **Draft No.** to open the draft as shown in **Fig.142**:

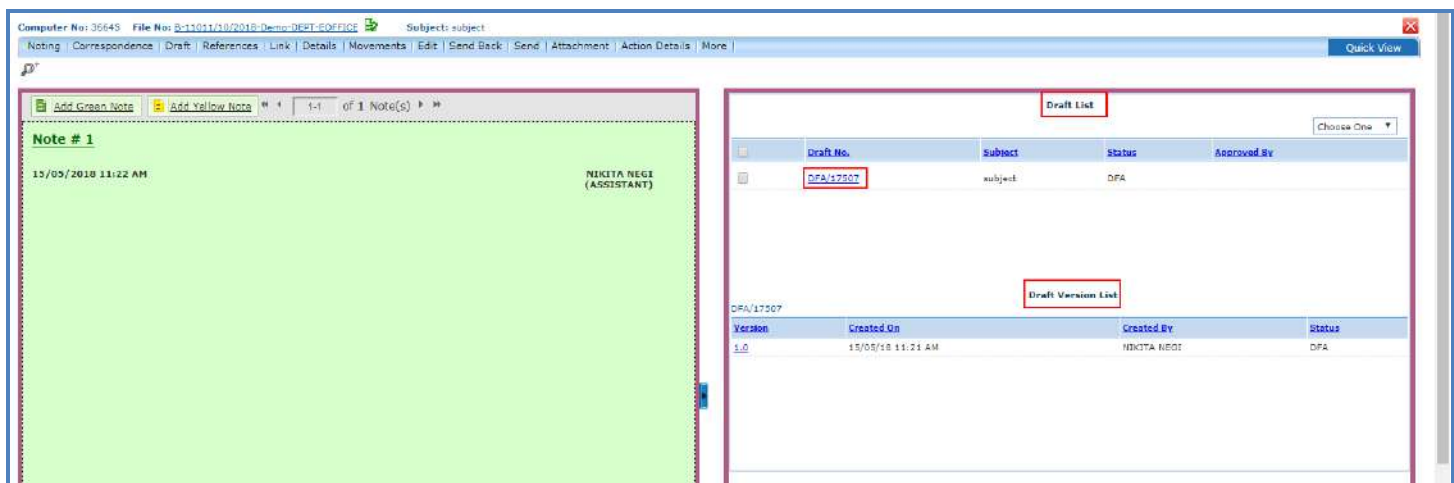


Fig.142

- The draft is shown in **Fig.143**:

Computer No: 33571 File No: A-11011/8/2018-Demo-DEPT-EOFFICE Subject: CSMRS TRAINING

Noting | Correspondence | Draft | References | Link | Details | Movements | Edit | Send Back | Send | Attachment | Action Details | More

Draft No.: DFA/17513 - V 3.0 Draft Status: Approved

New Draft

File No. A-11011/8/2018-Demo-DEPT-EOFFICE

प्रति,
 एता :

याचनाये आपसे रिमांक पे पत्र भिजते. सार पर है, Dept.: याचनाये उचित
 कार्यवाहीसाठी पाठविणार आहे अनुप., यांना याचवेळी कार्यवाही सुचित करण्यात आहे आहे
 पुढील कार्यवाहीसाठी या क्रमांकवा संदर्भ सादर हो विनंती.

आपका विश्वास,
 श्री. वेंकट कदमबाई
 मुख्यमंत्री

NIKITA NEGI, ASSTT(NG)-eOffice, eOffice

Draft Details

Draft Type: New/Fresh Classified: Choose one
 Draft Nature: Letter Prefix: Choose One
 Language: English
 Subject: CSMRS TRAINING
 Total 1000 | 986 characters left.

Communication Details

Ministry: Choose one
 Department: Choose one
 Name: NIKITA NEGI Designation: ASSTT(NG)-eOffice
 Organization: shashtri park
 Address 1: shashtri park
 Address 2: shashtri park
 Country: INDIA State: Andaman & Nicobar Islands
 City: Pincode: Landline: Email: Add More Recipient(s) | Clear

Attachments

Note: Use following # tags for draft creation
 #ApprovedBy# for Approver Info
 #ApprovedByDesignation# for Approver Designation
 #ApprovedByPost# for Approver Post
 #ApprovedDate# for Date of Approval
 #ApprovedByName# for Approver Name
 #ApprovedBySectionName# for Approver Section Name
 #ApprovedByEmail# for Approver Email
 #DocumentNumber# for Document Number

Dispatch By Self | Dispatch By CPU | Edit

Fig.143

- Reference:** These are document to support noting. It is used to attach references corresponding to the working file.

To attach Reference, perform following steps:

- Scroll mouse over **References** tab and click **Local Reference** link, as shown in **Fig.144**:

Computer No: 28370 File No: A-19011/1/2017-Demo Subject: PERSONAL FILE FOR SERVICE RECORD UPDATION

Noting | Correspondence | Draft | **References** | Link | Details | Movements | Edit | Send Back | Send | Attachment | Action Details | More

Local Reference

Add Green Note | Add Yellow Note | 1-1 of 1 Note(s)

Note # 1
 May Kindly see attached PUC 1, related to training certification. It is requested to add training details in my service book.
 Place of Training - Department of Personnel & Adm. Reforms, New Delhi
 Type of Training - 35th basic course on Management service.
 09/08/2017 11:50 AM
 PRIYANKA KUMARE (ASSISTANT)

To: The Under Secretary (Adm.), Department of Personnel & Adm. Reforms, S.P. Bhawan, New Delhi

Sir,

It is to inform you that I have passed the '35th Basic Course on Management Services' conducted by Institute of Secretariat training and management, Department of Personnel & Adm. Reforms, New Delhi and was placed in the First Division.

It is requested that necessary action be made in my service book.

Yours faithfully,
 (Signature)
 (NAME)
 (DESIGNATION)

Fig.144

- The **References** screen appears on right side of noting page. Click **Upload File** button or **Upload From KMS** button **Fig.145**:

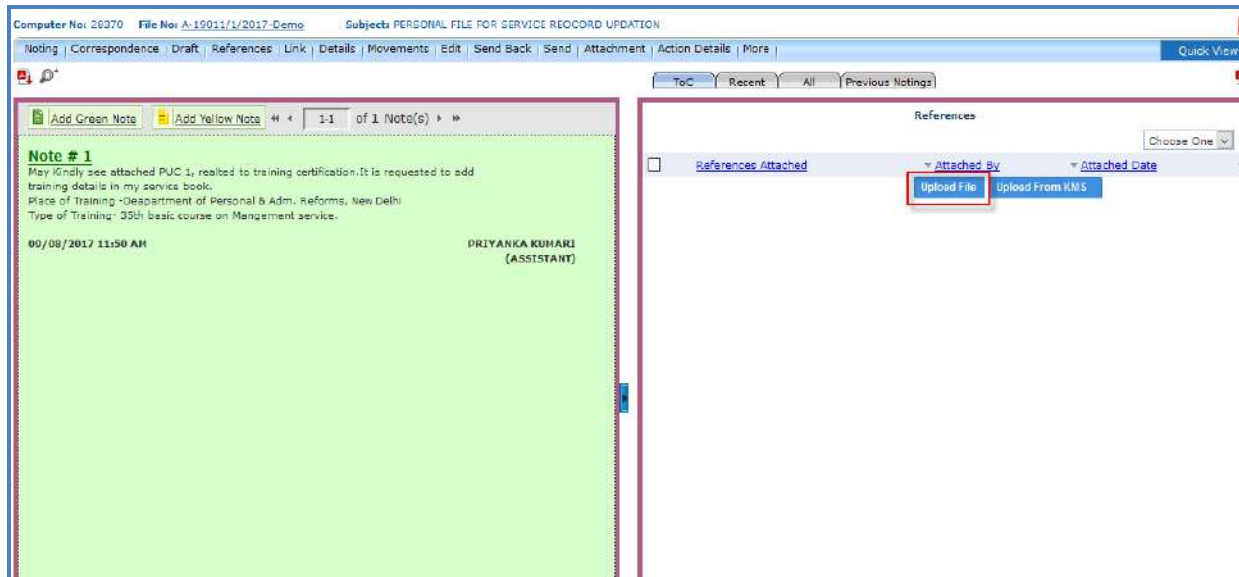


Fig.145

- Upload File**: Browse the reference document from the system and click the **Open** button, as shown in **Fig.146**:

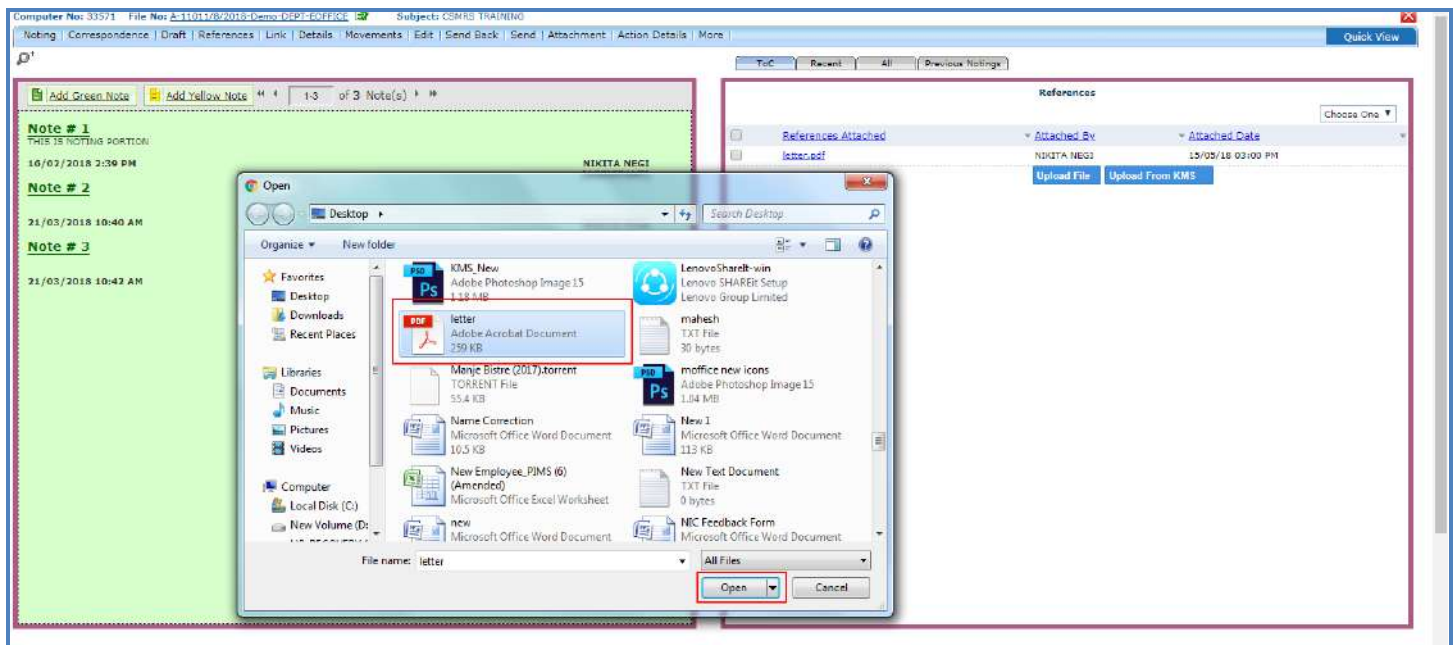


Fig.146

OR

- Upload From KMS**: The KMS reference(s) screen appears select the document and click **Attach** button.

- Import KMS Document pop-up appears, click **Import** button, as shown in **Fig.147**:

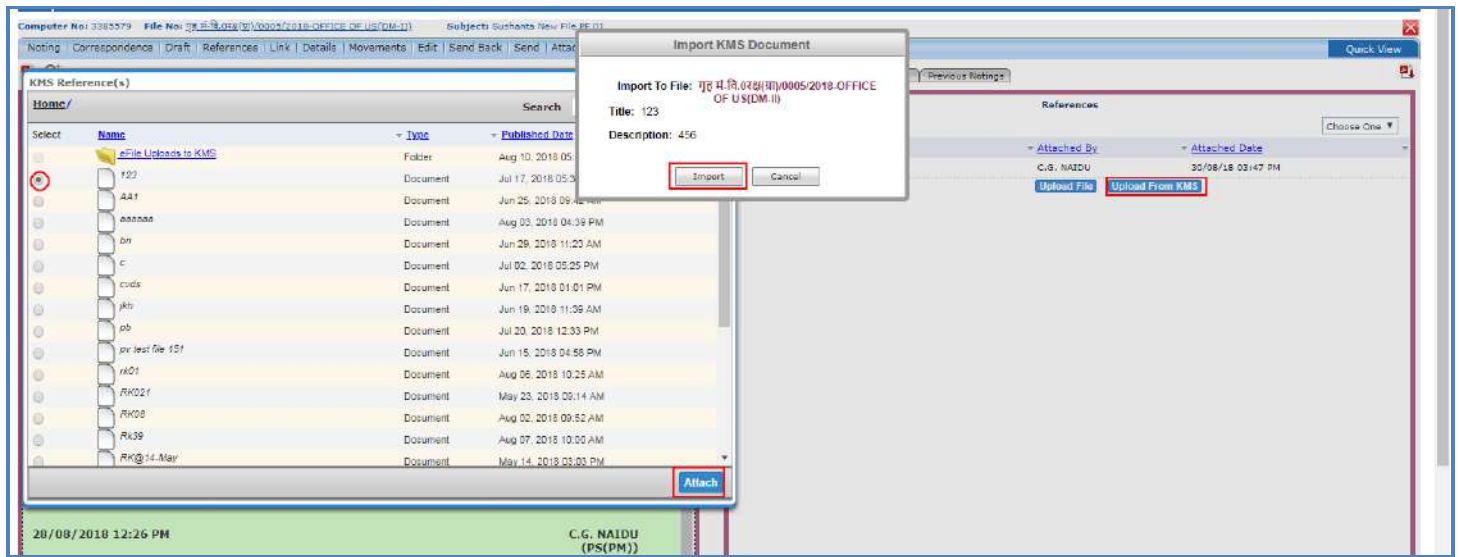


Fig.147

- The reference document gets attached with the working file.
- To **delete** the attached reference document, select document and click **Delete** link from drop down menu as shown in **Fig.148**:

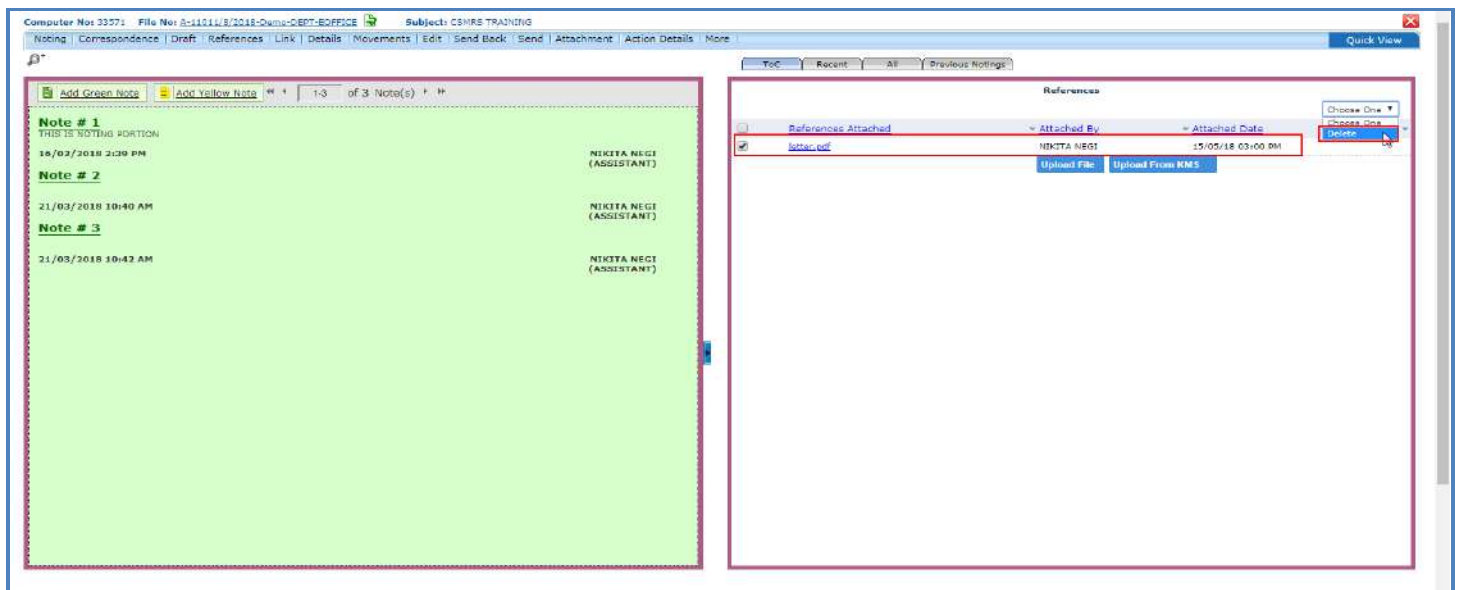


Fig.148

Note:

After the file movement, the Local Reference cannot be deleted.

- Link:** It is used to refer another active file (Created/ Inbox sub-module) along with working file. The copy of the link file will have all the content of the linked file, upto the moment of linking.

It contains 3 sub links as shown in **Fig.149**:

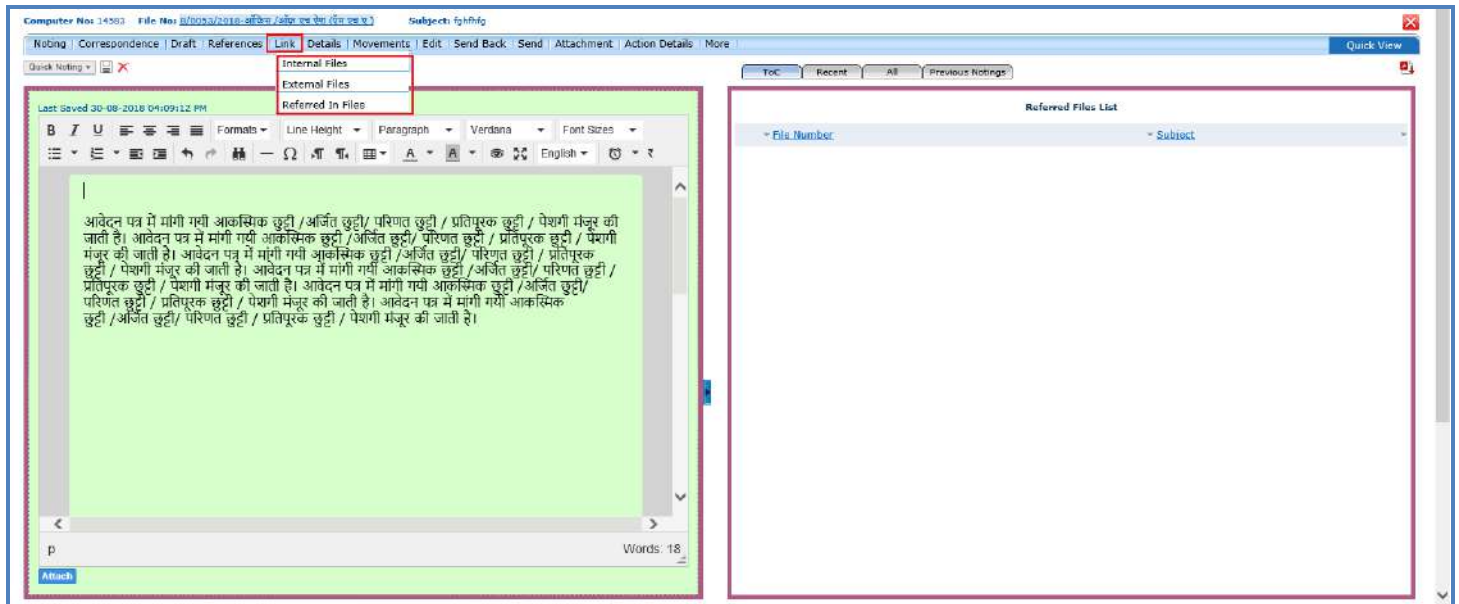


Fig.149

- Internal Files:** It is used to link/delink any other file from within the Department.
- External Files:** It is used to link/delink any file from other Department.
- Referred In Files:** It shows the list of file(s) in which this working file is linked.

To link with other File, perform the following steps:

- Move the cursor on **Link** tab, and click the Internal Files link, as shown in **Fig.150**:

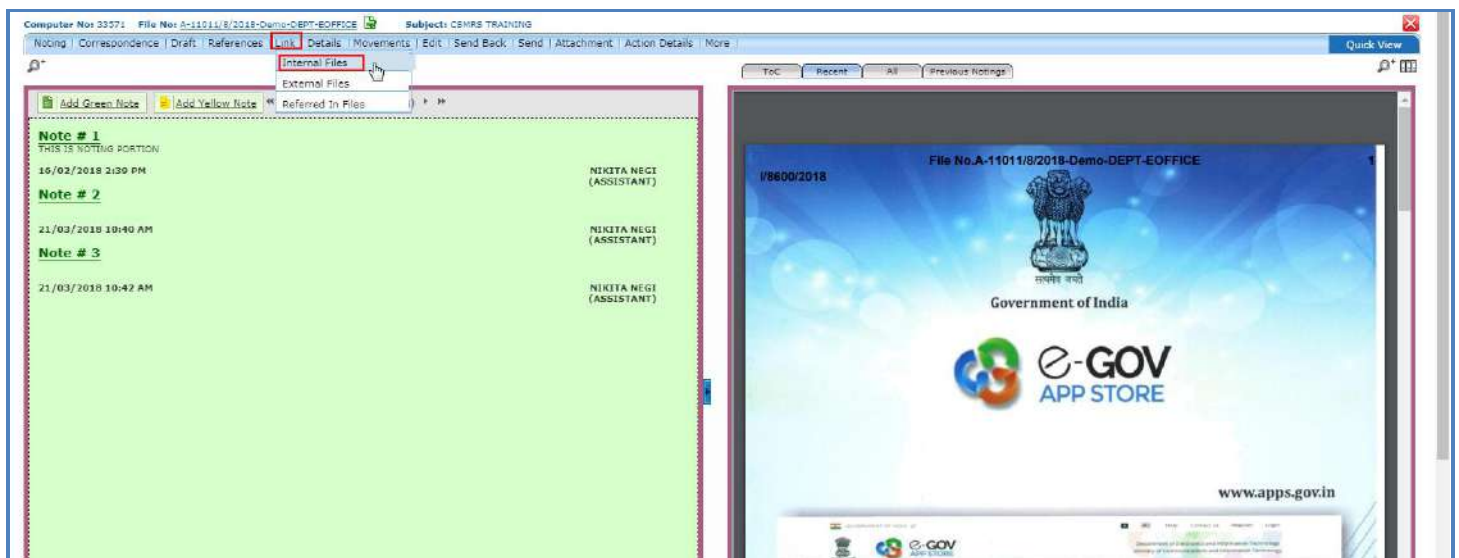


Fig.150

- The **Link/Delink** screen appears on right side, click the **Attach** button, as shown in **Fig.151**:

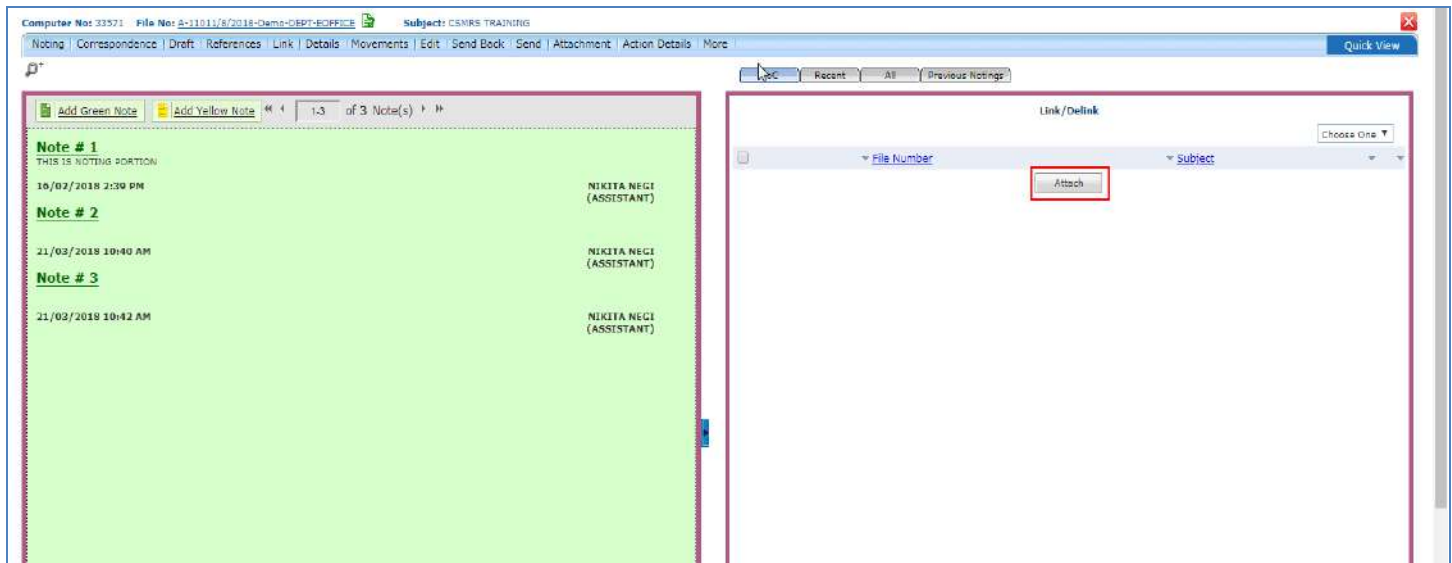


Fig.151

- A list of files appears, select the file and click the **Attach** button as shown in **Fig.152**:

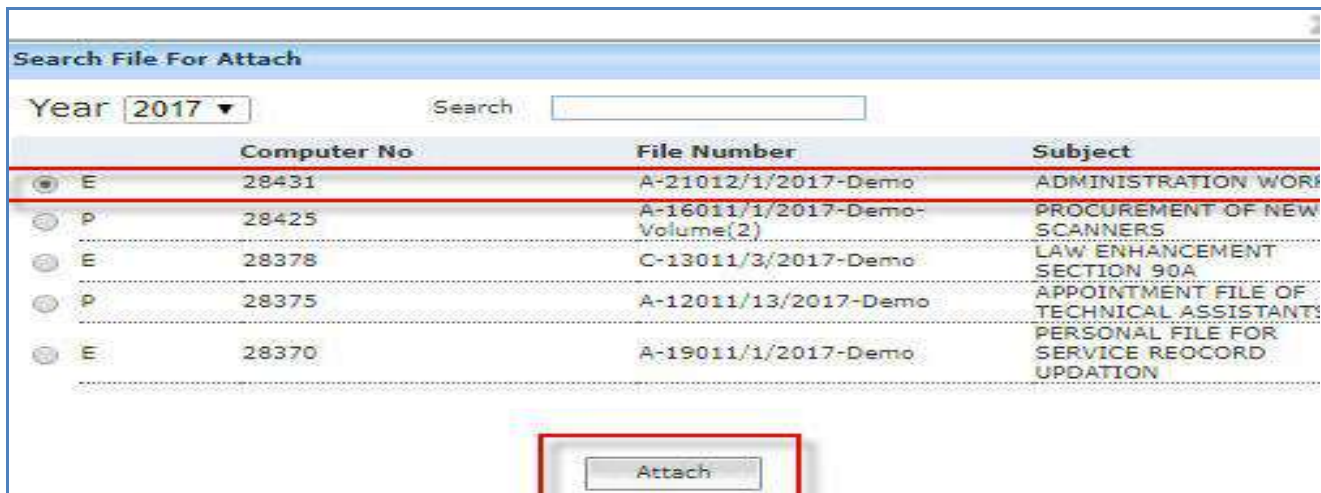


Fig.152

Note:

The list contains files which are present in 'Created (Completed)' or 'Inbox' section of File.

- The selected file gets linked with the working file, as shown in **Fig.153**:

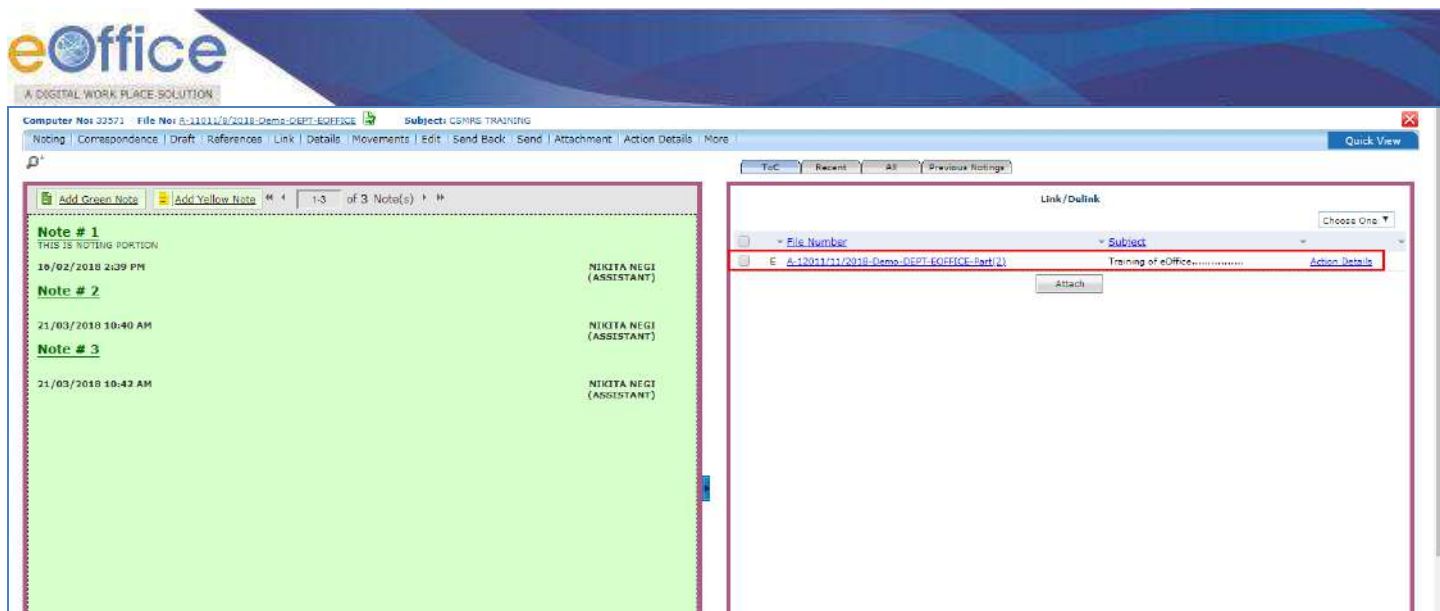


Fig.153

- The File can also be **delinked** from the dropdown menu available at the top of Link/Delink page.

To Delink a File, perform following steps:

- Select the File which needs to be delinked and click the Delink link from the dropdown menu, as shown in **Fig.154**:

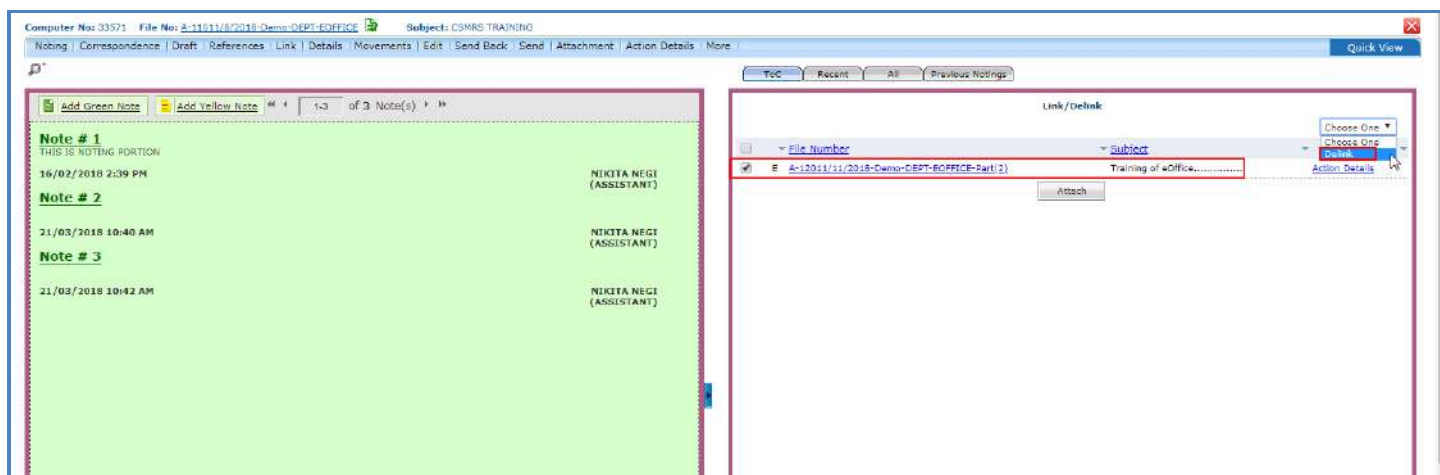


Fig.154

- The file is delinked.

Note:

The user(s) of same Organization Unit (OU) can delink the file.

6. **Details:** It can be used to view the details of a File i.e. File cover Page details and total no. of part Files created, as shown in **Fig.155**:

Computer No: 28370 File No: A-19011/1/2017-Demo Subject: PERSONAL FILE FOR SERVICE RECORD UPDATION

Noting | Correspondence | Draft | References | Link | **Details** | Movements | Edit | Send Back | Send | Attachment | Action Details | More | Quick View

File Number : A-19011/1/2017-Demo Subject : PERSONAL FILE FOR SERVICE RECORD UPDATION
 Opening Date : 09/08/17 11:06 AM Remarks :
 Main Category : General Sub Category :
 Previous Reference : Later Reference :

Part Files Created

Computer No	Part No	Created On	Remarks
-------------	---------	------------	---------

Fig.155

7. **Movements:** This option is used to track the **Movements** of the file which automatically gets updated as File moves from user to another as shown in Fig.156:

Computer No: 33571 File No: A-11011/8/2018-Demo-DEPT-EOFFICE Subject: CSMRS TRAINING

Noting | Correspondence | Draft | References | Link | Details | **Movements** | Edit | Send Back | Send | Attachment | Action Details | More | Quick View

File Number : A-11011/8/2018-Demo-DEPT-EOFFICE Subject : CSMRS TRAINING
 Opening Date : 16/02/18 02:37 PM Remarks :
 Main Category : Sub Category :
 Previous Reference : Later Reference :

File Movement History

Sender	Sent on	Sent to	Action	Remarks
NIKITA NEGI.eoffice	21/03/18 10:42 AM	NIKITA NEGI.eoffice	Forward	-
NIKITA NEGI.eoffice	21/03/18 10:40 AM	NIKITA NEGI.eoffice	Forward	-
NIKITA NEGI.eoffice	06/03/18 03:39 PM	NIKITA NEGI.eoffice	Forward	DETACHED FROM FILE NUMBER:- A-11011/9/2018-Demo-DE...
NIKITA NEGI.eoffice	06/03/18 03:28 PM	NIKITA NEGI.eoffice	Forward	Attached With File No. A-11011/9/2018-Demo-DEPT-EO...
NIKITA NEGI.eoffice	06/03/18 03:26 PM	NIKITA NEGI.eoffice	Forward	Attached With File No. A-11011/9/2018-Demo-DEPT-EO...
NIKITA NEGI.eoffice	05/03/18 10:38 AM	NIKITA NEGI.eoffice	Forward	Attached With File No. A-11011/9/2018-Demo-DEPT-EO...

File Close History

Action	Action By	Action On	Action Remarks	Approved By	Approved On	Approved Remarks
--------	-----------	-----------	----------------	-------------	-------------	------------------

File Dispatch History

Dispatch Number	Subject	Address	Dispatch Date
1/8600/2018	Issue	CSMRS TRAINING	21/03/18 10:45 AM

Fig.156

8. **Edit:** It can be used to make changes to the cover page of existing running file except the File Number.

To edit the cover page, perform following steps:

- Click **Edit** tab, as shown in Fig.157:



Fig.157

- The Cover Page of file appears, make required changes and click  button to save changes as shown in Fig.158:

The screenshot shows the eoffice application interface with the cover page form. The form is titled 'Govt. of India' and 'DEPT-EOFFICE Demo'. It includes the following fields:

- File Number: A-11011/8/2018-Demo-DEPT-EOFFICE
- Subject: CSMRS TRAINING
- Description: CSMRS TRAINING
- Category: Main (Choose one), Sub (Choose One)
- Other Details: Classified (Choose One), Language (Choose One)
- Remarks: (Empty text area)
- Previous Reference: (Empty text field)
- Later Reference: (Empty text field)

 The 'Done' button is highlighted with a red box.

Fig.158

Note:

Only employees of the OU (Section/ Division) in which file is created, can edit the details of the file cover, except the file number - which is non-editable.

9. **Send back:** It is used to send the file back to the sender of the File.

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

10. **Send:** This option facilitates the user to mark the file to the intended recipient(s).

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

11. **Attachment:** It is used to attach the File or Receipt on working File.

To attach File/Receipt with the working file, perform following steps:

- Scroll over the **Attachment** tab and select **File or Receipt** (as per the requirement), as shown in **Fig.159**:

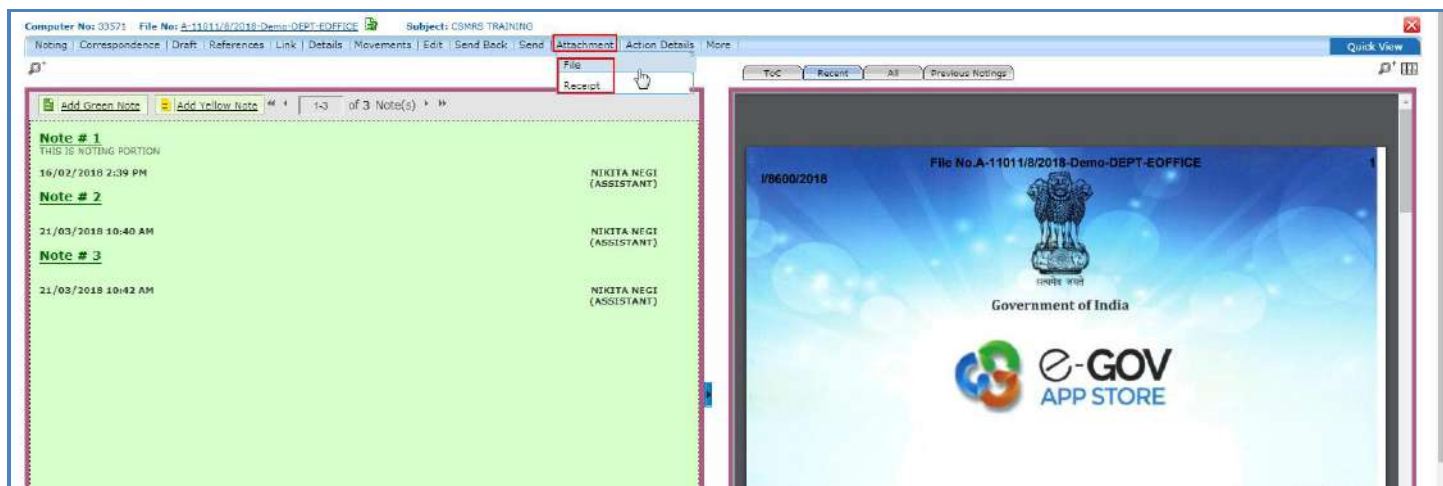


Fig.159

- On selecting File link, Attached / Detached File(s) list screen appears.
- Click **Attach File** button as shown in **Fig.160**:

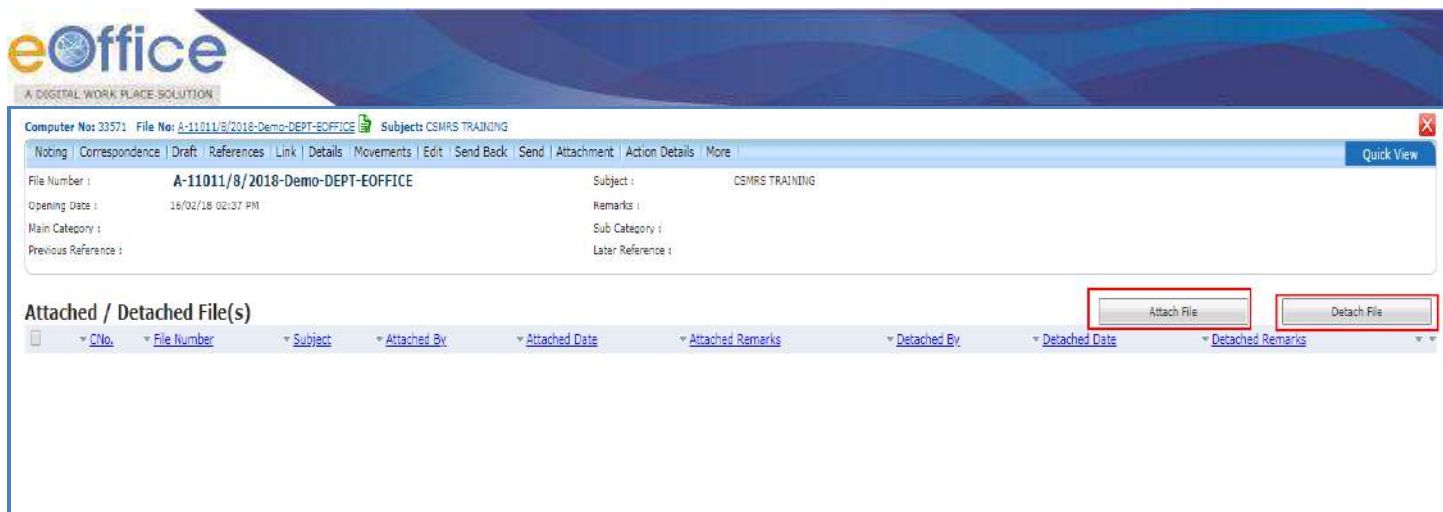


Fig.160

- A list of files is appears select the file and click **Attach** button as shown in **Fig.161**:

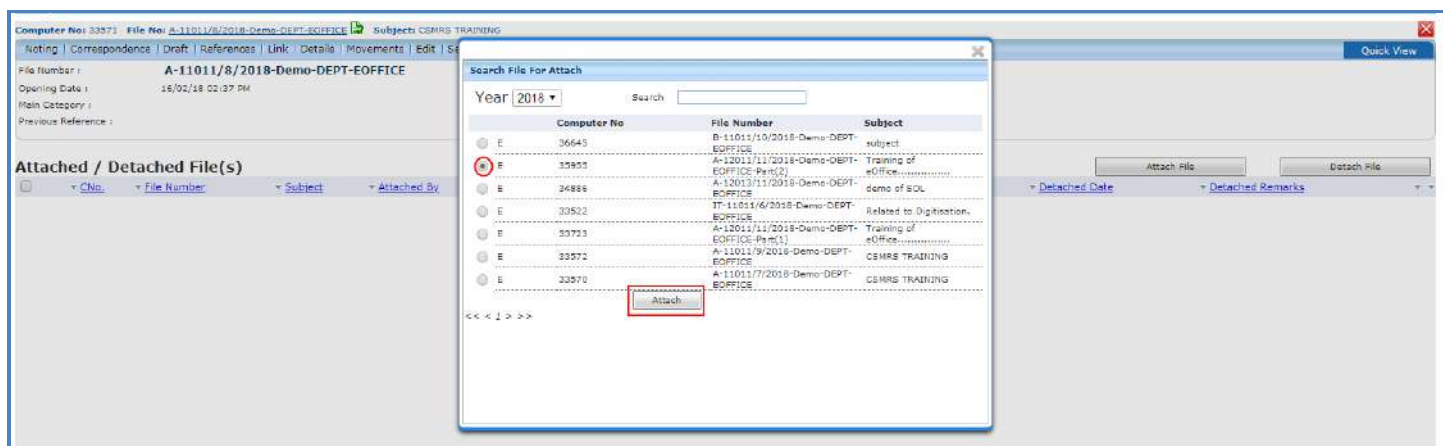


Fig.161

Note:

The list contains files which are present in 'Created (Completed)' or 'Inbox' section of File.

- The **Attach File Alert** window appear, enter the **Remarks** and click **OK** button as shown in **Fig.162**:

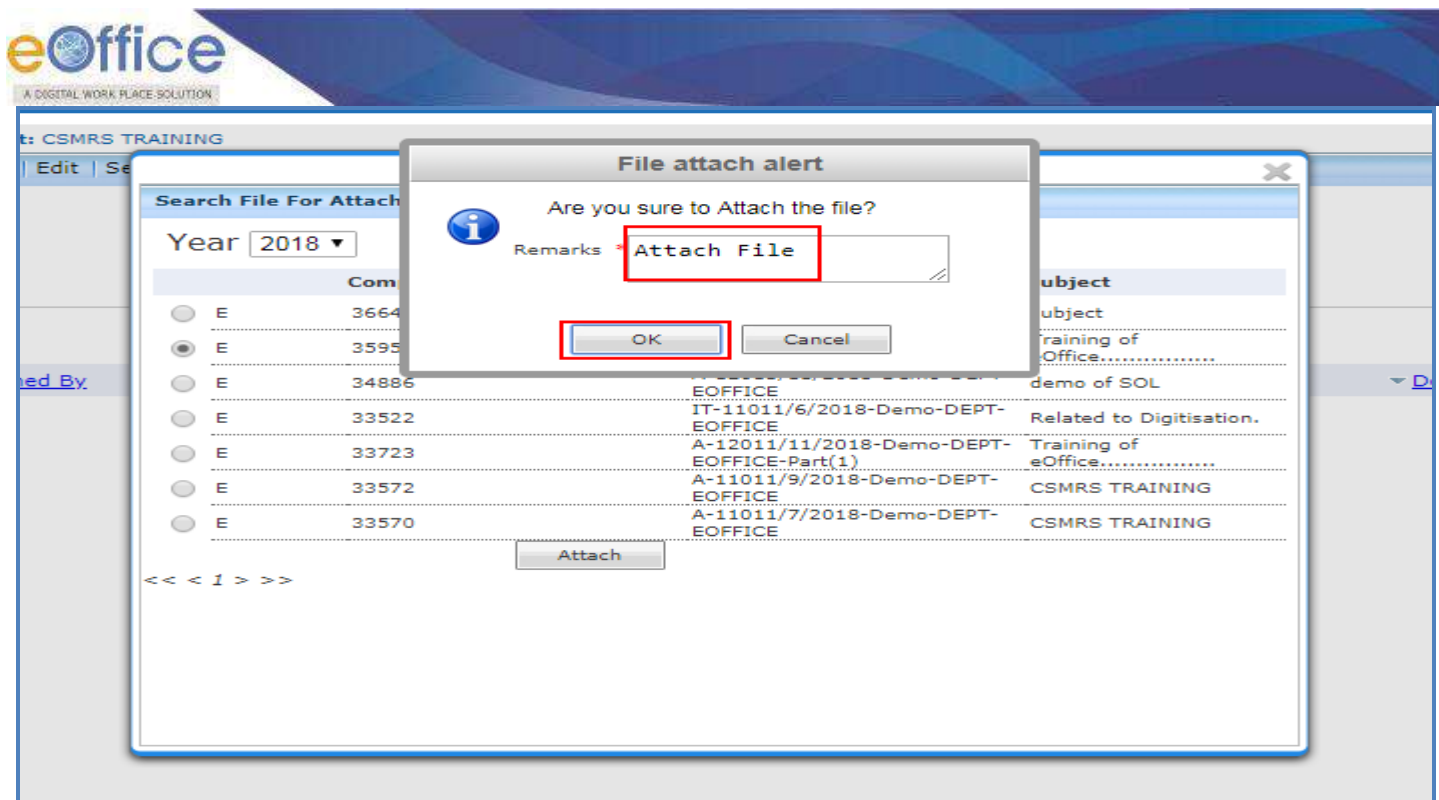


Fig.162

- The file gets attached with the working file along with the 'Attached Remarks', as shown in **Fig.163**:

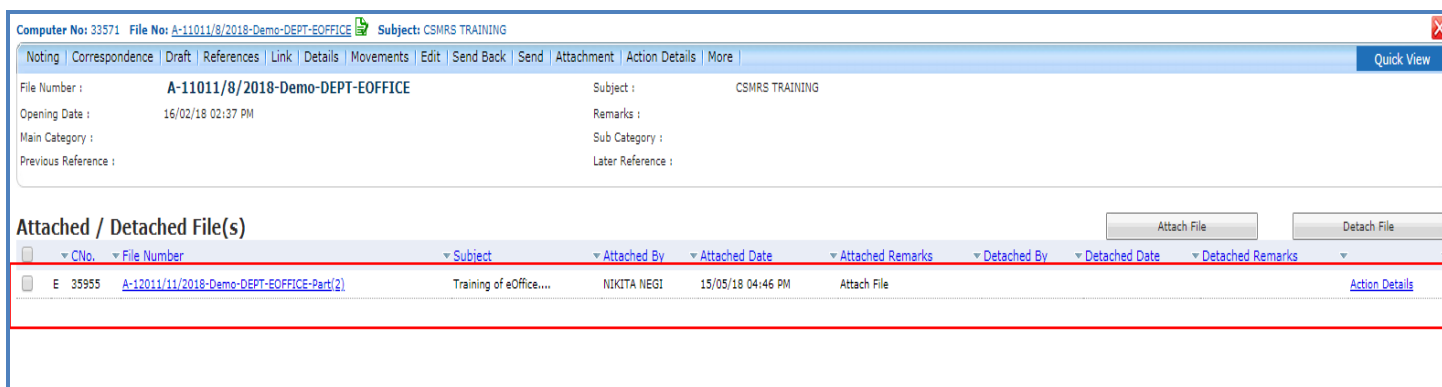


Fig.163

To Detach File with the working file, perform following steps:

- Select the File from the Attached/Detached File(s) screen and click **Detach File** button, as shown in **Fig.164**:

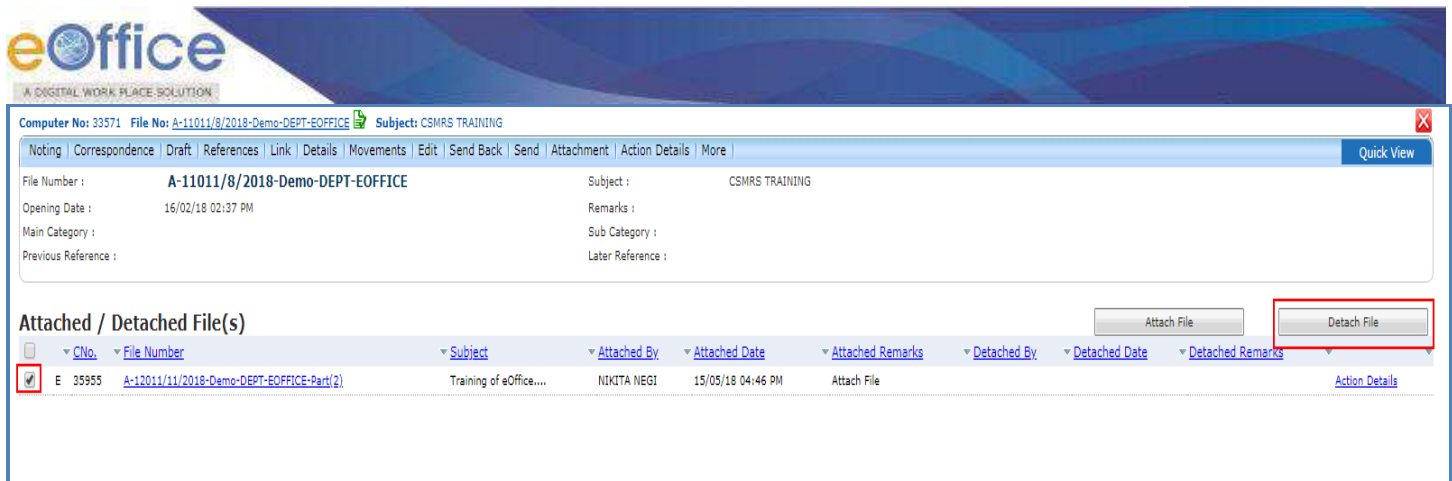
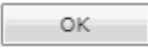


Fig.164

- The File Detach alert window appears, enter the Remarks and click  button, as shown in Fig.165:

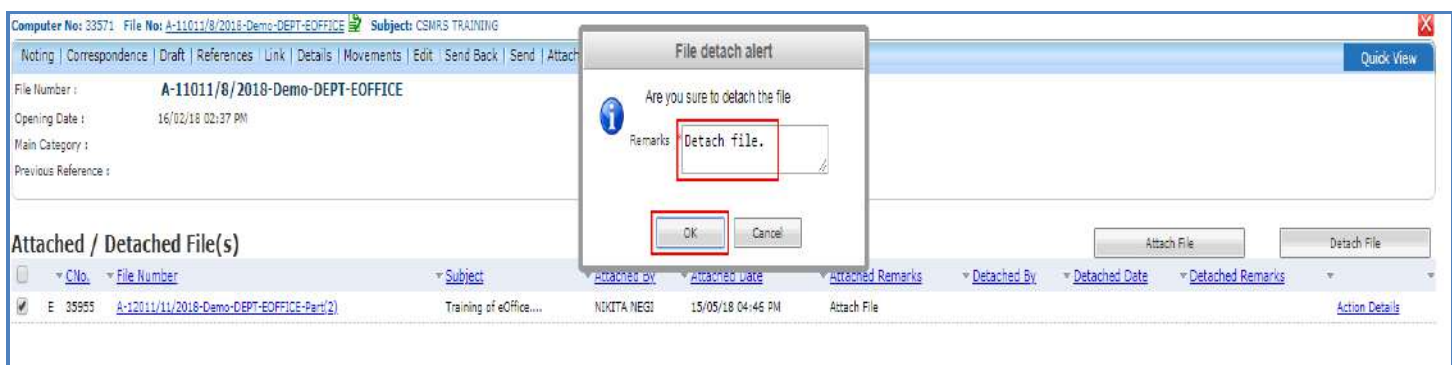


Fig.165

- The file gets detached from the working file along with the 'Detached Remarks' as shown in Fig.166:

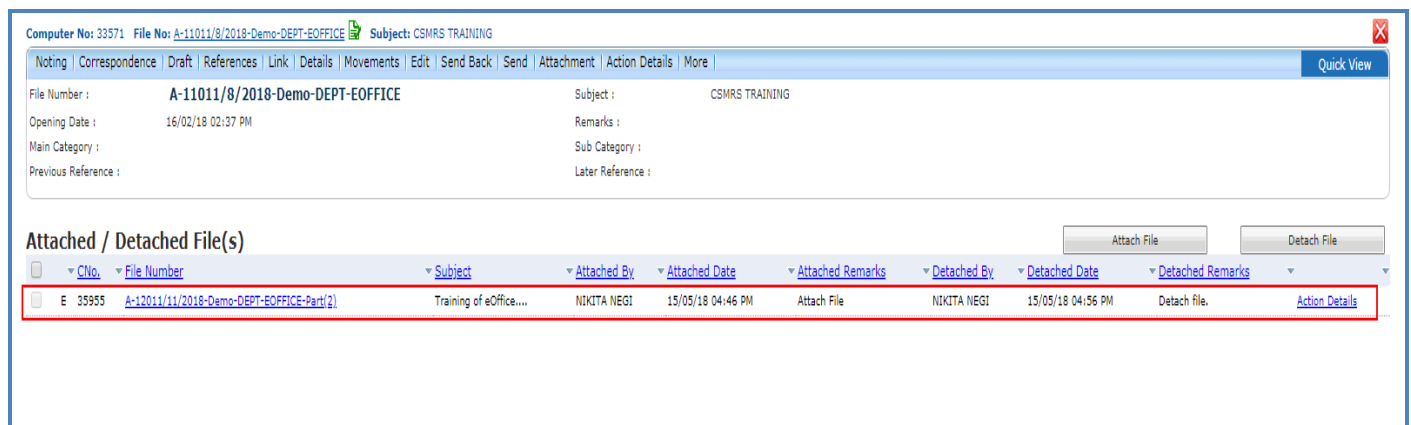


Fig.166

Note:

Attachment/ detachment of receipt with working file are similar as attachment/ detachment of file with working file.

12. **Action Details:** To view or add remarks.

- Click **Action Details** button, then click **Add Comment** button, as shown in **Fig.167**:

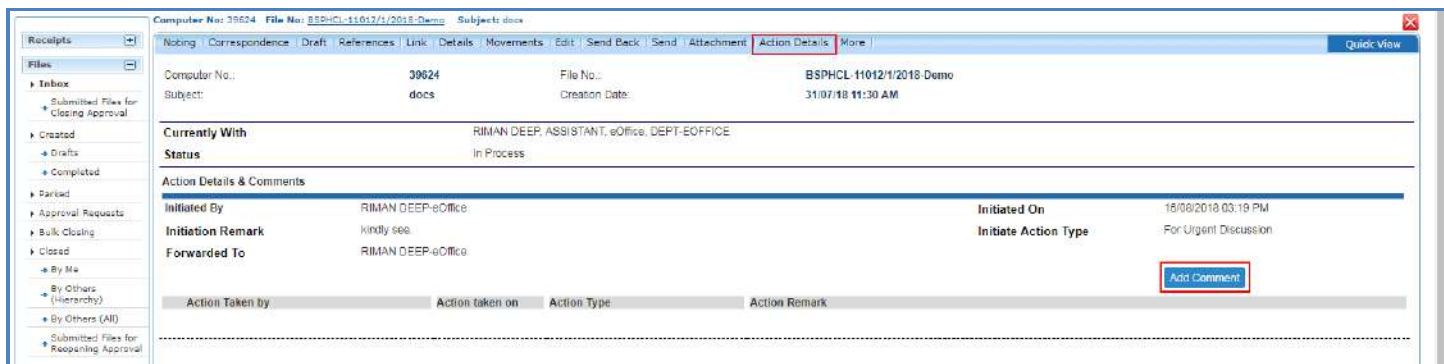


Fig.167

Note:

The feature is for File(s) against which the action has initiated.

Refer to [Viewing & Adding](#) the action comment mentioned under Initiated action sub-module of File module.

13. **More:** It is used to close and Park the active file, check closing/parking history and merge details.

- a) **Close File:** It is used to **Close** the active File and to view the history of Closed File.

Note:

Closing option appears in the file for a user who either have rights to close the file or the file belong to his/ her OU.

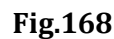
While initiating the process of closing a file, the file stays with the user, only the request with remarks for closing the file goes to the Approving Authority.

The setting of roles (Closing and Approver) will be done through an interface by the eOffice Administrator in the Admin application.

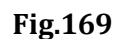
- Reopening of the files will follow the same work flow process as for closing the files.

To close a particular File, perform the following steps:

- Scroll over **More...** tab → **Close File** link → **Send for Approval** sub-link from the action menu as shown in **Fig.168**:



- Send



- OK

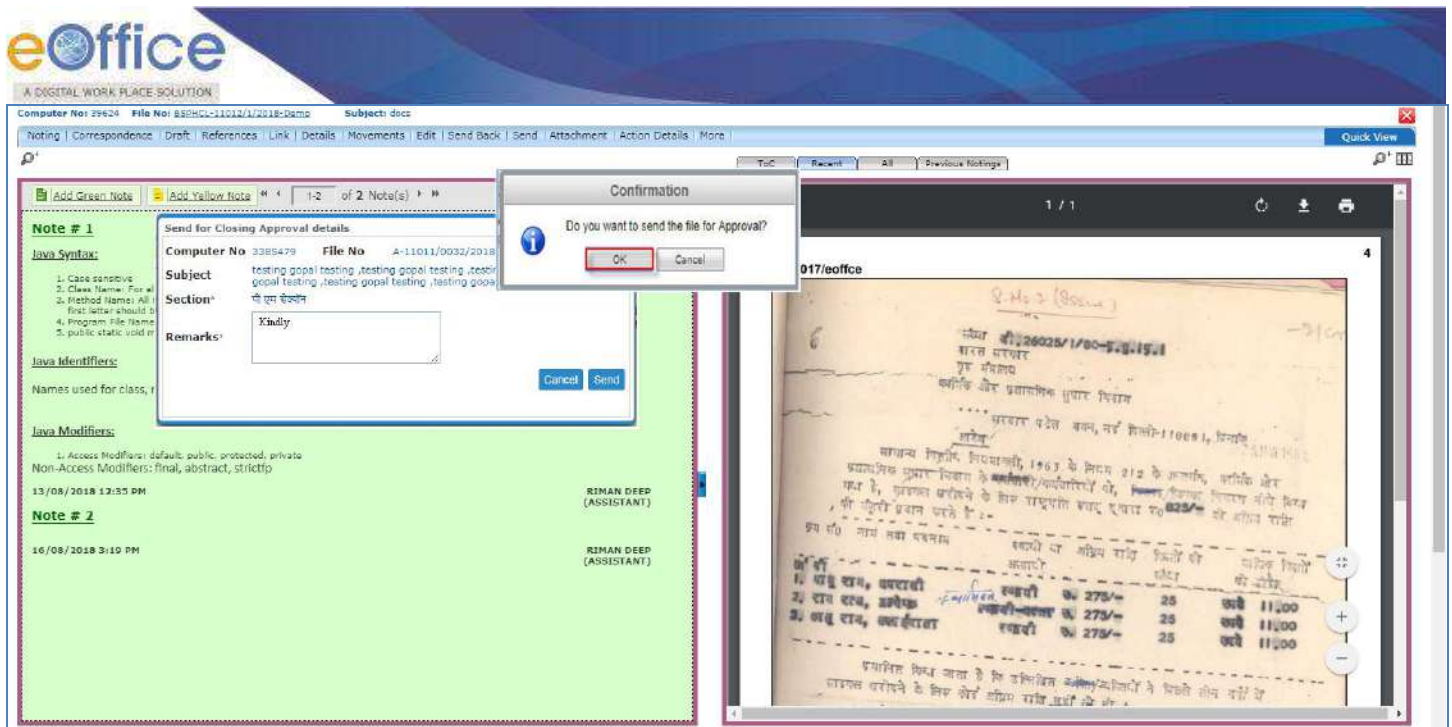


Fig.170

- The file closing approval will be submitted with the concerned approver.

Note:

File(s) which have been submitted for closing approval can be viewed from default sub-folder “Submitted Files for Closing Approval” in File Inbox sub-module.

- The user(s) with role of **Approver** can view all the closing and reopening approval requests sent to him/her in Inbox Approval Request sub-module, as shown in Fig.171:

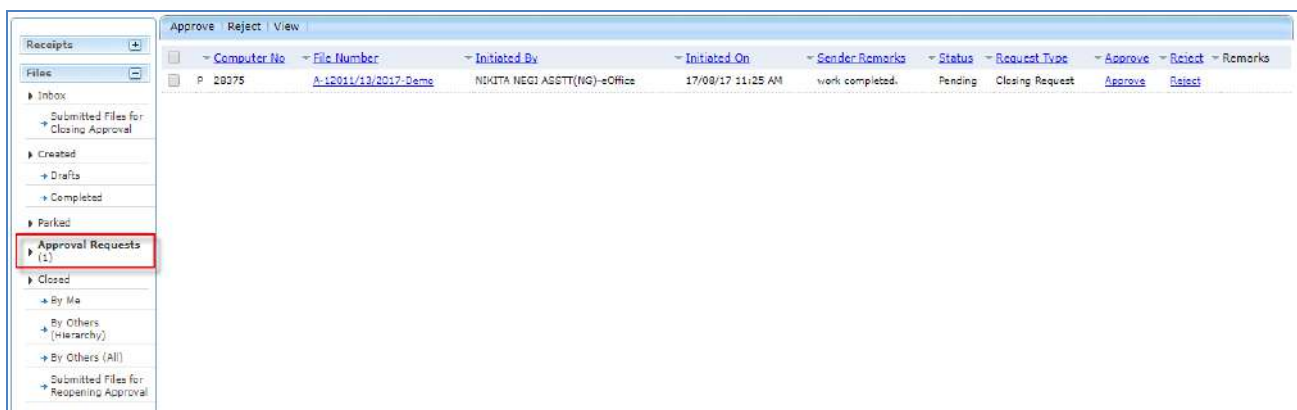


Fig.171

- User can approve or reject the request of closing/reopening of the file by providing mandatory remarks as shown in Fig.172:



Fig.172

Once the Approver, approve or rejects a file:

- History of the files which were Approved or Rejected is maintained in the Approval Requests module.
- The user who had initiated the request for closing of the file will be able to see the Status as Approved or Rejected under his **Inbox** sub-folder “**Submitted Files for Closing Approval**”.
- After getting the approval, the user can close the file by clicking on “**Close**” as shown in **Fig.173**:

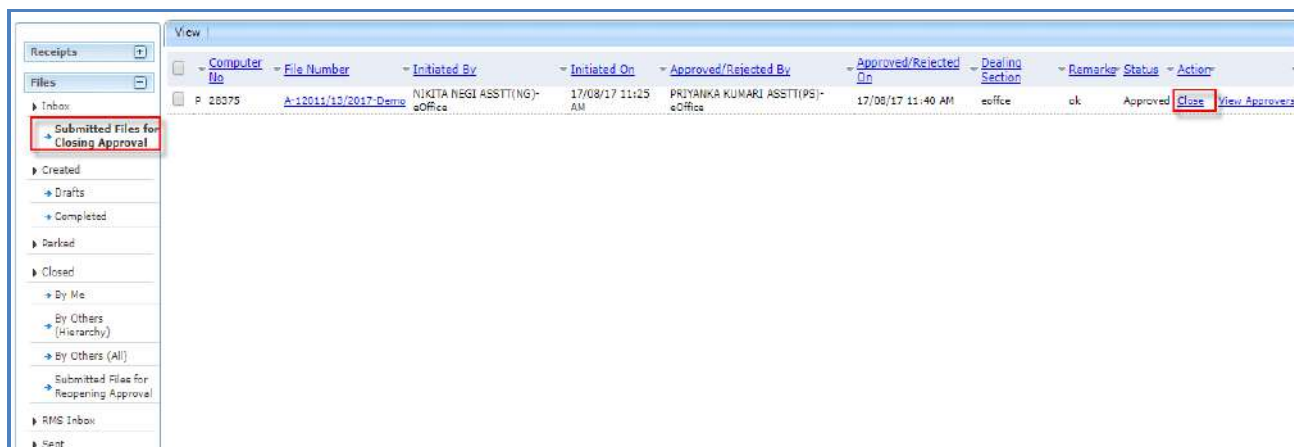
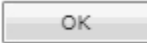
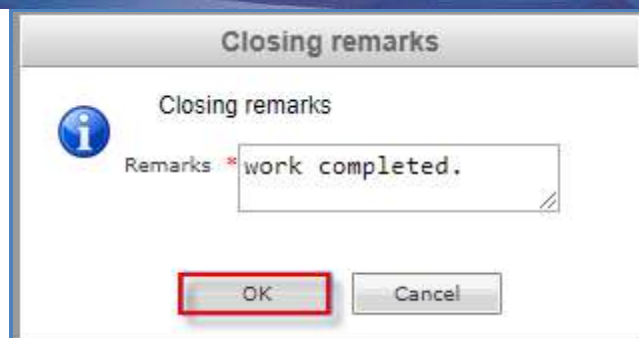


Fig.173

- Final **Closing Remarks** is auto filled with the closing request remarks, if required user can **update/edit** remark and click  button as shown in **Fig.174**:



Closing remarks

Closing remarks

Remarks * work completed.

OK Cancel

Fig.174

Note:

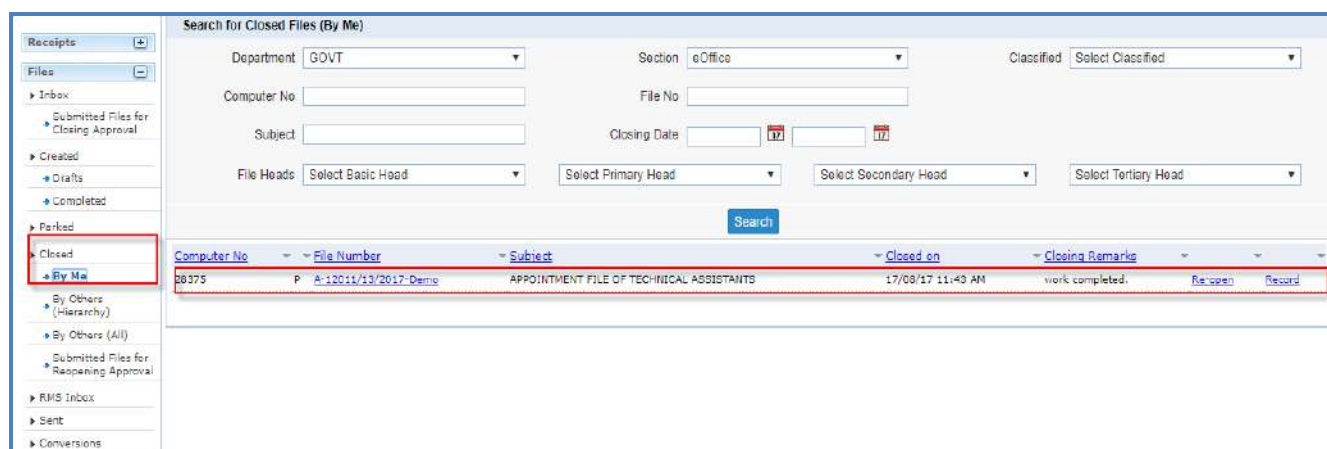
Closing Request Remark: The remarks put up by the Subordinate while sending the request for file closing.

Closing Approval Remark: The remarks put up by the Approver/ Senior Officer while approving the request for file closing.

Final Closing Remark: The remarks put up by the Subordinate/ Official while closing the file after approval.

By default closing remarks (Final Closing Remark) are remarks (Closing Request Remark) provided by the user while sending file closing request for approval.

- The files which are closed by the user will be in the users **"Closed"** sub-section under **"By me"** section in the File left navigation as shown in **Fig.175**:



Search for Closed Files (By Me)

Department: GOVT Section: eOffice Classified: Select Classified

Computer No: File No:

Subject: Closing Date: 17/08/17

File Heads: Select Basic Head Select Primary Head Select Secondary Head Select Tertiary Head

Search

Computer No	File Number	Subject	Closed on	Closing Remarks	By me	Record
20375	P A-12011/13/2017-Demo	APPOINTMENT FILE OF TECHNICAL ASSISTANTS	17/08/17 11:43 AM	work completed.	By me	Record

Fig.175

- b) **Close File History:** It displays the history of the closed file.

Note:

Refer [Close File History](#) link mentioned under More Action tab of Inbox sub-module.

- c) **Park File:** It is used for temporarily storing the files which are currently not in use, but can be used later.

Note:

Refer [Park File](#) link mentioned under More Action tab of Inbox sub-module.

d) **Park File History:** It displays the history of the parked file.

Note:

Refer [Park File History](#) link mentioned under More Action tab of Inbox sub-module.

Physical Files Action tabs

Let us learn following different options available in the menu bar for Physical files.

- **Correspondence:** Correspondence is any letter/ DAK which is diarized for action to be taken in file. It is used to attach Correspondence/ Receipt to the working File.

Note:

Refer to steps mentioned under [Correspondence](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

- a) **Attach with another:** It is used to remove the receipt from ToC and attach as correspondence in any other Physical File.

To attach the receipt with another File, perform following steps:

- Select the receipt and click **Attach With Another** link from the dropdown as shown in **Fig.176**:

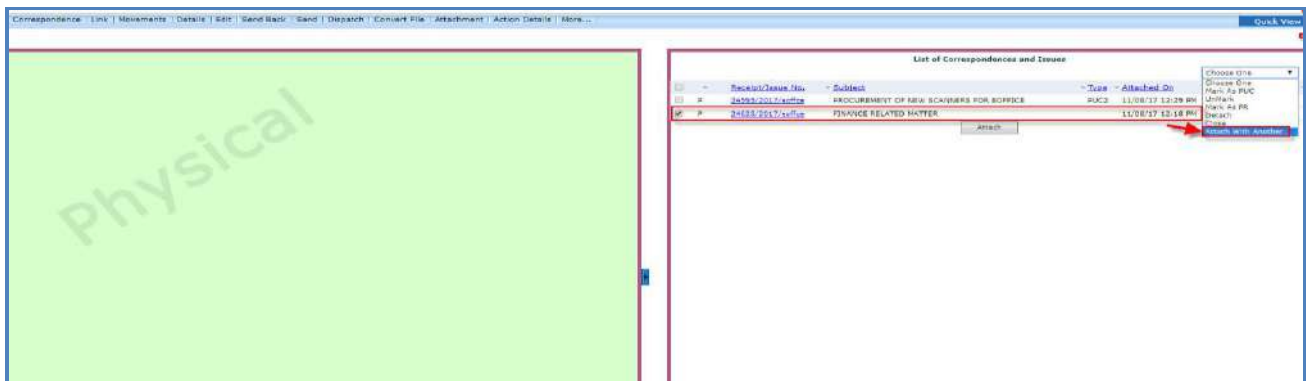


Fig.176

- A list of files appear, select the File and click  button as shown in **Fig.177**:

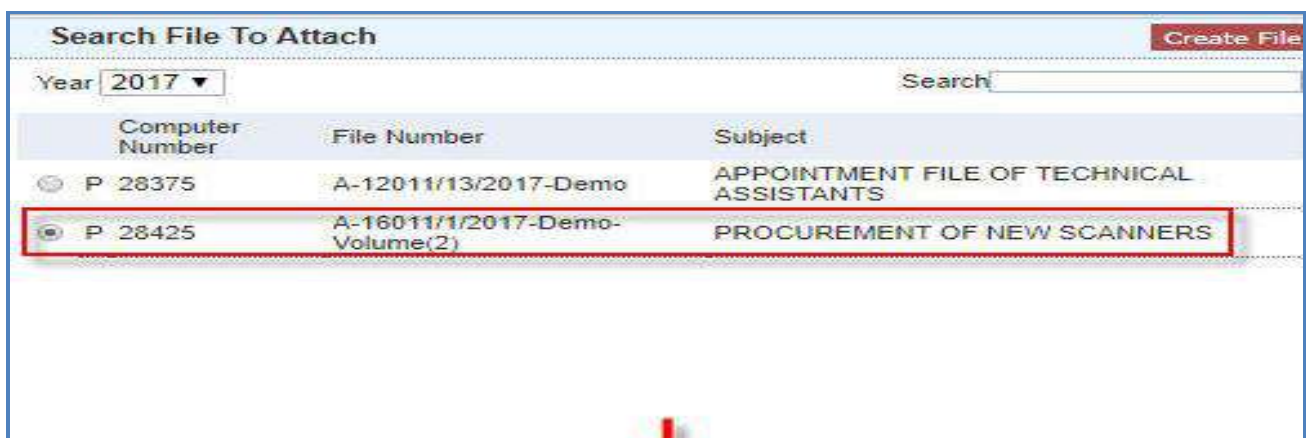


Fig.177

Note:

The list contains files which are present in 'Created (Completed)' or 'Inbox' section of File.

- The receipt gets detached from the current file and attached as correspondence to the selected File.

2. **Link:** It is used to refer the other active file (Created or 'Inbox' sub-module) along with working file. The copy will have all the content of the linked file, upto the moment of linking.

Note:

Refer to steps mentioned under [Link](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

3. **Movements:** This option is used to track the **Movements** of the file which automatically gets updated as File moves from user to another as shown in **Fig.178:**

Sender	Sent On	Sent to	Action	Remarks
PRIYANKA KUMAR	09/08/17 04:09 PM	NIKITA NBS	Forward	-

Fig.178

4. **Details:** It can be used to view the details of a File i.e. File cover Page details and total no. of part Files created, volume files created etc. as shown in **Fig.179:**

Computer No	Sent On	Created On	Remarks

Receipt/Issue No	Subject	Type	Timestamp	Remarks
1/28/17	PROCUREMENT OF NEW SCANNERS FOR BOFFICE	RUCS	8/8/17 3:25 PM	DISPATCH
1/28/17	FINANCE RELATED MATTER	RUCS	8/11/17 12:14 PM	DISPATCH

Fig.179

5. **Edit:** It can be used to make changes to the cover page of existing running file except the File Number.

Note:

Refer to steps mentioned under [Edit](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

6. **Send back:** It is used to send the file back to the sender of the File.

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

7. **Send:** This option facilitates the user to mark the file to the intended recipient(s).

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

8. **Dispatch:** It is a process of issuing an official reply to the concerned user/department/ministry after the approval from the internal competent authority.

To Dispatch an issue against a File, perform the following steps:

- Click the [Dispatch](#) tab, as shown in **Fig.180**:

The screenshot shows the eoffice application interface. At the top, there is a header bar with the following information: Computer No: 29002, File No: B-13013/3/2017-Demo-DEPT-EOFFICE, and Subject: Office procedures. Below the header, there is a navigation bar with several tabs: Correspondence, Link, Movements, Details, Edit, Send Back, Send, Dispatch (highlighted with a red box), Convert File, Attachment, Action Details, and More... A 'Quick View' button is also present. The main content area displays file details: File Number: B-13013/3/2017-Demo-DEPT-EOFFICE, Opening Date: 04/09/17 02:09 PM, Main Category: ACR, Previous Reference: , Subject: Office procedures, Remarks: , Sub Category: GPF Withdrawal, and Later Reference: . Below this, there are three sections: 'File Movement History' with columns for Sender, Sent on, Sent to, Action, and Remarks; 'File Close History' with columns for Action, Action By, Action On, Action Remarks, Approved By, Approved On, and Approved Remarks; and 'File Dispatch History' with columns for Dispatch Number, Subject, Address, and Dispatch Date.

Fig.180

- The Dispatch screen appears. Enter the Draft details and Communication details, the action menu available are as shown in **Fig.181**:

The screenshot displays the 'eoffice' web application interface. At the top left is the 'eoffice' logo with the tagline 'A DIGITAL WORK PLACE SOLUTION'. The main content area is divided into three primary sections:

- Draft Details:** Includes fields for Draft Type* (New/Fresh), Draft Nature (Choose One), Language* (English), Subject* (PROMOTION FILE GROUP A), Classified (Choose one), Prefix (Choose One), and Is Sanction (checkbox). A character count shows 'Total 1000 | 978 characters left'.
- Communication Details:** Includes fields for Ministry (Choose one), Department (Choose one), Name*, Designation*, Organization, Address 1*, Address 2, Country (INDIA), State (Andaman & Nicobar Island), City, Pincode, Mobile, Landline, Fax, and Email. There are buttons for 'Add More Recipient(s)' and 'Clear'.
- Dispatch Options:** Includes a checked checkbox for 'Postal & Out Register Details'. Below this are fields for Postal Mode (Choose One), Postal Charge, Medium (Choose One), Weight, Mode Number, Peon Book No, Peon Name (Choose One), Out Date (calendar icon), Out Time, Delivery Date (calendar icon), Delivery Time, and Delivery Status (Choose one). At the bottom right of this section are two buttons: 'Dispatch By Self' and 'Dispatch By CRU', which are highlighted with a red box.

At the bottom left, there is an 'Attachments' section with an 'Attach File' button.

Fig.181

- a) **Dispatch By self:** It is used, if the person, who has the file with the approved draft, wants to dispatch (send the issue) himself/ herself, the issue can be dispatched electronically through mail (by using “Email Details”) or physically through post (by using “Postal & Out Register Details”).

Note:

Refer the steps mentioned under [Dispatch By self](#) action menu of Receipt Browse & Diarise sub-module.

- b) **Dispatch By CRU:** It is used, if the person, who has the file with the approved draft, wants the issue to be dispatched (send the issue) by the CRU, instead himself/ herself, the issue can be dispatched electronically through mail (by using “Email Details”) or physically through post (by using “Postal & Out Register Details”).

Note:

Refer the steps mentioned under [Dispatch By CRU](#) action menu of Receipt Browse & Diarise sub-module.

9. **Convert File:** It is used to convert the **Physical File** to **Electronic File**, irrespective of the File location, i.e. whether in the File Inbox/Created sub-module.

Note:

At the time of conversion scanned pdf of the earlier notings will be required for the attachment.

To convert Physical File to Electronic File, perform following steps:

1. Click [Convert File](#) tab, as shown in **Fig.182**:

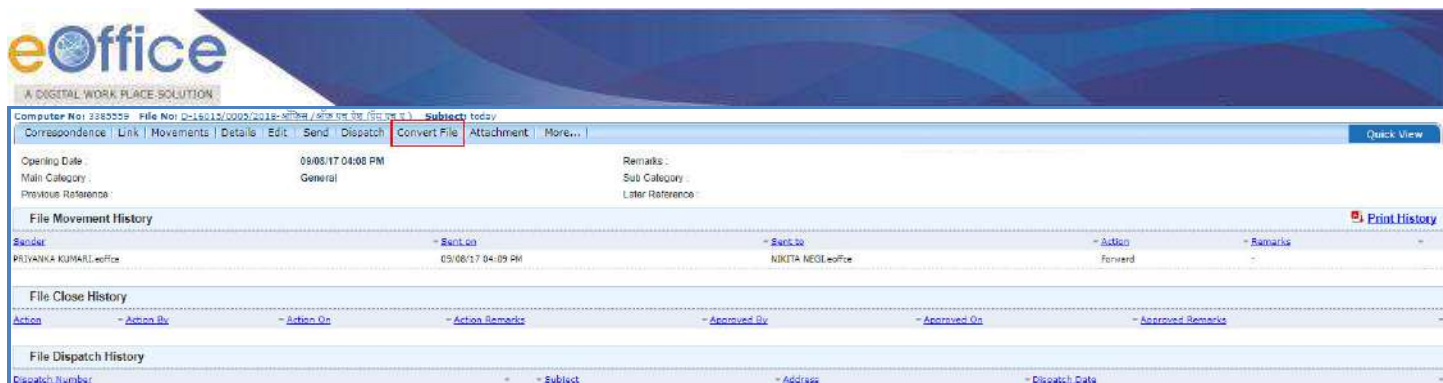


Fig.182

2. Upload scanned copy of **correspondence/Issues** (if correspondence or issues are attached in physical file), and scanned copy of **Noting** (if required),
3. Click (**Convert**) button ,as shown in **Fig.183**:

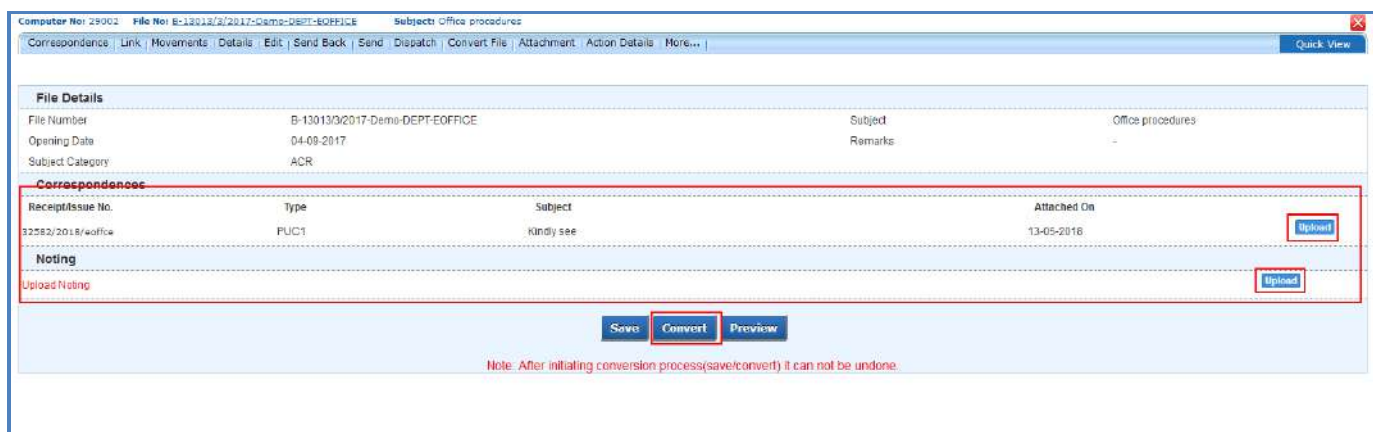


Fig.183

Note:

The max size for uploading nothing and correspondences should not be more than 20MB.

4. Enter the remarks and Click **OK** button, as shown in **Fig.184**:

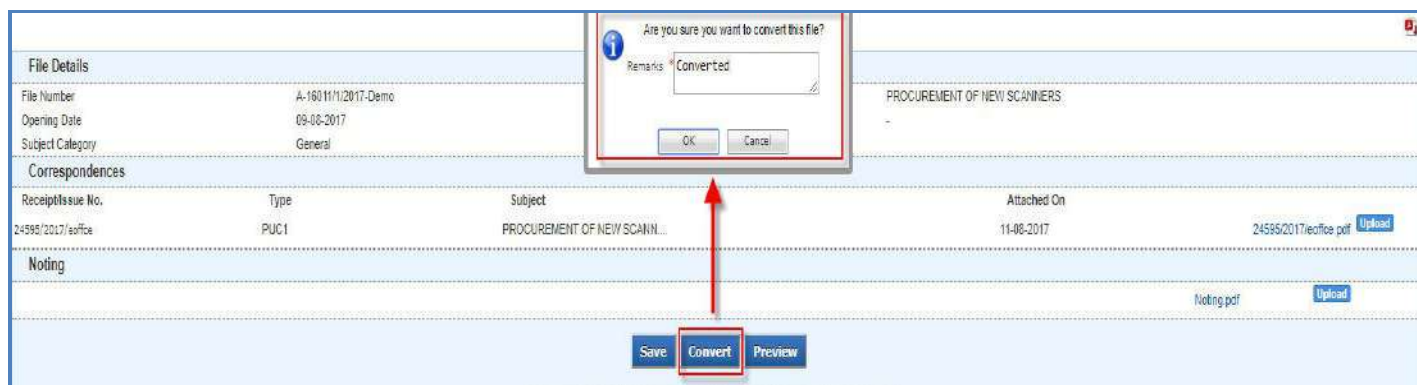


Fig.184

Note:

Save: It is used to save file in draft state during conversion process to work on later stage. And the file moves under Draft link of Conversions sub-module.

Preview: It is used to preview file before final conversion.

5. The File get **converted** from Physical to Electronic, as shown in **Fig.185:**

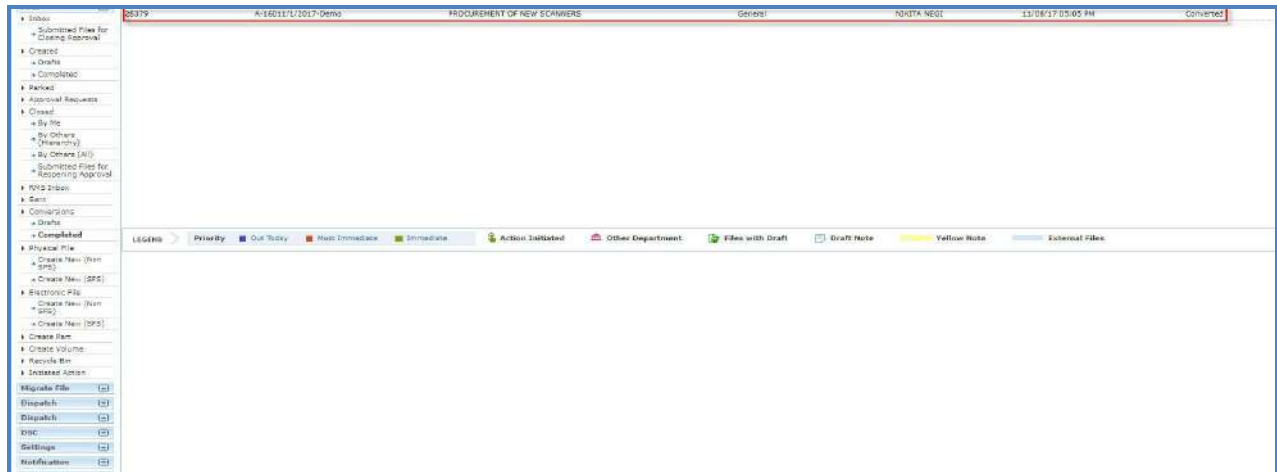


Fig.185

- The converted File moves under Completed link of Conversions sub-module.

6. **Attachment:** It is used to attach the File or Receipt on working File.

Note:

Refer to steps mentioned under [Attachment](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

7. **Action Details:** To view or add remarks against the files for which action has been initiated.

Note:

Refer to steps mentioned under [Action Details](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

8. **More:** It is used to Close and Park the active file, check closing/parking history, to create volume, Merge Files and to view Merge Details.

- Close File:** It is used to **Close** the active File and to view the history of Closed File.

Note:

Refer [Close File](#) link mentioned under More Action tab of Inbox (Electronic Files Action Tabs) sub-module.

- Close File History:** It displays the history of the closed file.

Note:

Refer [Close File History](#) link mentioned under More Action tab of Inbox sub-module.

- Park File:** It is used for temporarily storing the files which are currently not in use, but can be used later.

Note:

Refer [Park File](#) link mentioned under More Action tab of Inbox sub-module.

- d) **Park File History:** It displays the history of the parked file.

Note:

Refer [Park File History](#) link mentioned under More Action tab of Inbox sub-module.

- e) **Create Volume:** This link helps the user to create a new Volume of an existing physical file **Fig.186:**

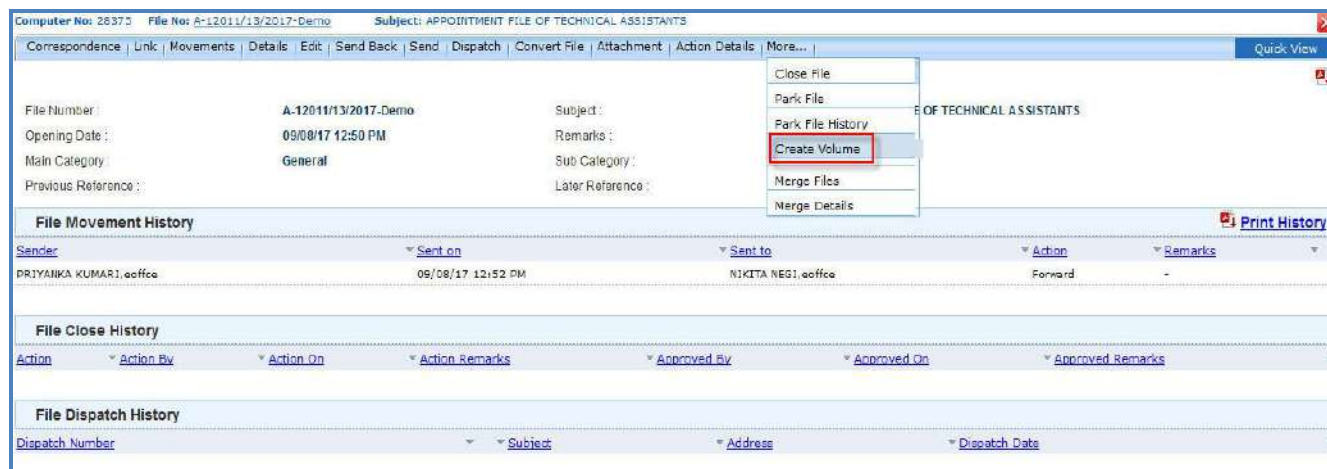


Fig.186

Note:

Refer to [Create Volume](#) module for the process.

- f) **Merge Files:** It is used to merge two or more physical files. Merged file will be in 'View only' mode.

To merge other physical file with the working file, perform following steps:

- Click the **Merge Files** link from the drop down, as shown in **Fig.187:**

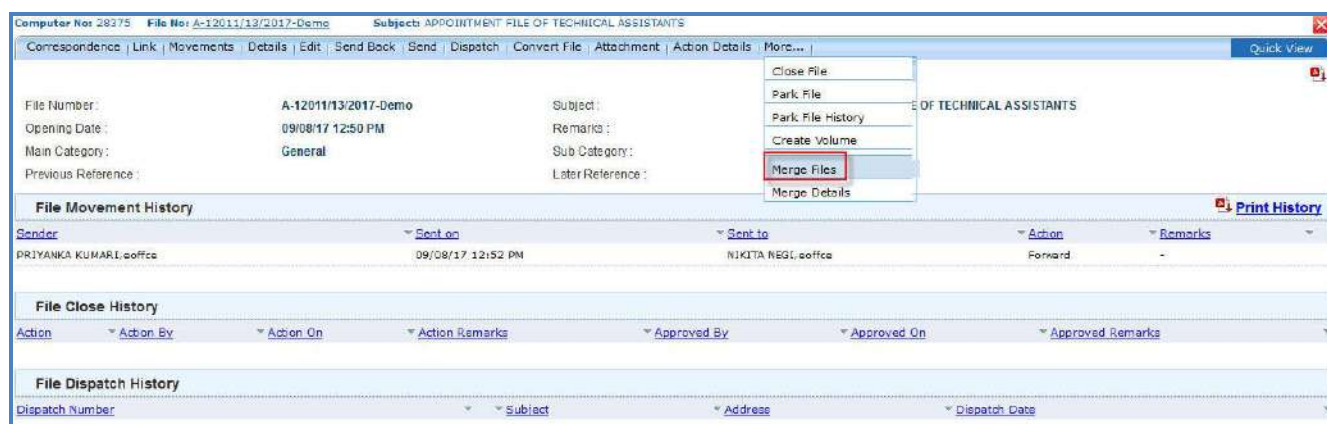


Fig.187

- The Merge Files list screen appears.
- Select the file and click the **Add** button, as shown in **Fig.188**:

Merged File(s)

Main ☐ **Number** ☐ **Subject** ☐ **Sender**

☒	P	A-12011/13/2017-Demo	APPOINTMENT FILE OF TECHNICAL ASSISTANTS	PRIYANKA KUMARI	☒
----------------------------------	---	--------------------------------------	--	-----------------	-------------------------------------

Merge

Search File(s) To Merge

Year Search

☐	Computer Number	File Number	Subject
☒	P 28450	A-12011/16/2017-Demo	TA RECRUITMENT RELATED FILE
☐	P 28425	A-16011/1/2017-Demo-Volume(2)	PROCUREMENT OF NEW SCANNERS

↓

Add

<< < 1 > >>

Fig.188

- The selected file moves to Merge File(s) section. Click **Merge** button to merge the selected file to the working file, as shown in **Fig.189**:

Merged File(s)

Main ☒ **Number** ☐ **Subject** ☐ **Sender**

☒	P	A-12011/13/2017-Demo	APPOINTMENT FILE OF TECHNICAL ASSISTANTS	PRIYANKA KUMARI	☒
☐	P	A-12011/16/2017-Demo	TA RECRUITMENT RELATED FILE		☒

Merge

Search File(s) To Merge

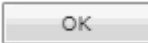
Year Search

☐	Computer Number	File Number	Subject
☒	P 28450	A-12011/16/2017-Demo	TA RECRUITMENT RELATED FILE
☐	P 28425	A-16011/1/2017-Demo-Volume(2)	PROCUREMENT OF NEW SCANNERS

<< < 1 > >>

Add

Fig.189

- User can select any of the file as main file by checking the radio button, shown in (Fig.189).
- The Merge Alert appears, enter the Remarks and click the  button, as shown in Fig.190:

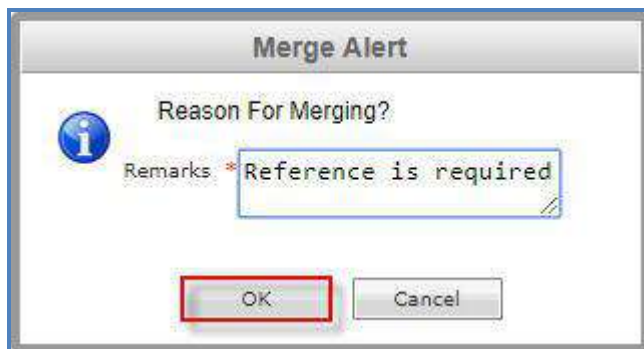


Fig.190

- The file gets merged with the working file.
- g) **Merge Details:** It contains the list of files which are merged under Merge files link of **More** action tab, as shown in Fig.191:

Computer No: 28375 File No: A-12011/13/2017-Demo Subject: APPOINTMENT FILE OF TECHNICAL ASSISTANTS

Correspondence | Link | Movements | Details | Edit | Send Back | Send | Dispatch | Convert File | Attachment | Action Details | More... Quick View

File Number: A-12011/13/2017-Demo Subject: APPOINTMENT FILE OF TECHNICAL ASSISTANTS

Opening Date: 09/08/17 12:50 PM Remarks:

Main Category: General Sub Category:

Previous Reference: Later Reference:

Merged File(s)

S.No	Computer No	Number	Subject	Merged By	Merged On	De-Merged By	De-Merged On	Action 1	Action 2
1	28450	A-12011/18/2017-Demo	TA RECRUITMENT RELATED FILE	NIKITA NEGI	14/08/17 12:30 PM	-	-	De-Merge	Merge With Another

Fig.191

Note:

Files with attachments (File/ Receipt) cannot be merged.

Submitting Files for closing Approval

It contains **File(s)** which have been submitted by the user for **closing approval**.

- From “**Status**” column, user can check the **status** of the status of file whether ‘Approved/ Pending/ Rejected’.
- From “**Action**” column, user can take three **actions** ‘Close/ Cancel/ Move to Inbox’ corresponding to Approved, Pending and Rejected.

- **View Approvers** ([View Approvers](#)) link includes the list of approving Officer(s) in the section/ division, as shown in **Fig.192**:

Computer No	File Number	Initiated By	Initiated On	Approved/Rejected By	Approved/Rejected On	Dealing Section	Remarks	Status	Action
P 3384898	gopalsFileB-01-Volume(2)	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM	C.G. NAIDU PS(PM)	31/07/18 03:16 PM	पीएम सेक्शन	99 999	Approved	View Approvers
E 3384205	gopalsFileB-01-Volume(2)	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM	C.G. NAIDU PS(PM)	31/07/18 03:16 PM	पीएम सेक्शन	99 999	Approved	View Approvers
E 3384483	gopalsFileB-1003	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM	C.G. NAIDU PS(PM)	31/07/18 03:16 PM	पीएम सेक्शन	99 999	Approved	View Approvers
E 3384473	A-11011/0019/2018-वी.एस.	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM			पीएम सेक्शन		Pending	View Approvers
E 3384409	7A-01003/0002/2018-वी.एस.	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM			पीएम सेक्शन		Pending	View Approvers
E 3384592	gopalsFileB-1003	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM			पीएम सेक्शन		Pending	View Approvers
P 3384887	gopalsFileB-101-04	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM			पीएम सेक्शन		Pending	View Approvers
E 3384848	D-19/0004/2017-वी.एस.	श्रीमती K अरुण चौधरी	31/07/18 03:09 PM			पीएम सेक्शन		Pending	View Approvers
E 3385263	A-11011/0012/2018-वी.एस.-MHA	श्रीमती K अरुण चौधरी	27/07/18 01:05 PM	C.G. NAIDU PS(PM)	27/07/18 01:06 PM	पीएम सेक्शन	555555555	Rejected	View Approvers
E 3385128	18-1005/003/0001/2018-वी.एस.-MHA	श्रीमती K अरुण चौधरी	27/07/18 01:05 PM	C.G. NAIDU PS(PM)	27/07/18 01:06 PM	पीएम सेक्शन	555555555	Rejected	View Approvers
E 3385201	gopalsFileB-1101-01	श्रीमती K अरुण चौधरी	20/07/18 03:04 PM			पीएम सेक्शन		Pending	View Approvers

Fig.192

The action tab provided in Submitted Files for Closing Approval is discussed below:

1. **View:** It is used to sort the Files based on its current status. i.e. (Approved, Pending, Rejected and All) as shown in **Fig.193**:
 - a) **Approved:** To view the Files with status as 'Approved'.
 - b) **Pending:** To view the Files with status as 'Pending'.
 - c) **Rejected:** To view the Files with status as 'Rejected'.
 - d) **All:** To get all the Files send for closing approval from the latest to the oldest order (Default View).

Computer No	File Number	Initiated By	Initiated On	Approved/Rejected By	Approved/Rejected On	Dealing Section	Remarks	Status	Action
P 3384898	gopalsFileB-01-Volume(2)	श्रीमती K अरुण चौधरी	31/07/18 03:11 PM	C.G. NAIDU PS(PM)	31/07/18 03:16 PM	पीएम सेक्शन	99 999	Approved	View Approvers

Fig.193

Created

It contains list of Files whose File number has been generated but not being marked/sent.

There are **3** action tabs provided under Completed link of Created sub-module, as shown in **Fig.194**:

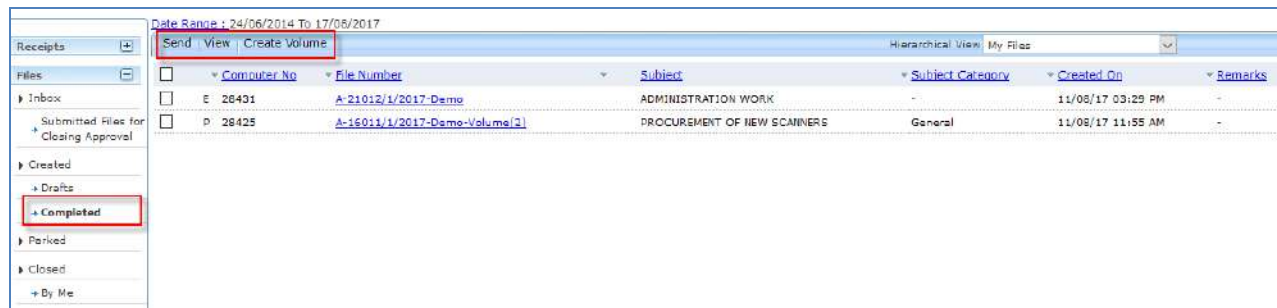


Fig.194

1. **Send:** This option facilitates the user to mark the File to the intended recipient.

Note:

Refer to [FileSend](#) Send in File Inbox for the process.

2. **View:** It is used to sort the File based on different criteria such as Physical, Electronic, etc, as shown in **Fig.195**:

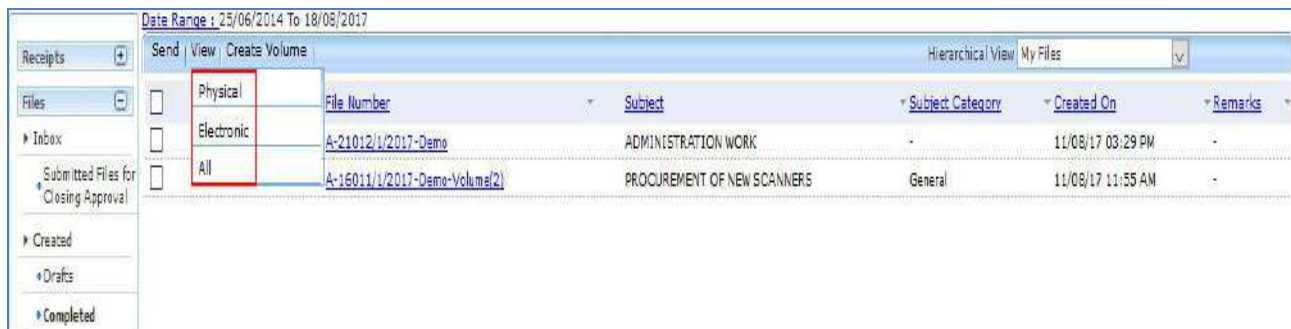


Fig.195

- a) **Physical:** To view all Physical Files.
- b) **Electronic:** To view all Electronic Files.
- c) **All:** To get all the created Files from the latest to the oldest order (Default View).

3. **Create Volume:** It is used to create a new **Volume** of an existing **Physical File**.

Note:

Refer the steps mentioned under File [Create Volume](#) sub-module.

Parked

It contains list of Files that are temporary closed and work will be done later on. Pendency of File will be removed if any file is parked. Parked files can be made active at any point of time.

To view Parked File, perform the following steps:

- Click **Parked** sub-module.
- File can be searched and viewed on the basis of six different statuses as shown in **Fig.196**:

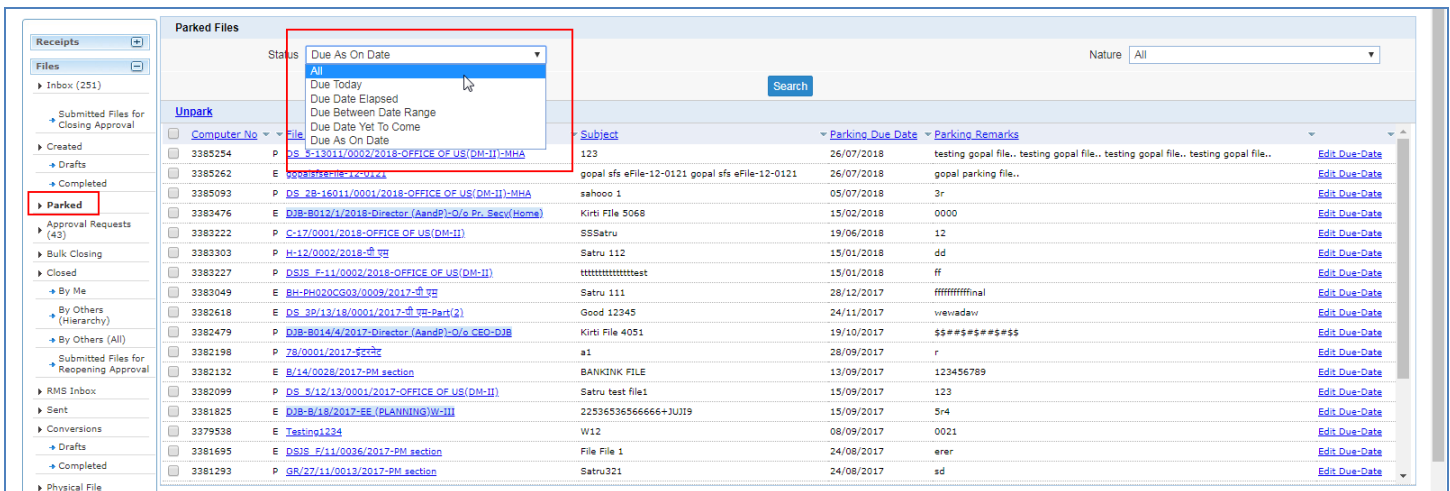


Fig.196

- The action tabs available on parked files are shown in **Fig.197**:

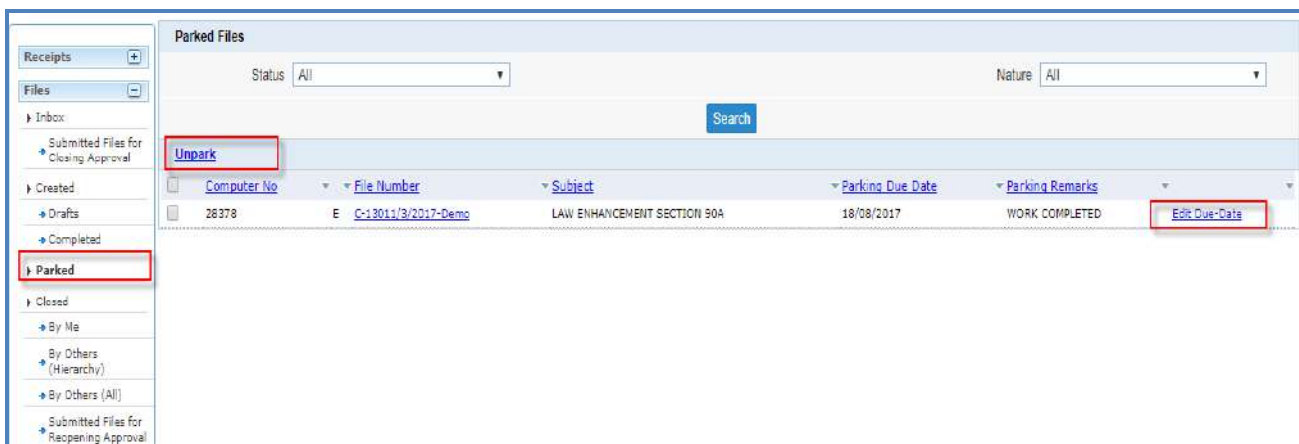
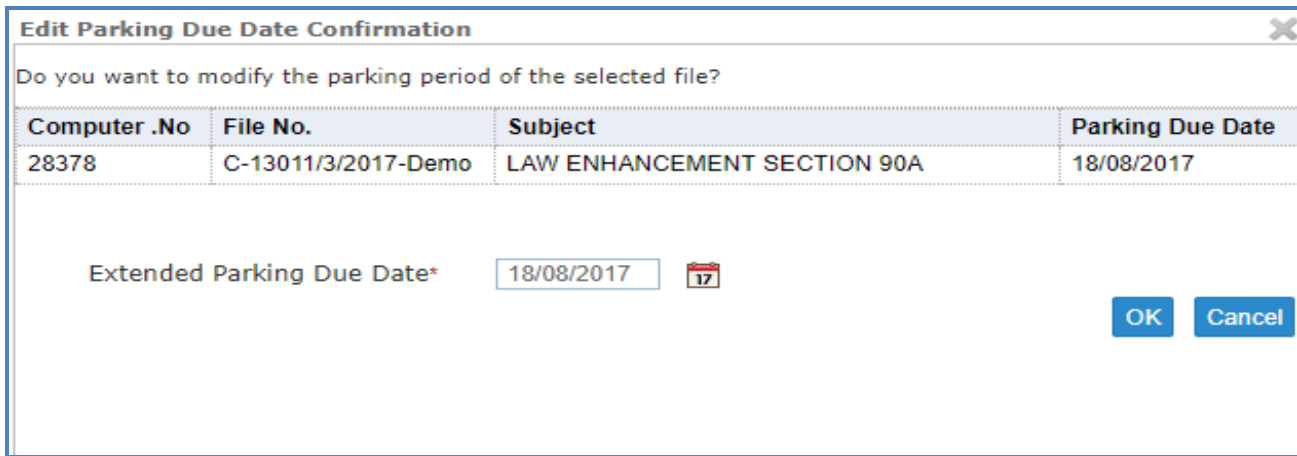


Fig.197

a) Edit Parking Due-Date:

To edit the due date, perform following steps:

- Click [Edit Due-Date](#) link. The Edit Parking Due Date Confirmation box appears as shown in **Fig.198**:



Edit Parking Due Date Confirmation

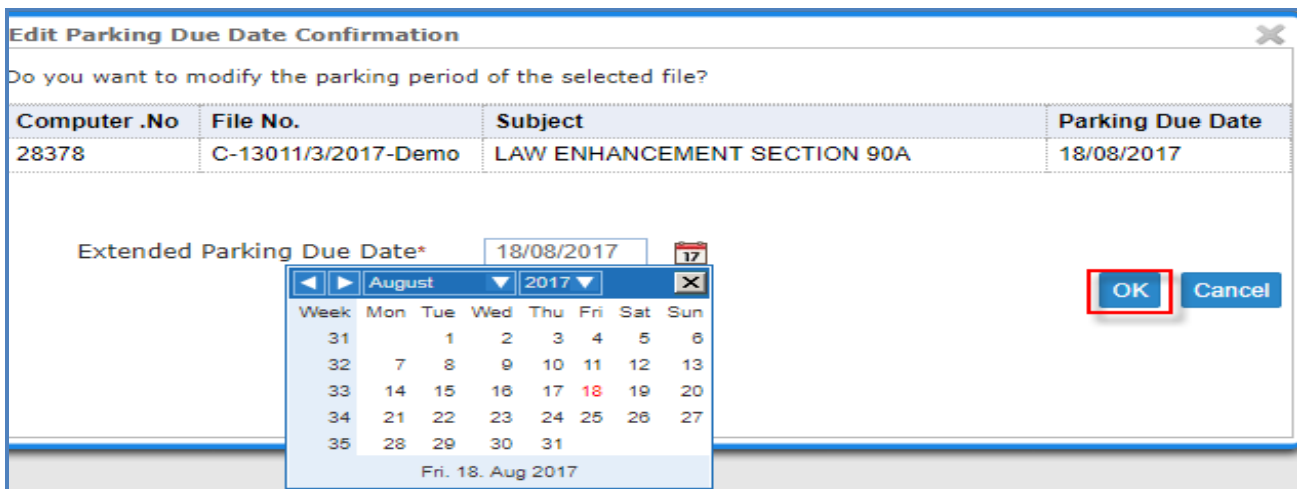
Do you want to modify the parking period of the selected file?

Computer .No	File No.	Subject	Parking Due Date
28378	C-13011/3/2017-Demo	LAW ENHANCEMENT SECTION 90A	18/08/2017

Extended Parking Due Date* 

Fig.198

- Select Extended Parking Due date from calendar icon  and Click button as shown in **Fig.199**:



Edit Parking Due Date Confirmation

Do you want to modify the parking period of the selected file?

Computer .No	File No.	Subject	Parking Due Date
28378	C-13011/3/2017-Demo	LAW ENHANCEMENT SECTION 90A	18/08/2017

Extended Parking Due Date* 

◀ ▶ August 2017 ✕

Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun
31		1	2	3	4	5	6
32	7	8	9	10	11	12	13
33	14	15	16	17	18	19	20
34	21	22	23	24	25	26	27
35	28	29	30	31			

Fri. 18. Aug 2017

Fig.199

a) The due date will be extended.

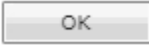
b) **Unpark File:**

To Unpark File, perform following steps:

- Select File(s) and click [Unpark](#) link. The Unparking Confirmation box appears as shown in **Fig.200**:



Fig.200

- Enter the Remarks and click  button.
- The Files become active and move to the File Inbox.

PARKED FILE ALERTS:

Alerts for the parked files gets displayed as Parking Notifications icon () when the parking due date is reached.

To view the parked files through alerts, perform the following steps:

- Click Parking Notifications icon, the Notification pops up is displayed.
- Click [Due As on Date](#) link as shown in Fig.201:

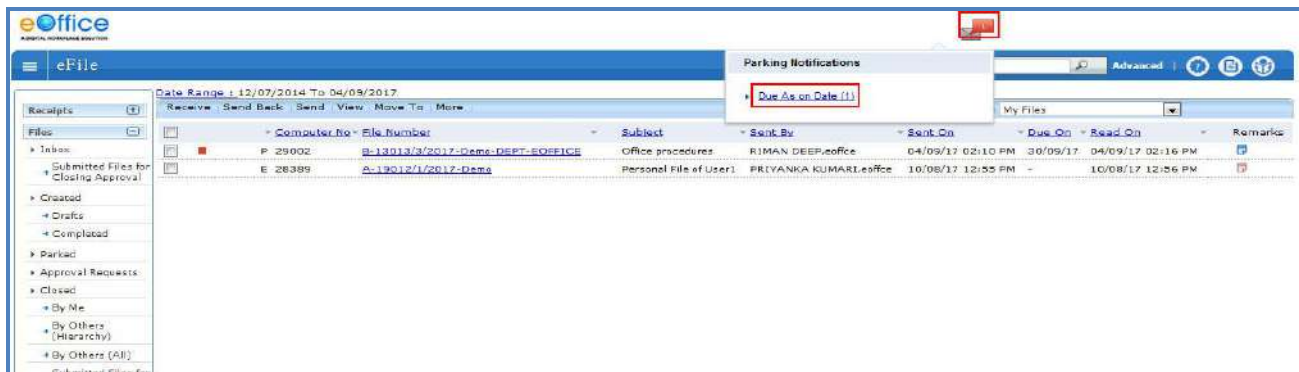


Fig.201

- The list of the parked files for which parking due date is today or due date has elapsed appears, as shown in Fig.202:

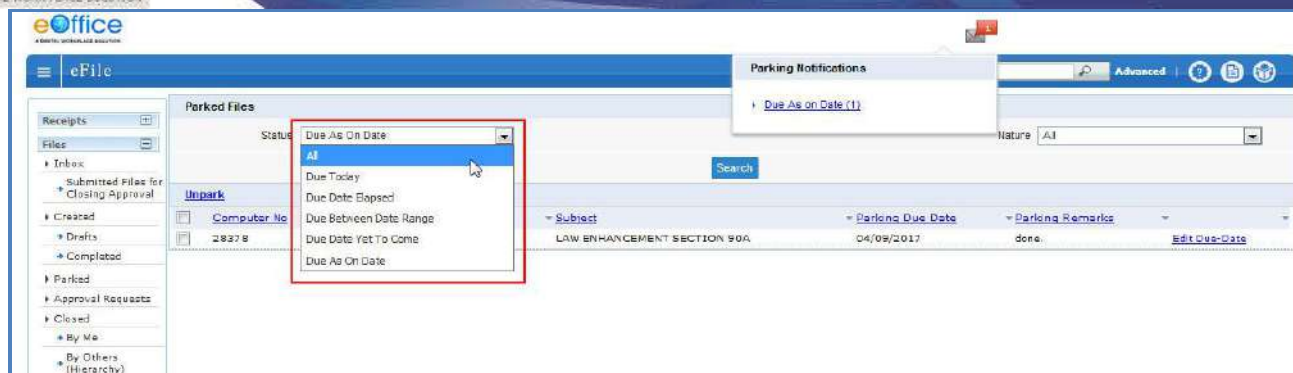


Fig.202

Note:

Parking alerts will be displayed to those users with whom the parked file is lying.

Approval Requests

It contains all the files which are sent by other users/ subordinates of that section/ division, which needs to be closed but require approval of competent authority of that section/division.

Note:

Approval requests module is Role Based. The folder appears only for users who have the role of Approver.

- User/Approver can **Approve** or **Reject** the request of closing/reopening of the file by providing mandatory remarks for the same, as shown in **Fig.203**:



Fig.203

- Remarks, given by the approver to approve or reject the closing/ re-opening request, are maintained in the **Remarks** column against every Approval Request as shown in **Fig.204**:

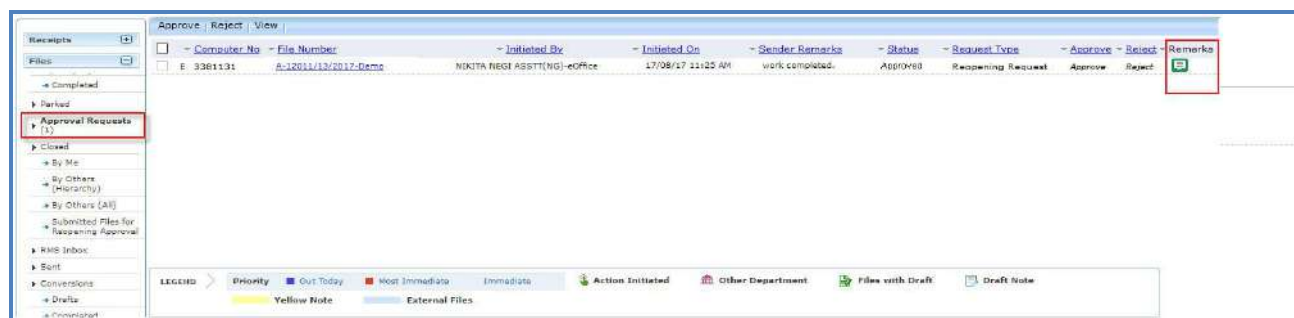


Fig.204

Once the Approver, Approve or Rejects the file:

- The user who had initiated the request for closing of the file will be able to see the Status as Approved or Rejected under his Inbox sub-folder "**Submitted Files for Closing Approval**".
- After getting the approval, the user can close the file by clicking on **Close** button.

Note:

Refer the [Submitted Files for Closing](#) approval link mentioned under File Inbox sub-module.

Bulk Closing

It is the process to close multiple files simultaneously.

- Closing Role:** User having this role will be able to send requests for closing multiple files to superior/ competent Authority for the approval of closing and after approval, user can close multiple files simultaneously.
- Approver Role:** User having this role will be able to approve the closing request of multiple files and himself/ herself can close multiple files simultaneously.

Note:

Maximum number of files that can be sent for closing and approval is fifty (50).

For complete details of closing roles refer to [Close](#) process.

User has to perform the following steps while closing multiple files:

- Click **Bulk Closing** module under File in left navigation.
- Select the files from the Bulk closing section and enter the Remarks. Click **Submit** button for closing the multiple files as shown in **Fig.205**:

Bulk Closing

Approved File(s) for Closing

Nature: All | Computer No: | File No: | Creation Date: | Last Movement Date: |

Subject: | File Heads: Select Basic Head | Select Primary Head | Select Secondary Head | Select Tertiary Head |

Search

	Computer No	File Number	Subject	Created On	Created By	Last Movement On
☐	E 3382552	C/13/0025/2017-O/o of HS(MHA)	Testingh	31/10/17 03:53 PM	C.S BHATT	12/02/18 06:23 PM
☐	E 3383044	B/0061/2017-O/o of HS(MHA)	File 111	27/12/17 05:22 PM	C.S BHATT	12/01/18 11:31 AM
☒	E 3384459	A/0033/2018-O/o of HS(MHA)	chk for note missing	09/05/18 02:18 PM	bipin	09/05/18 02:42 PM
☐	E 3384539	C-13/0010/2018-O/o of HS(MHA)	xvcxcvx	16/05/18 11:54 AM	bipin	16/05/18 11:54 AM
☐	E 3384654	A/0040/2018-O/o of HS(MHA)	note test	23/05/18 04:10 PM	bipin	23/05/18 04:10 PM
☐	E 3384871	B-11/0005/2018-O/o of HS(MHA)-MHA	vivek testing	18/06/18 12:39 PM	bikram	18/06/18 12:54 PM

Remarks: Work Done.

Submit

Fig.205

- The Files get closed successfully.

Closed

It contains a list of Files that are **closed** as complete work has been done on it already.

Closed module contains 4 links:

- d) **By Me**- Lists all the files closed by the logged in user.
- e) **By Others (Hierarchy)**-Lists all the files that are closed by the users of section(s) (which are under the hierarchy of logged in user section).
- f) **By Others (All)** - Lists all files that are closed by anyone in the department, irrespective of hierarchy.
- g) **Submitted Files for Reopening Approval**- File(s) which have been submitted by the user for Reopening Approval can be viewed from default sub-folder “Submitted Files for Reopening Approval” under Closed modules as shown in **Fig.206**:

Computer No	File Number	Subject	Closed on	Closing Remarks	
28375	P A-12011/13/2017-Demo	APPOINTMENT FILE OF TECHNICAL ASSISTANTS	17/08/17 11:43 AM	work completed.	Re-open Record

Fig.206

Note:

By Others (Hierarchy) and By Others (All) links are role based .It will be visible to the users whom having the role for Hierarchy and All respectively.

Submitted Files for Reopening Approval sub-module is role based. It will be visible to the users who have the role for closing files.

File Reopening Process

If a file needs to be re-opened, click the “By me” link as shown in **Fig.207**:

Fig.207

- Select the file and click the [Re-open](#) link as shown in Fig.208:

Fig.208

- Reopening confirmation pop-up appears. Click as shown in Fig.209:

Fig.209

- Sending for Reopening Approval details screen appears. Enter the remarks and click button
- A confirmation pop-up appears. Click the OK button as shown in Fig.210:

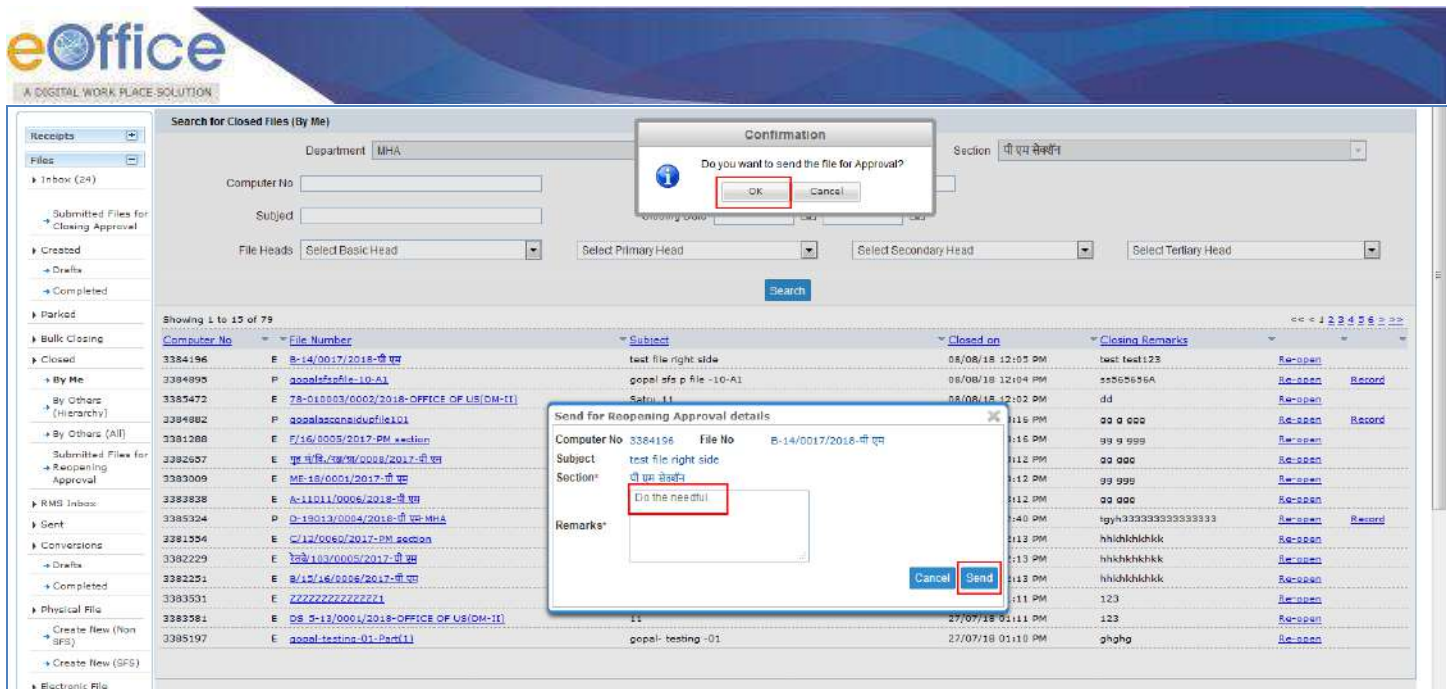


Fig.210

- File(s) which have been submitted for **Reopening** Approval can be viewed under “Submitted Files for Reopening Approval” list as shown in Fig.211:



Fig.211

- From “**Status**” column, user can check the **status** of the status of file whether ‘Approved/ Pending/ Rejected’.
- From “**Action**” column, user can take three **actions** ‘Move to Inbox/ Cancel/ Move to Close’ corresponding to Approved, Pending and Rejected.

Note:

The file(s) reopened by the user will be moved to user’s File Inbox sub-module.

In case user has approver role, then user can close and re-open the files directly.

RMS Inbox

RMS displays the list of files that are sent from File Management System to Record room till the files are not weeded out as per Record Retention Schedule.

Note:

This feature is utilized only for Physical Files.

Sent

All the file(s) once marked to the intended recipient(s) resides under sent sub-module

Note:

Pull back (📁): It is used to draw back a sent file, which has not been received/ opened by the recipient in his/ her Inbox (**Fig.239**).

Initiate Action: It is used to initiate the process for recording and tracking of actions taken on a file. Refer the [Initiate Action](#) link mentioned under File Initiated Action sub-module.

There are 2 action tabs provided under Sent sub-module of File as shown in **Fig.212**:

	Computer No.	File Number	Subject	Sent To	Sent on	Currently With	Due On	
☐	E 28278	C-12011/3/2017-Doms	LAW ENHANCEMENT SECTION 90A	PRIVANKA KUMAR,eeOffice	18/08/17 04:26 PM	PRIVANKA KUMAR,eeOffice	-	Initiate Action
☐	P 28571	A-15012/4/2017-Doms	PROMOTION FILE GROUP A	NIKITA NEGI,eeOffice	18/08/17 12:21 PM	NIKITA NEGI,eeOffice	-	Initiate Action

Fig.212

1. **View:** It is used to sort the files based on different criteria such as Physical, Electronic, etc.

Note:

Refer to [View](#) action tab of Files Created sub-module.

2. **Create Part:** This option is used to create a Part file of the existing file which is under submission.

Note:

Part file can be created for files which are present with other users.

Refer [Create Part](#) sub-module for process.

Conversions

It contains the list of physical files which are either in the process of conversion or are converted already.

Note:

Refer [Convert File](#) action in Physical Files for more on conversion process.

The Conversion module contains 2 links:

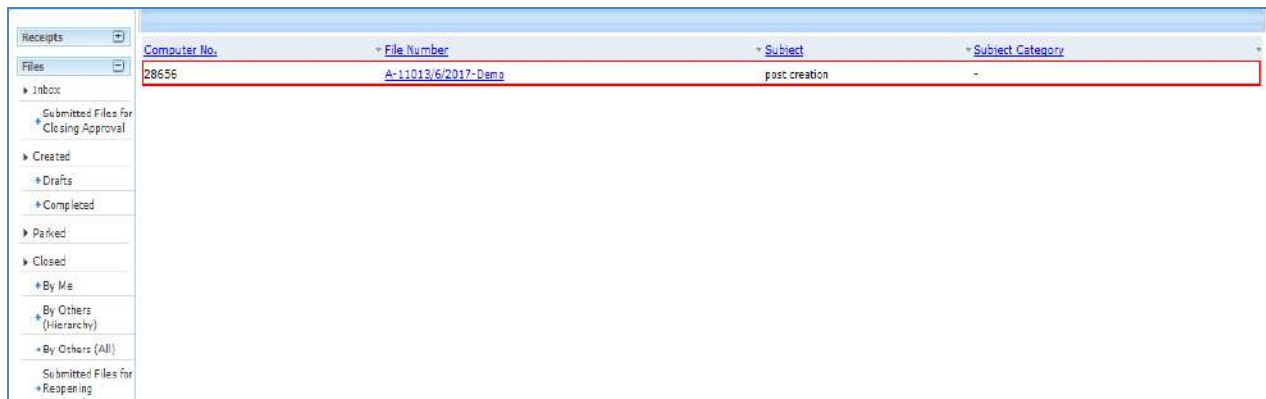
- a) Drafts
- b) Completed

Drafts

It contains all the **Physical Files** which are in process of conversion but has not been converted so far. During the Conversion process if users clicks the **Save** () button, then files moves under this module.

To complete the process of conversion on a draft, user has to perform the following steps:

- Click **Drafts** under Conversions sub-module, the list of files appears as shown in **Fig.213**:



Computer No.	File Number	Subject	Subject Category
28656	A-11013/6/2017-Demo	post creation	-

Fig.213

- Click **File Number** in the list, the draft file opens up as shown in **Fig.214**:

eOffice
A DIGITAL WORK PLACE SOLUTION

Computer No: 29002 File No: B-13013/2/2017-Demo-DEPT-EOFFICE Subject: Office procedures

Correspondence | Link | Movements | Details | Edit | Send Back | Send | Dispatch | Convert File | Attachment | Action Details | More... | Quick View

File Details				
File Number	B-13013/3/2017-Demo-DEPT-EOFFICE		Subject	Office procedures
Opening Date	04-09-2017		Remarks	-
Subject Category	ACR			

Correspondences			
Receipt/Issue No.	Type	Subject	Attached On
32582/2018/eoffice	PUC1	Kindly see	13-05-2018

Noting

Upload Noting

Save Convert Preview

Note: After initiating conversion process(save/convert) it can not be undone.

Fig.214

- Under 'Noting' section, upload scanned noting Document of the concerned file if any.

Note:

If any physical receipt has been put inside a Physical File and it does not have PDF uploaded with it, user will have to upload the respective PDF copy before conversion.

- Click **Convert** button in order to complete the file conversion **Fig.215:**

Computer No: 29002 File No: A-11013/3/2017-Demo Subject: post creation

Correspondence | Link | Movements | Details | Edit | Send | Attachment | More... | Quick View

File Details				
File Number	A-11013/3/2017-Demo		Subject	post creation
Opening Date	18-08-2017		Remarks	-
Subject Category				

Correspondences			
Receipt/Issue No.	Type	Subject	Attached On

Noting

Upload Noting

Save **Convert** Preview

Note: After initiating conversion process(save/convert) it can not be undone.

Fig.215

- After conversion, the nature of the file is changed to **Electronic** at its original location.

Completed

This module contains the list of all files which have already been converted from Physical File to Electronic, File as shown in **Fig.216:**

Computer No.	File Number	Subject	Subject Category	Converted By	Converted On	Remarks
28379	A-16011/1/2017-Demo	PROCUREMENT OF NEW SCANNERS	General	NIKITA NEGI	11/08/17 03:05 PM	Converted

Fig.216

- No action is possible on this list of files.

File Creation

Physical File Creation

It is used to create a new Physical File.

A new physical file can be created using following options:

1. **Create New (Non-SFS)**
2. **Create New (SFS)**

Create New (Non-SFS):

This option creates a physical file with Non- Single File System (SFS) standard i.e. the user has to select the available file heads for the nomenclature of File.

To create a new Physical File in Non-SFS mode, perform the following:

- Click the **Create New (Non-SFS)** option under **Physical File**.
- The **File Cover Page** screen appears as shown in **Fig.217**:

Fig.217

- Enter the necessary details on the File Cover Page and click the **Continue Working** button as shown in Fig.218:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File No.* A-12 11 Ch 2017 Demo

Subject
RECRUITMENT RELATED FILE

Description* RECRUITMENT RELATED FILE

Category Main Establishment Matters
Sub Recruitment

Other Details

Classified ☐ Choose One

Remarks

Previous Reference Later Reference

Continue Working

Fig.218

- The file gets created with a unique file number (Fig.219) based on the different file heads selected in file creation page.

Computer No: 28658 File No: A-12011/00/2017-Demo Subject: RECRUITMENT RELATED FILE

Correspondence | Link | Movements | Details | Edit | Send | Dispatch | Convert File | Attachment | More... Quick View

File Number: A-12011/00/2017-Demo Subject: RECRUITMENT RELATED FILE
Opening Date: 18/08/17 05:02 PM Remarks:
Main Category: Establishment Matters Sub Category: Recruitment
Previous Reference: Later Reference:

File Movement History

Sender	Send on	Send to	Action	Remarks

File Close History

Action	Action By	Action On	Action Remarks	Approved By	Approved On	Approved Remarks

File Dispatch History

Dispatch Number	Subject	Address	Dispatch Date

Fig.219

There are 10 different action tabs available on a file after the Physical File is created:

1. **Correspondence:** Correspondence is any paper which is diarized for action to be taken in file. It is used to attach Correspondence/ Receipt to the working File.

Note:

Refer to steps mentioned under [Correspondence](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

2. **Link:** It is used to refer the other active file along with working file. The copy will have all the content of the linked file, upto the moment of linking.

Note:

Refer to steps mentioned under [Link](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

3. **Movements:** This option is used to track the Movements of the file which automatically gets updated as File moves from user to another.
4. **Details:** It can be used to view the details of a File i.e. File cover Page details and total no. of part Files created.

Note:

Refer to [Details](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

5. **Edit:** It can be used to make changes to the cover page of existing running file except the File Heads (File Number).

Note:

Refer to steps mentioned under [Edit](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

6. **Send:** This option facilitates the user to mark the file to the intended recipient(s).

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

7. **Dispatch:** It is a process of issuing an official reply to the concerned user/department/ministry after the approval from the internal competent authority.

Note:

Refer to [Dispatch](#) tab under File Inbox (Physical File Action Tabs) sub-module.

8. **Convert File:** It is used to convert the Physical File to Electronic File, irrespective of the File location, i.e. whether it is attached with a receipt or from the File Inbox/Created sub-module.

Note:

Refer to [Convert File](#) tab under File Inbox (Physical File Action Tabs) sub-module.

9. **Attachment:** It is used to attach the File or Receipt on working File.

Note:

Refer to steps mentioned under [Attachment](#) action tab of File Inbox (Electronic File Action Tabs) sub-module.

10. **More:** It is used to Close and Park the active file, check closing/parking history, to create volume, Merge Files and to view Merge Details.

Note:

Refer to [More](#) tab under File Inbox (Physical File Action Tabs) sub-module.

Create New (SFS):

This option creates a physical file with SFS standard i.e. the user can enter File No. without any restriction or standards.

To create a new Physical File in Non-SFS mode, perform the following:

- Click the **Create New (SFS)** option under **Physical File** sub-module.
- The File Cover Page screen appears as shown in **Fig.220**:

The screenshot shows a web-based form for creating a new physical file. The header includes the eoffice logo and the text 'Govt. of India NIC DEPT-EOFFICE Demo'. The form fields are as follows:

- File No.:** A text input field.
- Subject:** A text input field.
- Description:** A text input field.
- Category:** Two dropdown menus labeled 'Main' and 'Sub', both currently showing 'Choose one'.
- Classified:** A checkbox followed by a dropdown menu showing 'Choose One'.
- Remarks:** A text input field.
- Previous Reference:** A text input field.
- Later Reference:** A text input field.
- Continue Working:** A button with a right-pointing arrow.

Fig.220

- Enter the necessary details on the File Cover Page and click [Continue Working](#) button, as shown in **Fig.221**:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File No. : 15012/2017- WELFARE

Subject : WELFARE RELATED

Description : WELFARE RELATED

Category : Main Choose one Sub Choose One

Other Details

Classified ☐ Choose One

Remarks

Previous Reference Later Reference

Continue Working

Fig.221

- The file gets created, as shown in Fig.222:

Computer No: 28662 File No: 15012/2017-WELFARE Subject: WELFARE RELATED

Correspondence | Link | Movements | Details | Edit | Send | Dispatch | Convert File | Attachment | More... Quick View

File Number : 15012/2017-WELFARE Subject : WELFARE RELATED

Opening Date : 18/08/17 05:27 PM Remarks :

Main Category : Sub Category :

Previous Reference : Later Reference :

File Movement History Print History

Sender	Sent on	Sent to	Action	Remarks
--------	---------	---------	--------	---------

File Close History

Action	Action By	Action On	Action Remarks	Approved By	Approved On	Approved Remarks
--------	-----------	-----------	----------------	-------------	-------------	------------------

File Dispatch History

Dispatch Number	Subject	Address	Dispatch Date
-----------------	---------	---------	---------------

Fig.222

Note:

User can perform same operations on a file as explained in [Create Non-SFS](#) file.

Electronic Files Creation

It is used to create an **Electronic File**.

Electronic File Link Contains 2 options:

1. **Create New (Non-SFS)**
2. **Create New (SFS)**

Create New (Non-SFS):

This option creates an Electronic file with Non-SFS standard i.e. the user has to select the available heads for the nomenclature of File.

To create a New File, perform the following steps:

- Click the **Create New (Non-SFS)** option from the Left navigation panel under the **Electronic File** Sub-module
- The **File Cover Page** screen appears as shown in **Fig.223**:

Fig.223

- Enter the necessary details on the File Cover Page and click **Continue Working** button to create a new electronic file as shown in **Fig.224**:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File No.* A - 12 - 11 - Chi - 2017 Demo

Subject
RECRUITMENT RELATED FILE

Description*

Category Main Establishment Matters
Sub Recruitment

Other Details
Classified ☐ Choose One
Remarks
Previous Reference
Later Reference

Continue Working >

Fig.224

- The file gets created, along with a unique file number based on the selection of heads, as shown in Fig.225:

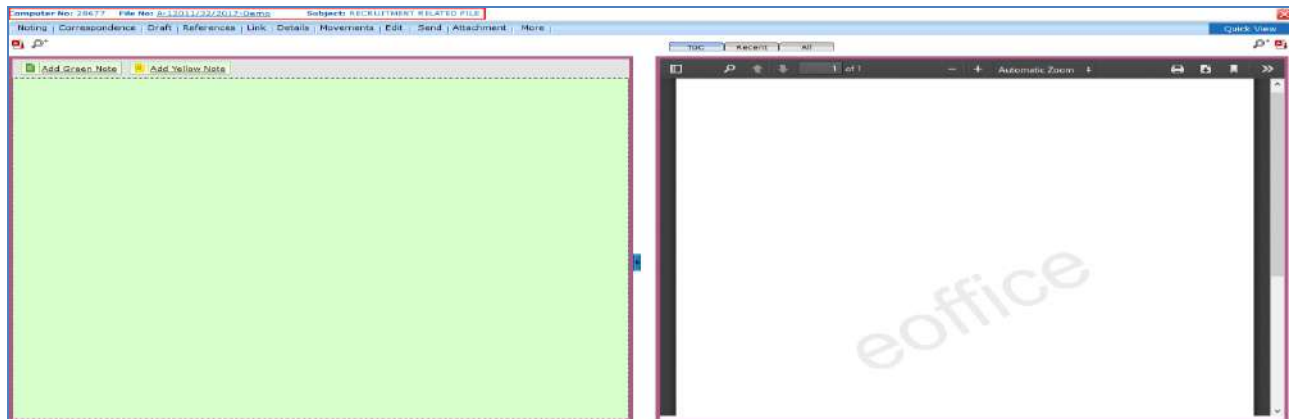


Fig.225

There are 11 different action tabs available on a file after the Electronic File is created:

- Noting:** It consists of line actions with regard to the correspondence or as per the subject matter of the file subject. It is used to add Yellow Note and Green Note in the existing File and to view the noting By Name and By Date or All the noting together.

Note:

Refer to [Noting](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

2. **Correspondence:** Correspondence is any paper which is diarized for action to be taken in file. It is used to attach Correspondence/ Receipt to the working File.

Note:

Refer to [Correspondence](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

3. **Draft:** It is a process of creating an official reply to the concerned user/department/ministry conveying the views or orders of the department. With the help of this feature user can Create New Draft and View Existing Drafts in the File.

Note:

Refer to [Draft](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

4. **Reference:** These are document to support noting. It is used to attach references corresponding to the working file.

Note:

Refer to [References](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

5. **Link:** It is used to refer the other active file along with working file. The copy will have all the content of the linked file, upto the moment of linking.

Note:

Refer to [Link](#) under File Inbox (Electronic File Action Tabs) sub-module.

6. **Details:** It can be used to view the details of a File i.e. File cover Page details and total no. of part Files created.

Note:

Refer to [Details](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

7. **Movements:** This option is used to track the Movements of the file which automatically gets updated as File moves from user to another.
8. **Edit:** It can be used to make changes to the cover page of existing running file except the File Heads (File Number).

Note:

Refer to [Edit](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

9. **Send:** This option facilitates the user to mark the file to the intended recipient(s).

Note:

Refer to steps mentioned under [Send](#) action tab of File Inbox sub-module.

10. **Attachment:** It is used to attach the File or Receipt on working File.

Note:

Refer to [Attachment](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

11. **More:** It is used to close and Park the active file, check closing/parking history and merge details.

Note:

Refer to [More](#) tab under File Inbox (Electronic File Action Tabs) sub-module.

Create New (SFS):

This option creates an **Electronic** file with **SFS** standard i.e. the user can enter File No. without any restriction or standards.

To create a New File in SFS mode, perform the following steps:

- Click the **Create New (SFS)** option under Electronic File sub-module.
- The File Cover Page screen appears as shown in **Fig.226**:

The screenshot shows a web-based form for creating a new file. The header includes the eoffice logo and the text 'Govt. of India NIC DEPT-EOFFICE Demo'. The form fields are as follows:

- File No.:** A text input field with a red asterisk indicating it is required.
- Subject:** A text input field.
- Description:** A text input field with a red asterisk indicating it is required.
- Category:** Two dropdown menus labeled 'Main' and 'Sub', both with 'Choose one' as the selected option.
- Classified:** A checkbox followed by a dropdown menu with 'Choose One' as the selected option.
- Remarks:** A text input field with a small icon on the right.
- Previous Reference:** A text input field.
- Later Reference:** A text input field.
- Continue Working:** A button with a right-pointing arrow.

Fig.226

- Enter the necessary details on the File Cover Page and click  button, as shown in **Fig.227**:

Fig.227

- The file gets created, as shown in **Fig.228**:

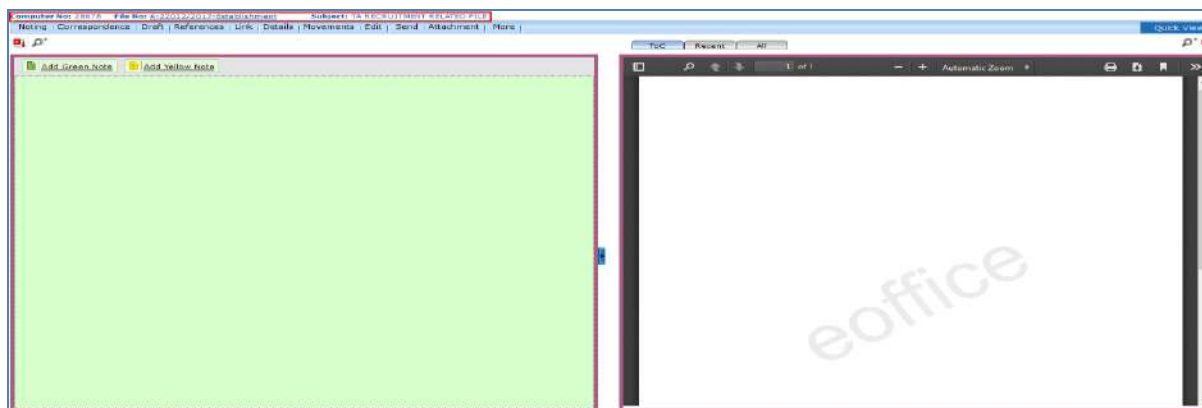


Fig.228

Note:

User can perform same operations on a file as explained in [Create Non-SFS](#) file of the Electronic File Section.

Create Part

It is used to create a part file when the main file is under submission i.e. not residing with the working user.

To create a part file, perform the following steps:

- Click the **Create Part** under the Files Section, the screen as shown in **Fig.229** appears:

The screenshot shows a web-based form for creating a part file. The header includes the eOffice logo and the text 'Govt. of India NIC DEPT-EOFFICE Demo'. The form has several sections: a 'File Number' field with a 'Browse File' button; a 'Subject' field; a 'Description*' text area; a 'Category' section with 'Main' and 'Sub' dropdowns; a 'Classified' dropdown; a 'Remarks' text area; and two reference fields: 'Previous Reference' and 'Later Reference'. At the bottom, there is a 'Create Part' button with a right-pointing arrow.

Fig.229

- Click **Browse File** button, list of files appears.
- Select the file for which a part file has to be created and click **Select File** button, as shown in **Fig.230**:

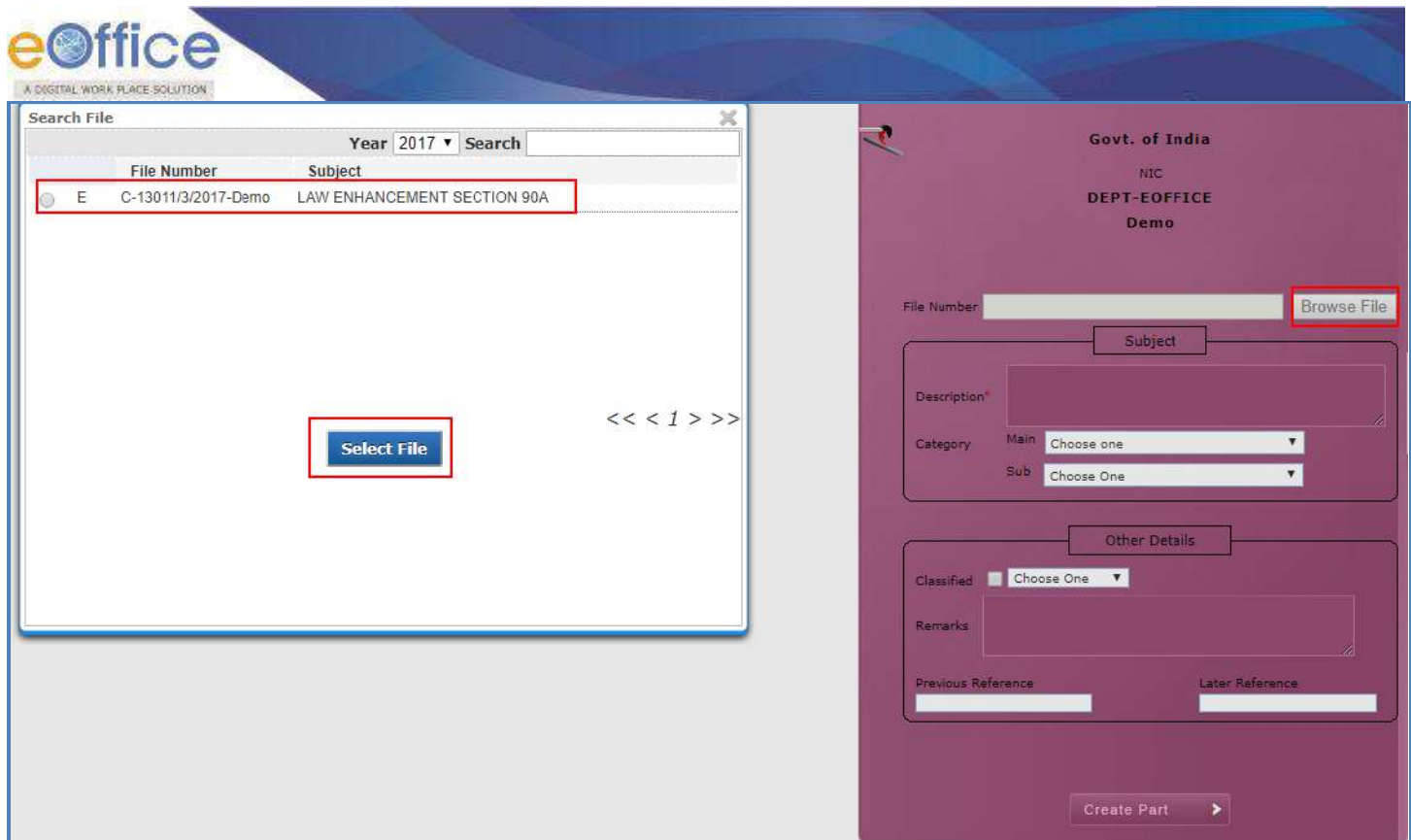


Fig.230

Note:

List contains the files which are sent by user and currently with other users.

- Then click **Create Part** button to as shown in **Fig.231**:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File Number: C-13011/3/2017-Demo

Subject

Description*: LAW ENHANCEMENT SECTION 90A

Category Main: RTI

Sub: Choose One

Other Details

Classified: ☐ Choose One

Remarks

Previous Reference:

Later Reference:

Create Part >

Fig.231

- The part file is created as shown in **Fig.232**:

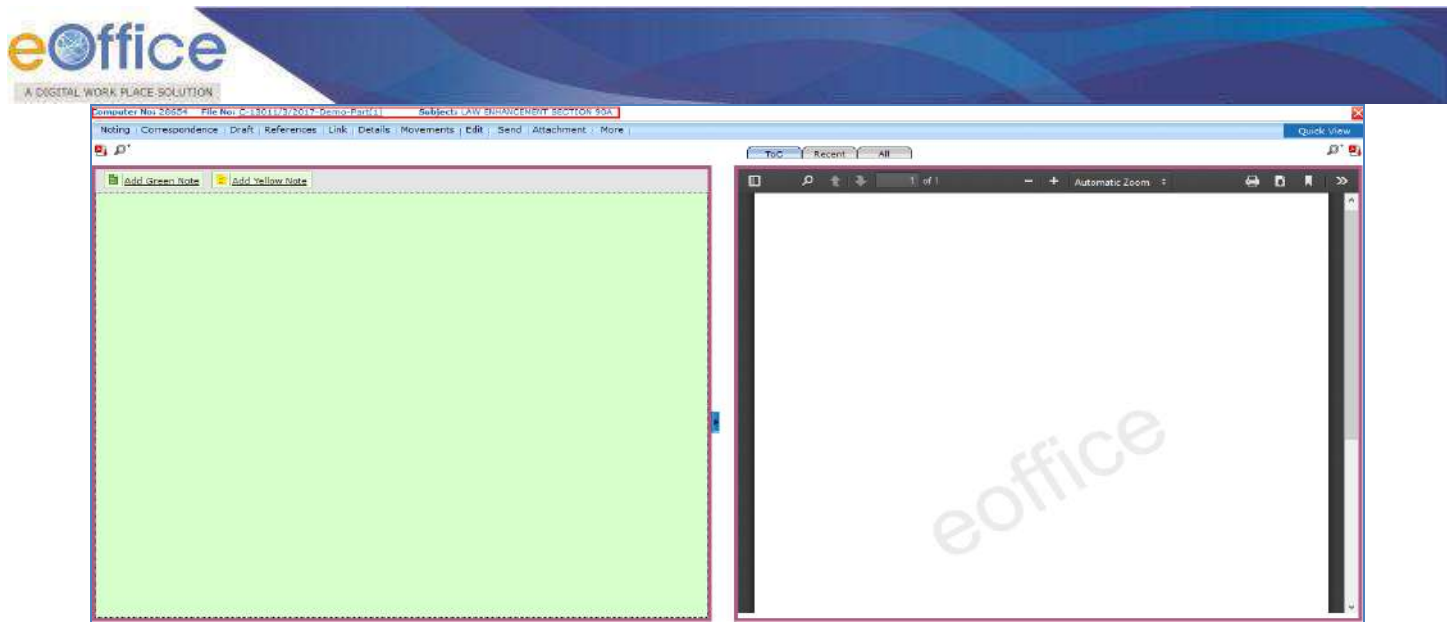


Fig.232

Note:

Create Part file can be accessed from completed files list under **Created** module.

Part file can be created for both physical and electronic file.

Create Volume

When the main file becomes bulky the Create Volume option allows the user to create a new volume of an existing file. Further papers on the subject will be added to the new volume of the same file, which will be marked 'Volume II', and so on.

To create a Volume of a file, perform the following steps:

- Click the **Create Volume** link under the **File** sub-module. The screen appears is shown in **Fig.233**:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File Number

Description*

Category Main Sub

Classified ☐

Remarks

Previous Reference Later Reference

Fig.233

- Click button, a list of File appears.
- Select the file for which a volume has to be created and click button, as shown in **Fig.234**:

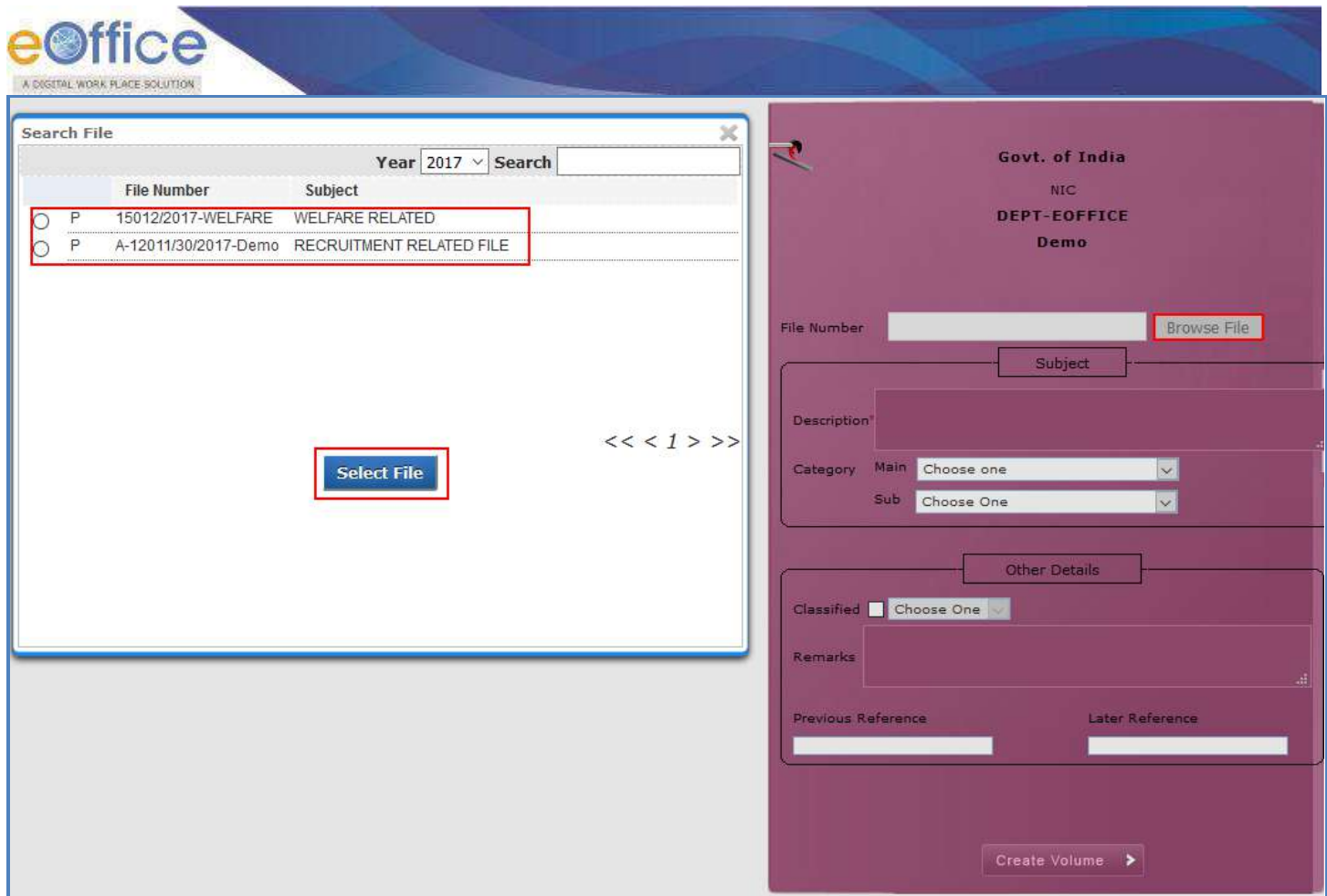


Fig.234

Note:

The list contains the files residing in user's File Inbox sub-module.

- Click the  button to create a Volume; as shown in **Fig.235**:

Govt. of India
NIC
DEPT-EOFFICE
Demo

File Number 15012/2017-WELFARE

Subject

Description* WELFARE RELATED

Category Main Sub

Other Details

Classified ☐

Remarks

Previous Reference **Later Reference**

Create Volume ➤

Fig.235

- The volume of a file is created as shown in **Fig.236**:

Computer No: 28686 **File No:** 15012/2017-WELFARE-Volume(2) **Subject:** WELFARE RELATED

Correspondence | Link | Movements | Details | Edit | Send | Dispatch | Convert File | Attachment | More... Quick View

File Number: 15012/2017-WELFARE-Volume(2) **Subject:** WELFARE RELATED

Opening Date: 21/08/17 10:30 AM **Remarks:**

Main Category: **Sub Category:**

Previous Reference: **Later Reference:**

File Movement History Print History

Sender	Sent on	Sent to	Action	Remarks

File Close History

Action	Action By	Action On	Action Remarks	Approved By	Approved On	Approved Remarks

File Dispatch History

Dispatch Number	Subject	Address	Dispatch Date

Fig.236

Note:

The volume of a file can be created for physical files only.

Initiated Action

By using this feature Privileged user will be able to **initiate** and **track** the set of actions taken on a file.

- User can view the list of files with **Action Details** as shown in **Fig.237**:

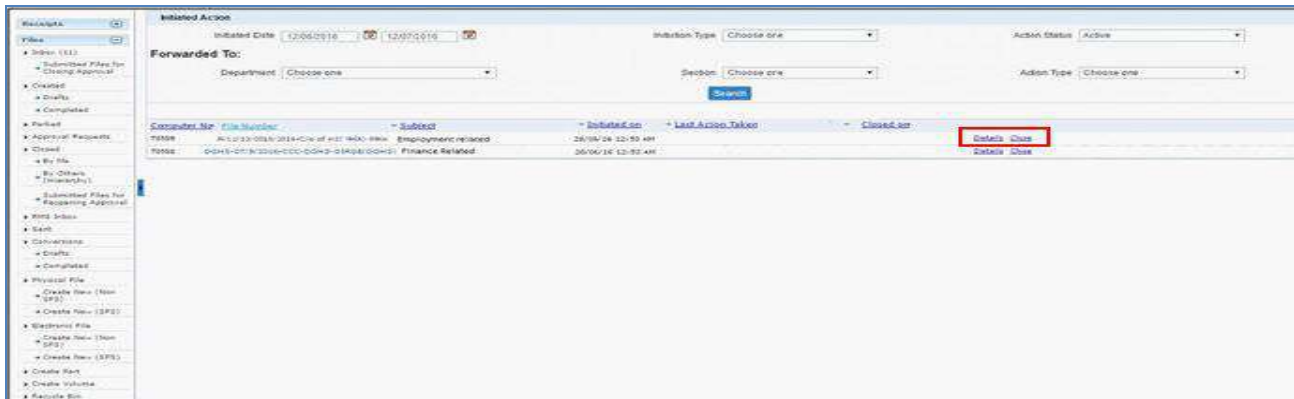


Fig.237

Two options are available to take an action:

- Details:** User can view the action details through this link adjacent to each file, as shown in **Fig.238**:

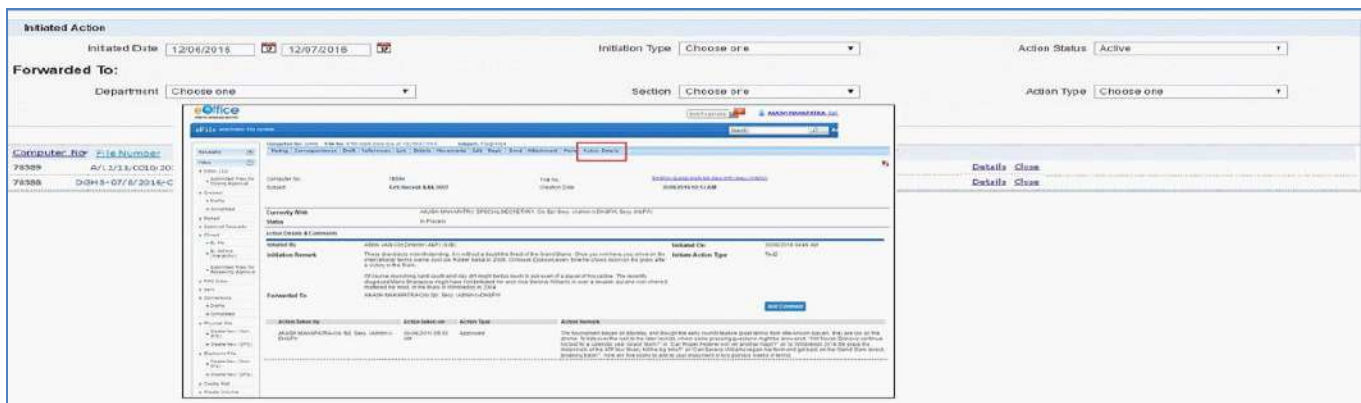


Fig.238

- Close:** User can close the initiated action using “Close” link.

Note:

Closing can be done by anyone in the section having role to initiate the action.

- Click [Close](#) link, enter the closing confirmation Remarks, as shown in **Fig.239**:

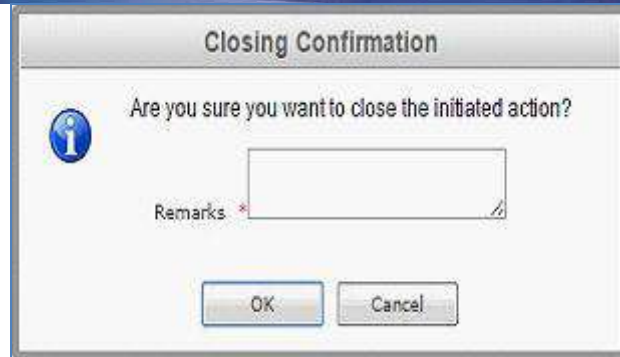


Fig.239

The File can be marked action from:

- a) Send screen (Sending the File):

The user would be able to initiate the action by using the following fields.

- Check the **Initiate Action** check-Box. The remarks field becomes mandatory as soon as the “**Initiate Action**” check box is selected, as shown in Fig.240:

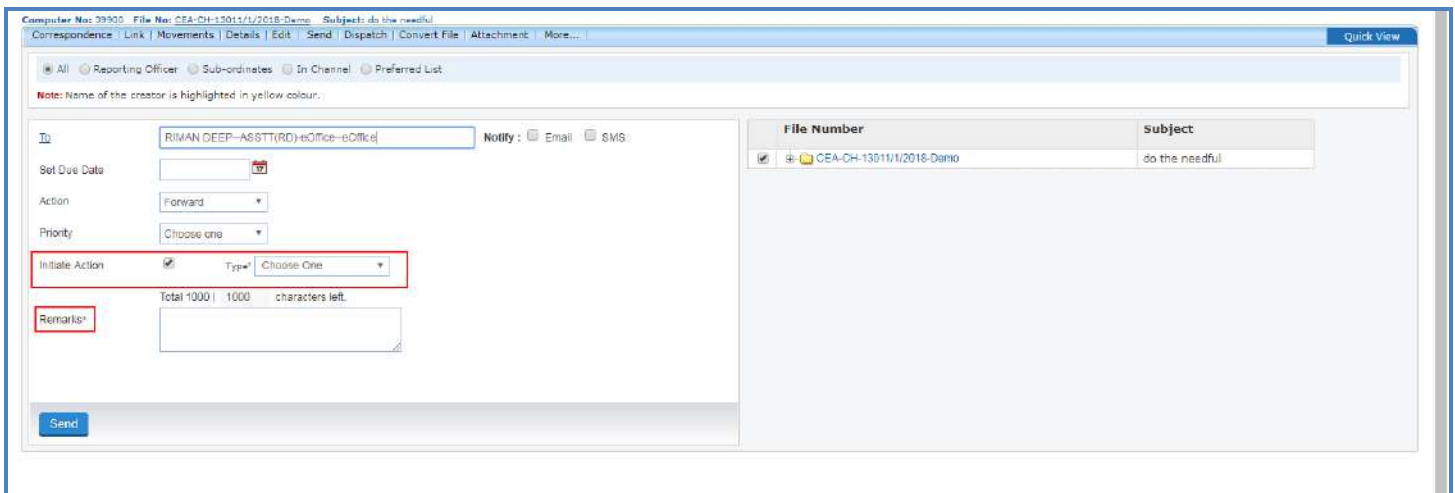


Fig.240

- b) From Sent sub-module page:

Initiate Action

- At the file sent page, the link of “**Initiate Action**” is available against every file, as shown as shown in Fig.241:

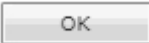
eoffice
A DIGITAL WORK PLACE SOLUTION

Date Range : 28/03/2015 To 21/05/2018

View | Create Part

	Computer No	File Number	Subject	Sent To	Sent on	Currently With	Due On	
☐	E 36645	B-11011/10/2018-Demo-DEPT-EOFFICE	subject	NIKITA NEGI,eoffice	15/05/18 11:22 AM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33571	A-11011/8/2018-Demo-DEPT-EOFFICE	CSMRS TRAINING	NIKITA NEGI,eoffice	21/03/18 10:42 AM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33571	A-11011/9/2018-Demo-DEPT-EOFFICE	CSMRS TRAINING	NIKITA NEGI,eoffice	21/03/18 10:40 AM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33572	A-11011/9/2018-Demo-DEPT-EOFFICE	CSMRS TRAINING	NIKITA NEGI,eoffice	06/03/18 03:28 PM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33572	A-11011/9/2018-Demo-DEPT-EOFFICE	CSMRS TRAINING	NIKITA NEGI,eoffice	06/03/18 03:26 PM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33572	A-11011/9/2018-Demo-DEPT-EOFFICE	CSMRS TRAINING	NIKITA NEGI,eoffice	05/03/18 10:38 AM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33568	A-12011/11/2018-Demo-DEPT-EOFFICE	Training of eOffice.....	KAPIL AGGARWAL,eoffice	16/02/18 12:35 PM	KAPIL AGGARWAL,eOffice	-	Initiate Action
☐	E 33518	IT-11011/5/2018-Demo-DEPT-EOFFICE	Regarding Implementation of eOffice	ARPALI ROY,eoffice	12/02/18 03:30 PM	ARPALI ROY,eOffice	-	Initiate Action
☐	E 33517	IT-11011/4/2018-Demo-DEPT-EOFFICE	Related to e-Gov App store	ARPALI ROY,eoffice	12/02/18 03:00 PM	ARPALI ROY,eOffice	-	Initiate Action
☐	E 33522	IT-11011/6/2018-Demo-DEPT-EOFFICE	Related to Digitisation.	ARPALI ROY,eoffice	12/02/18 02:57 PM	NIKITA NEGI,eOffice	-	Initiate Action
☐	E 33522	IT-11011/6/2018-Demo-DEPT-EOFFICE	Related to Digitisation.	ARPALI ROY,eoffice	12/02/18 02:47 PM	NIKITA NEGI,eOffice	-	Initiate Action

Fig.241

- Click [Initiate Action](#) link. A File initiation confirmation pop-up window appears.
- Enter the action **Type** and **Remarks** and click  button, as shown in **Fig.242**:

File Initiation Confirmation

Are you sure you want to initiate action for this file ?

Type*

Remarks*

Fig.242

Note:

Action Details will not be displayed in case file is forwarded from one department to another, having different instances (Interdepartmental Case).

In case of single instance having multiple departments, Action Details will be displayed in case file is forwarded from one department to another.

Action details will be available for linked files also (Linked files section in the file inner page).

c) Viewing & Adding Action Comment:

From File Inbox inner page:

- To add remarks click  button (available along with the active action) in the "Action Details" page, as shown in **Fig.243**:



Action Comment

Action Type * Choose One

Remarks *

Total 1500 | 1500 characters left.

Add

Fig.243

- Provide the necessary action type and click the **Add** button to add the remarks for the action.

Settings

It is used to change the preferences/settings in application. The sub-modules under setting module are shown in **Fig.244**:

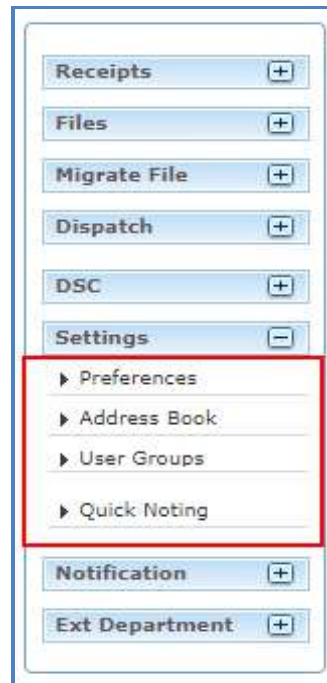


Fig.244

Preferences

This module facilitates the user to change the general preferences and customize the application as per user requirement as shown in **Fig.245**:

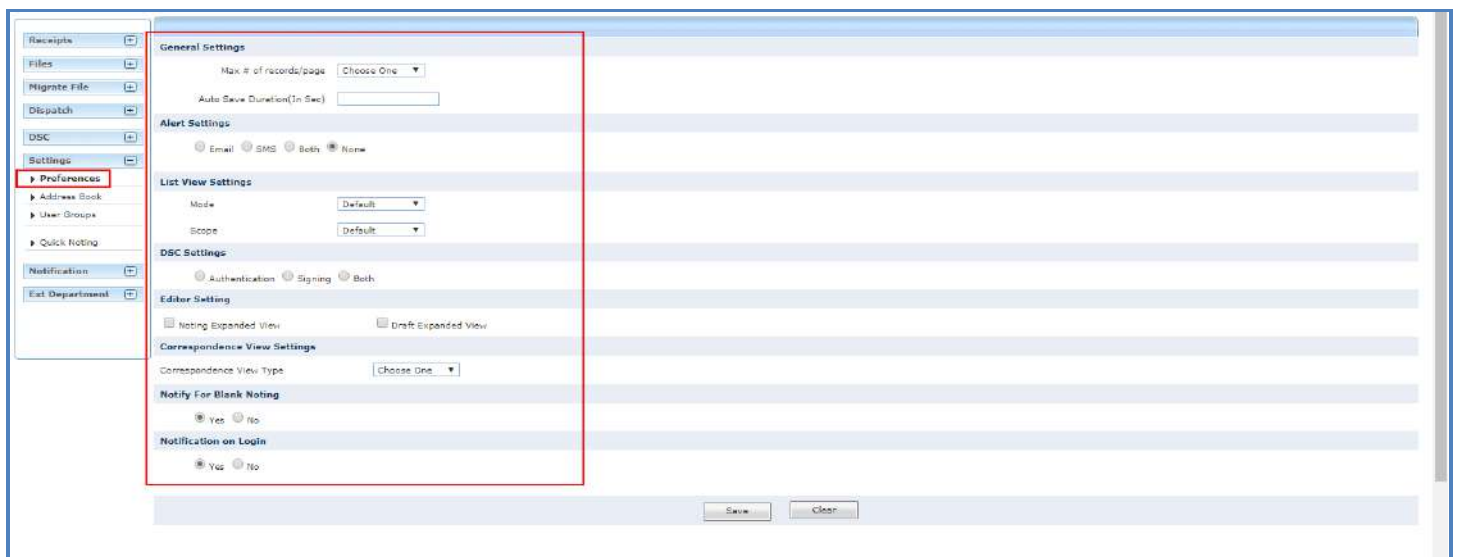


Fig.245

Preferences sub-module is divided into following sections:

1. **General Settings:** To modify the General Settings:
 - a. **Max # of records/page:** It refers to numbers of records that can be listed in a page.
 - b. **Auto Save Duration:** It allows the user to save the note in defined time.
2. **Alert Settings:** To receive alerts on **Mobile, Email, Both** or **None** to not receive the alerts..

Note:

Email and mobile number are not editable and are mapped through EMD.

3. **List View Settings:** To change the default view mode or scope mode of Files/Receipts.
 - a. **Mode:** User can set it to **Electronic view, physical view** or Default view which comprises of both.
 - b. **Scope:** User can set it to **My Folder view** or **section view**.
 4. **DSC Settings:** To set DSC authentication at time of **login, signing** or **Both**.
 5. **Editor Setting:** To set the expanded view of Noting or Draft content.
 6. **Correspondence View Setting:** To set the correspondence view **toc (List of issues)** or **pdf**.
 7. **Notify for Blank Noting:** A notification pop-up appears while sending a file with blank note.
 8. **Notifications on Login:** To get Notification pop-up window (containing **pull-up, pull back** and **due date elapsed**) notification when logged into eFile application.
- Make the required changes and click  button to save the preferences.

Address Book

It is used to add new contact/user and to create the groups. It helps the user while diarizing of a letter/ DAK.

To add users to the address book, perform the following steps:

- Click the  button, as shown in **Fig.246**:

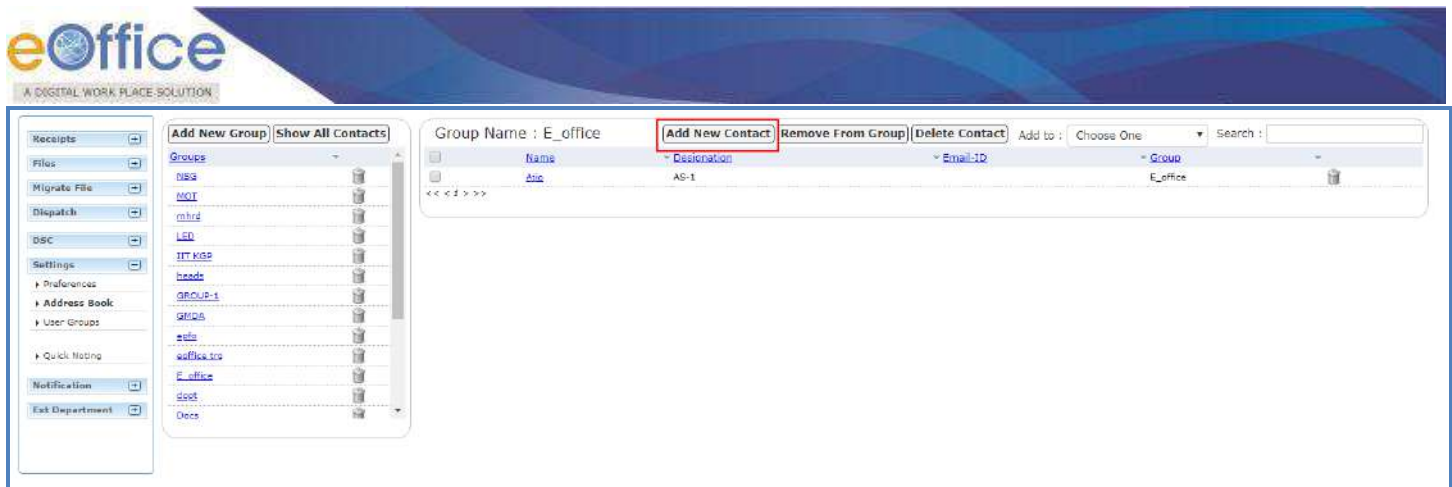


Fig.246

- The user info page appears. Fill the required metadata and click **Save** button, as shown in **Fig.247**:

Fig.247

Note:

Adding VIP contact is role based, user having role 'ROLE_VIP_ADMIN' can add the VIP users.

- The contact is added in address book.
- User can also add the contact from diary screen. Enter the contact details and check the Add to Address Book check box, as shown in **Fig.248**:

Contact Details		☒ Add to Address Book
Ministry	Choose one	
Department	Choose one	
Name*	Deepak Rajput	Designation*
Organization		
Address 1 *	House no.-44,L-2/D	
Address 2	NEW DELHI	
Country	INDIA	State Andaman & Nicobar Islands
City		Pincode
Mobile		Landline
Fax		Email

Fig.248

- Then, click **Generate** & **Generate & Send** button.

To create Group in Address Book, perform the following steps:

- Click the **Address Book** sub-module under **Settings** module. The window appears is shown in Fig.249:

Add New Group Show All Contacts		Group Name : All Contacts		Add New Contact Delete Contact	Add to : Choose One	Search :
Receipts	Groups	Name	Designation	Email ID	Group	
Files	NGG	asdas			IIT KGP	
Migrate File	MOT	Aashirbad singh	as		IIT KGP	
Dispatch	mhrd	shob			IIT KGP	
DSC	LED	shob	director		IIT KGP	
Settings	IIT KGP	abbay,abhinav			IIT KGP	
Preferences	leads	abbay,sharma				
Address Book	GROUP-1	Adarsh	OFFICER		MOT,LED	
User Groups	QUOTA	ADAY KUMAR GUPTA	MANAGER		MOT,LED	
Quick Noting	sefo	ADAY KUMAR GUPTA	MANAGER		LED	
Notification	office top	Day Yadav	Assistant			
Exit Department	8 office					
	800					
	director					

Fig.249

- Click **Add New Group** button, enter the Group name and click **Save** button, as shown in Fig.250:

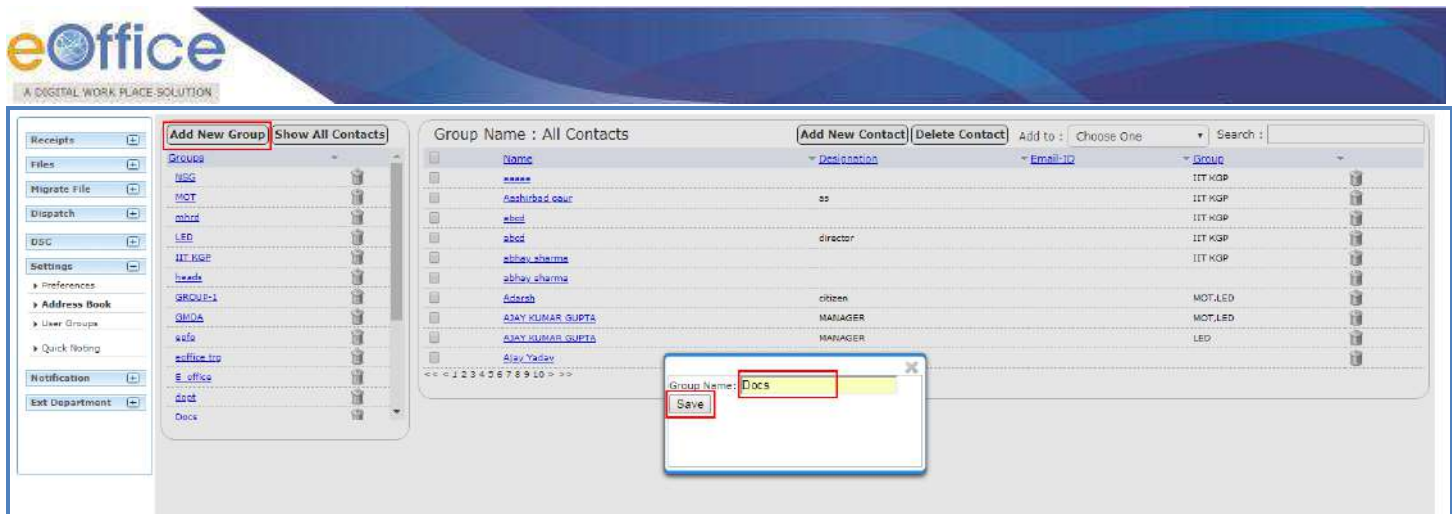


Fig.250

- A new group gets created.

Other actions available on Address book screen are:

1. **Show All Contacts**: To view the complete list of contacts.
2. : To delete the any particular group or contact.
3. **Delete Contact**: To delete the multiple contacts.

User Groups

It is used to create a group and add user list to that created group. It helps the user while sending a Receipt/File to list of selected users or to a group which comprises of contained user list.

To create User Group, perform the following steps:

- Click the **User Groups** sub-module under **Settings** module. The window appears is shown in **Fig.251**:

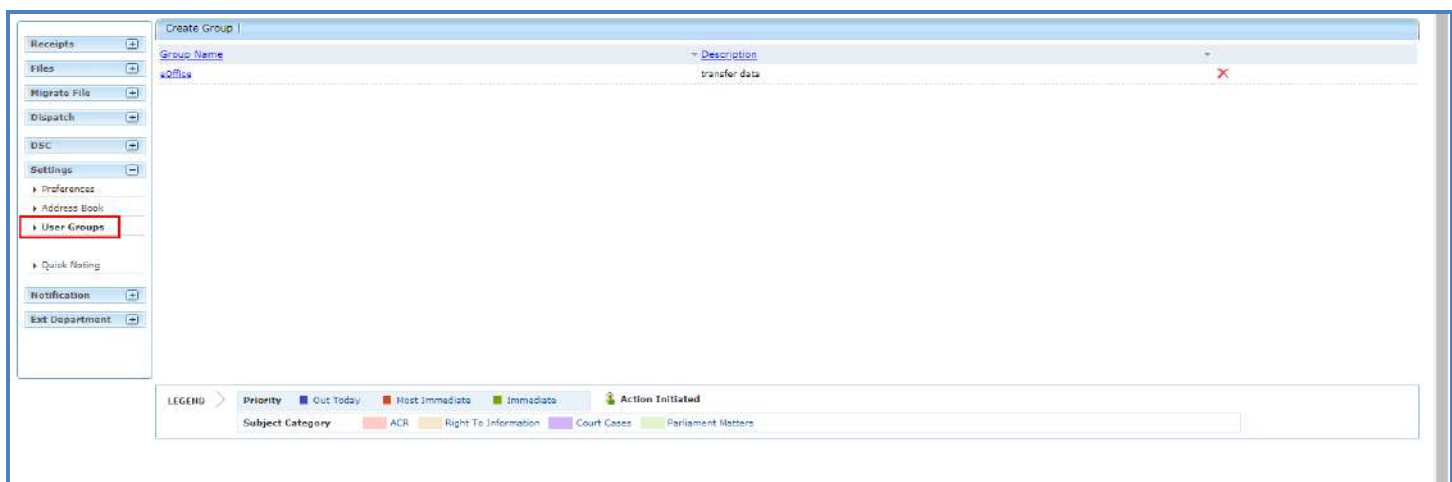


Fig.251

- Click **Create Group** tab, enter the Group name, Description and click **Create** button, as shown in **Fig.252**:

Group Name *

Description

Create

(Select Users from the list to create user group)

Search

Name	Marking Abbbr	Org Unit
☐ DEEPAK SHARMA	SO(DS)-EDP	EDP Cell
☐ AMAN VERMA	SO(AV)-SBMB	SBMB
☐ JAGDISH PRASAD	US(IP)-CVC	O/o US (CVC)
☐ LEBNA OBEROI	ISA(LO)-Acad	O/o AC (Acad)
☐ PRANJAL VERMA	SECY(PV)	O/o SECY
☐ DHEEPAJ SAHU	SECY(DS)-BaR	O/o Comm & Secy(BaR)
☐ NEHA LAKHRA	AS-IT	O/o AS(IT)
☐ LO THAKUR	SO(LOT)	O/o Technical Director
☐ DEVI CIL	ASST(DENO)-CIL	CIL
☐ SHRI RAJNEESH BHATT	Steno(RB)-O/o DG	Office of Director General of Civil Aviation

Fig.252

- A new group gets created.

To add users to the created group, perform the following steps:

- Click the group name in which user required to be added, as shown in **Fig.253**:

Group Name

Description

service

data services

transfer data

LEGEND

Priority

Out Today

Most Immediate

Immediate

Action Initiated

Subject Category

ACR

Right To Information

Court Cases

Parliament Matters

Fig.253

- Select the users from the list and click the **Save** button, shown in **Fig.254**:

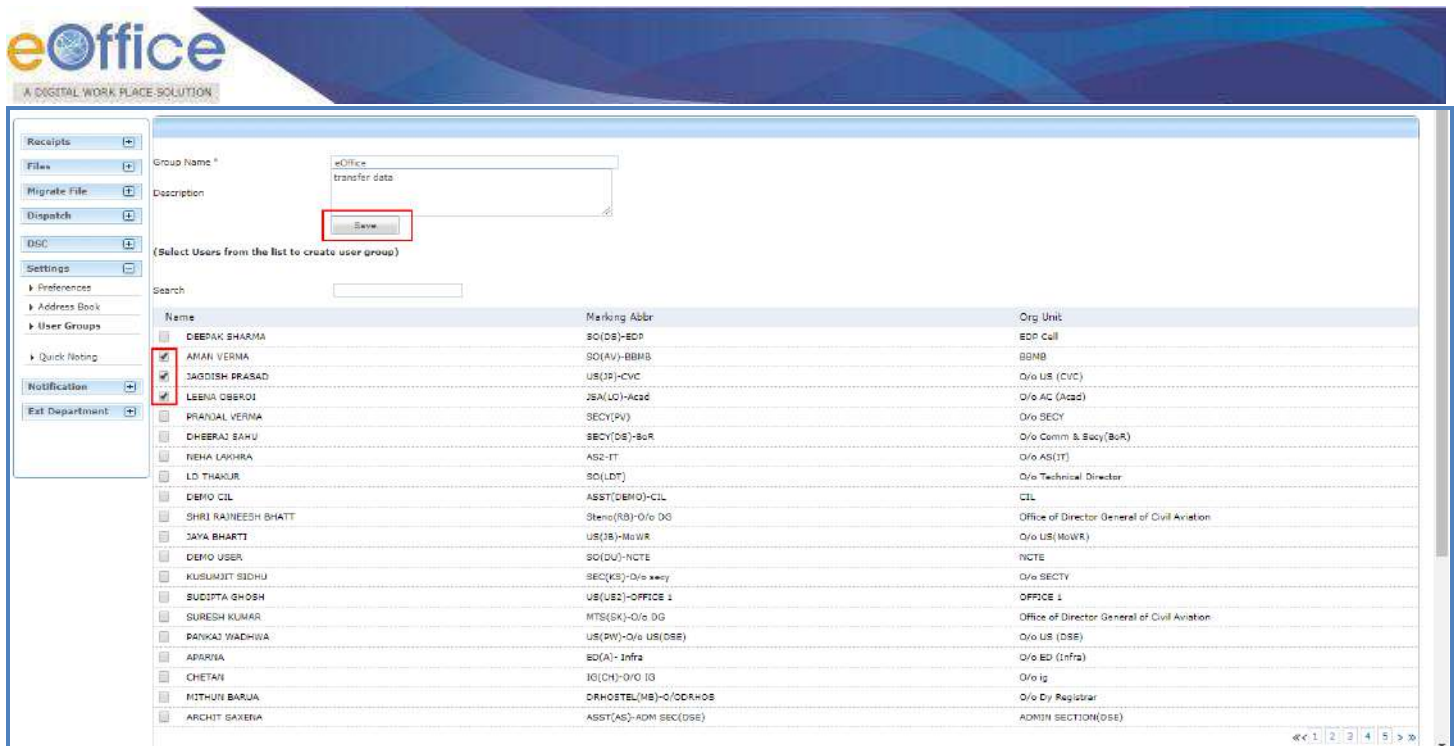


Fig.254

- The user(s) is added up in the selected group.
- To edit the group details click the group name, make required changes and click **Save** button.
- To delete the created group, click icon.

Quick Noting

It is used to create a customized list of one-liner noting frequently used in organizations. It helps the user while creating the noting for Electronic files.

- Click the **Quick Noting** sub-module under **Settings** module. The User Defined Quick Noting screen appears as shown in **Fig.255**:

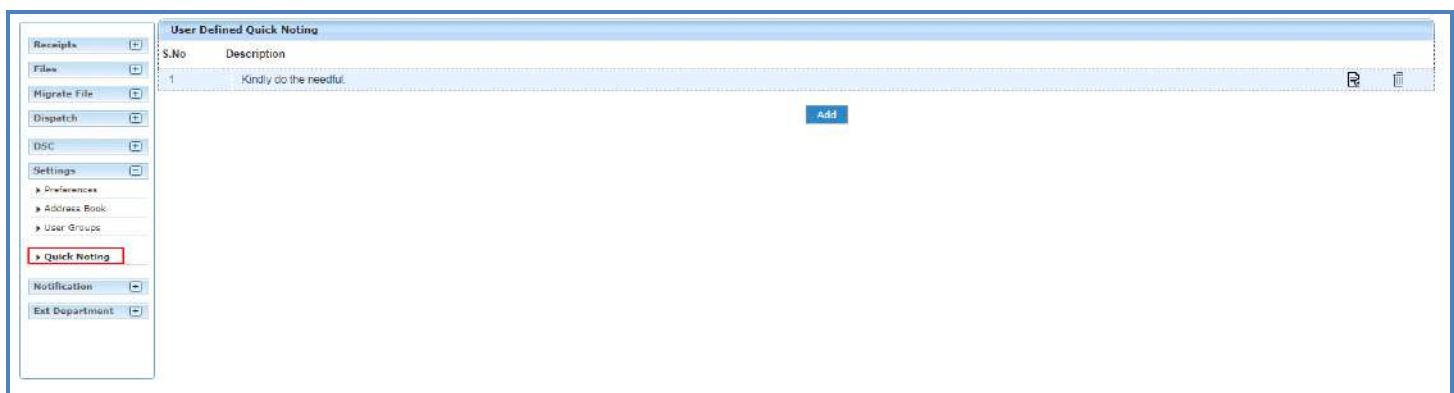


Fig.255

- Click **Add** button, the User Defined Quick Noting pop-up window appears.

- Enter the description and click **Save** button, as shown in **Fig.256**:

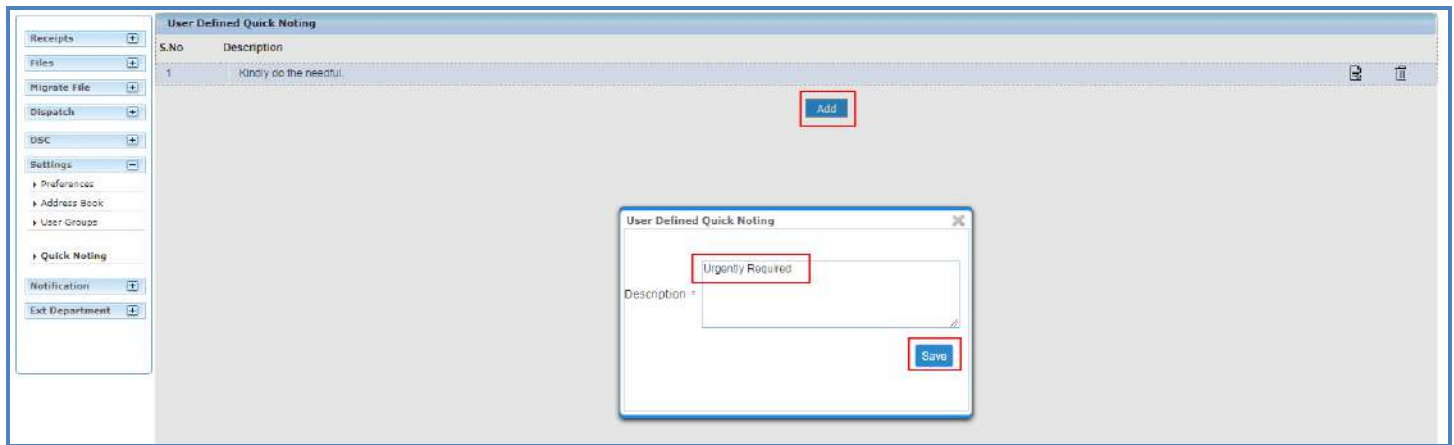


Fig.256

- The noting gets saved.

Other actions available under Quick notings screen are:

1. : To edit the quick noting description
2. : To delete the quick noting.

Annexure-I

Multiple post in eFile Login

- Enter the **Login ID & Password** in the eOffice portal, click  button as shown in **Fig.1**:

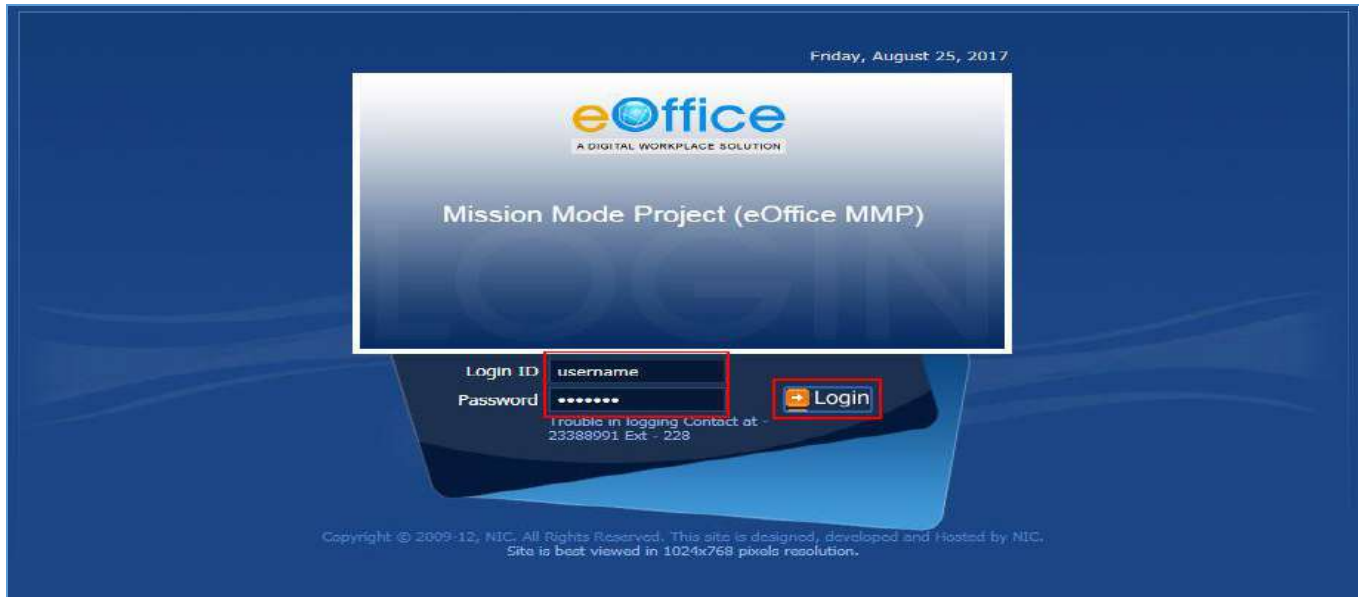


Fig.1

- eOffice homepage is displayed on successful login as shown in **Fig.2**.
- To open the **File Management System**, click the link mentioned in the left panel as highlighted in **Fig.2**:

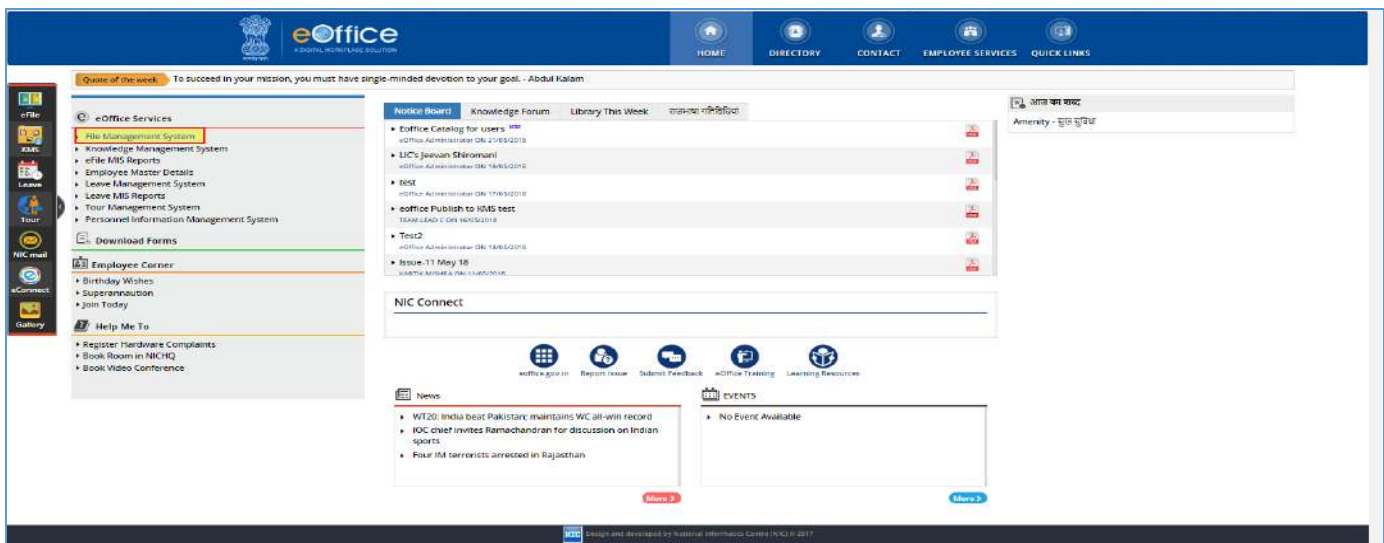


Fig.2

- User is then redirected to the eFile application, as shown in Fig.3:

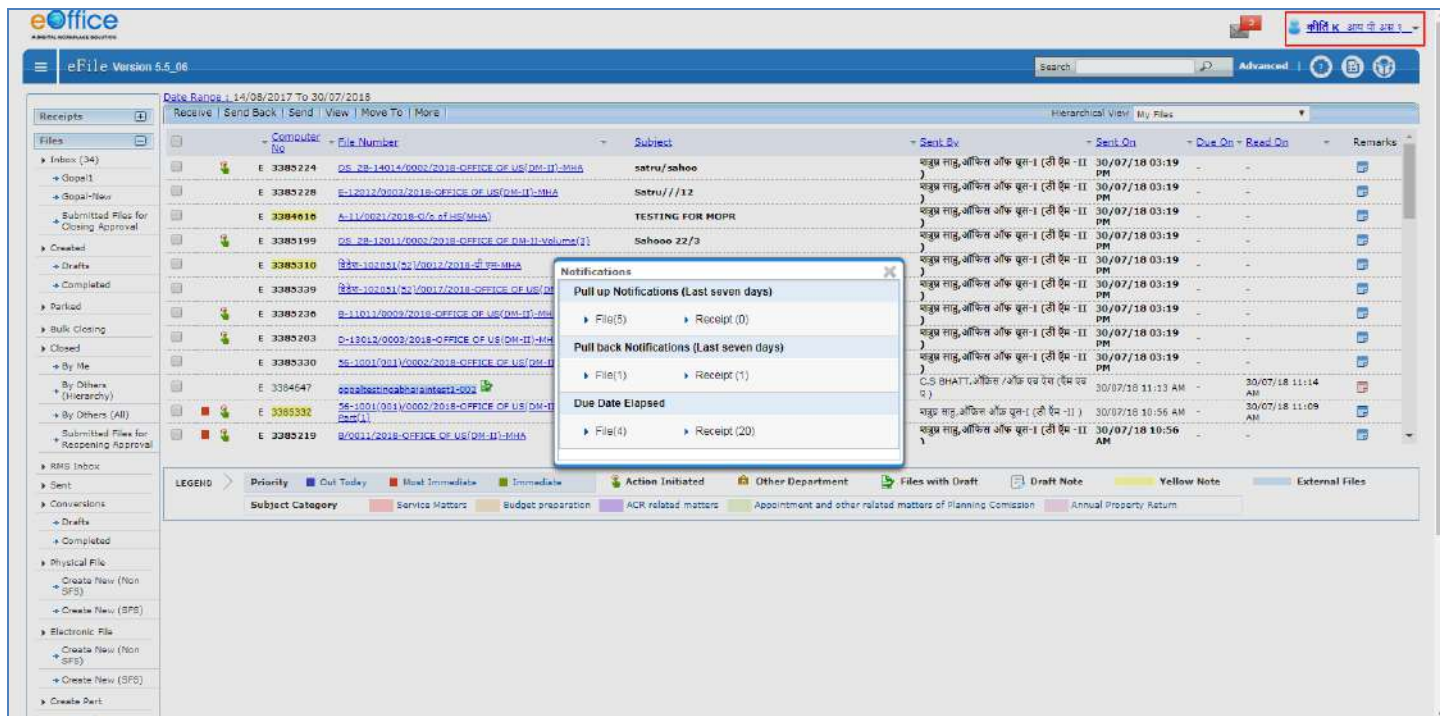


Fig.3

Note:

- By default application logs into the Primary Post eFile account, as shown in Fig.3.
- A user can access multiple posts through the interface, if a user is assigned with multiple posts in a department as shown in Fig.4.

- To access another post account in eFile, click on the user icon.
- The drop box containing multiple posts appears. Click on the another post, as shown in Fig.4:

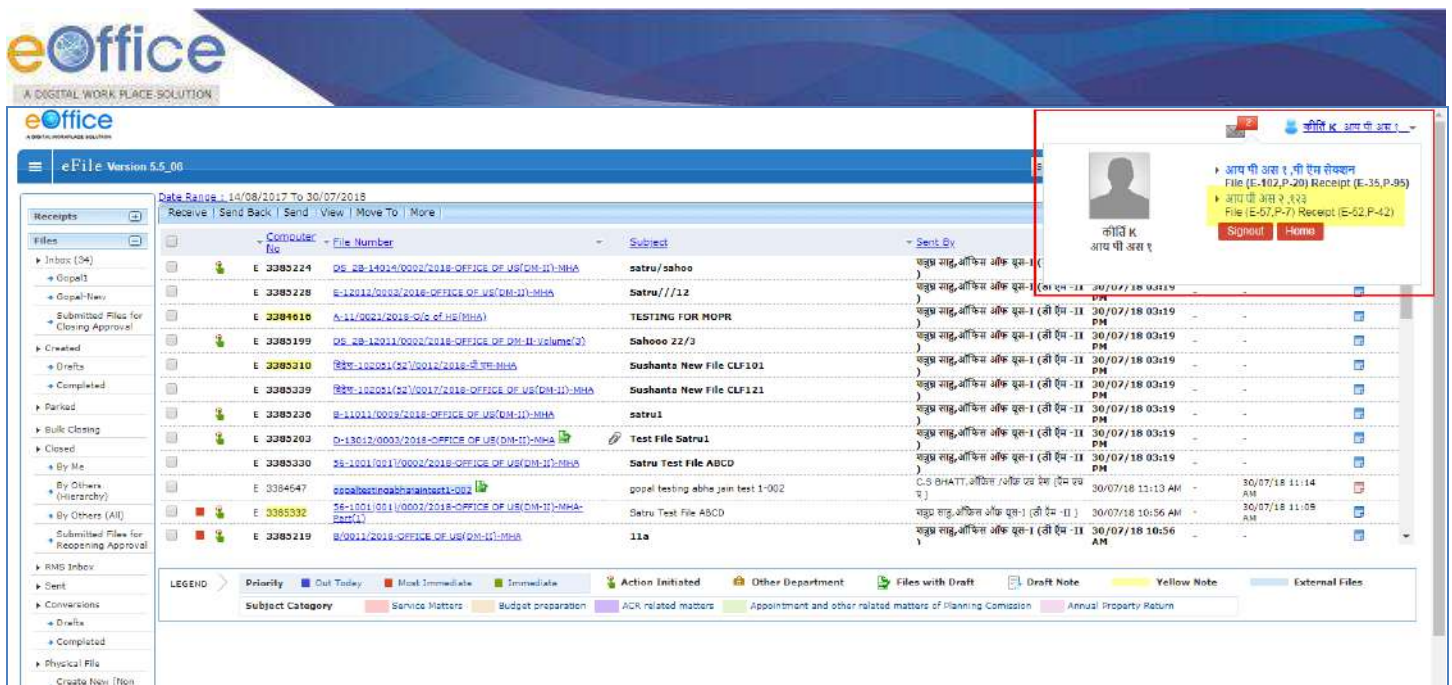


Fig.4

- User is then redirected to the Inbox screen of another post account, as shown in Fig.5:

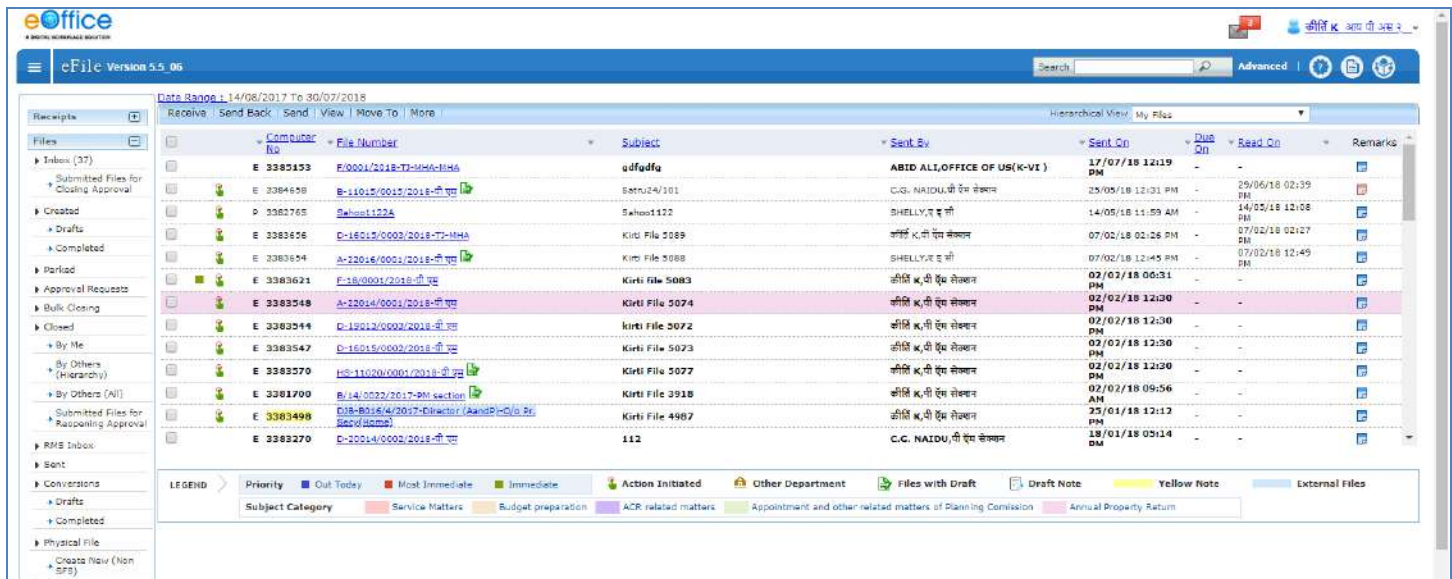


Fig.5

Annexure-II

Guidelines for Scanning Document

The objective of scanning guidelines is to scan and bring the physical daks/letters and other documents into the electronic system in the least possible size, so as to facilitate quick and easy retrieval of eFiles from the server/system.

For Physical DAK or Inward Correspondence –

Scan the whole DAK/inward correspondence as single pdf only (preferably as searchable pdf). The size should not exceed 20MB.

While Migration of physical files –

Scan all the required files in following manner –

1.	<u>Correspondence:</u> The Receipts, References and Issues on the correspondence side may be scanned as single PDF document keeping check on the max size as 20 MB. If pages are more and size exceeds 20MB then more than one PDF should be created.
1.	<u>Noting:</u> Scan all the pages of the Noting as one single PDF document.

For scanning of various document types, the following colour & DPI are suggested:

<i>Sl. No.</i>	<i>Document type/Condition</i>	<i>Color & DPI</i>	<i>Output Format</i>
1	Regular/normal/good	B/W-100 dpi	PDF
2	Damaged/tarnished/clouded	B/W- increase DPI as per legibility / visibility	PDF
3	Seriously damaged/tarnished/clouded	B/W- increase DPI as per legibility / visibility	PDF
4	Coloured Photographs/text	Grayscale	PDF

Annexure-III

Digital signing of Receipt Remarks

Pre-requisites

1. DSC should be registered with eFile.

Note:

This is configurable feature at instance Level.

DSC feature is available only to the user(s) whose DSC is registered with eFile.

User can sign the remarks of the receipt while sending the receipt to the other user by performing the following steps:

- Select the receipt from **Inbox** or **Created** list and click **Send** tab from the menu bar, the **Send** screen as appears is shown in **Fig.1**:

Fig.1

- Enter the mandatory metadata and click **DSC Sign and Send** button in the Send screen, a pop up window appears asking for the **DSC** token Pin, as shown in **Fig.2**:

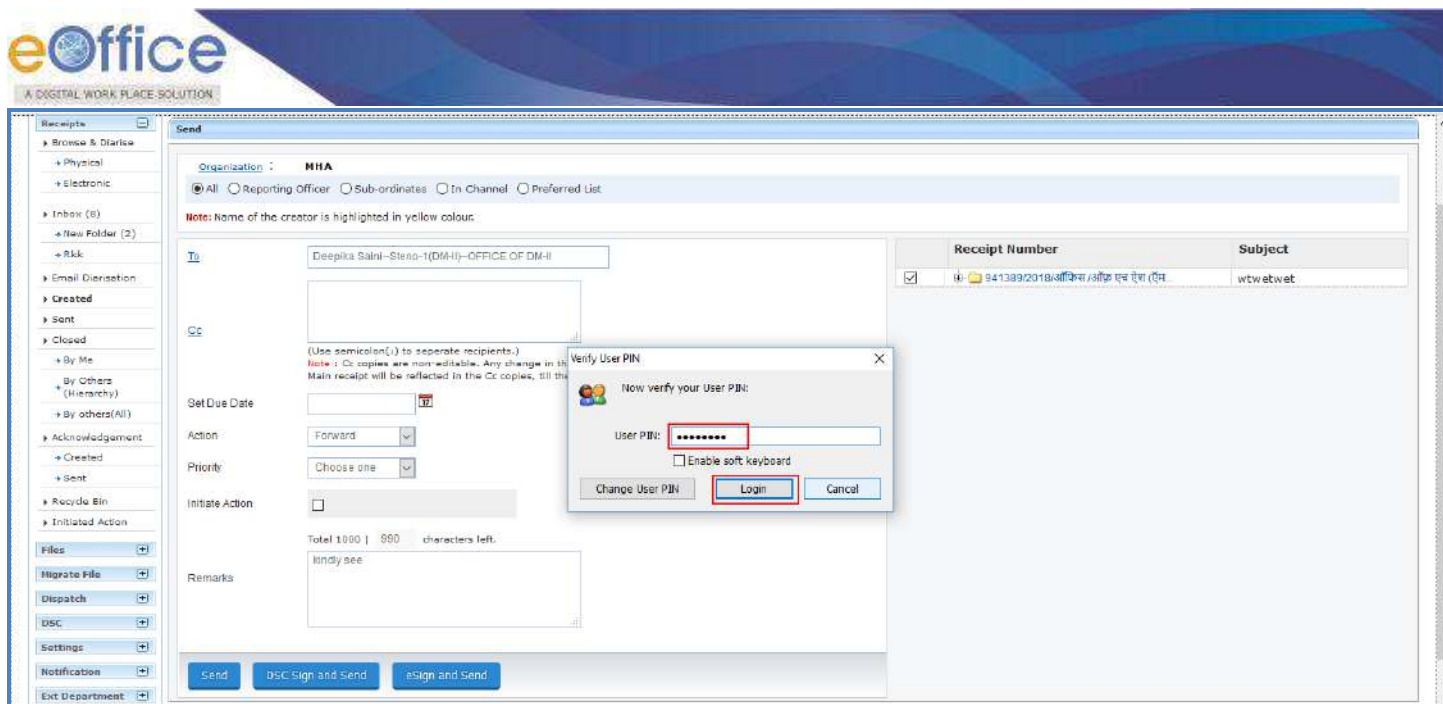


Fig.2

- Enter the **Pin** and click **Login** button, as shown in above Fig.2.
- The remarks get signed as shown in Fig.3:



Fig.3

Digital signing of DFA

Pre-requisites

2. DSC should be registered with eFile.

Note:

This is configurable feature at instance Level.

DSC feature is available only to the user(s) whose DSC is registered with eFile.

User can sign the draft by performing the following steps:

- Create and approve the draft by following the draft creation and approval process.. The draft dispatch and sign screens will be displayed as shown in **Fig.4**:

The screenshot shows the 'Draft Details' and 'Communication Details' form in the eOffice application. The 'Draft Details' section includes fields for Draft Type (New/Fresh), Draft Nature (Closed and Added to GO), Language (English), Subject (tdafdafsf), and a character count. The 'Communication Details' section includes fields for Ministry, Department, Name, Designation, Organization, Address 1, Address 2, Country (INDIA), State, City, Pincode, Mobile, Landline, Fax, and Email. There is an 'Attachments' section with an 'Attach File' button. A 'Note' section provides instructions on using tags like #ApprovedBy#, #ApprovedByName#, #ApprovedByDesignation#, #ApprovedBySectionName#, #ApprovedDate#, and #DocumentNumber#. At the bottom, there are buttons for 'Dispatch By Self', 'Dispatch By CRU', 'eSign', 'DSC Sign' (highlighted with a red box), 'Edit', and 'Custom Sign'.

Fig.4

- Click the **DSC Sign** button to facilitate the signing process, a pop up window appears asking for the **DSC** token Pin, as shown in **Fig.5**:

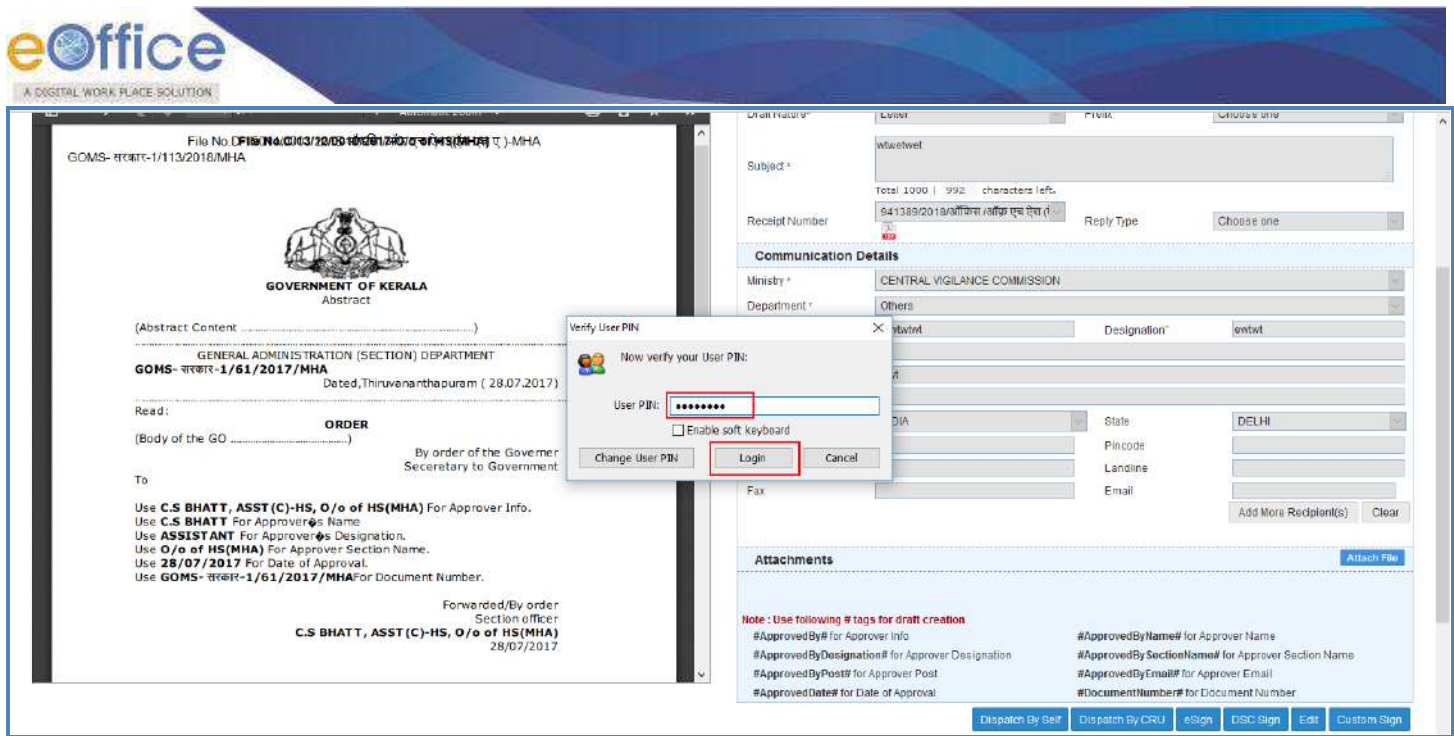


Fig.5

- Enter the **Pin** and click **Login** button, the remarks get signed as shown in Fig.6:

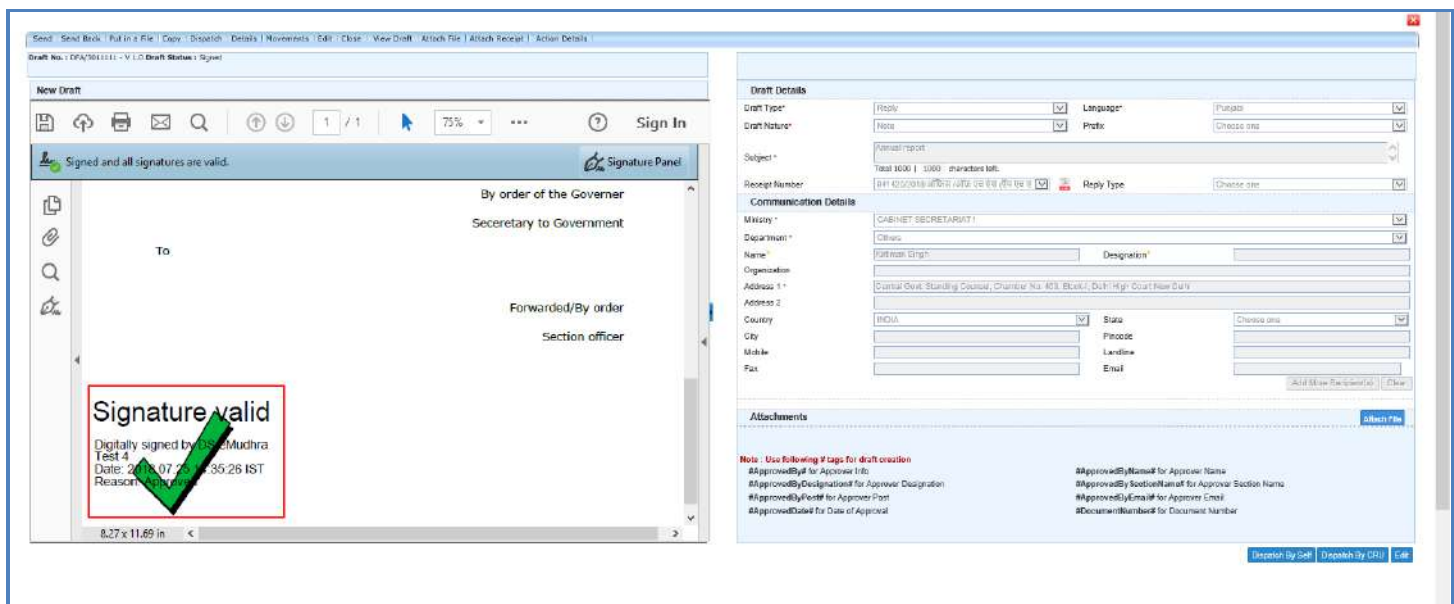


Fig.6

Custom Digital signing of DFA

Provision of eSigning Draft at customized/desired Position.

- Create and approve the draft using the draft creation process. The draft dispatch and sign screens will be displayed as shown in Fig.7:

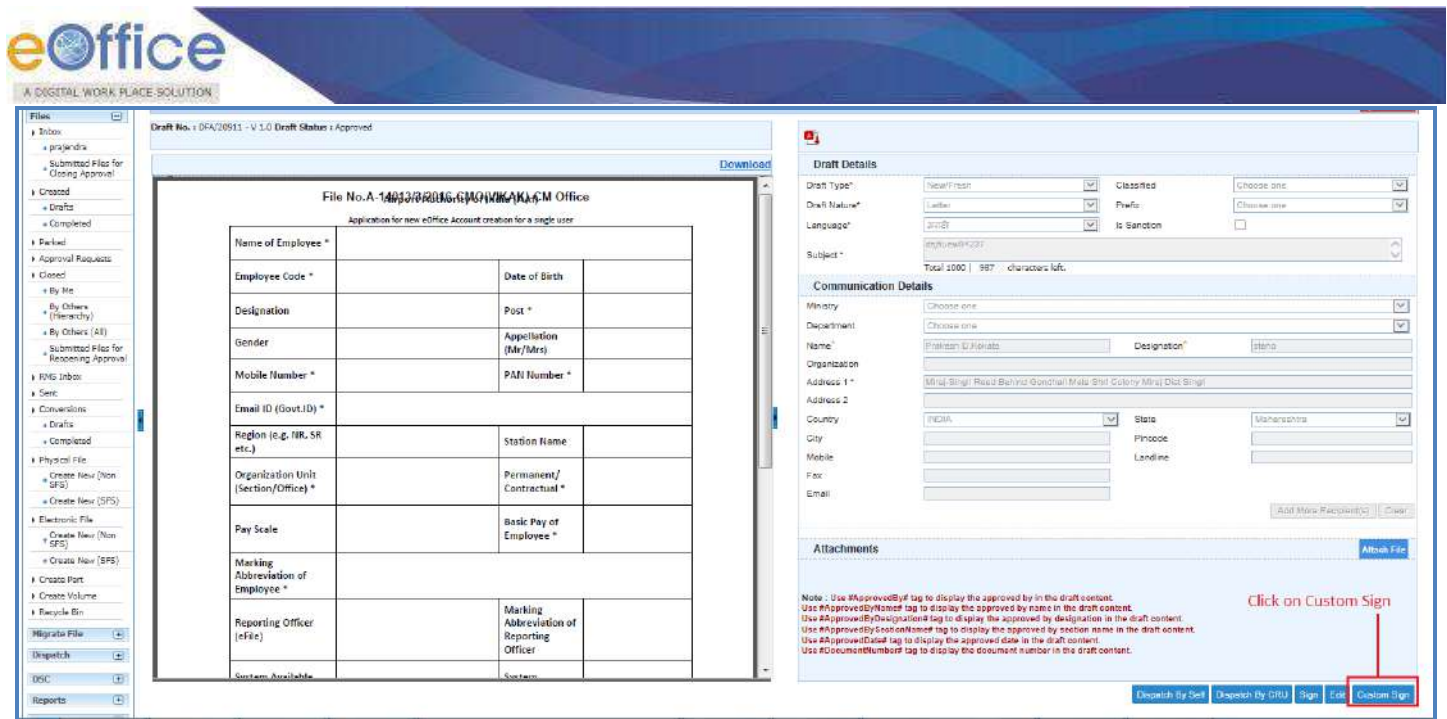


Fig.7

- Click the **Custom Sign** button to sign the draft at desired position. Custom Sign pop-up gets displayed as shown in Fig.8:

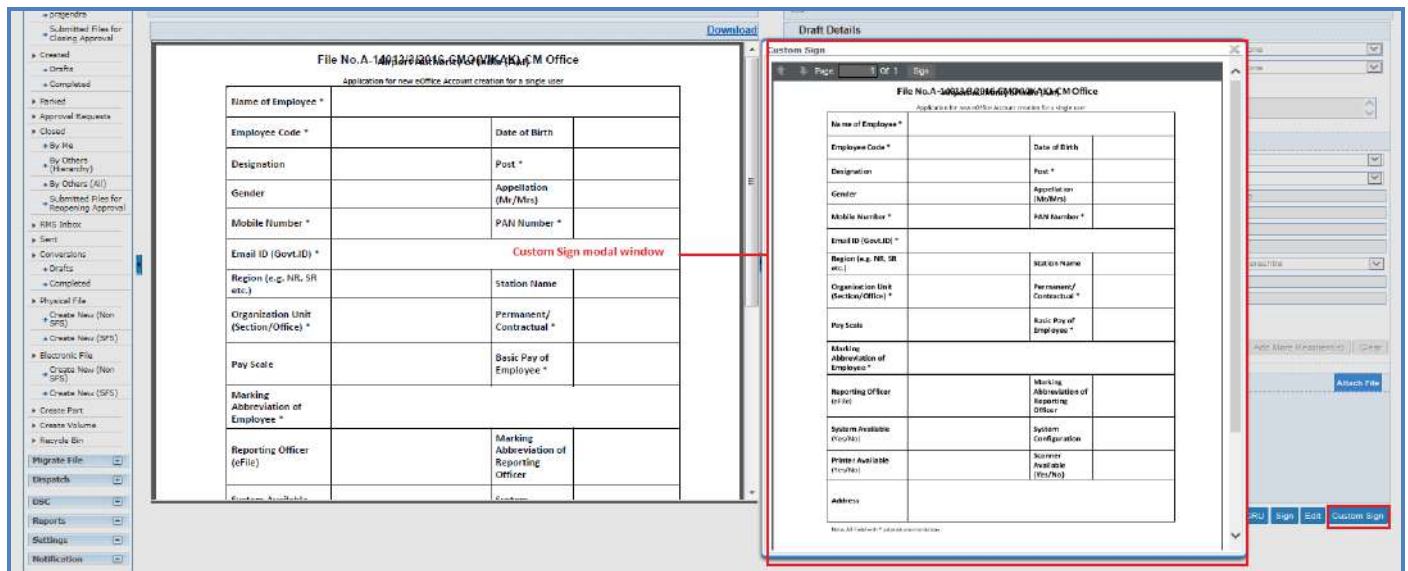


Fig.8

- Locate the desired position on the selected page and click **Sign** button to sign the draft as shown in Fig.9:

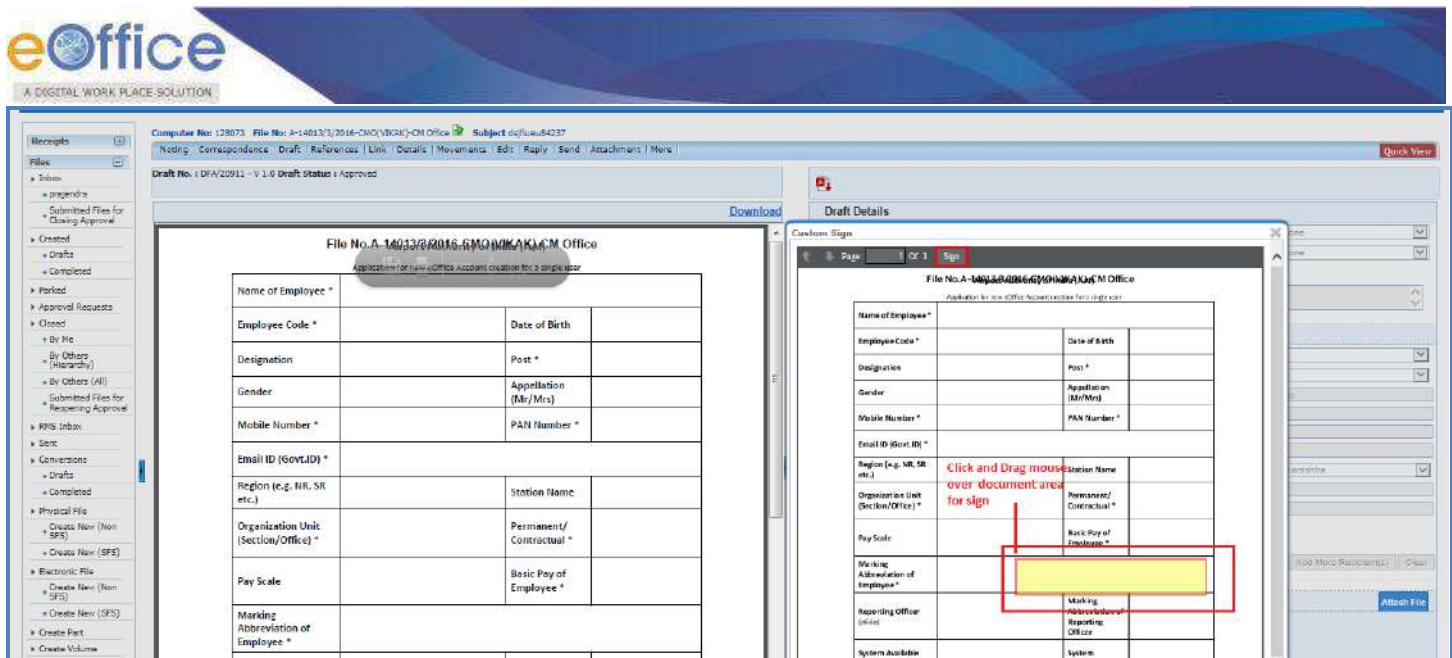


Fig.9

- The digital signature will be gets displayed at the desired position in the draft document, shown in **Fig.10**:

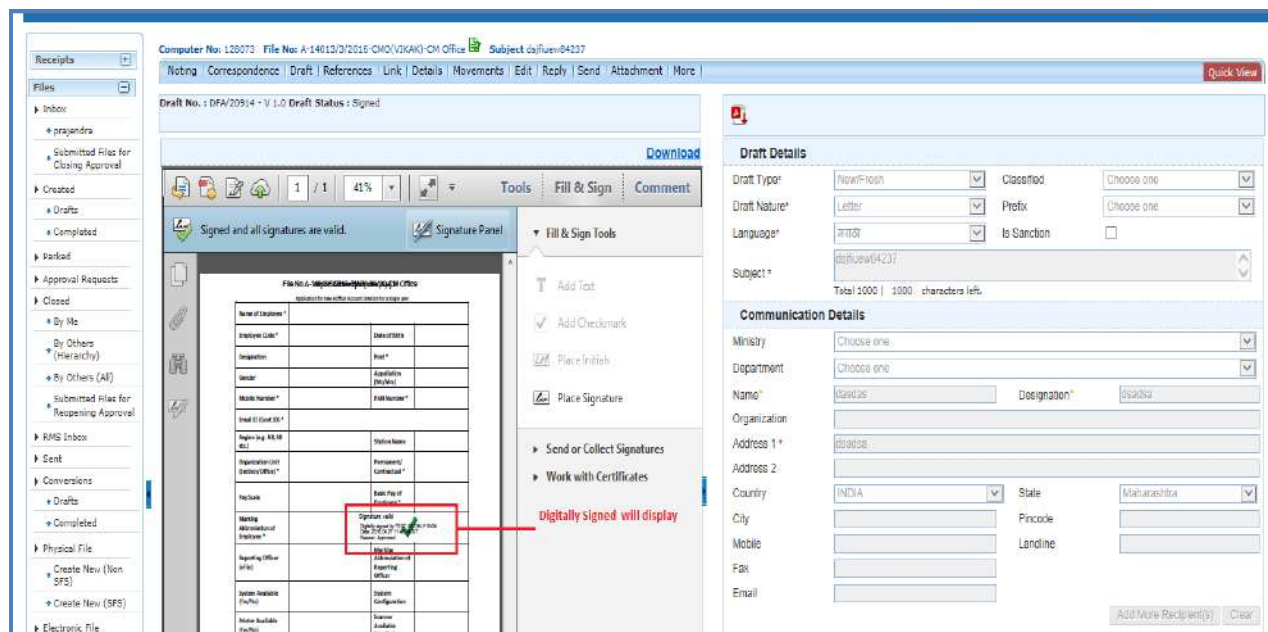


Fig.10

Digital Signing of File Noting

- DSC should be registered with eFile.

Note:

This is configurable feature at instance Level.

DSC feature is available only to the user(s) whose DSC is registered with eFile.

User can sign the noting of the file while sending the file to the other user by performing the following steps:

- Select the file from **Inbox** or **Created** list and click **Send** tab from the menu bar, the **Send** screen as appears is shown in **Fig.11**:

Send

All Reporting Officer Sub-ordinates Recent S Send Back In Channel Preferred List

Note: Name of the creator is highlighted in yellow colour.

To: [Field] Notify: ☐ Email ☐ SMS

Set Due Date: [Field]

Action: Forward

Priority: Choose one

Initiate Action: ☐

Total 1000 | 1000 characters left.

Remarks: [Text Area]

Send DSC Sign and Send eSign and Send

File Number	Subject	Note(Chars)
B-12014/3/2017-Demo-DEPT-EOFFL...	billing purpose	0

Note: Bulk signing maximum allowed characters- 1000000 Total(Formatting included): 10

Fig.11

- Enter the mandatory metadata and click **DSC Sign and Send** button in the Send screen, a pop up window appears asking for the **DSC** token Pin, as shown in **Fig.12**:

Verify User PIN

Now verify your User PIN:

User PIN: [Field]

☐ Enable soft keyboard

Change User PIN Login Cancel

Fig.12

- Enter the **Pin** and click **Login** button, as shown in above **Fig.12**.
- The remarks get signed as shown in **Fig.13**:

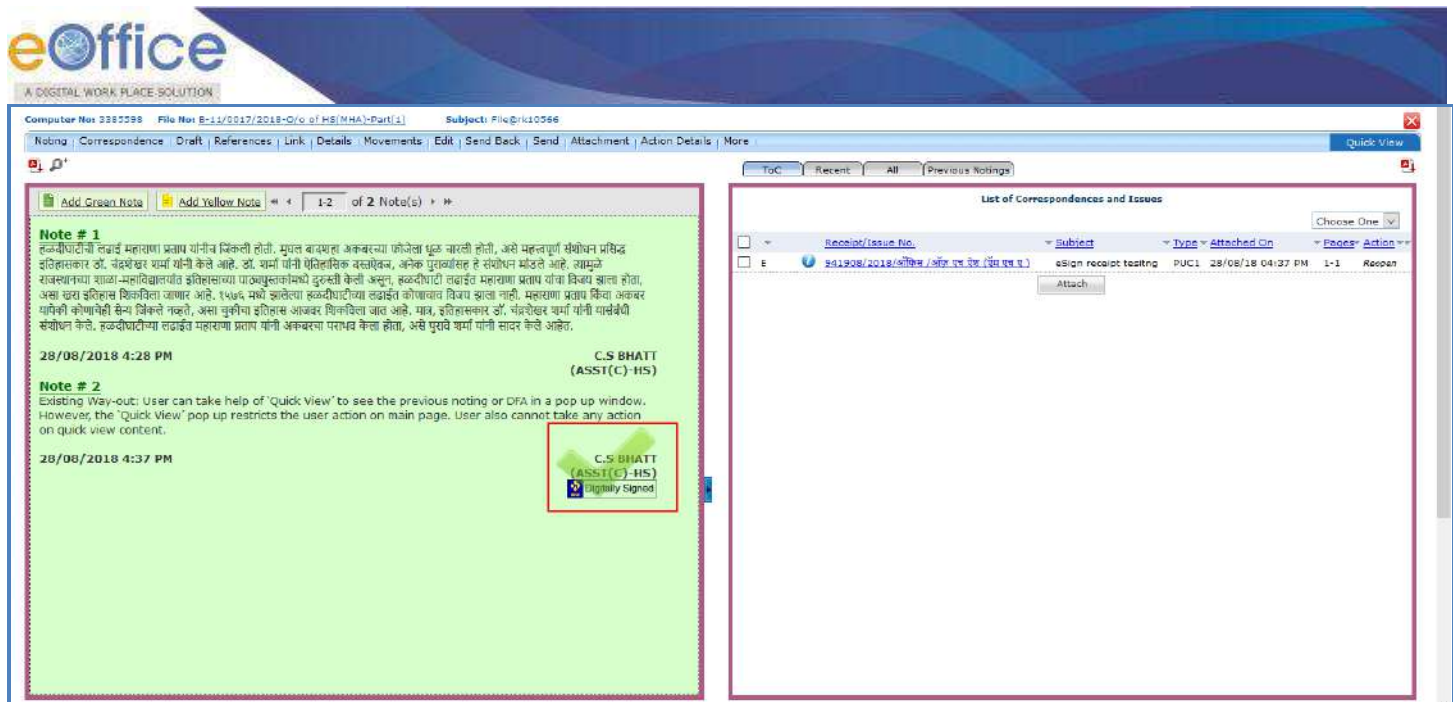


Fig.13

Annexure-IV

eSigning of Receipt Remarks

Pre-requisites:

1. License Agreement (Consent of Authentication) should be made between the Department and eSign Service provider to avail the eSign service.
2. Aadhaar Number of eFile user should be mapped in the EMD.

Note:

This feature is dependent on eSign service provider, so if the eSign service is not available, this feature will not work.

To sign the remarks of the receipt while sending the receipt to the recipient, performing the following steps:

- Select the receipt from **Inbox** or **Created** list and click **Send** tab from the menu bar, the **Send** screen as appears is shown in **Fig.1**:

Fig.1

- Enter the mandatory metadata and click **eSign and Send** button in the Send screen, the Consent form will be displayed as shown in **Fig.2**:

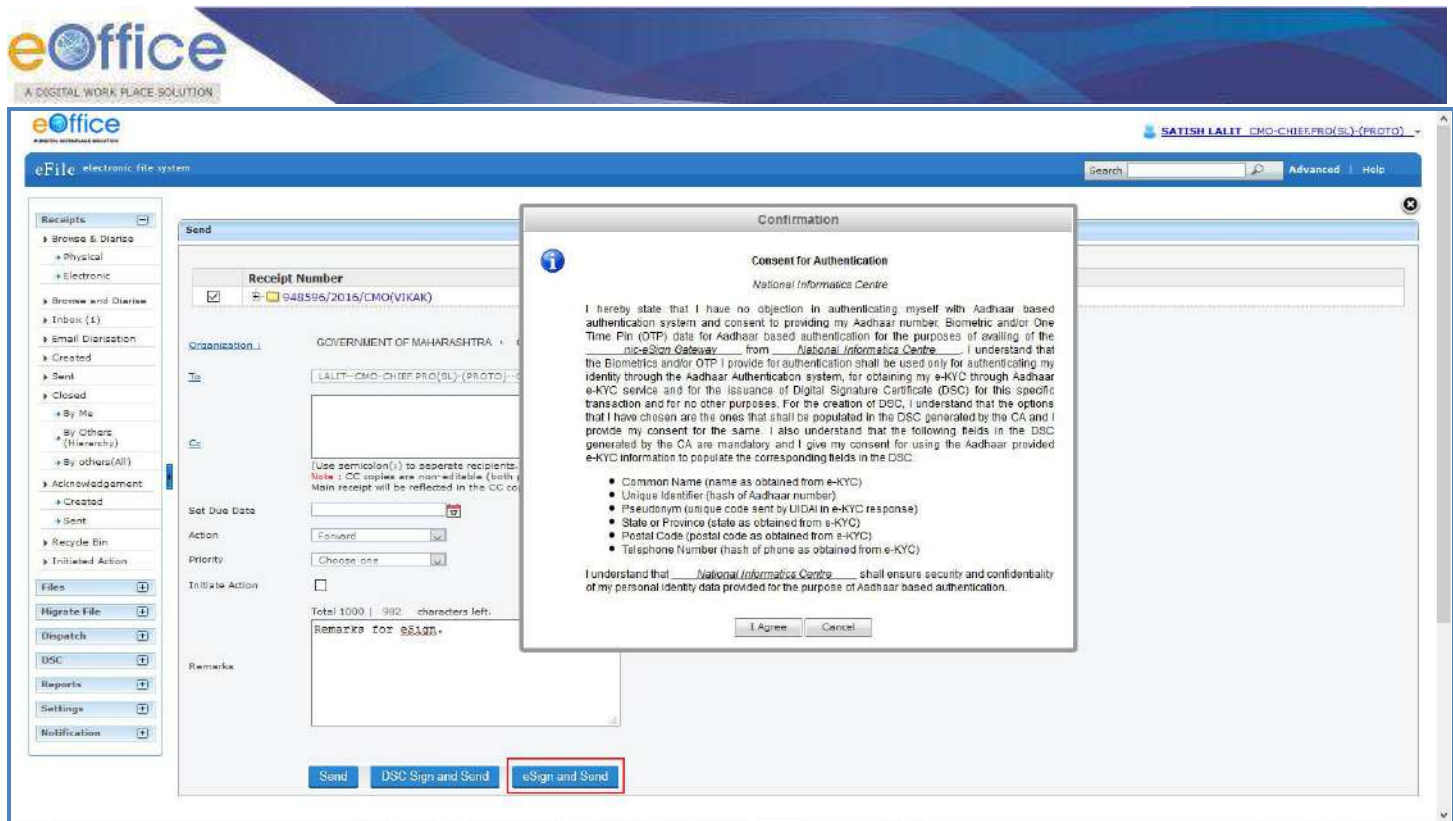
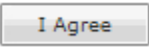


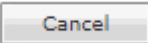
Fig.2

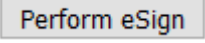
Note:

Remarks field is mandatory for eSign process.

- Click the  button to continue the eSigning process.

Note:

If required, cancel the eSigning process by clicking  button.

- eSigning Authentication Gateway screen is displayed.
- Choose the authentication mode as “**Virtual ID**” or “**Aadhar Number**”. If user chooses “**Virtual ID**” and clicks  button, as shown in Fig.3:

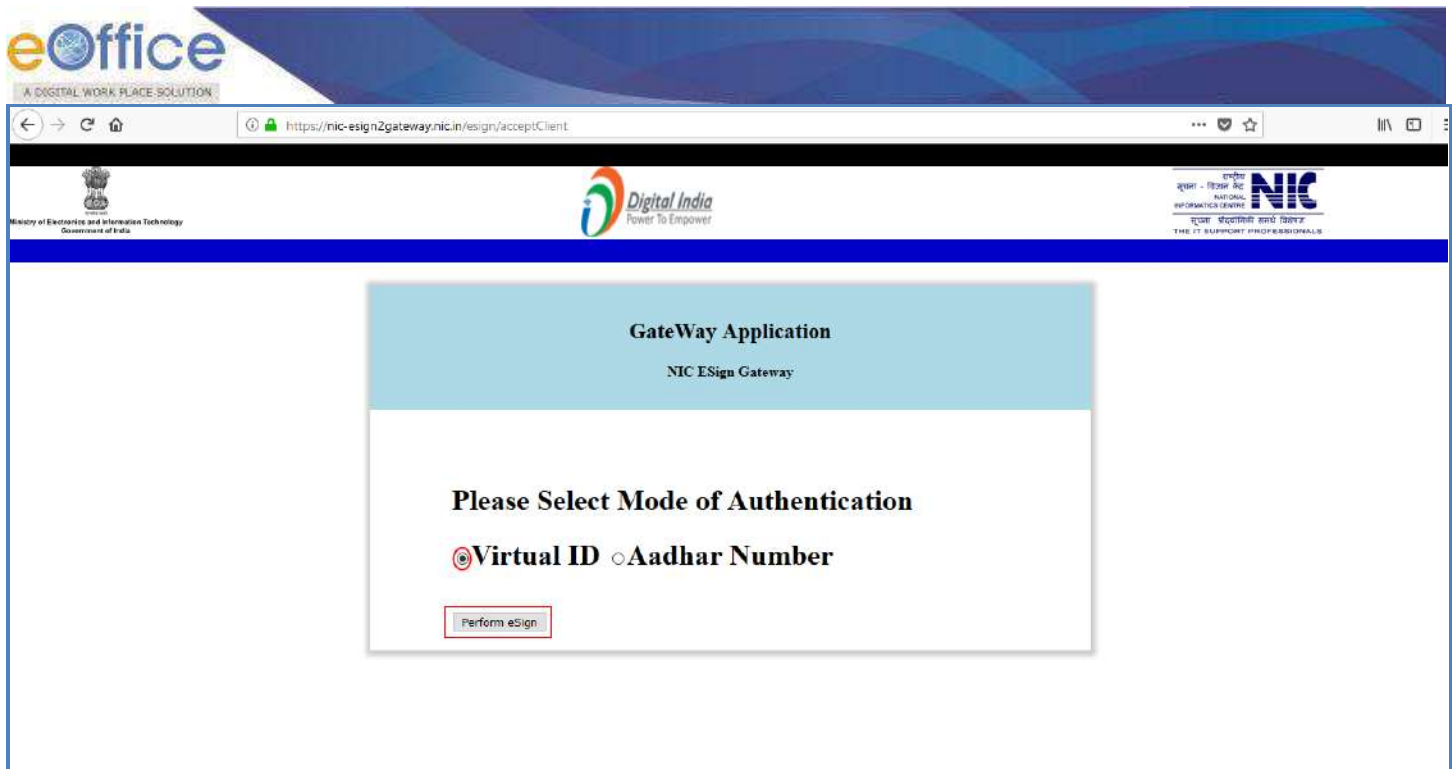


Fig.3

- eSigning screen appears, enter the **sixteen digit Virtual ID** and click **Get OTP** button as shown in Fig.4:



Fig.4

Note:

OTP will be received at the mobile number registered for Aadhaar.

- Enter the Aadhaar OTP and select the user consent check box and click on **Submit** button as show in Fig.5:

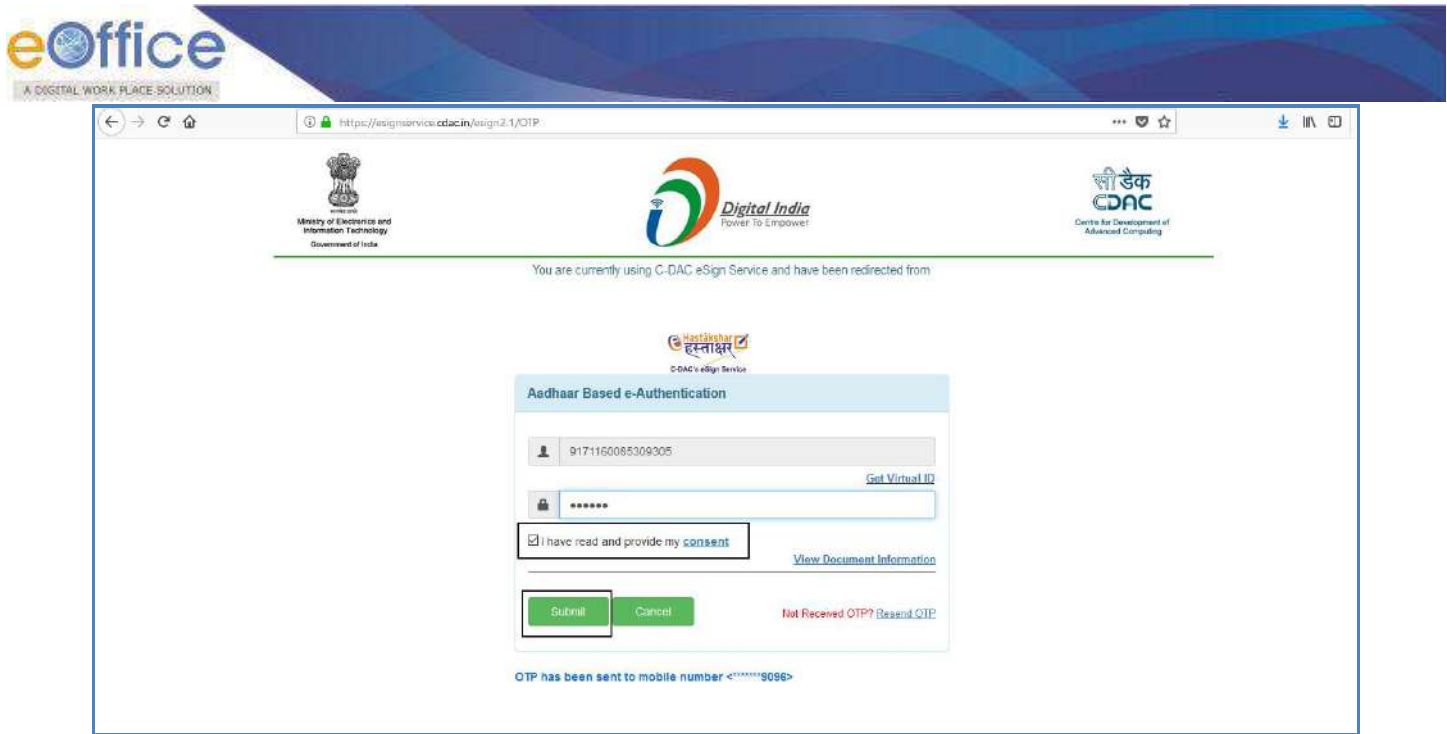


Fig.5

Note:

If user does not have a Virtual ID or forgotten his/her Virtual ID, then click **Get Virtual ID** link to generate/retrieve the Virtual ID link.

- The remarks get eSigned as shown in **Fig.6**:

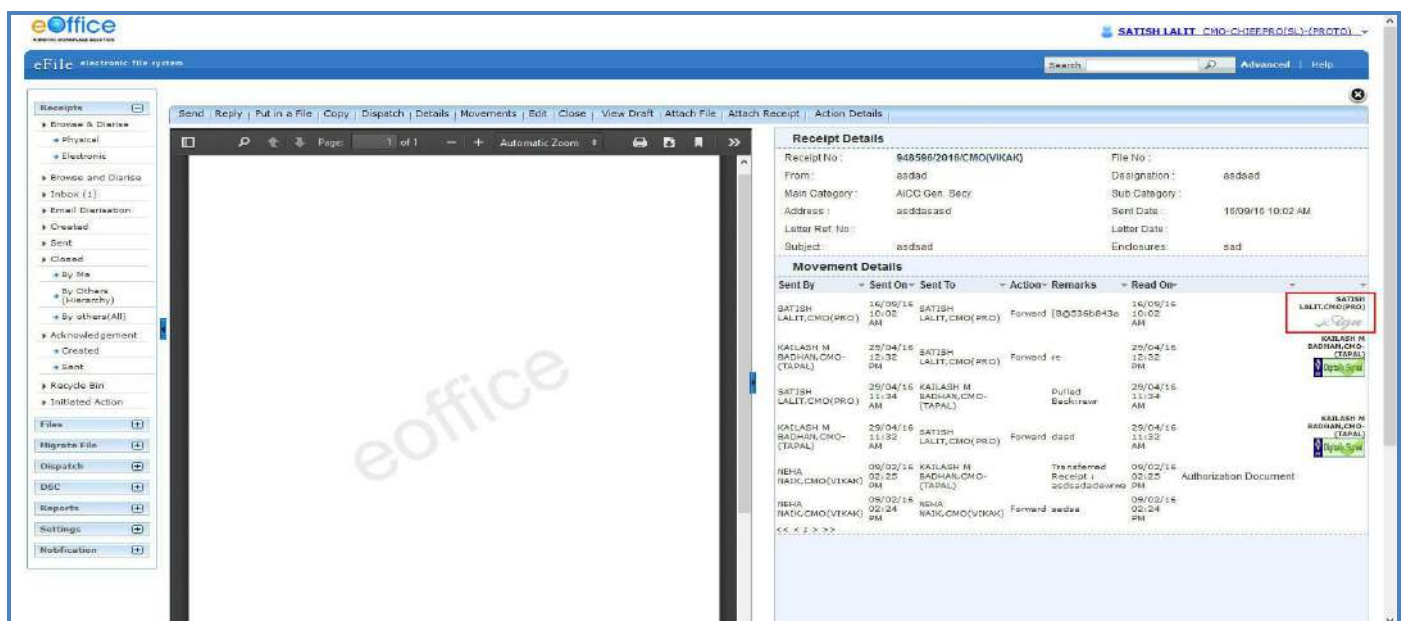


Fig.6

OR

- If user chooses “Aadhaar Number” and clicks **Perform eSign** button.
- eSigning screen appears, enter the **twelve digit Aadhaar ID** and click **Get OTP** button as shown in **Fig.7**:

Fig.7

- Enter the Aadhaar OTP, select the user consent check box, and click **Submit** button as show in **Fig.8**:

Fig.8

- The remarks get eSigned as shown in **Fig.9**:

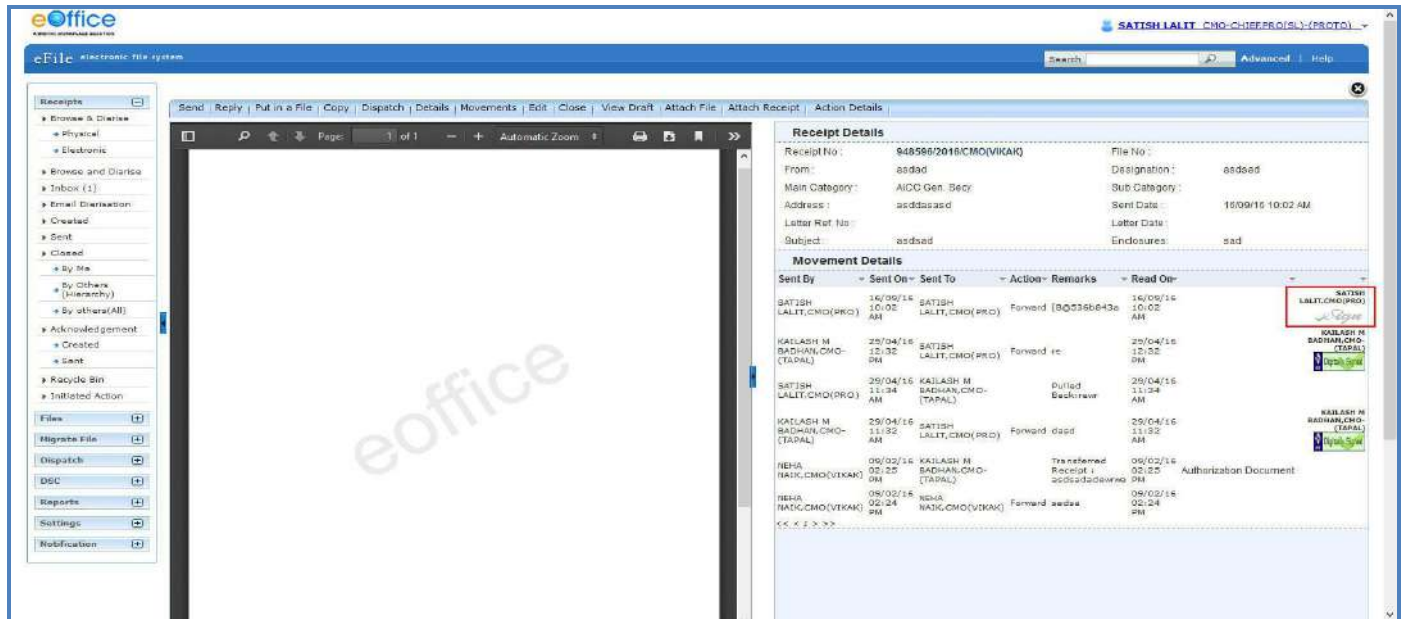


Fig.9

eSigning of DFA

Pre-requisites:

- License Agreement (Consent of Authentication) should be made between the Department and eSign Service provider to avail the eSign service.
- Aadhaar No. should be mapped in the EMD.

Note:

This feature is dependent on eSign service provider, so if the service is not available, this feature will not work.

To sign the draft by performing the following steps:

- Create and approve the draft by following the draft creation and approval process.. The draft dispatch and sign screens will be displayed as shown in **Fig.10**:

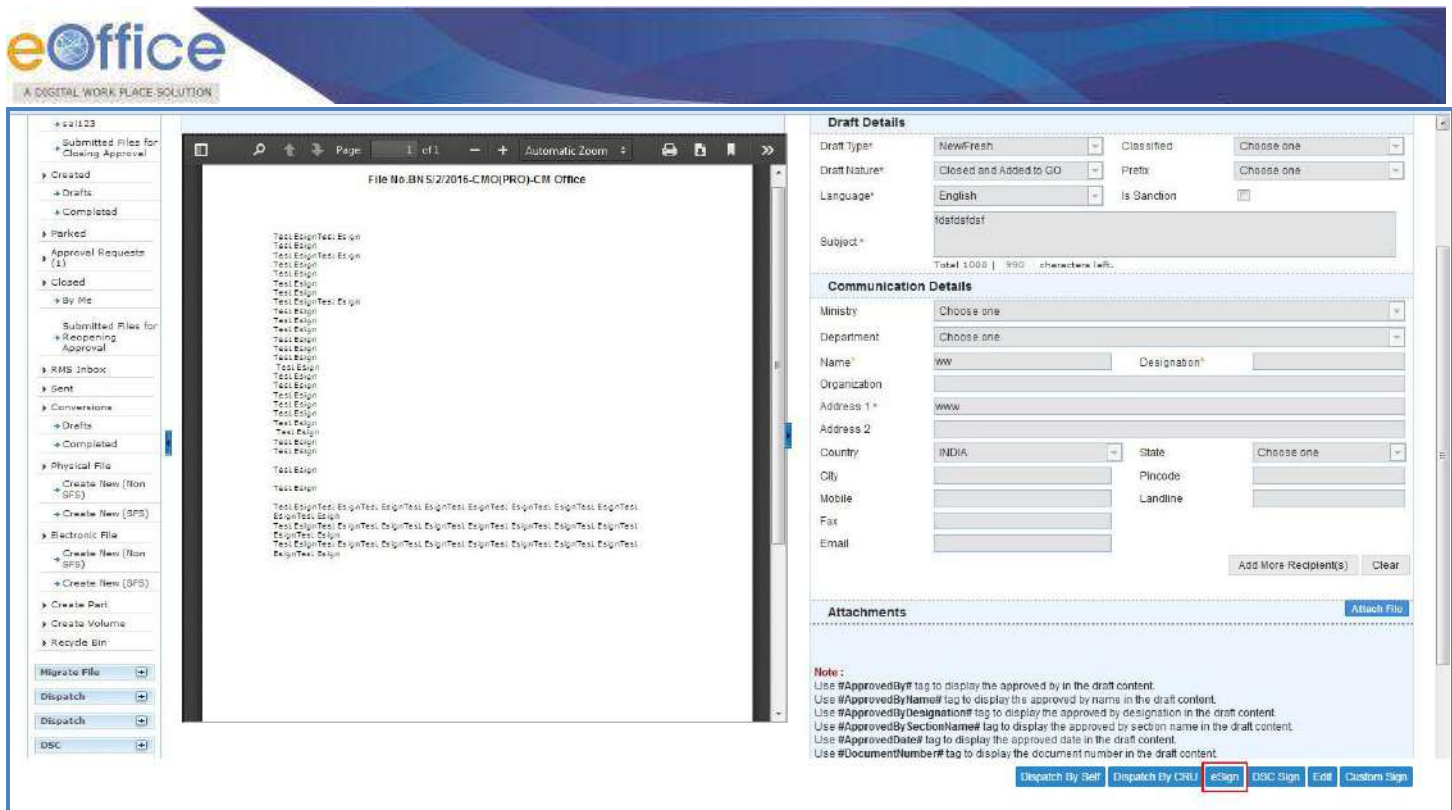


Fig.10

- Click the **eSign** button to facilitate the eSigning process (Fig.10). The Consent form will be displayed as shown in Fig.11:

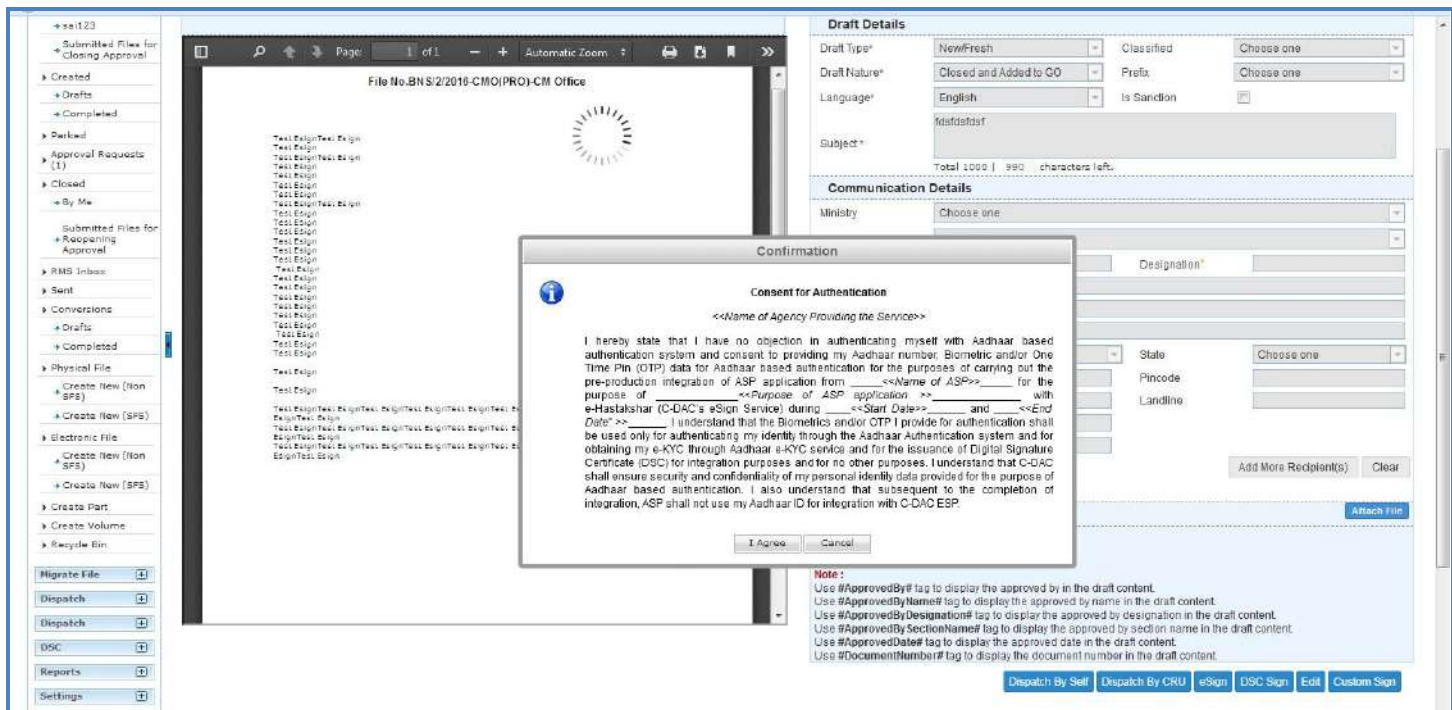


Fig.11

- Click **I Agree** button to continue the eSigning process.

Note:

If required, cancel the eSigning process by clicking **Cancel** button.

- eSigning Authentication Gateway screen is displayed.
- Choose the authentication mode as “**Virtual ID**” or “**Aadhar Number**”. If user chooses “**Virtual ID**” and clicks **Perform eSign** button, as shown in **Fig.12**:



Fig.12

- eSigning screen appears, enter the **sixteen digit Virtual ID** and click **Get OTP** button as shown in **Fig.13**:

The screenshot shows the eSign service interface. At the top, there are logos for the Ministry of Electronics and Information Technology, Government of India, Digital India, and CDAC. Below the logos, a message states: "You are currently using C-DAC eSign Service and have been redirected from". The main section is titled "Aadhaar Based e-Authentication". It contains two input fields: "Enter Your Aadhaar Number" and "Enter Your Aadhaar OTP". Below these fields are two buttons: "Get OTP" (highlighted with a red box) and "Cancel". There is also a link "View Document Information" and a message "Not Received OTP? Resend OTP".

Fig.13

Note:

OTP will be received at the mobile number registered for Aadhaar.

- Enter the Aadhaar OTP and select the user consent check box and click on **Submit** button as show in Fig.14:

The screenshot shows the eSign service interface. At the top, there are logos for the Ministry of Electronics and Information Technology, Government of India, Digital India, and CDAC. Below the logos, a message states: "You are currently using C-DAC eSign Service and have been redirected from". The main section is titled "Aadhaar Based e-Authentication". It contains two input fields: "Enter Your Aadhaar Number" (with the value 9171160085309305) and "Enter Your Aadhaar OTP" (with the value *****). Below these fields are two buttons: "Submit" (highlighted with a red box) and "Cancel". There is also a link "View Document Information" and a message "Not Received OTP? Resend OTP". At the bottom, a message states: "OTP has been sent to mobile number <*****9096>".

Fig.14

Note:

If user does not have a Virtual ID or forgotten his/her Virtual ID, then click **Get Virtual ID** link to generate/retrieve the Virtual ID link.

- The draft gets eSigned as shown in **Fig.15**:

The screenshot shows the eOffice interface. On the left is a sidebar with navigation options like 'Submitted Files for Closing Approval', 'Created', 'Drafts', 'Completed', 'Parkod', 'Approval Requests (1)', 'Clouded', 'By Me', 'Submitted Files for Reopening Approval', 'RMS Inbox', 'Sent', 'Conversions', 'Drafts', 'Completed', 'Physical File', 'Create New (Non SFS)', 'Create New (SFS)', 'Electronic File', 'Create New (Non SFS)', 'Create New (SFS)', 'Create Part', 'Create Volume', 'Recycle Bin', 'Migrate File', 'Dispatch', 'DSC', 'Reports', and 'Settings'. The main area displays a document titled 'File No.BN S/2/2016-CMO(PRO)-CM Office' with a large green checkmark and the text 'Signature valid'. The right pane shows 'Draft Details' and 'Communication Details' forms. The 'Draft Details' form includes fields for Draft Type, Draft Nature, Language, and Subject. The 'Communication Details' form includes fields for Ministry, Department, Name, Designation, Organization, Address, Country, State, City, Pincode, Mobile, Landline, Fax, and Email. At the bottom, there are buttons for 'Dispatch By Self', 'Dispatch By CRU', 'eSign', 'DSC Sign', 'Edit', and 'Custom Sign'.

Fig.15

OR

- If user chooses “Aadhaar Number” and clicks **Perform eSign** button.
- eSigning screen appears, enter the **twelve digit Aadhaar ID** and click **Get OTP** button as shown in **Fig.16**:

Fig.16

- Enter the Aadhaar OTP, select the user consent check box, and click **Submit** button as show in Fig.17:

Fig.17

- The draft gets eSigned as shown in Fig.18:

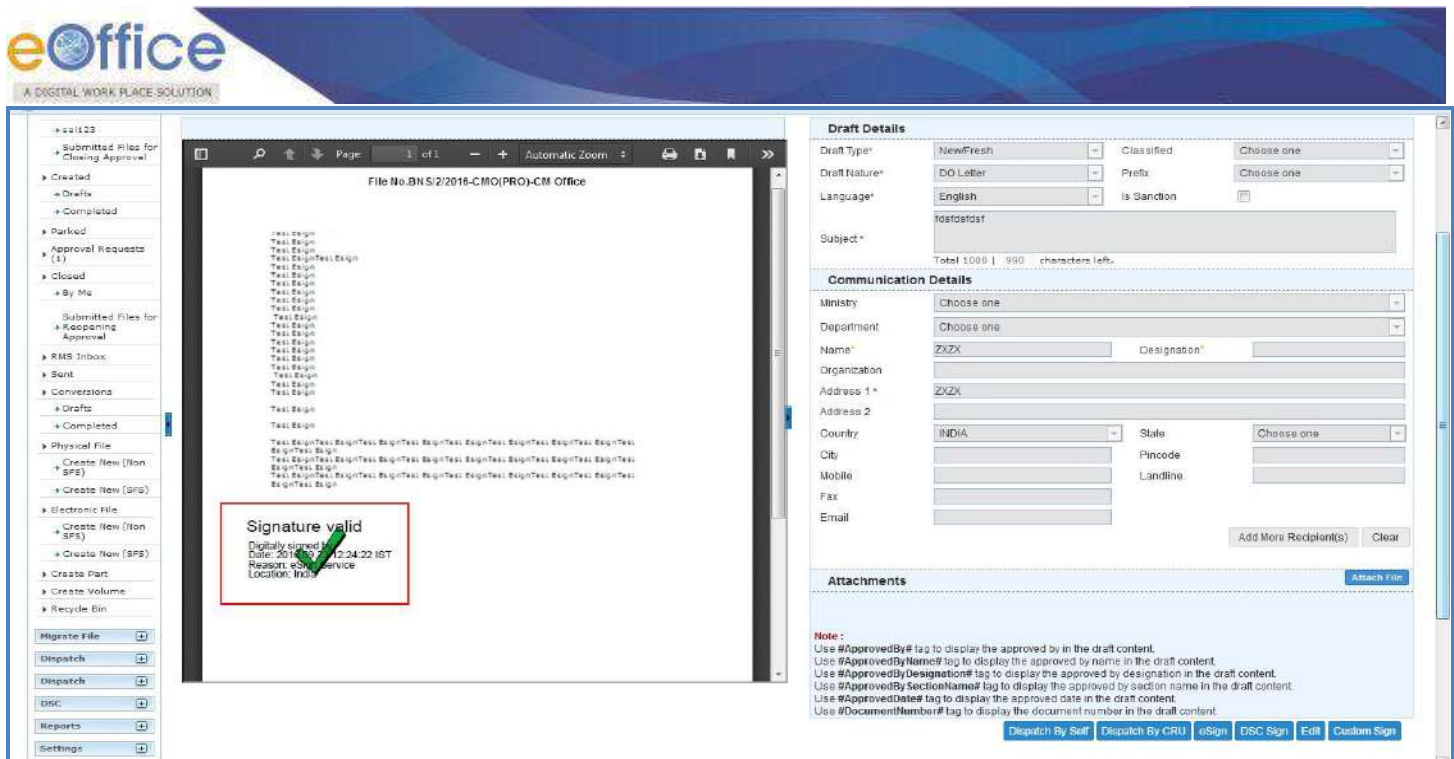


Fig.18

Custom eSigning of DFA

Provision of eSigning Draft at customized/desired Position.

- Create and approve the draft using the draft creation process. The draft dispatch and sign screens will be displayed as shown in Fig.19:

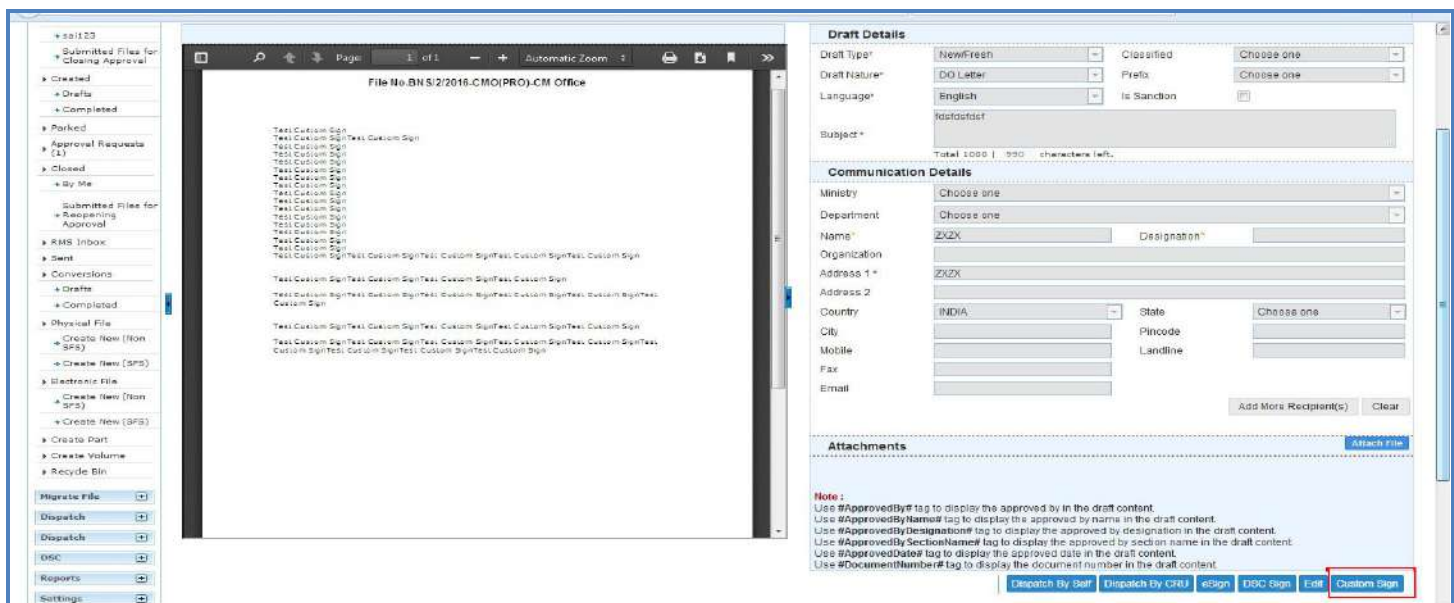


Fig.19

- Click **Custom Sign** button, the Custom Sign pop-up gets displayed as shown in **Fig.20**:

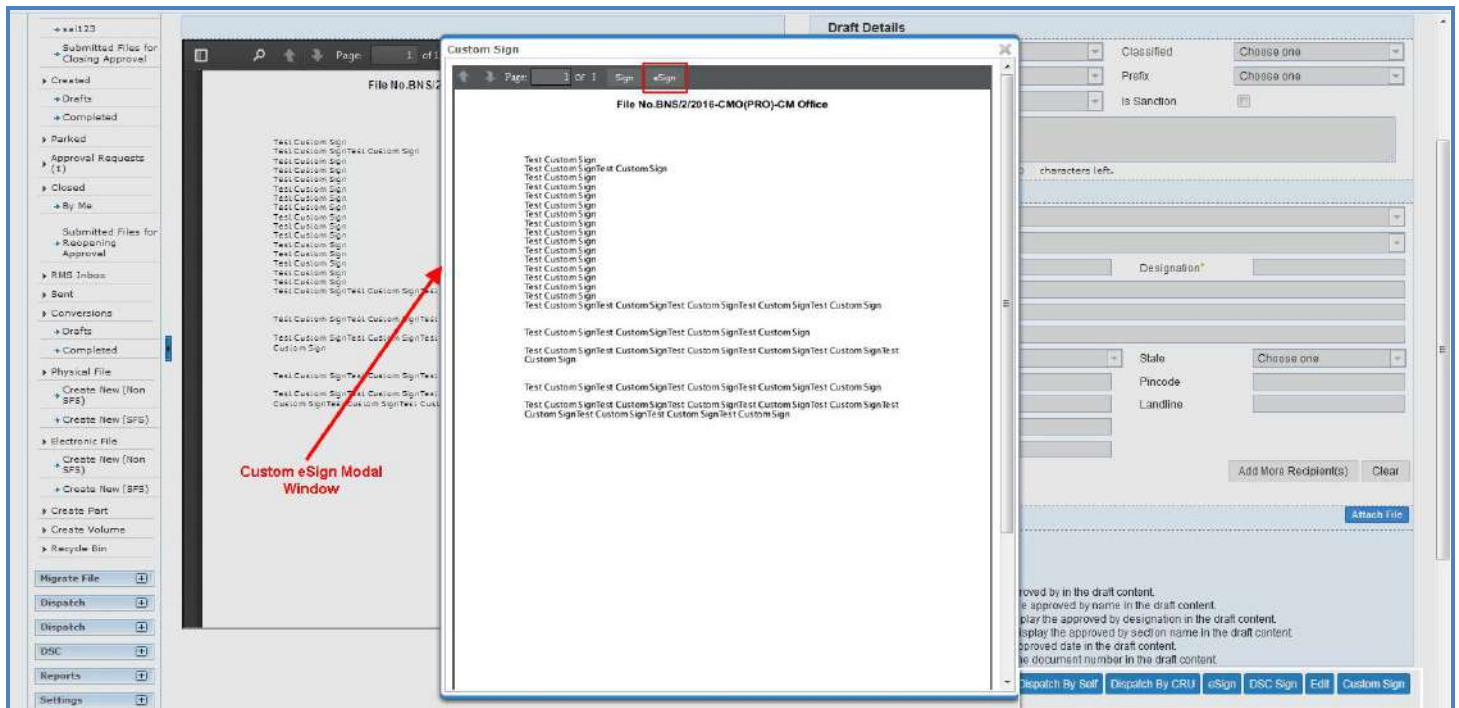


Fig.20

- Locate the desired position on the selected page and click **eSign** button to sign the draft as shown in **Fig.21**:

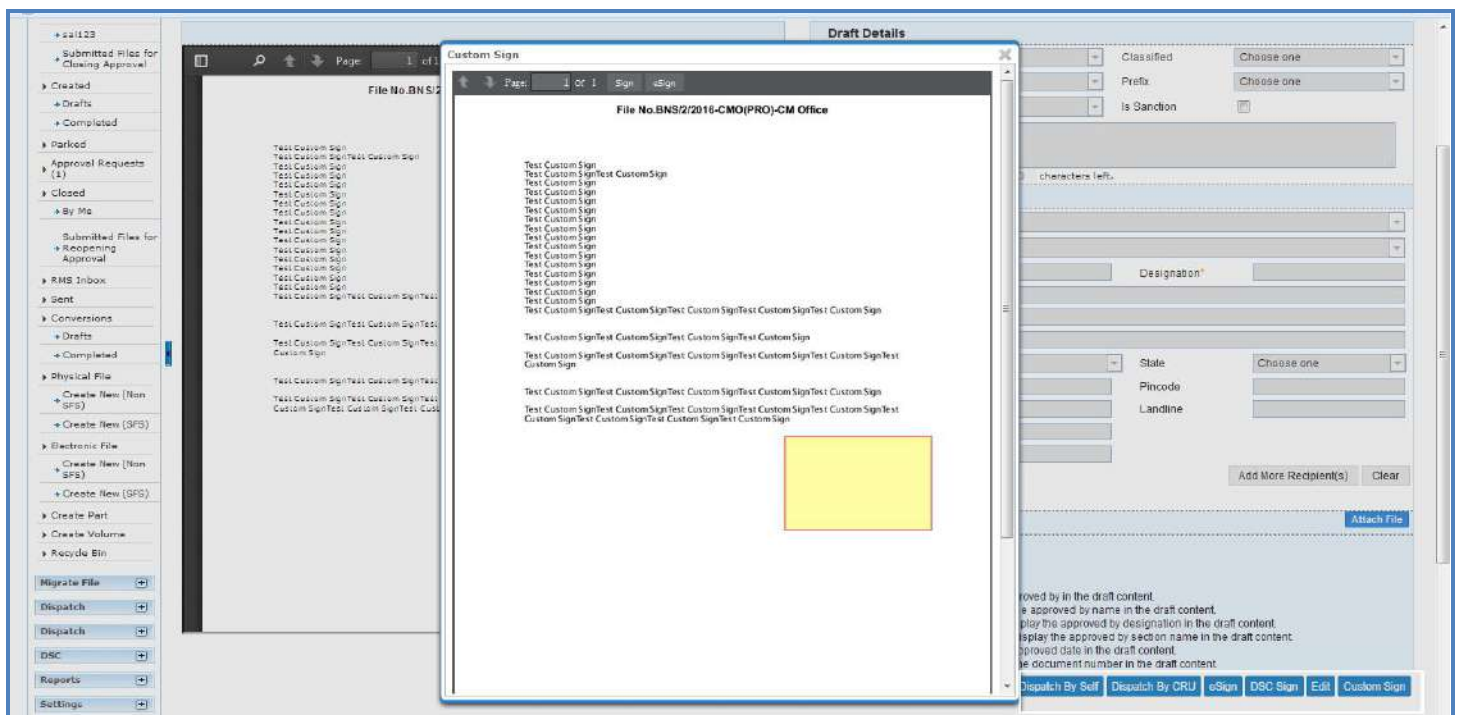


Fig.21

- Consent form will be displayed as shown in Fig.22:

The screenshot displays the eOffice application interface. A central dialog box titled "Consent for Authentication" is open, containing the following text:

I hereby state that I have no objection in authenticating myself with Aadhaar based authentication system and consent to providing my Aadhaar number, Biometric and/or One Time Pin (OTP) data for Aadhaar based authentication for the purposes of carrying out the pre-production integration of ASP application from <<Name of ASP>> for the purpose of <<Purpose of ASP application>> with e-Hastalashar (C-DAC's eSign Service) during <<Start Date>> and <<End Date>>. I understand that the Biometrics and/or OTP I provide for authentication shall be used only for authenticating my identity through the Aadhaar Authentication system and for obtaining my e-KYC through Aadhaar e-KYC service and for the issuance of Digital Signature Certificate (DSC) for integration purposes and for no other purposes. I understand that C-DAC shall ensure security and confidentiality of my personal identity data provided for the purpose of Aadhaar based authentication. I also understand that subsequent to the completion of integration, ASP shall not use my Aadhaar ID for integration with C-DAC ESP.

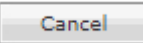
At the bottom of the dialog box are two buttons: "I Agree" and "Cancel".

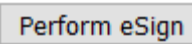
The background interface shows the "Draft Details" section with fields for Draft Type, Draft Nature, Language, Subject, and Classification. The "Communication Details" section includes fields for Ministry, Designation, State, Pincode, and Landline. A "Note" section at the bottom provides instructions on using various tags for displaying approved information in the draft content.

Fig.22

- Click  button to continue the eSigning process.

Note:

If required, cancel the eSigning process by clicking  button.

- eSigning Authentication Gateway screen is displayed.
- Choose the authentication mode as "Virtual ID" or "Aadhar Number". If user chooses "Virtual ID" and clicks  button, as shown in Fig.23:

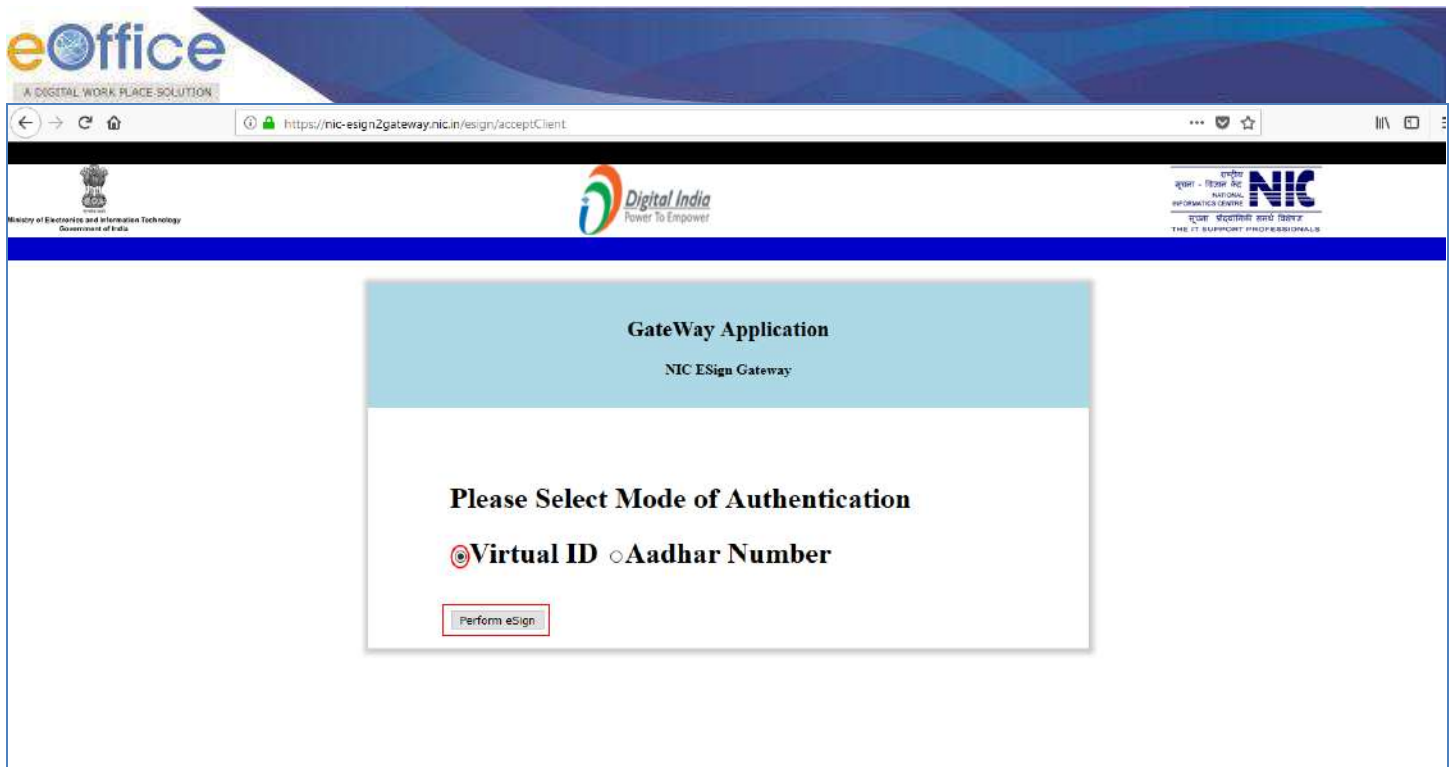


Fig.23

- eSigning screen appears, enter the **sixteen digit Virtual ID** and click **Get OTP** button as shown in Fig.24:



Fig.24

Note:

OTP will be received at the mobile number registered for Aadhaar.

- Enter the Aadhaar OTP and select the user consent check box and click on  button as show in Fig.25:

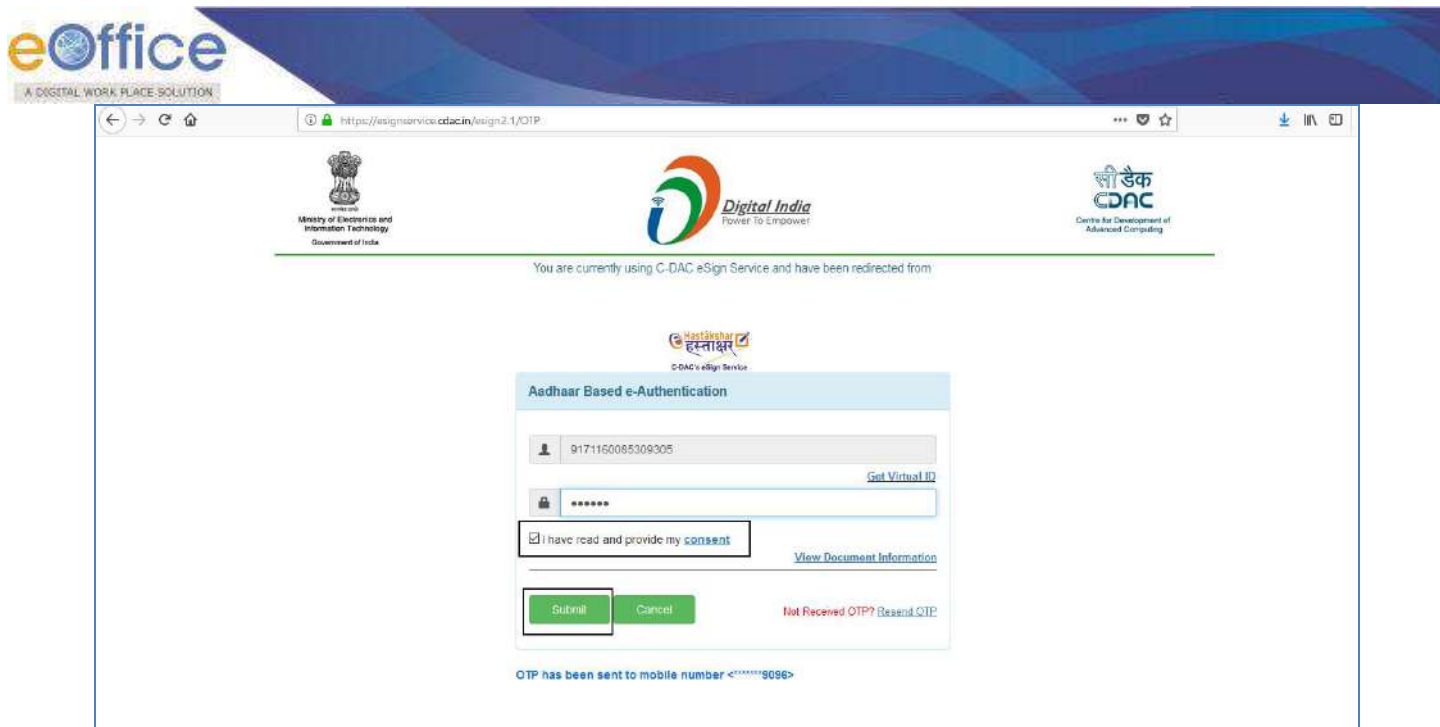


Fig.25

Note:

If user does not have a Virtual ID or forgotten his/her Virtual ID, then click **Get Virtual ID** link to generate/retrieve the Virtual ID link.

- The draft gets eSigned at the desired (custom) position, as shown in **Fig.26**:

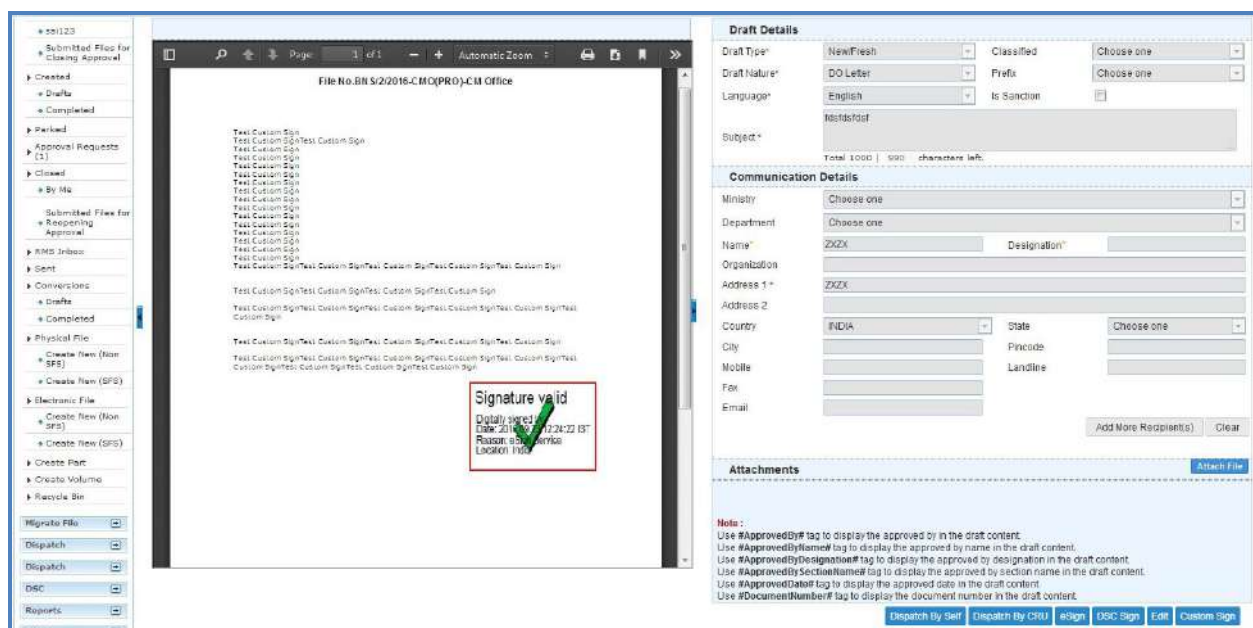


Fig.26

OR

- If user chooses “Aadhaar Number” and clicks **Perform eSign** button.
- eSigning screen appears, enter the **twelve digit Aadhaar ID** and click **Get OTP** button as shown in **Fig.27**:

Fig.27

- Enter the Aadhaar OTP, select the user consent check box, and click **Submit** button as show in **Fig.28**:

Fig.28

- The draft gets eSigned at the desired (custom) position, as shown in **Fig.29**:



Pre-requisites:

- Note:
- This feature is dependent on eSign service provider, so if the service is not available, this feature will not work.

To sign the file while sending the file to the recipient, performing the following steps:

- Send

Fig.30

- Enter the mandatory metadata and click **eSign and Send** button in the Send screen, the Consent form will be displayed as shown in Fig.31:

Fig.31

Note:

Remarks field is mandatory for eSign process.

- Click the **I Agree** button to continue the eSigning process.

Note:

If required, cancel the eSigning process by clicking **Cancel** button.

- eSigning Authentication Gateway screen is displayed.

- Choose the authentication mode as “**Virtual ID**” or “**Aadhar Number**”. If user chooses “**Virtual ID**” and clicks **Perform eSign** button, as shown in Fig.32:

The screenshot shows a web browser window with the URL <https://nic-esign2gateway.nic.in/esign/acceptClient>. The page header includes the Ministry of Electronics and Information Technology, Government of India, the Digital India logo, and the NIC logo. The main content area is titled "GateWay Application" and "NIC ESign Gateway". It prompts the user to "Please Select Mode of Authentication" with two radio buttons: "Virtual ID" (selected) and "Aadhar Number". A "Perform eSign" button is located below the radio buttons.

Fig.32

- eSigning screen appears, enter the **sixteen digit Virtual ID** and click **Get OTP** button as shown in Fig.33:

The screenshot shows a web browser window with the URL <https://esignservice.cdac.gov.in/esignApp/OTP>. The page header includes the Ministry of Electronics and Information Technology, Government of India, the Digital India logo, and the CDAC logo. A message states: "You are currently using C-DAC eSign Service and have been redirected from". Below this, there is a section titled "Aadhaar Based e-Authentication" with a "C-DAC eSign Service" logo. It contains two input fields: "Enter Your Aadhaar Number" (highlighted with a red box) and "Enter Your Aadhaar OTP". A "Get OTP" button (highlighted with a red box) and a "Cancel" button are located below the input fields. A link "View Document Information" is also present. At the bottom right, there is a note: "Not Received OTP? Request OTP".

Fig.33

Note:

OTP will be received at the mobile number registered for Aadhaar.

- Enter the Aadhaar OTP and select the user consent check box and click on  button as show in **Fig.34**:



Fig.34

Note:

If user does not have a Virtual ID or forgotten his/her Virtual ID, then click **Get Virtual ID** link to generate/retrieve the Virtual ID link.

- The file noting gets eSigned as shown in **Fig.35**:

Computer No: 127983 File No: FCS-23019(13)/1/2016-CMO(TAPAL)-CM Office Subject: Food and Health Ministry

Noting | Correspondence | Draft | References | Link | Details | Movements | Edit | Reply | Send | Attachment | More

1

Add Green Note Add Yellow Note

Note # 1

Congress -led protests over imposition of President's rule in **Uttarakhand** today led to wastage of the second consecutive day of **Rajya Sabha** which saw repeated adjournments and early termination of the day's proceedings.

As the Upper House met for the day, five new members including **Sukhdev Singh Dhindsa** , **Swapan Dasgupta** and **Subramanian Swamy** , Olympic medalist boxer **M C Mary Kom** and **Narendra Jadhav** , member of erstwhile National Advisory Council (NAC) took oath.

Prime Minister Narendra Modi , who was present, greeted them.

However soon after the oath, Congress members trooped into the Well of the House and shouted slogans, after government rejected their demand for a discussion on a motion on dismissal of the **Harish Rawat** led government in **Uttarakhand** .

27/04/2016 12:10 PM

Sign
KAILASH M BADHAN
(UNDER SECRETARY)

Fig.35

OR

- If user chooses “**Aadhaar Number**” and clicks **Perform eSign** button.
- eSigning screen appears, enter the **twelve digit Aadhaar ID** and click **Get OTP** button as shown in **Fig.36**:

https://inservice.edaG/eSignApp/OTP

Ministry of Electronics and Information Technology Government of India

Digital India
Power To Empower

सी डेक
ONC
Centre for Development of Advanced Computing

You are currently using C-DAC eSign Service and have been redirected from

C-DAC eSign Service

Aadhaar Based e-Authentication

Enter Your Aadhaar Number

Enter Your Aadhaar OTP

View Document Information

Get OTP Cancel

Not Received OTP? Request OTP

Fig.36

- Enter the Aadhaar OTP, select the user consent check box, and click **Submit** button as show in **Fig.37**:

The screenshot shows a web browser window with the URL <https://esignservice.cdac.in/esignApp/OTP>. The page features logos for the Ministry of Electronics and Information Technology, Government of India; Digital India (Power To Empower); and CDAC (Centre for Development of Advanced Computing). A message states: "You are currently using C-DAC eSign Service and have been redirected from". The main form is titled "Aadhaar Based e-Authentication" and includes the following elements:

- Aadhaar number field: 604038938069
- Get Virtual ID link
- Password field: *****
- Consent checkbox: ☒ I have read and provide my [consent](#)
- View Document Information link
- Submit and Cancel buttons
- Not Received OTP? [Resend OTP](#) link
- OTP status message: OTP has been sent to mobile number <*****9096>

Fig.37

- The file noting gets eSigned as shown in **Fig.38**:

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Note # 1

Congress -led protests over imposition of President's rule in **Uttarakhand** today led to wastage of the second consecutive day of **Rajya Sabha** which saw repeated adjournments and early termination of the day's proceedings.

As the Upper House met for the day, five new members including **Sukhdev Singh Dhindsa** , **Swapan Dasgupta** and **Subramanian Swamy** , Olympic medalist boxer **M C Mary Kom** and **Narendra Jadhav** , member of erstwhile National Advisory Council (NAC) took oath.

Prime Minister Narendra Modi , who was present, greeted them.

However soon after the oath, Congress members trooped into the Well of the House and shouted slogans, after government rejected their demand for a discussion on a motion on dismissal of the **Harish Rawat** led government in **Uttarakhand** .

27/04/2016 12:10 PM

Sign
KAILASH M BADHAN
(UNDER SECRETARY)

Fig.38

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