



eOffice – A DIGITAL WORKPLACE SOLUTION

eOffice being an integral part of the Digital India Programme, is the medium to achieve simplified, responsive, effective and transparent paperless working in Government offices. It provides a convenient way for officials to access information related to every aspect of their working and knowledge sharing by presenting a single gateway to information and services. It is being increasingly adopted by central and state government departments for achieving the objective of governance with accountability, transparency and innovation (GATI) and to eliminate delays in government offices. The speed and efficiency of e-Office assist departments in informed and quicker decision making as also makes them go paperless.

The primary motivating factor that leads organizations towards the adoption of eOffice is the mitigation of the difficulties in managing the legacy system.

The open architecture, on which e-Office functions, makes it a standard reusable product replicable across the governments, at the central, state and district levels. It is also being accepted at international level. It provides common data sets and standards and is unicode compliant for local language support. A recent and most significant features of eOffice is that it enables organizations to integrate their workflows/systems within eOffice to seeks approvals using standard based application programming interface (API) approach.

eOffice is a product suite possessing several applications for transforming day to day official work of an organization, as shown below:

- 1) **File Management System (eFile):** eFile is a workflow-based system that extends the features of existing manual handling of files to more efficient electronic system. The system comprises of different sub modules that are inter-linked to manage the official work flow of the entire life cycle of a document from the moment it is received in the organization till the time it is disposed off with proper set of actions.

It involves all stages of working in a file viz., scanning, diarisation of inward receipts, creation of files, movement of receipts/ files and finally, the closing of files/receipts.

- 2) **Knowledge Management System (KMS):** KMS component of eOffice brought the concept of central repository of documents, from where all users can publish as well as access the information. KMS controls the life cycle of documents of an organization, enabling users to create and manage electronic documents that can be viewed, searched, shared and published. It is also capable of keeping track of the different versions of modified documents by different users (tracking history).

- 3) **Leave Management System (eLeave):** eLeave is a centralized system for the maintenance of leave record. It is a simple intuitive workflow based system to apply for leave online, track the status of applied leave, details of leaves taken, balance leaves, etc. Approval of leave is enabled through the automated hierarchical channel of submission and leave is routed to the hierarchy that is pre-defined in the workflow.



Files can be retrieved as e-file system in place: FM

TNN | Updated: Aug 27, 2020 13:19 IST



THIRUVANANTHAPURAM: Even if the Secretariat is gutted as a whole, government files can be retrieved as they have been digitised and maintained, finance minister T M Thomas Isaac said on Wednesday.

In a Facebook post, Isaac said e-file system has been in place in the Secretariat since 2014. "All documents are scanned and digitised. The digital files are secured by National Informatics Centre (NIC)," he said in response to the raging controversy that crucial files were destroyed in the fire in the GAD (political) section of Secretariat on Tuesday.

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RailTel @RailTel · 19h

Despite Lockdown RailTel Completed work of NIC e-Office implementation in Locknow Division of Northern Railway (NR). With this The Zonal HQ and 4 Divisions of Northern Railway (Ambala, Delhi, Lucknow, Moradabad) now have Paperless work culture. #IndiaFightsCorona #paperlessoffice



Work from home may become new norm post Covid-19: RS Prasad

Union Minister Ravi Shankar Prasad said he believes that "the world is going to become a different world post-Covid-19," and added, "Work from home may become the new norm." Prasad added, "I have asked my department to work with a robust mechanism so that India's work from home model is economical and beneficial."

short by Aarushi Maheshwari / 18 Apr. 2020

Ravi Shankar Prasad @rsprasad

e-Office is a simple and secure digital solution for processing files in the Govt. departments developed by NIC. This digital workplace solution not only increases efficiency but also saves paperwork. #DigitalIndia

5:55 PM · May 5, 2020 · Twitter for Android

Despite Lockdown RailTel completes 2nd phase of NIC e-Office implementation for Indian Railways

ANI | Updated: May 08, 2020 17:08 IST

New Delhi [India], May 8 (ANI): RailTel has successfully completed Phase 2 of implementing NIC e-office despite nationwide lockdown in the wake of COVID-19, wherein, it has enabled 17,981 users of 25 divisions offices with e-office platform, along with user trainings over video conferences. RailTel started work of Phase 2 - 46 divisions with 31,637 users - in February with a target of completion by June 30. RailTel has completed the work 55 days before deadline, read a statement.

In two phases, RailTel has enabled 87,629 users across 105 establishments of Indian Railways (Zonal Head Quarters, Divisions, CTI, PUs, Workshops etc.) to handle all their manual file work remotely on digital platform, the statement added.

As many as 1,63,958 e-Files and 5,04,777 e-Receipts have been created, replacing the manual work done by Railway officials. RailTel has also provided Virtual Private Network connections to Railway officials for enabling them to process the file works remotely. Due to availability of e-office, majority of file work in Railways can continue smoothly without physical presence in offices which is a boon in a time of crisis like this.

"NIC e-Office is a cloud-enabled software developed by National Informatics Centre (NIC) that is being deployed/hosted from RailTel Tier III UPTIME USA certified data centres at Secunderabad and Gurgaon. The aim of e-Office implementation is to provide reliable, efficient, and effective way to handle office files and documents. There is absolute transparency as anything once written on the file cannot be changed or undone. There is also a monitoring mechanism to check where the files are held up," the statement read.

E-office operations: Haryana CM launches operations in 20 more departments, CMO

Manvire Sirohi | TNN | Aug 21, 2020, 20:54 IST



CHANDIGARH: Haryana chief minister Manohar Lal Khattar on Friday gave the deadline of September 15 to make all the departments to have e-office operational.

CM was addressing those present on the occasion after he digitally launched e-Offices for switching over to electronic movement of files in 20 departments and 3

Ajay Kumar 20 mins · 13

Thank you NIC for the IT services during COVID-19 crisis. It is lifeline for "Work from Home" for lakhs of Govt employees. Thanks to other IT/telecom service providers who enable "Work from Home" for every single establishment. Great job all of you!!

Thank you NIC for enabling "Work from Home" during COVID-19 crisis

- Normally have associated water, electricity, conservancy, telecom etc with essential services during lockdown/curfews.
- A new essential service enabling "Work from Home" during COVID-19 for lakhs of government employees is IT services of NIC. Email, Video-conferencing, e-office, web-hosting, e-services, payment portals.
- Govt IT services are lifeline for "Work from Home"
- Great job being done by NIC under MestY. Benefits of DIGITAL INDIA in full flow.

BY IFF Bureau | Updated on: Sept. 9, 2020, 11:12 p.m.

Manipur CM Biren launches e-Office file management system; state to go fully digital by 2021

By January 1, 2021, Manipur may become the first state in Northeast India to go fully digital going by the encouraging response from the departments, the chief minister said.

Lockdown 5.0: Maharashtra issues guidelines for government officials, instructs to use e-office, online platforms for communication

The state government has issued guidelines to be followed in the government offices for staff, which includes mandatory thermal screening, use of sanitizers and social distancing, etc.

ETGovernment · June 01, 2020, 18:41 IST

- 4) **Tour Management System (eTour):** eTour is a system that facilitates the management of employee tour programmes, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted.
- 5) **Smart Performance Appraisal Report Recording Online Window (SPARROW):** SPARROW is a web-based application designed specifically for the officials of the Government of India to file and process their annual performance appraisal report (APAR)

electronically. SPARROW has streamlined the process of recording and processing of APARs thus making the system paperless. The system also provides dashboard facility which enables the service controlling authority to monitor the status such as officers posted, pendency at various levels, APARs processed and closed, etc.

Advantages of e-Office are as follows:-

- a) **Quick Decision Making and Faster Delivery of Services:** Files can be accessed anywhere-anytime. The movement of files is fast and real time irrespective of

geographical locations and delays are removed because of transparency and accountability.

- b) **Elimination of Corruption, Venal Practices and Red Tapism:** Personal priorities/discretions eliminated because of transparency and accountability. Deleting/ replacing the notings or tearing of files cannot be done.
- c) **Accountability and Transparency:** Citizen's can track the papers they have submitted in e-office and pendency can be monitored.

- d) **Environment Friendly and Go Green Initiative:** Tonnes of papers are saved which in turn saves trees. There is saving on printers, cartridges, cupboards, and office spaces as also travel for transporting of files from one location to other.
- e) **Files and Data can never be lost and stored for perpetuity:** Government functioning is not at all impacted due to natural disasters. Officials can work on their files seamlessly, in secured and safe manner from offices/homes.

IMPLEMENTATION STATUS

S.No.	Enterprises	Category	No. of Units where eOffice is implemented	Total
1.	Central Government	Ministries and Departments	83	265
		Attached/Subordinate Offices/PSUs etc.	182	
2.	State Government	Secretariats	27	338
		District Administrations	188	
		Other Departments/PSUs etc.	123	
TOTAL			603	603

As on 15th OCTOBER 2020

Implementation Status

The latest status of eOffice implementation across PAN-INDIA is available at following LINK: <https://eoffice.gov.in/Dashboard/dashboard.php>.

eOffice is getting adopted across the country as “One India-One Product”, fulfilling the needs of various implementing organizations. Over a period of time, eOffice applications eventually evolved as matured platform with products where government functioning and processing on files and performance appraisal is made online in generic and uniform manner.

During COVID-19 lockdown period, eOffice emerged as a game-changer. By facilitating unhindered work, unfettered & secured access to office files it proved to be the lifeline for government officials.

There was a significant rise in use of eOffice & eFiles during this period, as paper-based files had the risk of corona infection. Moreover, it was difficult to continue to work with traditional paper-based file systems during a complete lockdown, without significant delays in the functioning of any government office. During this period, several new organizations have adopted eOffice and many of the existing organizations have increased their user base.

