# INNOVATION
# in
# GOVERNANCE

*"Good governance is perhaps the single most important factor in eradicating poverty and promoting development"*

*- Kofi Annan*

Files, Receipts, Letters and Documents – *Most important assets in an organisation*

Governments produce and manage immense volumes of documents.

The manual system of file processing has several challenges

Leading to delays in implementation of Government programmes & Schemes

# Challenges of Manual System

- Searching, retrieving and tracking of files

- Storage and Secure Preservation of files

- Intra/Inter departmental file movement delays

- Vulnerable – fire, flood, insects, rats, fungus etc

- Loss of Physical Files

- Multiple copies of documents (Circulars/Notices)

**A Digital Workplace Solution**

*Evolving since 2009*

# Components

# File Management System (eFile)

- Workflow based System
- Diarization of inward receipts/letters
- Creation of files, noting and draft for approvals
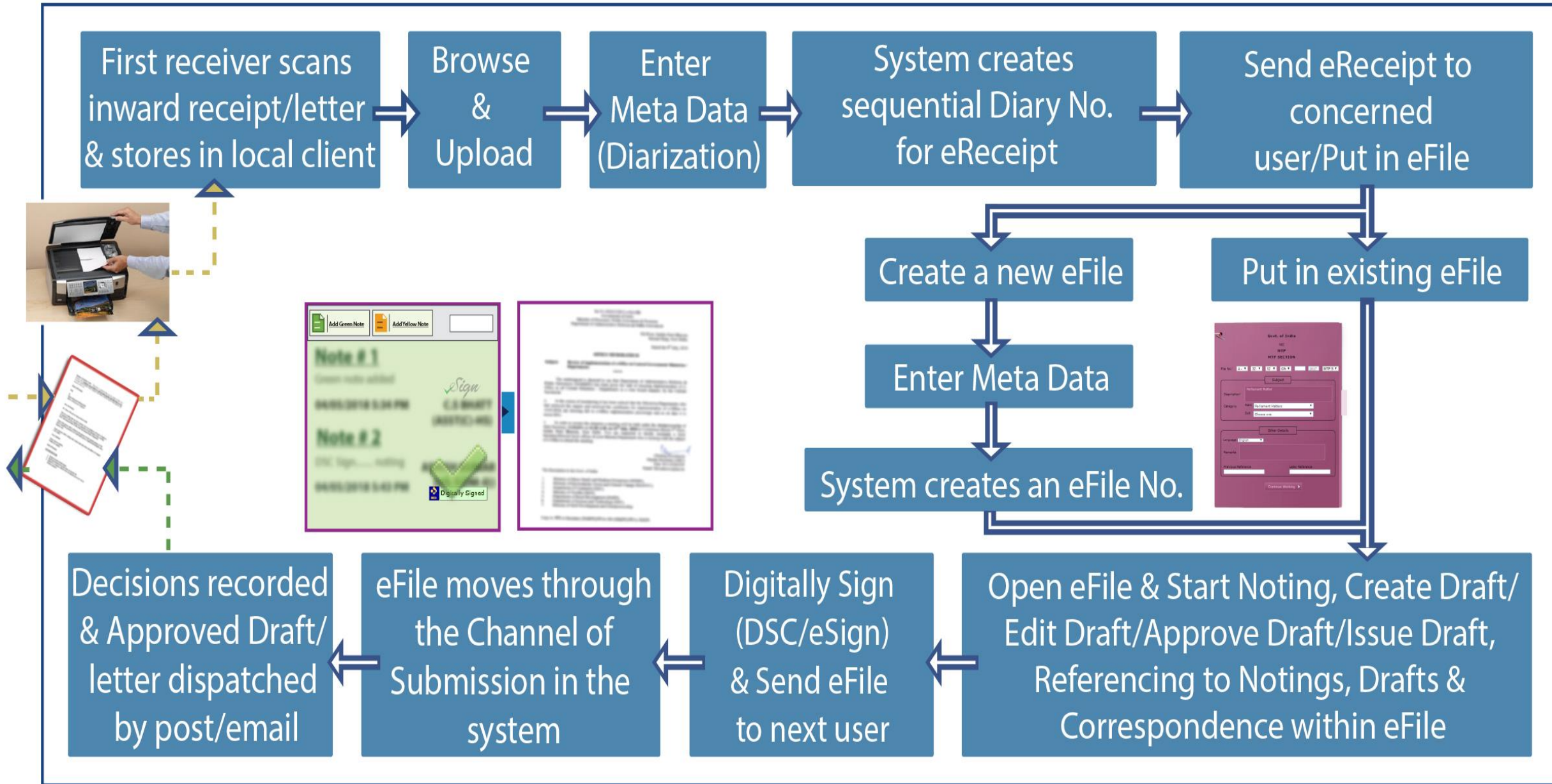- Intra/Inter-departmental movement of files/receipts
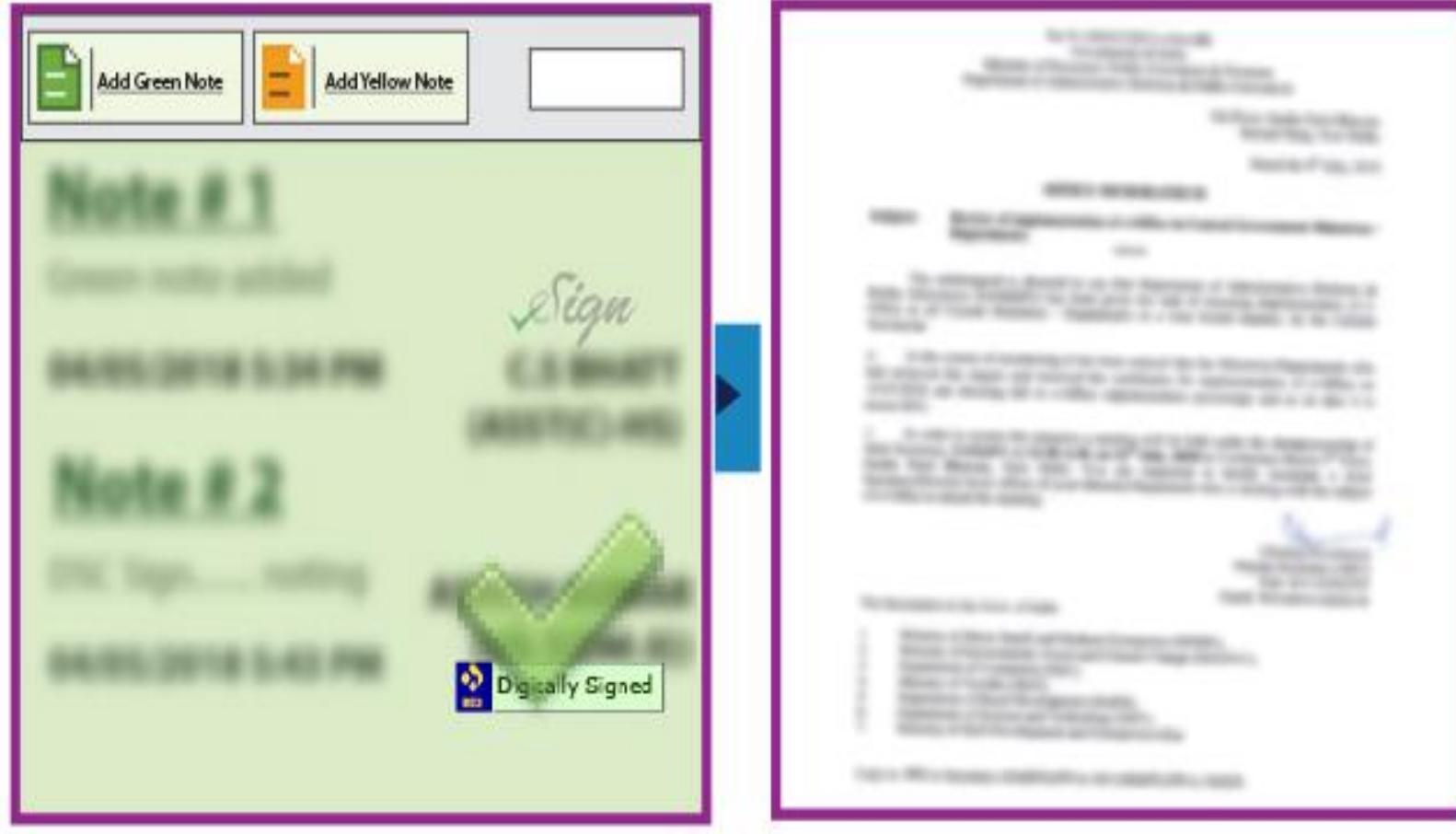- Digital signing of noting and drafts using DSC/eSign
- Searching of files/receipts/dispatch
- Closing of files/receipts
- Interfaces with external applications

# eFile Process



First receiver scans inward receipt/letter & stores in local client → Browse & Upload → Enter Meta Data (Diarization) → System creates sequential Diary No. for eReceipt → Send eReceipt to concerned user/Put in eFile

Create a new eFile → Enter Meta Data → System creates an eFile No.

Put in existing eFile

Open eFile & Start Noting, Create Draft/ Edit Draft/Approve Draft/Issue Draft, Referencing to Notings, Drafts & Correspondence within eFile ← Digitally Sign (DSC/eSign) & Send eFile to next user ← eFile moves through the Channel of Submission in the system ← Decisions recorded & Approved Draft/ letter dispatched by post/email

# eFile

inquiry or any complaint under this Act, examine any record to which this Act applies which is under the control of the public authority, and no such record may be withheld from it on any grounds.

Kindly see.

05/08/2021 11:04 AM

Aradhana Jaiswal
PROJECT MANAGER
Digitally Signed

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**Document: 369/2021/Training Section (AM)** — 1 of 4

Dated the 24th May, 2021

**OFFICE MEMORANDUM**

Subject: ONLINE Level 'A' Training programme by ISTM for Senior Secretariat Assistants (SSAs) of the CSCS for promotion to Assistant Section Officer Grade from 07/06/2021 to 02/07/2021 (106th Batch).

The undersigned is directed to inform that Officers whose names are given in **Annexure-I** have been nominated to participate in the mandatory Level 'A' Training Programme being conducted by ISTM w.e.f. 07/06/2021 to 02/07/2021. The training will be conducted online by ISTM and the participants are not required to visit ISTM in person for the same. The online training will be accessible through

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**Quick Noting** — Last Saved : 05/08/2021 11:33:03 AM

Verdana | 13px | Line Height

All CSS officers, will get a maximum of two nomination chances to complete the mandatory trainings at various levels.

Attachment

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**Document: I/277/2021** — 1 of 2

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Personnel & Training
*****

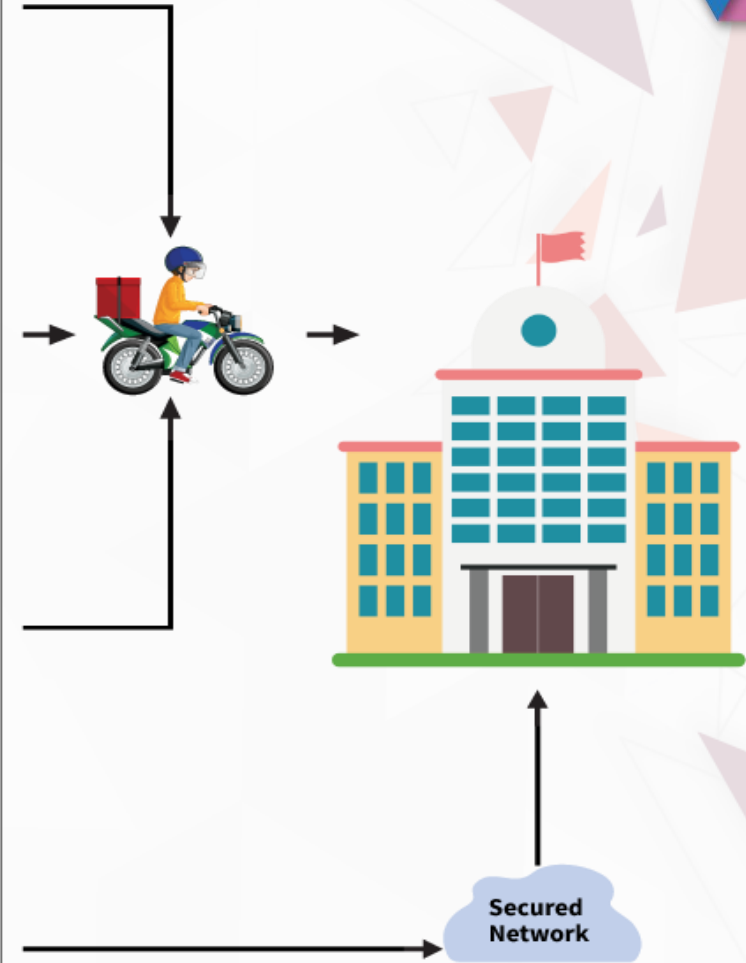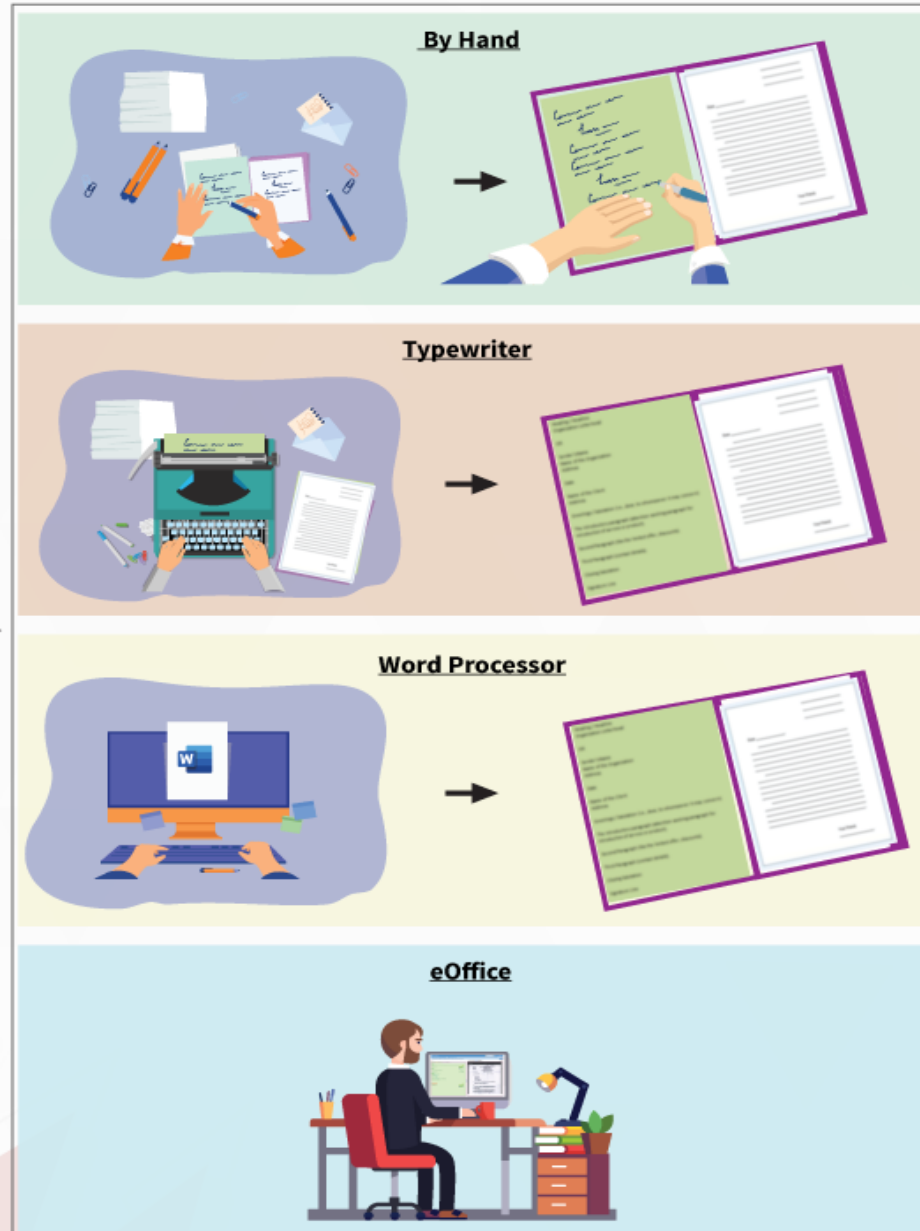North Block, New Delhi.
The 12th April, 2021.

**CIRCULAR**

Subject: Inviting applications from the retired PA/PS of Central Govt. services for rendering their services as stenographers on monthly basis in Department of Personnel & Training- regarding.

It is proposed to engage retired PA/PS of Central Govt. Service to render their services as

# Transformational Journey

# Knowledge Management System (KMS)

- KMS supports the life cycle of documents of an organization, enabling users to create and manage electronic documents that can be viewed, searched, shared and published.

- Knowledge Management Portal for an organization is developed with the objective of knowledge sharing and discovery among the users of an organization to enable efficient utilization of knowledge.
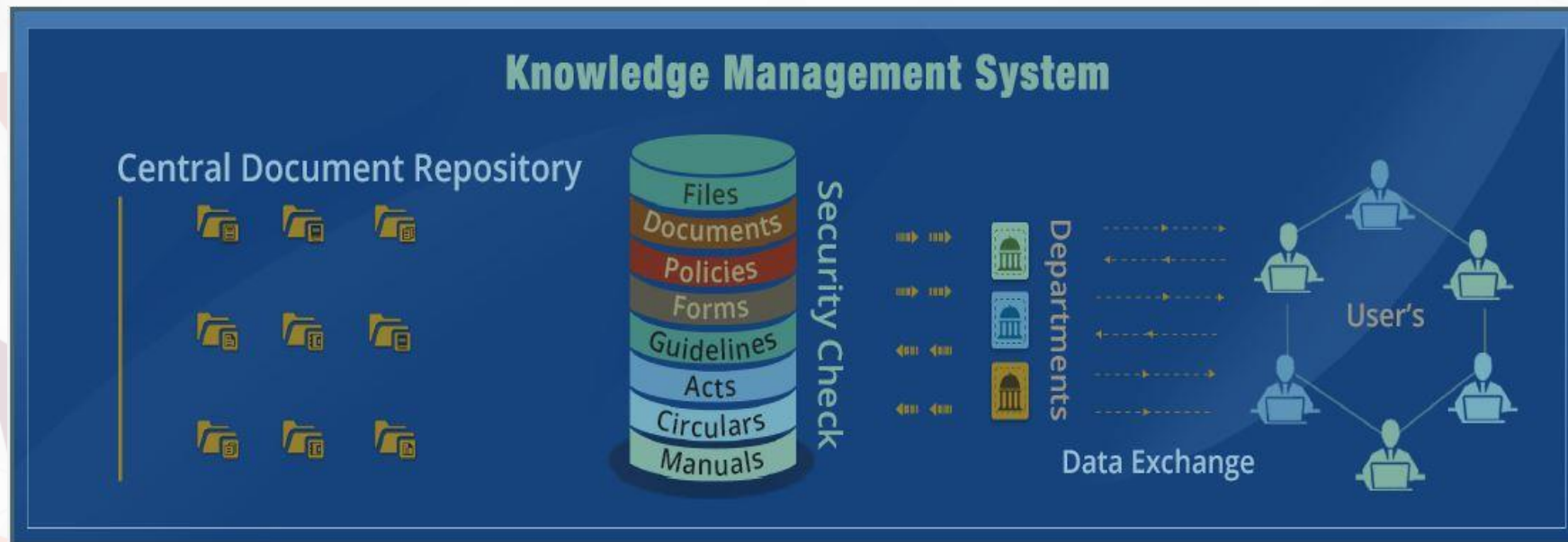
# KMS Features

Authentication with Single Sign on

Document Workflow and Roles

Content Based OCR Search along with Metadata

Tagging of Document Based on Category, Organisation, Type, Collection

Customized Content and Metadata fields

Subscription and Alerts

Sharing among users

# Work from Anywhere (WAW) Portal



Quick transition to remote workplace environment

Employee productivity via provisions of collaboration tools

Flexible and Responsive Digital Workplace

Near Real-time information

Business and Service Continuity

Confidentiality and Security

Set Status | ▶ Busy | 👥 MEETING | ☕ TEA BREAK | ✗ LUNCH BREAK | ☰ OTHERS | 🕐 TIMELINE

SANDES | Alerts **35** | Settings | Logout

### Calendar ⚙ ☰ ⊕ ⛶ ↻ ?

‹ Friday, 6th August 2021 › 📅

▸ Demo of WAW Portal ✎
🕐 09:30 AM to 10:30 AM

▸ Morning eOffice Meeting
🕐 10:30 AM to 11:00 AM

### Media Gallery ↻ 🐦

## Tweets by @NICMeity ⓘ

**NIC** ✓
@NICMeity

NIC has developed e-Sanvad Mobile app to address the grievances of the citizens of Amravati District, Maharashtra. Through this app, Citizens can submit their grievances and the Redressal officers can monitor the same for necessary actions. #NICMeitY

play.google.com/store/apps/det

### Team 🔍 ↻ ⋮

**RACHNA SRIVASTAVA**
SCIENTIST G

**KAPIL KUMAR SHARMA**
SCIENTIST F

**SAROJA KUMAR PATRO**
SCIENTIST E

**NIRVESH KUMAR**
SCIENTIST E

**SANKALP AGARWAL**
SCIENTIST C

### eFile ⛶ ↻ ?

eFile **1** | Receipts **1**

▸ Proforma Invoice for 109 Workstations for E_Office Project at NICSI 2nd Floor, Development Centre, S ...
Kapil Kumar Sharma,HOD(EOFFICE)(KKS),eOf ... ON 17/07/2021

### Notice Board ⛶ ↻ ? ⋮

Notice Board | Central Docs | My Docs

▸ Review Meeting of SIO, Tamil Nadu with DIOs and ADIOs on 3rd August 2021 over VC
Joyce R. Amirtharaj ON 05/08/2021 04:08:39 PM

▸ Making of Rubber Stamps and Name Plates
Satyaveer Singh ON 05/08/2021 10:08:27 AM

▸ श्रीमती आनन्दीबेन पटेल माननीय राज्यपाल उ0प्र0 का जनपद औरैया में दिनांक 29.07.2021 का भ्रमण कार्यक्रम
Vandna Singh ON 04/08/2021 05:08:29 PM

### Connect

📷 Directory

🏠 VC Room

✴ Quick Connect

📅 Events **14**

👥 My Contacts/Group

**SANKALP AGARWAL**
SCIENTIST C

🏠 Home
📅 Calendar
✉ Mail
eOffice Services +
📋 Tasks
📋 To do list **3**
📝 Notes

🏢 Departmental Apps –
Digital NIC
Finance +
Personnel +
FARPS
eForms
Other Applications +
NIC Library +

SANKALP AGARWAL
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Set Your Status ▶ | Busy | MEETING | TEA | LUNCH | OTHERS | TIMELINE

SANDES | Alerts 34 | Settings | Logout

## Calendar

### 6th August 2021

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- Morning eOffice Meeting      10:30 AM to 11:00 AM

**‹ August 2021 ›**

| Mo | Tu | We | Th | Fr | Sa | Su |
|----|----|----|----|----|----|----|
|    |    |    |    |    | 1  | 2  |
| 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 |    |    |    |    |    |    |

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➡️ play.google.com/store/apps/det…

## File

File 1 | Receipts 1

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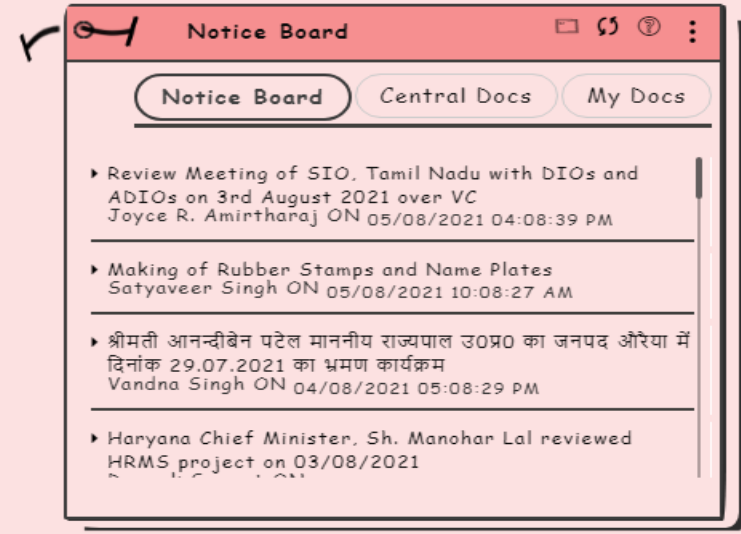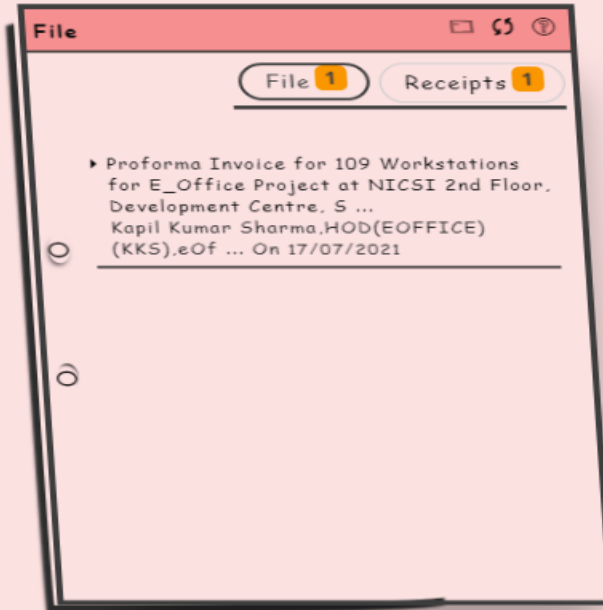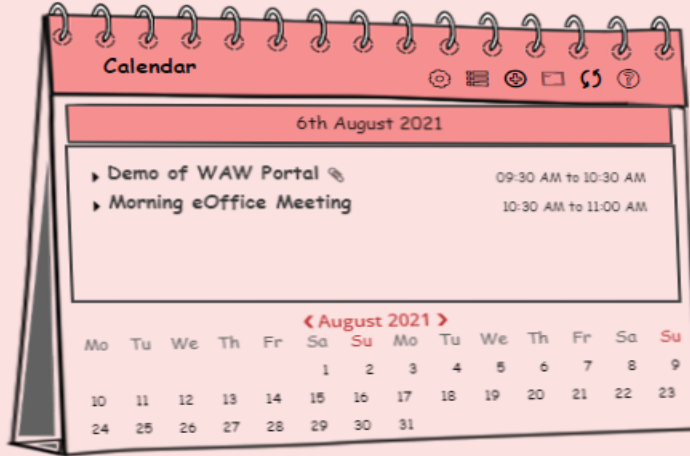- Haryana Chief Minister, Sh. Manohar Lal reviewed HRMS project on 03/08/2021

## Team

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SCIENTIST G

KAPIL KUMAR SHARMA
SCIENTIST F

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SCIENTIST E

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SCIENTIST C

PANKAJ KUMAR KHETWAI
SCIENTIST C

## Connect

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- My Contacts/Group

# Current Status of eOffice Implementation in Government of India

| S.No. | Enterprises | Category | No. of Units where eOffice is implemented | Total |
|-------|-------------|----------|-------------------------------------------|-------|
| 1. | Central Government | Ministries and Departments | 83 | 301 |
| | | Attached/Subordinate Offices/PSUs etc. | 218 | |
| 2. | State/UT Government | Secretariats | 28 | 389 |
| | | District Administrations | 229 | |
| | | Other Departments/PSUs etc. | 132 | |
| | | TOTAL | 690 | 690 |

As on 05th  AUGUST 2021

# JagatSinghpur: A Success Story

# Lockdown: E-office in JSpur dist comes in handy

**SURAJ MISHRA**
BHUBANESWR

The lockdown due to COVID-19 has put restrictions on movement of people except emergency departments. However, the model e-office practice introduced and executed by the district administration has proved to be a boon.

On an average, 40-50 files are approved daily by the District Magistrate without any hindrance, said district Collector Sangram Keshari Mohapatra.

The e-office system in the entire collectorate and district level offices along with subdivision and block/tehsil level offices has been fully functional. As a result, there is no physical movement of files. The staff can process and approve the files with the help of desktop, home computer or mobile phones within no time.

Therefore, the files move from lower levels to the Collectors instantly and get approved, said Mohapatra, who initiated and worked relentlessly to bring the district to the fold of e-office before COVID19 lockdown.

Now, people are getting the benefits, said a beneficiary in the department of Social Security and Empowerment of Persons with Disability.

The e-office system in Jagatsinghpur has helped in no movement of paper files as it was done earlier. So, there is no fear of Corona virus infection, he added.

Apart from these, an official can work anywhere to process and forward the file to the next level upto the level of the Collector who very promptly disposes the file thereby saving time. So the entire process of file submission and final approval takes a few hours on the same day, which looks like a dream come true in Jagatsinghpur district, said Sarada Prasanna Satapathy, a local engineer turned businessman.

The Collector always observes the movement of files and any cause of delay is taken seriously, said Chairperson, Gurukul Foundation, SmitaTripathy. The organisation works for good governance.

Jagatsinghpur model is about to be replicated in other districts and States as other district officials are coming to study the process and programmes of e-governance in the district which is unique in the entire country.

"We toiled hard for past six months or so since I joined in office as District Magistrate in Jagatsinghpur. Mapping was done throughout the district from the office of the clerk to the Collector. Accordingly computer systems and other gadgets of ICT were provided, training labs constituted, several rounds of handholding support and weekly follow up and review conducted. Accordingly entire LAN switching was done with the help of NIC New Delhi and Bhubaneswar with regular touch and at last we became successful," said Mohapatra.

This has completely prevented delay, red-tapism, gathering of dusts over files, administrative harassment to common man, corruption and venal practices in the governance. Several social security pensions such as old age and widow pensions along with stipend for divyangs have been hailed all through the district. Therefore, Mohapatra is known as the people's Collector throughout the district. Recently, he issued stricture with dire consequences and held up salaries of several Government officials for delaying the implementation of e-office following which all fell in line.

# Government of Sri Lanka: eOffice Inauguration

# *Outcomes*

**Digital India**
Power To Empower

| | |
|---|---|
| **Quick Decision Making and Faster Delivery of Services** | • Access of Files Any Where Any Time<br>• Faster movement of files in real time irrespective of geographical locations<br>• Delays removed because of transparency and accountability |
| **Reduction in Corruption, Venal Practices and Red Tapism** | • Personal priorities/discretions eliminated because of transparency and accountability<br>• Deleting/replacing the notings or tearing of files etc can not be even thought of |
| **Accountability and Transparency** | • Citizen's can track the papers they have submitted to an office. In states like Kerala, a citizen can go to an office between 3-4, to find the status of his paper and where it is pending.<br>• Pendency Monitoring |
| **Environment Friendly and Go Green Initiative** | • Tonnes of papers are saved which in turn saves trees<br>• Infrastructure like Printers, Cartridges, Cupboards, Office Spaces are also saved<br>• Saving on Account of travel for transporting of files from one location to other |
| **Always available Files never be lost and stored for perpetuity** | • Natural Storms, Corona, floods but Government functioning is not at all impacted<br>• Officials could work on their files seamlessly, in secured & safe manner from offices/homes |

Digital India — Power To Empower

Knowledge Management System (KMS)
Work From Anywhere (WAW)
eOffice — A DIGITAL WORK PLACE SOLUTION
File Management System (eFile)

Enhanced Productivity

& Accountability
Transparency

Save Paper, Time & Money

Assured Data Security & Integrity

Quick Decision Making & Faster Processing

NIC National Informatics Centre

# For more details

**Visit:** *https://eoffice.gov.in*

**Contact:** **Ms. Rachna Srivastava**
**Deputy Director General**
**National Informatics Centre**
**rachna_sri@nic.in**

# Thank you