eOffice has been designed in sync with the needs of a modern Government and has been conceived as the instrument for the Next Generation Government.
The Government of India, in recognition of the long-felt need for efficiency in government processes and service delivery mechanisms, has included e-Office as a core mission mode project (MMP) under the National e-Governance Plan (NeGP).

Department of Administrative Reforms and Public Grievances (DARPG) is Nodal Department for facilitating implementation of e-Office MMP in Central Ministries/Departments.

National Informatics Centre (NIC) is Technology Partner
Vision: To bring in an efficient, transparent and accountable government
Objectives of the MMP

- Improve efficiency & effectiveness of the government
- Provide for effective resource management
- Reduce processing delays
- Enhance transparency & accountability
Establish a Single Product for reuse in the Government.

To avoid Duplication of efforts

To avoid redundant Data storage

To promote Inter/Intra Govt Information Sharing
<table>
<thead>
<tr>
<th>eOffice component</th>
<th>Proposed benefits to be delivered</th>
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<tbody>
<tr>
<td>e-File</td>
<td>Electronic processing of files</td>
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<tr>
<td>Knowledge Management Services</td>
<td>Online repository of important documents for easy access</td>
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<tr>
<td>e-Leave</td>
<td>Electronic leave application and approval and maintenance of leave records</td>
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<tr>
<td>eOffice component</td>
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<tr>
<td>e-Tour</td>
<td>Online tour request and approval process and Settlement and Claims</td>
</tr>
<tr>
<td>Personnel Information System, Online Forms, MIS etc.</td>
<td>Online submission of form to Admin/HR, MIS reports for Top Management, Complete Service Book online.</td>
</tr>
<tr>
<td>Collaboration and Messaging Services</td>
<td>Appointments (eScheduler), eDirectory, Instant Messaging, Discussion Forum, Information and Bulletin Board</td>
</tr>
</tbody>
</table>
The Need

• No loss of files in case of calamities
• Minimize the cases of lost and misplaced files
• Faster search and retrieval of files
• Preservation of records
• Space and Environment saving
• Scanning and Diarisation of incoming documents/letters

• Forwarding to others (single and multiple recipients)

• Creation of electronic file

• File history and Movement display

• Search and Query

• Electronic File Movement with digital signature.
eFILE – How it works

First receiver Scans

Scan directly to eOffice application

Enter Meta Data

System Creates sequential Diary Number for each receipt

Send e Receipt to Section, in case of CRU as first receiver

Store in Hard Drive

Browse & upload

Create a new efile

Attach to current efile

Enter Meta Data

System Creates a efile Number

Digital Sign and send efile to next user

Open efile and start Noting, create draft/edit draft/approve draft/issue draft, referencing to drafts & correspondence sections within e-file

e-file moves through the Channel of Submission on the system
• Dashboard view with alerts for different categories of Files and Receipts lying with self and subordinates.
• Email Diarisation
• Generation of Acknowledgement for received letters
• Follow up
• Setting reminders on files and receipts
• Powerful Global Search on metadata and content
• Added security with Digital Signatures
• Email and SMS alerts on important files
• Instant Messaging for notifications
Submitted for tender Approval.

Refer to Page number 15

20/12/2013 7:01 PM  ABHAY SHARMA
(SECTION OFFICER)

Please refer to this Ministry’s ID. Note of even number dated 29.05.2013 and subsequent reminder dated 30.07.2013 on the subject mentioned above.

It is again informed that in a meeting of Committee of Secretaries held on 13.05.2013, a decision has been taken on implementation of e-Office. In this meeting, Cabinet Secretary has directed that knowledge and competencies of computer of all employees of Central Ministries/Departments posted at Delhi is to be assessed.

20/12/2013 7:05 PM  A.K. MATHUR
(UNDER SECRETARY)
– Dashboard view with alerts for different categories of Files and Receipts lying with self and subordinates.

– Automatic Generation of Acknowledgement for received letters

– Follow up – Setting reminders on files and receipts

– Global Search on metadata and content

– Added security with Digital Signatures

– Email and SMS alerts on important files

– MIS Reports
Knowledge Management System

- Central Document Repository- Acts, Circulars, Office Orders, Annual reports

- Documents available at a single location

- Metadata compliant with Metadata standards.

- Online free text and advance search

- Sharing of Documents and Folders with other users.
Personnel Information System

1. BIO-DATA
2. Certificate and Attestation
3. Previous Qualifying Service & Foreign Service
4. Service History/Record of Service Event
5. Record of verification of Service
6. Leave Account
7. Leave Travel Concession Availed (LTC), House Building Advance CGEGIS Scheme
8. Comments of Internal Audit
eLeave - Features

• Leave application
• Leave cancellation
• Leave extension
• Joining report
• Leave approval
• Leave sanction
• Leave Balance
Collaboration and Messaging

- Collaborative Government
- Networking within the Government
- Platform for Engaging Government employees
- Sharing and Connecting
- Document Exchange
Collaboration & Messaging

Unified Communication Tightly Integrated Communication Application

- eConnect
- Mail
- Alert & Notification
- Multimedia Sharing

Instant Messaging
Scheduler
Desktop Work Spaces

eTalk

CAMS
Unified Communication Tightly Integrated Communication Application

eConnect

Connect, Collaborate and Engage

eConnect is a Social Medium Product from the family of eOffice Product Suite.
Collaboration & Messaging Platform – eTalk

Unified Communication Tightly Integrated Communication Application

etalk

Main Feature
Add user
Accept user
Delete User
History
SMS

Set Your Status here

- Siraj Ahmed
  - Available
- Pankaj Khetwal
  - Busy
- Navneet Khera
  - will be right back
Recent Initiatives—Mobile eOffice

introducing...

mobile eOffice beta
Single mobile gateway to eOffice

Releasing mobile eOffice for

- eFile
- CAMS
- eTowards
- KMS
- PIMS
- eService Book
- eLeave
eOffice – Expected Benefits

- Employee Convenience
- Accountability
- Effectiveness
- Efficiency
- Transparency
Challenges

- eOffice implementation requires a high level of commitment
- Requisite infrastructure.
- Change Management
- Simplify Process - Process Reengineering
Way Ahead: The Big Picture

- Platform Connecting the Government

The eOffice product aims to support governance by ushering in more effective and transparent inter and intra-government processes. The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices.

The Open Architecture on which eOffice has been built, makes it a reusable framework and a standard reusable product amenable to replication across the governments, at the central, state and district levels. The product brings together the independent functions and systems under a single framework.
• Aggregation of data residing in individual eOffice instances into Big Government Data.

• Government Global Directory and Knowledge Bank

• One point access for Search and Retrieval
– Source is directly from the originating department itself

– Any new version of the circular will be tagged to the original document from the respective department. (Very often the latest circular gets missed out and reference is made to older circulars of the same case)

– Promote digitally signed circulars to be uploaded.
Critical Success Factors for Adoption

- Overall Commitment
- Planning & Strategizing
- Time bound execution
- Bringing participation
- Simplifying Process
- Standardisation
- Transition and Managing the Transition
Thanks