Prime Minister's Awards for Excellence in Public Administration, 2020

eOffice

INNOVATION in GOVERNANCE

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

- Kofi Annan

eOffice : A Digital Workplace Solution

Strengthening Government Decision making machinery

Based on Central Secretariat Manual of eOffice Procedure (CSMeOP)

Note # 2
Kindly see the enclosed query
Information maybe provided by 2nd May 2020

25/04/2020 03:34 PM — Swarup Dutta, HOD(RTI), Digitally Signed

Note # 3
please see

25/04/2020 07:56 PM — Kapil Kumar Sharma, O!C(KK)-EOFFICE, Digitally Signed

Note # 4
The user department is the owner of the data generated in the eOffice Portal, eoffice Nodal officer at the department level may be consulted for the required information. The role of NIC eOffice Project Division is limited to design, development of eOffice Product and facilitating NICSI for further implementation/roll-out in user department.

29/04/2020 10:18 AM — eSign: Saroja Kumar Patro, TECHNICAL DIRECTOR

Quick Noting — **Last Saved : 04/09/2020 10:28:55 AM**

English | Formats | Verdana | 13px | Line Height

आपके पिछले नोटिंग के संबंध में, मामले का विश्लेषण और काम किया जा सकता है।
With respect to previous note, the case may further be analyzed and worked upon.

Attachment

E | 3077654 | E/3/2020-HRD | अनुवाद और टाइपिंग

2290/2020/HRD

1 of 1 — Automatic Zoom

2290/2020/HRD

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
कार्मिक और प्रशिक्षण विभाग

नार्थ ब्लाक, नई दिल्ली
दिनांक 23 जून, 2009

कार्यालय ज्ञापन

DFA/998 | DFA | Version:1

1 of 1 — Automatic Zoom

Subject: Contradictions between The Personal Data Protection Bill and The Aadhaar Act, 2016

Ministry has received a reminder vide email dated 02nd July, 2020 (**pg. 69/c**) from JCPDPB (Joint Committee on the Personal Data Protection Bill, 2019) Cell, Lok Sabha Secretariat, vide which Ministry has been requested to furnish a clause by clause

Approve | Edit

Note # 2
Kindly see the enclosed query
Information maybe provided by 2nd May 2020

25/04/2020 03:34 PM — Swarup Dutta, HOD(RTI), Digitally Signed

Note # 3
please see

25/04/2020 07:56 PM — Kapil Kumar Sharma, O!C(KK)-EOFFICE, Digitally Signed

Note # 4
The user department is the owner of the data generated in the eOffice Portal, eoffice Nodal officer at the department level may be consulted for the required information. The role of NIC eOffice Project Division is limited to design, development of eOffice Product and facilitating NICSI for further implementation/roll-out in user department.

eSign
29/04/2020 10:18 AM — Saroja Kumar Patro, TECHNICAL DIRECTOR

2290/2020/HRD

1 of 1 — Automatic Zoom

2290/2020/HRD

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
कार्मिक और प्रशिक्षण विभाग

नार्थ ब्लाक, नई दिल्ली
दिनांक 23 जून, 2009

कार्यालय ज्ञापन

सामान्य टिप्पणियाँ | पिछला नवीनीकरण : 04/09/2020 10:28:55 AM

English | Formats | Verdana | 13px | Line Height

आपके पिछले नोटिंग के संबंध में, मामले का विश्लेषण और काम किया जा सकता है।
With respect to previous note, the case may further be analyzed and worked upon.

Attachment

DFA/998 | DFA | Version:1

1 of 1 — Automatic Zoom

Subject: Contradictions between The Personal Data Protection Bill and The Aadhaar Act, 2016

Ministry has received a reminder vide email dated 02nd July, 2020 (**pg. 69/c**) from JCPDPB (Joint Committee on the Personal Data Protection Bill, 2019) Cell, Lok Sabha Secretariat, vide which Ministry has been requested to furnish a clause by clause

अनुमोदित करें | संपादन करें

Innovation in eFile

User Experience

- Responsive Design (iPad, desktop, tablet)
- Seamless view of multiple documents (while noting/drafting)
- Ease in navigating different Receipts/Issues in the Correspondence List
- Consolidated file creation process
- User Specific Customization (Landing page, View Preferences)
- Elegant Inbox

Processes

- Working on multiple Files/Receipts using Tabbed view
- Multiple signing (Minutes of meeting, committee members)
- Flagging of important Files / Receipts / Dispatch
- Quick Access Context menu
- Seamless working across multiple Posts
- Para Referencing
- Dispatch to Receipts

Processes

- Localization – Menu in preferred Language
- Provision of Department specific Master data
- Provision of Receipt Number Initialization
- Receipt numbering based on Instance and Department
- Address Book Management
- Department specific Templates for Drafts and Acknowledgements
- Facility of uploading Ink Signed copy in draft

Technology

- State of Art/ Open Source
- Cloud Native backend and front end tools and technologies
- Scalable and SAAS based
- Optimized for high transactions
- Efficient storage of documents
- Improved Signer service

eOffice Nation-wide Rollout

IMPLEMENTATION

- eOffice Instance Setup
  Local NIC & Dept. System Admins
- Training by NIC
  Dept. EMD Mgrs & Master Trainers
- Training by Dept. Master Trainers
  to Dept. users.
- Master Data Population
  By Dept. EMD Mgrs
- Trial Run & Go Live

SUPPORT MECHANISM

- L0 Support
  Onsite Rollout Team
- Issues & Bugs
  NIC Service Desk
- Change Requests / Feedbacks
  eOffice Support Portal
- L1 Support
  NIC Service Desk
- L2 Support
  Local NIC Cell
- L3 Support
  NIC eOffice Project Division

- Analysed, Accepted,
  Fixed/Developed
- Released
  as per release cycle
- Deployment of upgrade/patch
  By Dept. System Admins.
- Training by NIC
  Dept. Master Trainers
- Training by Dept. Master Trainer
  to Dept. users.

Current Status of eOffice Implementation

S.No.	Enterprises	Category	No. of Units where eOffice is implemented	Total
1.	Central Government	Ministries and Departments	81	256
		Attached/Subordinate Offices/PSUs etc.	175	
2.	State Government	Secretariats	26	213
		District Administrations	90	
		Other Departments/PSUs etc.	97	
		TOTAL	**469**	**469**

Users
3.69 Lakhs

eFiles
1.59 Crores

eReceipts
4.91 Crores

Transactions
27.84 Crores

** As on date, based on the data of eOffice instances hosted in eOffice Cloud and XML Reports received from some of the organizations hosted locally*

Work done in eOffice during COVID-19

Central Government Ministries/Departments
from 23rd March to 31st August

	Year 2019	Year 2020	Variance in %
Users	64,716	1,62,814	151.58
eFiles Created	1,88,613	6,90,375	266.03
eFiles Moved	39,93,162	65,33,978	63.63
eReceipts Created	11,70,331	28,18,774	140.85
eReceipts Moved	27,45,802	66,38,573	141.77

Return on Investment (ROI)

Outcome ROI Case Study

	Parameters	% Saving
Infrastructure & Real Estate	Cupboard	100%
	Office Space (Released)	100%
	Physical Security (Custodian)	100%
Manpower Resources for File handling	Existing Manpower available for File Handling	Multitasking & Saving of Manpower
	Staff for movement of files in inter-region	Multitasking & Saving of Manpower
	Travelling Allowance	100%
Saving Paper	Notes	100%
	Correspondence Pages	100%
	Receipts	100%
Efficiency Parameters	Decision Taking Time	Quick
	Movement Time	Instant
	Transparency & Accountability	100%
	Access Any-where Any-time	Any Where Any Time (24*7)

eOffice : Outcomes

Quick Decision Making & Faster Delivery of Services

- Access of Files Any Where Any Time
- Faster movement of files in real time irrespective of geographical locations.
- Delays removed because of transparency and accountability.

Elimination of Corruption, Venal practices & Red Tapism

- Personal priorities/ discretions eliminated because of transparency and accountability.
- Deleting/replacing the notings or tearing of files etc can not be even thought of.

Accountability & 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.
- Pendency Monitoring

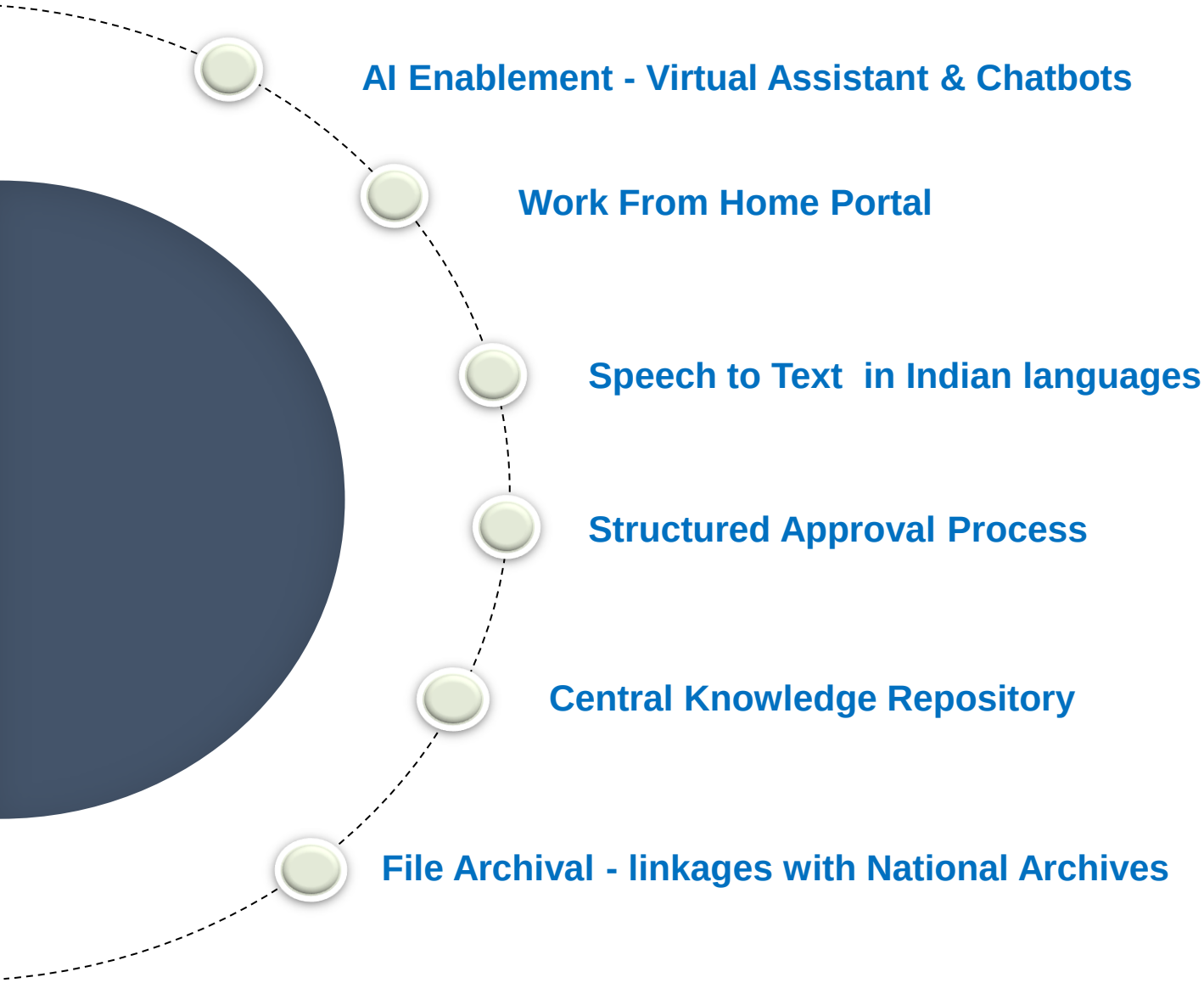
Environment Friendly & Go Green Initiative

- Tonnes of papers are saved which in turn saves trees.
- Infrastructure like Printers, Cartridges, Cupboards, Office Spaces are also saved.
- Saving on Account of travel for transporting of files from one location to other

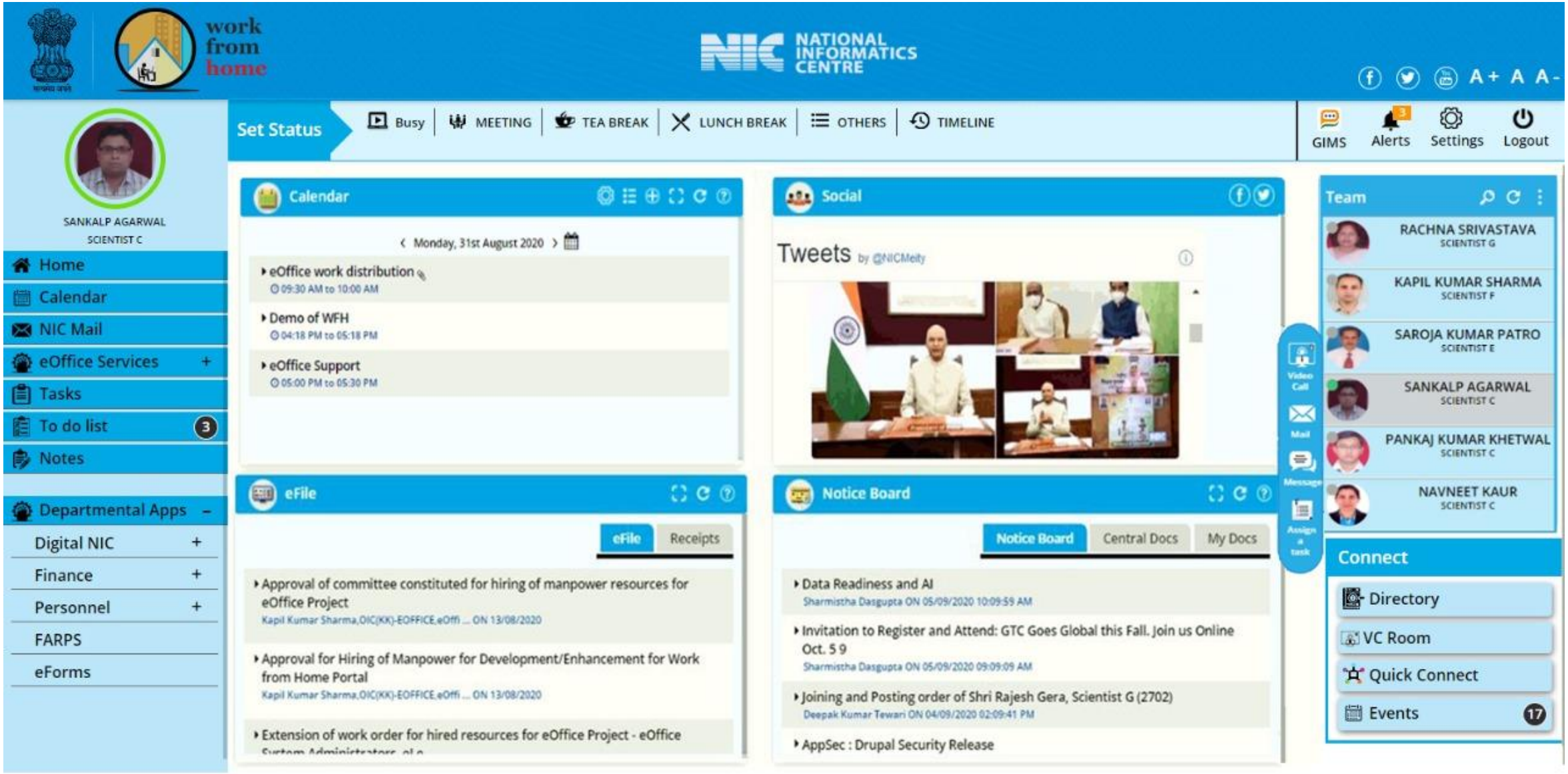
Always available Files never be lost & stored for perpetuity

- Natural Storms, Corona, floods but Government functioning is not at all impacted.
- Officials could work on their files seamlessly, in secured & safe manner from offices/homes.

eOffice : Way Forward



Work from Home (WFH) Portal



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.

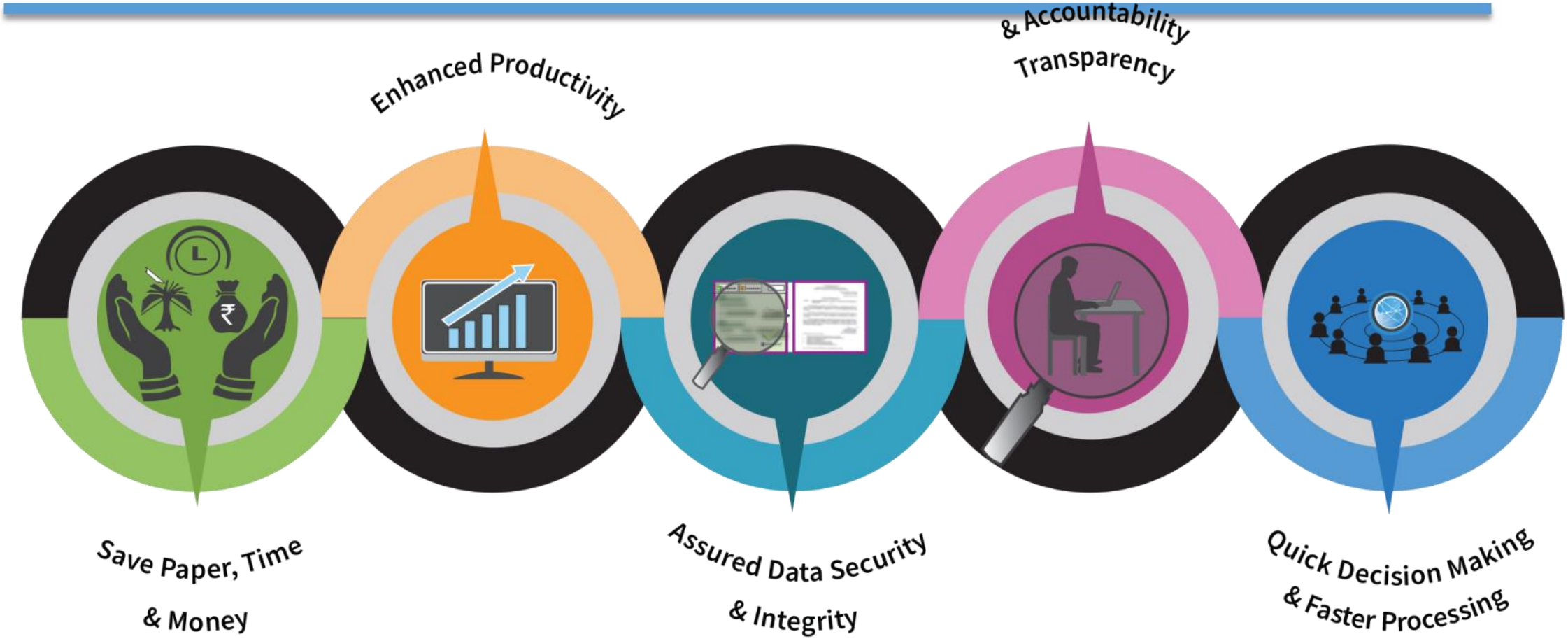
Apart from these, an official can work anywhere to process and forward the file to the next level upto the level of the Collector who very promptly disposes the file thereby saving time. So the entire process of file submission and final approval takes a few hours on the same day, which looks like a 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.



Thankyou for your kind Attention