



GOVERNMENT OF KERALA

Information Technology (IT Cell) Department

**Common Process Flow Guidelines
and Implementation Strategy
of e-Office in Government
Secretariat**

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Government of Kerala

2015



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GOVERNMENT OF KERALA

Abstract

INFORMATION TECHNOLOGY DEPARTMENT—E-OFFICE IN GOVERNMENT
SECRETARIAT—COMMON GUIDELINES—APPROVED—ORDERS ISSUED

INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

G. O. (P) No. 27/2015/ITD.

Dated, Thiruvananthapuram, 20th August, 2015.

Read —1 G. O (Ms) No 10/2013/ITD dated 24-8-2013.

2 G. O. (Ms) No 10/2015/ITD dated 28-4-2015

ORDER

As per Government Order read as 1st paper above, e-Office has been implemented in selected Departments in Government Secretariat, since March, 2014. As per Government Order read as 2nd paper above, direction has been given to all Departments in Government Secretariat to move to e-Office mandatorily from 1-4-2015. At present, 23 Departments are fully/partially under the cover of e-Office.

It has come to the notice of Government that users of e-Office are facing initial hitches when manual file processing turns into electronic mode. It is felt that common instructions regarding sending of Receipts, file transfer, management of physical papers and migrated files, use of digital signature, noting, referencing, use of multiple softwares simultaneously etc. would help to achieve uniform and ideal process flow to be followed by users of e-Office, so that e-file management system will attain a certain level of maturity.

Government have examined the matter in detail and are pleased to approve the Common Process flow guidelines and implementation strategy attached to this Government Order and all users of e-Office and departments are directed to follow these guidelines.

Necessary amendments in Secretariat Office Manual, if any will be made in due course

By order of the Governor,

P. H KURIAN,
Principal Secretary to Government

To

The Additional Chief Secretaries/Principal Secretaries/Secretaries.

All the Officers of Administrative/Finance/Law Departments.

All the Sections of Administrative/Finance/Law Departments.

The Principal Accountant General (Audit), Kerala, Thiruvananthapuram.

The Accountant General (A&E), Kerala, Thiruvananthapuram

Stock File/Office Copy

Copy to—Private Secretary to Chief Minister

Private Secretaries of all the Ministers.

• The Additional Secretary to Chief Secretary.

• The Personal Secretary to Principal Secretary, IT Department.

The Confidential Assistant to Deputy Secretary, IT Department.

ANNEXURE I

Implementation Strategy

1. The Secretary of the Department concerned shall decide the date on which e-Office is to be implemented. In larger departments, it is advised to implement in a phase by phase manner. In such cases sections to be covered in various phases need be identified in the beginning itself.
2. The Secretary shall appoint a Nodal Officer for e-Office. Member of the Kerala IT Virtual Cadre (ITVC) available in the Department shall be appointed as Assistant Nodal Officer. In case no ITVC member is available, an officer having Information Communication Technology (ICT) related background in the department may be entrusted with the task.
3. Nodal Officer/Assistant Nodal Officer shall provide data for e-mail ID and EMD including that of Office of Secretaries, Office of Minister in prescribed format to NIC.
4. Nodal Officer/Assistant Nodal Officer shall ensure that gap infrastructure study is conducted by KELTRON and new upgraded computers if necessary are provided to department based on the study in consultation with IT Department.
5. Nodal Officer/Assistant Nodal Officer shall ensure that necessary system upgradation is done by KELTRON and creation of e-mail IDs and EMD for the users has been done by NIC prior to the set date of e-Office implementation.
6. NIC shall give Induction/refresher training to the Employees/Officers in e-Office.

7. Nodal Officer/Assistant Nodal Officer shall submit filled up applications for DSC for Officers including Secretary and Minister to IT (IT Cell) Department.
8. IT Cell shall forward the filled up applications to the certifying authority concerned and issue DSC once received.
9. Nodal Officer/Assistant Nodal Officer shall ensure that DSC are installed for users by NIC immediately.
10. Nodal Officer/Assistant Nodal Officer shall ensure that KELTRON has made necessary handhold support for scanning of the new tappals in Office Section
11. Nodal Officer/Assistant Nodal Officer shall ensure that sufficient number of handhold supporters are appointed by NIC to train users on job.
12. Fortnightly review meetings on e-Office implementation shall be held by the Secretaries at the departmental level who are in process of migration to e-Office
13. Nodal Officer/Assistant Nodal Officer shall conduct weekly meeting to review the performance of e-Office implementation and report the issues faced by the sections urgently to IT (IT Cell) Department
14. Before shifting into e-Office the section shall conduct a file adalat, so as to dispose the maximum number of live files for avoiding unwanted scanning and migration of files

ANNEXURE II

Common PROCESS FLOW—Guidelines

1. All pages of tappal should be diarised Office Attendant attached to 'Sections and officers' and Computer Assistant (CA) attached to the Sections can be engaged for diarizing Secretary of the department to entrust two Office Attendants and a Computer Assistant for scanning and diarising work at Office Section. All Office Attendants and Computer Assistants of the department may be engaged on rotation basis Books and big sheets may be scanned at common e-Office counter.
2. CRU (Central Registry Unit) shall forward the receipts to Section Officers and the Section Officers to Assistants. Under Secretary/Deputy Secretary/Joint Secretary/Additional Secretary concerned shall ensure that all tappals attended in time
3. All Tappal Number will be generated only through e-Office even in partially implemented departments. Tappal generation through IDEAS stands dispensed with in such departments. CRU shall also send physical receipts to Under Secretary/Deputy Secretary/Joint Secretary/Additional Secretary, as the case may be, on the same day of sending the receipts after writing e-Office Receipt Number and Date on it The existing movement of physical tappal will apply in this case The Officers shall also sent the hard copy of the tappals to the Sections concerned The bundle of tappals for a month should be sent to Records Section in the succeeding month itself **'The summery of receipt'**, that can be downloaded from **REPORTS → RECEIPTS RECEIVED** can be used as the facing sheet. As far as possible Records Section may arrange e-Office tappals in separate rack. Retention period will be specified in due course
4. All the live files scanned for migration shall be sent to Records Section, immediately after migration, with a memo docket sheet in front of it The Section Officer should ensure that all such files had been migrated to e-Office and the e-Office file number has been mentioned in the file

- 5 Assistants can forward tappals with in sections and Section Officers within Departments as per subject distribution. Orders of higher officers should be taken in case of ambiguity.
- 6 (1) **Process to follow when forward files to other Sections / Departments for remarks/vetting/opinion etc.**

(a) *If the Forwarding and the Receiving Departments are under e-Office platform*

After taking orders in the file concerned, Assistant of '**Forwarding Department**' will forward file to CRU of '**Receiving Department**' and CRU of '**Receiving Department**' will forward it to the Section Officer concerned. The Section Officer concerned of the '**Receiving Department**' will forward the same to the Assistant concerned. The Assistant shall create a new file and to link the other department file using **LINK → INTERNAL FILE** and process. After taking decision, the Assistant concerned will Add file Number and Remarks/opinion in the Note File of the other department file as next para, the Section Officer will Digitally Sign and forward the file to Assistant. The Assistant shall return the same to CRU of Forwarding Department.

(b) *If the Forwarding Department is under the e-Office platform and the Receiving Department is not under e-Office platform*

After taking orders in file, the Assistant of the '**Forwarding Department**' will forward file to CRU of '**Receiving Department**'. The CRU of '**Receiving Department**' shall print out the complete file and forward the same file to the Section concerned. The Office Superintendent shall return the e-File to the Forwarding Department after entering Tappal Number of the Receiving Department in the Note part of the e-File. After processing the file, the '**Receiving Department**' shall forward remarks to the Forwarding Department as e-tappal through CRU.

- (c) *If the Forwarding Department is not under the e-Office platform and the Receiving Department is under e-Office platform*

The CRU of the '**Forwarding Department**' shall scan the file and sent the same to '**Receiving Department**' as e-Receipt. In this case, after processing the file, the '**Receiving Department**' will sent the remarks to the CRU of the '**Forwarding Department**' as e-Receipt. The CRU of the '**Forwarding Department**' shall forward the e-Receipt to the Section concerned

(ii) **Process to follow when transfer files to other Departments**

After taking orders in file, the Assistant of the '**Forwarding Department**' will forward file to CRU of '**Receiving Department**'. The CRU of '**Receiving Department**' shall download the entire file in PDF format and create a new Receipt and forward the Receipt to the Section Officer concerned.

The other department file in the CRU's inbox may be returned to the Section Officer of Forwarded Department after adding the Receipt Number by CRU in green note. The owner Assistant can close the file

7. Login into e-Office with user ID and password shall be treated as equivalent to electronic authentication
8. **Digital Signature Certificate (DSC)**, which is valid and equivalent to physical signature shall be provided to officers of and above of Section Officers by the IT Department.
- 9 As far as possible. Officers of and above the rank of Under Secretary may use DSC in Note File
10. Officers to relieve from Secretariat service for taking up another employment, on retirement and similar such situation shall return the DSC/VPN token to IT (IT Cell) Department The IT (IT Cell) Department shall take necessary steps to invalidate such DSC
11. All the employees going to retire or exit Secretariat service for taking up another employment or similar such situations shall obtain an NLC from IT (IT Cell) Department that all the accessories (Laptops/Computers/USBs/DSC Token etc) supplied from IT Department has been returned

12. Movement of files and communication between e-Office implemented Department within Secretariat should only be through electronic mode. For each Department an account is available for CRU in the format <CRU.Department name> (eg. **cru.fin** for Finance Department). This account may be used to send/receive inter-departmental communications through e-Office as well as e-mail
13. **Digital Communication between 2 departments using e-mail and e-Office**

In cases where e-File should not be directly sent between departments, e-mail can be used for communication of correspondence. CRU dept e-mail user ID may be used by department Tappal Section to monitor both e-mails as well as incoming e-Files. A department may despatch a correspondence through e-Office itself using 'By e-mail' option and specify the CRU e-mail ID of the recipient department. The recipient department Tappal Section uses this user account to monitor e-mails through NIC mail interface in e-Office dashboard page. This interface provides the option to move e-mails to e-Receipts on which the correspondence will be available under Receipts>e-mail Diarization link in e-Office from where Receipt can be created from the correspondence.

14. Files can be parked when no action is pending for two weeks.
15. **Handling of Physical files in e-Office**
 - (a) Maintenance of Physical PR may not be insisted in e-Office implemented (fully) Department
 - (b) Physical live files, which would continue to be dealt in physically, Assistant shall generate a e-File number, for using the same for Physical files.
 - (c) Each time, while submitting physical file, Assistant shall update the same in the corresponding e-File
 - (d) Assistant shall create a separate folder in the name of '*Physical files*' in e-Office FILE inbox for parking such e-Files created for files processed physically.

- (c) The Assistant concerned with the assistance of Computer Assistant/Office Attendant shall scan the physical file, once action is over and attach the same into the correspondence e-file and close
- (f) The Assistant shall keep physical registers for Court cases, Legislative Committee Reports, LA Interpellations, RTI, Stock file and other registers mentioned in Secretariat Office Manual till they are available in e-Office.
16. Officers shall use 'Times New Roman' font for English and 'Meera' for Malayalam while processing the file. Font size shall be 14 and that too in black colour
17. All users of e-Office should put paragraph number in note file.
18. Separate Font colour, preferably red may be applied while mentioning 'reference', 'attachments' or 'links' in Note file (eg. Please see the G. O at reference)
19. The Officer who empowers to approve the draft should approve and the Officer empowers to sign the fair copy shall digitally sign in e-Office. All outward communications should invariably contain DSC or manual signature
20. In digitally signed communications, the subscription APPROVED FOR ISSUE/SECTION OFFICER* may be avoided.
21. The Parliament/Miscellaneous Section of the Department shall prepare Monthly Business Statement (MBS) as per the reports available in e-Office
22. The present system of generating G O numbers, manually shall be continued till Auto Generation of G O number facility is available in e-Office. In such situation, a scanned copy of the G. O (with G. O. number, date and signature) may be attached to the e-Office as tappal
23. Head of the Department shall send letters and other forms of communications, electronically to CRU of the department concerned

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24. An e-Office file shall normally put up to his/her immediate Superior Officer. Level jumping can be opted in the absence of his/her immediate superior officer or with specific order from appropriate authority.
25. Users of e-Office/Department may contact following institutions for getting their grievances redressed

<i>Sl. No.</i>	<i>Issues</i>	<i>Support Centre</i>	<i>Contact No</i>
1	Computer hardware/general software/scanner/network issues	KELTRON	251-7333
2	New hardware-request	IT Cell	251-7205
3	e-Office issues	NIC	251-7333
4	DSC Installation	NIC	251-7333
5	e-Office Training	NIC	251-7282
6	Change in Employee database such as transfers/promotions and to transfer files to transferee	NIC	251-7282
7	Change of e-mail profile on transfer of Office Superintendent.	NIC	251-7282
8	Migration of running files (a) scanning of files (b) Upload Scanned files in e-Office server	KELTRON NIC	251-7333 251-7333
9	Malayalam Computing Training	IT Cell	251-7205
10	DSC requests	IT Cell	251-7205

26. Guidelines/Instructions/Orders issued with respect to e-Office from IT Department, shall be final. Department-wise issuance of directions/instructions/guidelines on e-Office shall not be resorted to without prior consultation/concurrence from IT Department