



Indian Council of Social Science Research (ICSSR)

Standard Operating Procedure eOffice

Version	Date	Prepared by	Approved by
Version 1.0	January 12, 2024	Computer Division, ICSSR	eOffice Project Steering Committee (PSC)

Preface

This document contains broad policy guidelines and Standard Operating Procedures for eOffice which has been framed with an objective to help all Officers in adopting eOffice in Indian Council of Social Science Research (ICSSR).

eOffice has been developed by National Informatics Centre (NIC) based on Central Secretariat Manual of Office Procedures of DoPT, GoI. The hardware has been hosted on Railtel through cloud.

eOffice is a workflow-based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diary of inward letters, creation of files, making notes and referencing, preparation of draft for approval, issue of letter, movement of receipts and files and finally the archival of records. With this system, the movement of receipts and files becomes seamless and there is more transparency in the system since each and every action taken on a file is recorded electronically.

eFiles can be easily searched and retrieved and actions on them can be taken instantly. They can also link to and reference relevant files, documents, rulings and decisions. This simplifies decision making, as all the required information is available at a single point.

Standard Operating Procedure (SOP) for eOffice

A. Receipt (*Dak* Management)

- i. On receiving a fresh correspondence, either in hardcopy or softcopy, only one-time Diarization work is to be done by the employee authorized for diarizing in eOffice at the section where it is initially received and hard copy of the correspondence is to be preserved in Physical file/files.
- ii. Subject should be as per subject of correspondence.
- iii. The following shall be treated as Receipt and should be sent only through eOffice amongst eOffice users: -
 - a. All official correspondence being received in hard copy or soft copy duly signed by the Sender (like letter, meeting notice, meeting agenda, minutes of the meeting, record note of discussions, Action taken reports, Notices, Memorandum, Memo, Office orders, notifications, Work/Purchase order, RTI applications, Circulars, guidelines, reports, PQ, Application or representation by employee/Trade Union/Association etc.)
- iv. Sometimes voluminous documents may be received in hard copy as enclosures to a letter. The diarization employee has to scan only the letter and mention in the Enclosure field about the enclosures while diarizing meta data. This enclosure is to be sent to the dealing table in hard copy as per prevalent practice.
- v. Sometimes, the scanned images may exceed more than 20 MB size and it may not be uploaded. In that case, it should be compressed to minimize the size within 20 MB so that it can be uploaded.
- vi. Fill up all the meta data fields, whichever available. This is important in order to trace a receipt in future. While filling meta data field Name of the sender is to be filled like for example, Raj Kumar Bansal. If abbreviated name is given in the letter like RK Bansal, the same should be filled like RK Bansal and not R.K. Bansal or R K Bansal or Shri RK Bansal.
- vii. Write the eOffice receipt number and date on the hardcopy of the correspondence received and put the same in physical file for future reference.
- viii. The correspondences which are getting diarized in eOffice do not require diarization in physical receipt register. eOffice provides facility of Report generation in respect of Receipt, File and Dispatch in various formats, therefore, physical docketing at every section should be stopped.
- ix. Receipts, if received in Duplicate or those Receipts, for which no action is required should be closed by the recipient.

- x. Storage of physical *dak* after scanning shall be done as follows: -
 - a. Divisions will retain physical *dak* in a folder in chronological order.
 - b. At periodic intervals, the folder will be stitched and kept safely.
 - c. Central Repository Unit (CRU) will take custody of old *daks*.
 - d. Any *dak* required in physical form by a division will be collected by them from CRU. In such a case, CRU shall keep a copy of the first page of the *dak* and take receipt on it from the recipient.

B. File Management (eFile)

- i. Once the file classification work of a particular division gets completed and mapped, the user of the said section can create a new file for the mapped subjects.
- ii. The purpose of eOffice is to build institution history and for that, it is imperative that files are created in a judicious manner. Opening up file for every matter has to be strictly avoided. It should be ensured that cases are put up only in created relevant files. Creation of new files should be done only when required and Section Heads should monitor this. Also, Part file in the system should be used only when it is a necessity i.e., main file is in movement and there is an urgent need to put up the file.
- iii. Receipts are to be attached on the correspondence side. Documents referred in the note should be uploaded under 'References'. If any eFile is required to be referred, the same may be linked through 'Link' button. Any eFile which seeks consideration along with present file may be attached through 'Attachment' of file. For attaching a scanned copy of physical file, the same should be attached in Note Sheet of eFile. In case of any of above, it is the responsibility of the user to specifically mention in the Green Note regarding references uploaded, File/Receipt attached, File linked etc.
- iv. When work on a file has been done (e.g., a note got approved and some approved draft has been issued), the file typically is in the inbox of the officer who has initiated the file. At this point, the file should be parked otherwise, it will be shown as pending in the inbox. Whenever some new work comes on that file, the file should be unparked and work done on the same. The file should be closed when the work is permanently complete for the file.
- v. File closing authority will be given to the respective Division Heads and above.

C. Old files which are currently in use will be digitalized to use in eOffice

All old files that are currently in use in office, shall be digitized and uploaded in eOffice for use.

- i. Create an efile with reference to corresponding physical file.
- ii. Scan and upload all note sheets (*as a Receipt*) and correspondence part in that efile.

D. Update movement of all Physical files in eOffice

It is mandatory to update movement of all files in eOffice, including physical files.

- i. eOffice provide facility to create file record for physical file.
- ii. Create an efile with reference to corresponding physical file.
- iii. A file number will be generated according to eOffice File Headers.
- iv. Put a sticker with eOffice file no. on corresponding physical file.
- v. Update each and every movement of that file in eOffice to keep a track record of that file.

E. Legacy Files shall be migrated to eOffice on priority

F. Use of Digital Signatures (eSign)

- i. Any file created/forwarded or any action taken by a particular user on a file in eOffice application will be deemed to have been signed by the employee himself/herself.
- ii. DSC/eSign facility will be provided to all officers.

Version/Amendment History

S.No.	Version	Date of release	Date of amendment	Amended by	Amendments
1.	1.0	12.01.2024			