

**Standard Operating Procedure (SOP) for e-OFFICE implementation**  
**at Public Enterprises & Industrial Reconstruction Department**

The e-Office Project includes:

- i) File Management System (e-File);
- ii) Knowledge Management System (KMS); and
- iii) Collaboration and Messaging Services (CAMS).

In the introductory phase, File Management System i.e. e-File shall be made operational in this department. KMS and CAMS will be developed later. Following are the components of e-File implementation in the Public Enterprises & Industrial Reconstruction Department.

1. In the first lot, e-File will be implemented in the following Sections:-

Vigilance	RTI
Secretariat Establishment	e-Governance
Legal Metrology (Law)	PSU & JVC Matters
Budget	C.G.R.C. & Public Grievance
IR Matters	Medicals

2. In all the above sections there will be no physical movement of Files from effective date .....
3. For all the above sections, there will a Central Receiving Section (CRS) for e-Office, wherein there will be working computer with internet connectivity and two scanners. One big scanner would be used for scanning of the legacy files and another normal scanner would be kept for scanning everyday Dak.
5. Necessary Computer and peripherals with internet connectivity is to be ensured for all the Dealing Assistants by the respective Deputy Secretaries.

**Migration of physical files into e-Office platform :**

6. Each Dealing Assistant shall keep a list of files assigned to him in two categories i.e.
- a) Active Files
  - b) Non-Active Files.

7. At first, ONLY RUNNING FILES should be scanned and migrated in to e-Office. In the end phase, all old files shall be scanned for migrating them into e-Office platform.
8. The concerned Dealing Assistant will maintain a list of the scanned and migrated files within the list as mentioned at Sl. No. 6 (Performa at Annex 1, table 3)
9. The Central Receiving Unit for e-Office will maintain a register where in section-wise list of files which are been ready for scanning and those which have been migrated to e-Office will be maintained. The concerned Dealing Assistants are required to reconcile, time to time with the CRS register for avoiding confusion. (poforma at Annex 1, table 1&2)
10. The concerned Dealing Assistant will go through the file to check for duplication of CP side and once found fit, the file should be taken to CRS. The CRS-in-Charge, upon being satisfied will cause stamping on the file as **“ready for scanning”**.
11. The CRS staff will then, scan the file, into two PDF folders i.e. NSP side and CP side and then the file should be migrated into e-Office.
12. After migration, the physical files should be stamped prominently as **“Migrated to e-Office”** and should be sent back to Dealing Assistant along with soft copies of the file for checking.
13. After checking and verifying the scanned file shall be kept in the File Optimizer. (Action to be taken by concerned Dealing Assistant).
14. Scanning of old files, if considered necessary, will be taken up by the concerned authority after due approval from the Secretary of the Department.
15. In case of scanning of Daily Dak,
  - a) Receiving Section will receive the Dak and send it to CRS for diarisation. After being Diarised, Dak will be sent to the concerned Officer by HOD.
  - b) For the purpose of storing the Dak received, Volume file system will be maintained, month-wise. The same should be reflected in CRS Register for letter Diarisation.
  - c) The Dak will be date-wise categorized into A, B and C category by Assistant Secretary/Registrar, before keeping in the Optimized month wise.
  - d) The volume for each year can be consigned, as per Office Manual, from amongst the category of Dak, after due recommendation of the Condemnation Committee of the Department and approval of the Secretary after each year for every alternative years.

- e) One Guard file to be kept for important G.Os and policy related orders issued by our Department and one more for policy communications received from other Departments.
- f) Urgent letters relating to Parliamentary (Stared & un-stared) Question or Assembly Questions would be put up to the Secretary through normal Dak first for marking and then sent for Diarisation.

16. The Receipt and Dispatch Section (RDS) of this Dept. will continue in traditional system for the present. The Dak would be received at normal Receive & Dispatch Section and then sent to C.R. Section (e-Office) for Diarisation. Normal RDS Section will continue till all the sections come under e-Office:-

- a) In case of Sections mentioned at Sl. No. 1, the letters will be scanned at the C.R. Section by pre-identified staff. After scanning, the staff shall place the e-Dak to the Secretary of this Department who will then mark for the concerned Officers as per the work order distribution, through e-Office.
- b) The hard copy i.e. physical letter will be sent back to Receiving Section.
- c) In case of Sections mentioned at Sl. No. 2, the ongoing traditional system will continue, till the completion of e-Office of both the lots.

17. In the case of Court cases, where Files are to be produced, the print out of e-File shall be taken and authenticated by the Deputy Secretary of the concerned Branch.

18. In case of inter-Departmental movement of files w.r.t. the Sections mentioned at Sl. No. 1, print outs of relevant pages will be taken to create a shadow file and the same would be transmitted to concerned Department. Once the shadow file comes back, the relevant portions of shadow file will be migrated into concerned e-File through e-Office.

19. In case of bill payment, the following steps are to be taken under e-Office:-

- a) Bills will be scanned in Central Receiving Unit.
- b) Scanned Bill will be sent through e-Office to the concerned staff who is assigned to process the Bill for payment.
- c) Original Bill in hard copy will be preserved by the concerned staff.
- d) Scanned Bills to be attached in the e-File (existing or new, as the case may be) by the concerned staff.
- e) Notes by concerned dealing staff.

- f) e-File to be placed for financial sanction by higher authority.
- g) After according sanction, the e-File will be sent back to the Dealing Staff, who initiated the e-File for payment.
- h) At this point, the concerned Dealing staff will put “Work done satisfactorily” stamp on the hard copy of the bill and sign the same.

20. During Audit in the office, User ID and Password will be given to Auditors to audit the files. Auditors will audit files in e-Office platform only. Printing of files shall not be done for Audit purpose.

21. Implementation of e-Office will begin from 10.11.2022 from Vigilance Section of the Department and the sections as notified under Sl. No. 1 will complete the scanning of their active files by 10.11.2022. The date of implementation of e-Office for rest of the Sections will be notified later. The guidelines will be modified subsequently, based on the feedback received.

Annex. – I of SOP

Sl. No.	Cell	Old File No.	Subject	Received Date from Concerned Cell	Signature of the Cell Supervisor (S.O./H.A.) / Dealing Assistant	Date of File Scanned	New File No. from e-Office	Date of Return to the Cell	Signature of the Cell Supervisor (S.O./H.A.) / Dealing Assistant

For Letter Diaries

Sl. No.	Letter Memo No.	Letter Date	Scanned Date	Diary No. from e-Office	Date of Diary	Record File No.

For Dealing Assistant

Sl. No.	Current File No. (Active Files)	File ready for scanning	File migrated to e-Office or not	File back from CRU & consigned to Optimizer

Annex - .....

Label for Consigned Files

FILE NO (ALLOTTED UNDER e-OFFICE): .....	
NAME OF DEALING ASSISTANT (D.A.)	:
NAME OF SUPERVISOR (S.O. / H.A.)	:
CELL / SECTION	:
FILE HANDED OVER FOR SCANNING	TO :
	DATE :
SCANNED COPY CHECKED AND VERIFIED	: ..... (SIGNATURE WITH DATE OF D.A./SUPERVISOR)
FILE HANDED OVER TO SUPERVISOR / DEALING ASSISTANT	:
FILE CONSIGNED TO OPTIMISER AS ON DATE	:

