

## eOffice – A DIGITAL WORKPLACE SOLUTION

Office being an integral part of the Digital India Programme, is the medium to achieve simplified, responsive, effective and transparent paperless working in Government offices. It provides a convenient way for officials to access information related to every aspect of their working and knowledge sharing by presenting a single gateway to information and services. It is being increasingly adopted by central and state government departments for achieving the objective of governance with accountability, transparency and innovation (GATI) and to eliminate delays in government offices. The speed and efficiency of e-Office assist departments in informed and quicker decision making as also makes them go paperless.

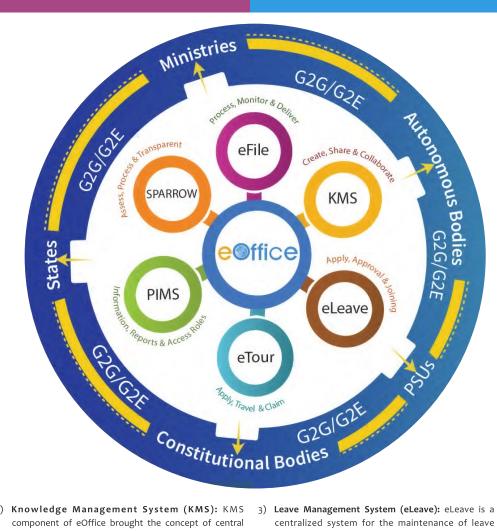
The primary motivating factor that leads organizations towards the adoption of eOffice is the mitigation of the difficulties in managing the legacy system.

The open architecture, on which e-Office functions, makes it a standard reusable product replicable across the governments, at the central, state and district levels. It is also being accepted at international level. It provides common data sets and standards and is unicode compliant for local language support. A recent and most significant features of eOffice is that it enables organizations to integrate their workflows/systems within eOffice to seeks approvals using standard based application programming interface (API) approach.

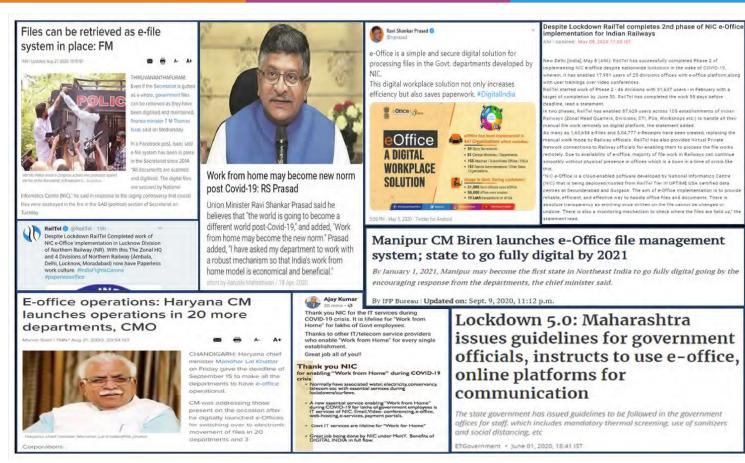
eOffice is a product suite possessing several applications for transforming day to day official work of an organization, as shown below:

1) File Management System (eFile): eFile is a workflow-based system that extends the features of existing manual handling of files to more efficient electronic system. The system comprises of different sub modules that are inter-linked to manage the official work flow of the entire life cycle of a document from the moment it is received in the organization till the time it is disposed off with proper set of actions.

It involves all stages of working in a file viz., scanning, diarisation of inward receipts, creation of files, movement of receipts/ files and finally, the closing of files/receipts.



- 2) Knowledge Management System (KMS): KMS component of eOffice brought the concept of central repository of documents, from where all users can publish as well as access the information. KMS controls the life cycle of documents of an organization, enabling users to create and manage electronic documents that can be viewed, searched, shared and published. It is also capable of keeping track of the different versions of modified documents by different users (tracking history).
- 3) Leave Management System (eLeave): eLeave is a centralized system for the maintenance of leave record. It is a simple intuitive workflow based system to apply for leave online, track the status of applied leave, details of leaves taken, balance leaves, etc. Approval of leave is enabled through the automated hierarchical channel of submission and leave is routed to the hierarchy that is pre-defined in the work flow.



- 4) Tour Management System (eTour): eTour is a system that facilitates the management of employee tour programmes, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted.
- 5) Smart Performance Appraisal Report Recording Online Window (SPARROW): SPARROW is a webbased application designed specifically for the officials of the Government of India to file and process their annual performance appraisal report (APAR)

electronically. SPARROW has streamlined the process of recording and processing of APARs thus making the system paperless. The system also provides dashboard facility which enables the service controlling authority to monitor the status such as officers posted, pendency at various levels, APARs processed and closed, etc.

Advantages of e-Office are as follows:-

- a) Quick Decision Making and Faster Delivery of Services:
  Files can be accessed anywhere-anytime. The movement of files is fast and real time irrespective of
- geographical locations and delays are removed because of transparency and accountability.
- b) Elimination of Corruption, Venal Practices and Red Tapism: Personal priorities/discretions eliminated because of transparency and accountability. Deleting/ replacing the notings or tearing of files cannot be done.
- Accountability and Transparency: Citizen's can track the papers they have submitted in e-office and pendency can be monitored.

- d) Environment Friendly and Go Green Initiative: Tonnes of papers are saved which in turn saves trees. There is saving on printers, cartridges, cupboards, and office spaces as also travel for transporting of files from one location to other.
- e) Files and Data can never be lost and stored for perpetuity: Government functioning is not at all impacted due to natural disasters. Officials can work on their files seamlessly, in secured and safe manner from offices/homes.

## **IMPLEMENTATION STATUS**

S.No.	Enterprises	Category	No. of Units where eOffice is implemented	Total
1.	Central Government	Ministries and Departments	83	265
		Attached/Subordinate Offices/PSUs etc.	182	
2.	State Government	Secretariats	27	338
		District Administrations	188	
		Other Departments/PSUs etc.	123	
		603	603	

As on 15th OCTOBER 2020



## Implementation Status

The latest status of eOffice implementation across PAN-INDIA is available at following LINK: https://eoffice.gov.in/Dashboard/dashboard.php.

eOffice is getting adopted across the country as "One India-One Product", fulfilling the needs of various implementing organizations. Over a period of time, eOffice applications eventually evolved as matured platform with products where government functioning and processing on files and performance appraisal is made online in generic and uniform manner.

During COVID-19 lockdown period, eOffice emerged as a game-changer. By facilitating unhindered work, unfettered & secured access to office files it proved to be the lifeline for government officials.

There was a significant rise in use of eOffice & eFiles during this period, as paper-based files had the risk of corona infection. Moreover, it was difficult to continue to work with traditional paper-based file systems during a complete lockdown, without significant delays in the functioning of any government office. During this period, several new organizations have adopted eOffice and many of the existing organizations have increased their user base.