

eOffice

A digital work place solution for Working From Home during COVID-19 pandemic

During the period of lockdown necessitated by COVID-19, work from home became the new mantra in public as well as the private sector. Governments whether Central or State, have traditionally followed a paper-based office. While the seeds of switchover to a less paper office were sown much earlier, eOffice, a fully functional digital workplace solution, aimed at quick disposal of files and receipts efficiently and transparently. eOffice emerged as a game-changer, by facilitating unhindered work, unfettered and secured access to the files, to the Government officials. Majority of the Central Government Ministries/ Departments, States Secretariats, and Districts



“The world is going to become a different one post Covid-19. Work from home may become the new norm. I have asked my department to work with a robust mechanism so that India’s work from home model is economical and beneficial”

Ravi Shankar Prasad

Union Minister of Law and Justice, Communications and Electronics & Information Technology

in States like West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu, and Madhya Pradesh, etc., continued to function seamlessly during the complete lockdown state, undoubtedly aided by eOffice.

There is a significant rise in the use of eOffice and eFiles during this period, as paper-based files can be hosts for COVID-19 infection where the virus can survive for 24 hours to 72 hours. Moreover, it was difficult to continue to work with traditional paper-based file systems during a complete lockdown state, without significant delays in the functioning of any government office.

Apart from the fear of COVID-19 infection, two other major factors contributed significantly, towards the smooth transition of the Government, from working from office to working from home. Firstly, most of the Government of India Ministries/Departments, Attached offices, and States with their districts were already working on eOffice and its adoption was on the ascendant. Even several PSUs had also adopted eOffice. Secondly, the availability of interdepartmental file transfers through eOffice.

It is pertinent to mention that eOffice implementation for the Government of India is restricted within the NICNET environment only. This is where two enabling technologies played their part in the smooth transition to work from home. These technologies were; WebVPN solution of

NIC for secured access to eOffice and eSign technology for digitally signing the eFiles. As soon as the lockdown was announced, NIC moved swiftly to facilitate Government departments in obtaining WebVPN facility to enable access of eOffice over the secure channel, at any time, and from anywhere. Further, eOffice is eSign enabled, therefore, digital signing of noting and drafts continued seamlessly.

Summary of transactions in Central Government during lockdown

Since the lockdown was announced on 24th March 2020, over 1.93 Lakhs new files, 8.70 Lakhs new receipts were created and 36 Lakhs plus transactions (file and receipt movements) were done through eOffice by Departments hosted in Shastri Park National Data Centre.

Similar is the case in states like West Bengal, Andhra Pradesh, Karnataka, Tamil Nadu, Kerala, Madhya Pradesh, Uttar Pradesh, Bihar, etc. The usual Government file work is going on almost as usual across the country wherever eOffice has been adopted. As of now, eOffice has been implemented in 453 Organisations including 81 Central Government Ministries/Departments, 162 Central Government Attached Offices/Subordinate Offices/PSUs, etc., 26 States Government Secretariats

Knowledge Management

eFile

Leave Management

Tour Management

Appraisal Management

and 184 District Administrations/Other State Organisations. The current situation has led to an increased demand for onboarding an eOffice platform by several Government organizations across the country

Due to the increase in COVID-19 cases, several officials were working from home. With an increase in new eOffice deployments, the support requirements also increased manifolds. During the lockdown period, eOffice Project Division continued to provide support in a time-bound manner. Nearly 100 training were conducted covering 5000 users. A total of 5000 tickets were resolved. eOffice and SPARROW products were deployed for new organisations including CBIC with 50,000 users.

eOffice
A Digital Workplace Solution

- eFile
- Appraisal Management
- Tour Management
- Leave Management
- Knowledge Management

Dr. Jitendra Singh @DrJitendraSingh · Jun 12
Held a fruitful meeting with CMs, Ministers GAD/Personnel/IT of #NorthEastern States. E-office to be set up in all the 8 States upto district level.

Lockdown 5.0: Maharashtra issues guidelines for government officials, instructs to use e-office, online platforms for communication
The state government has issued guidelines to be followed in the government offices for staff, which includes mandatory thermal screening, use of sanitizers and social distancing, etc

Govt gives push to online office system to minimise desk work

30/04/2020
Anirban Guha Roy
anirbanroy@niche.com

PARNA: In a bid to increase the safeguard in state offices amid the corona outbreak, Bihar government has decided to push the e-office system in all the departments and district offices.

The Information Technology department Tuesday issued a letter to implement the e-office application developed by National Informatics Centre (NIC) after the matter was discussed at a meeting with chief secretary and top officials recently.

As per the letter, all departments have been asked to digitise the files (both old and new files) through scanning into PDF format to be uploaded in the applications online.

The departments will also collect the digital signature or e-sign of officials after processing the files. The departments have been asked to provide internet facility in all computer sets and increase the number of units as per the need to implement the e-office system on priority basis.

Secretary, IT department, Rajul Singh said, "The government intends to fully implement the e-office system to enable electronic processing of the files. The e-office system has been in implementation for last few years."

"We have reiterated it and want to cover all the districts and offices in state headquarters by digitising the files, documents and allotting more net connectivity. This will give access to online working and help staff at a time when attendance is low in offices," he said.

The move aims to increase electronic processing of files and streamline the conventional system of physical desk to desk pushing of files. An official claimed that sanitising the files is an issue among the staff in government offices with many senior level officers having raised health concerns and demanding safeguards for protection against the contagion, a reason why e-office system is being pushed.

The system is seen as a measure to promote online work culture and paperless office.

Central govt works from home through e-office tool

How e-files work

72,00,056

WITH TRAVEL RESTRICTIONS AND SOCIAL DISTANCING GUIDELINES IN PLACE, THE GOVT'S E-OFFICE IS BUSY THAN EVER.

Mamata Banerjee announces a slew of measures to tackle COVID-19 crisis

Lockdown: E-office in JSpur dist comes in handy

SURAJ MISHRA is an official in the Bihar government. He has been working from home since the lockdown. He has been using the e-office system to process his files. He has been able to continue his work despite the lockdown. He has been able to continue his work despite the lockdown. He has been able to continue his work despite the lockdown.

New Organisations on-boarded on eOffice during the lockdown period

1. Central Warehousing Corporation (CWC)
2. Mumbai Port Trust (MbPT)
3. Metro Railway Kolkata
4. Indian Institute of Technology (ISM), Dhanbad
5. National Archives of India (NAI)
6. Central Reserve Police Force (CRPF)
7. Central Board of Indirect Taxes & Customs (CBIC)

New Organisations adopting SPARROW during the lockdown period

On 12th June 2020, at the conclusion of Webinar about the implementation of eOffice, Hon'ble MoS, Dr. Jitendra Singh emphasized the importance of quickly adopting eOffice by governments

in northeastern states by the year 2022.

eOffice product has played a key role in enabling, the concept of work from home in Government Offices, a rather alien and hitherto mode, generally seen in private companies. As we come to terms with physical distancing, major office work of processing of files is getting accomplished in eOffice, by working from home; eOffice has truly stood the test of the time and proved to be a game-changer in the current crisis of Covid19 pandemic.



Rachna Srivastava
Dy. Director General
rachna@nic.in



Kapil Sharma
Sr. Technical Director
kapilks@nic.in