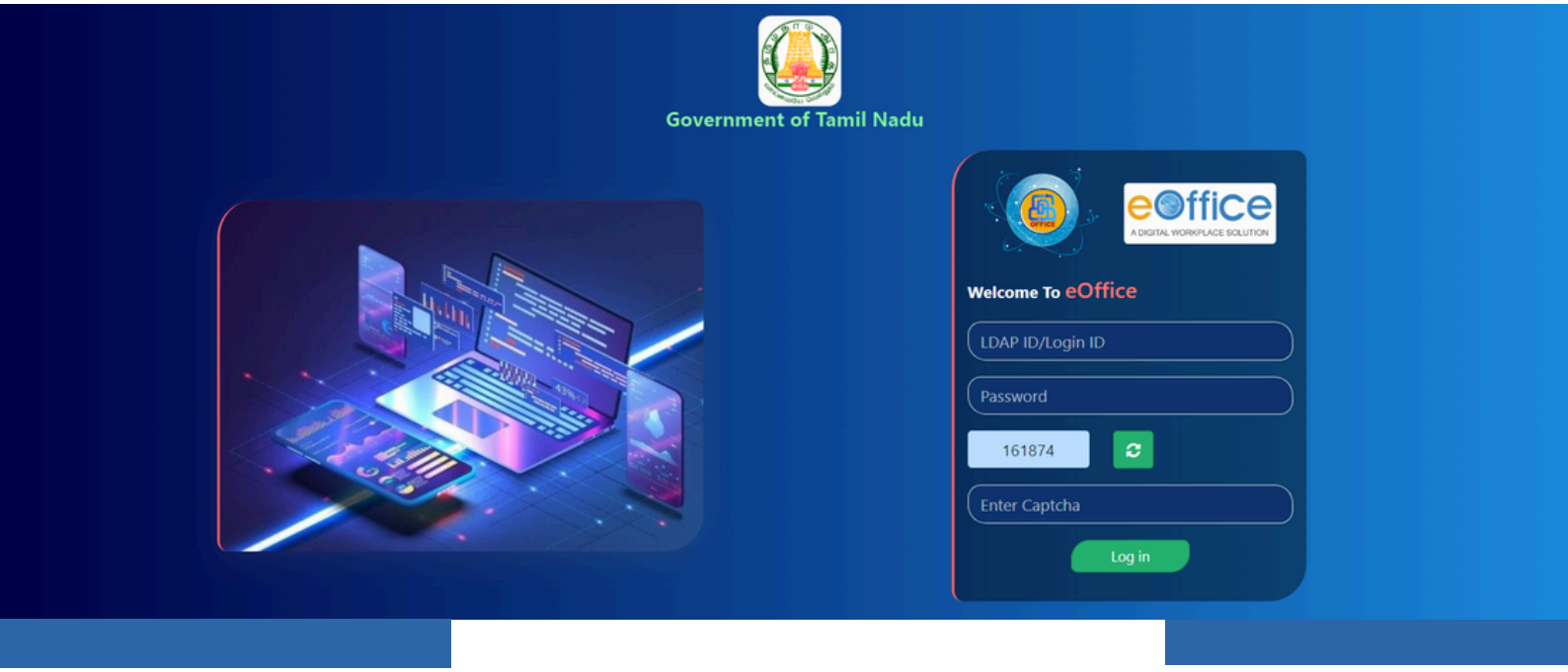

HANDBOOK ON

e-OFFICE

>>> IMPLEMENTATION <<<

01 June 2024

Version 1.0

Prepared by

Tamil Nadu e-Governance Agency

TABLE OF CONTENTS

Introduction to e-Office **1**

User-side Hardware Pre-requisites to adopt e-Office **2**

Guidelines for Procurement of Hardware **4**

Guidelines for Departments to Roll-out e-Office **5**

Getting trained in e-Office **8**

To Kick-start with e-Office **9**

Contact Person at TNeGA **13**

Introduction to e-Office

The Government of TamilNadu vide the G.O.(Ms). No.12 Information Technology (e.Gov II) Department, dated: 24.09.2019 had accorded administrative approval for implementing e-Office in all the Government departments/ Public Sector Undertaking/ Boards/ Agencies functioning under the administrative control of Government of Tamil Nadu through Tamil Nadu e-Governance Agency (TNeGA).

e-Office is the application suite which provides Electronic File Management System (e-file) to Government offices. TNeGA, the designated nodal agency, is rolling out e-Office application for all offices under the administrative control of the Government of Tamil Nadu. In Phase-I, e-Office was implemented in all departments of the Secretariat on 07.03.2022, onboarding 3,880 users. In Phase-II, e-Office was implemented in all District Collectorates (and its subordinate offices) on 30.06.2022, onboarding 24,298 users. In Phase-III, e-Office is being rolled out in Head of the Departments and so far 150+ HODs have been configured with 51,792 users. Till date 31,53,063 eFiles have been created accounting to all the configured offices, which demonstrates the efficiency of the application in improving the governance.

The e-File system facilitates paperless office within the Government offices resulting in speedy disposal of files. The communication both within and across offices is almost real-time leading to improved efficiency in decision making. E-Office enhances transparency by which files can be tracked, and their status is known to all the users in channel. This increases the accountability on officials towards quality and speedy decision making. Above all, e-Office assures data security and data integrity. Hence, eOffice is heading our state way towards effective governance and ultimately aiming to deliver better services to citizens.

User-side Hardware Pre-requisites to adopt e-Office

- e-Office is a browser based application, which can be accesses in all the browsers. E-Office could be accessed in any desktop/laptop/mobile phones with internet connection.
- TNeGA recommends that every file handling staff (right from Record Clerk, Junior Assistants, up to the higher most official) should be provided with a computer.
- Scanners has to be provided to the Record Clerk/Tappal Assistant to scan the incoming tappals.
- The hardware guidelines to adopt e-Office are:

There is no need to procure new computers to all file handling staff. Any desktop/laptop irrespective of its life, which is in working condition, can be used to access e-Office. New systems could be procured only for the staff who does not have a system to work with.

For procuring the new systems, TNeGA recommends the following specifications:

The minimum hardware specifications for desktops are:

Processor	i3 or equivalent
RAM	8 GB (old systems with 2GB RAM could be upgraded to 4GB RAM at a cost of few thousands of rupees, which will increase the performance)
Storage (Hard Disk)	512 GB SSD
Display Monitor	19.5” 21.5” [Higher monitor size will serve better view to the file creating staff]

The minimum hardware specifications for scanners are:

Type	A4 Flat bed colour scanner with ADF & Duplex
Scanning speed (A4)	40 ppm /80 ipm or higher, for both BW & Color
Optical Resolution	600 dpi or higher
Document size	A4, Letter, Legal
ADF Capacity	100 Sheets or above
File format output	File format output
Daily volume	6000 pages or above
Imaging features	Automatic brightness and contrast, auto image straightening (de-skew)
Other Features	Inbuilt OCR, File compression, Double feed detection and other document scanning features
Interface	USB, Ethernet 10/100/1000 & WiFi
OS Compliance	Windows & Linux Compliance by OEM

Guidelines for Procurement of Hardware

The hardware requirements of several HODs and their subordinate offices (excluding the PSUs, Boards, Agencies and Societies) were consolidated by TNeGA through its Hardware Assessment Portal (https://hod.hw.tnega.org - new requirements could be entered by departments).

The departments had entered the details of the existing strength of file-handling staff and the existing hardware available with them and these details were inspected and verified by the eDM(e-District Managers) of the concerned Districts. Based on the inspection details, the Department-wise number of items to be sanctioned was arrived and sent as a proposal to TNeGA for want of funds. For Directorates / Commissionerates, the Government is planning to fund for the user-side hardware based on the proposals sent by TNeGA in a phased manner. Subject to the sanctioning of funds, TNeGA will distribute the hardware to the directorates / commissionerates.

On the other hand, Departments having sufficient funds, PSUs, Boards, Agencies and Societies of Government are requested to undertake their own procurement. New procurement could be undertaken through ELCOT, where the best prices are already discovered and available in the Rate Contract. TNeGA will guide the departments to undertake the procurement on request.

Guidelines for Departments to Roll-out e-Office

TNeGA requests the department to designate a nodal officer to coordinate and work with TNeGA throughout the roll-out process. The departments are requested to contact TNeGA for e-Office Roll-out. Nodal Officer for e-Office rollout is Sytem Analyst / Deputy Collector – Ms. Vishnupriya (Ph: 9786951702), and Asst.System Engineer-Mrs.Nivetha(Ph: 7639790644).

The stages involved in the roll-out of e-Office along with the timelines required are detailed below:

Stages	Activity	Responsible Organisation	Timeline	Timeline Label	Remarks
I.a	Furnishing Consolidated Total User requirement in the prescribed template (of Head Office, Attachedand Sub-ordinate Offices)	The Requesting Department	Upto 500 users – 5 Working Days (W.Days)	T1	Mail to be sent to tneoffice@tn.gov.in
I.b	Furnishing of basic details for name-based emailid creation (in prescribed template)	The Requesting Department	Upto 500 users – 5 W.Days	T2	Mail to be sent to tneoffice@tn.gov.in

Stages	Activity	Responsible Organisation	Timeline	Timeline Label	Remarks
II.a	Furnishing entire Organisation chart (for Head Office, Attached and Sub-ordinate Offices)	The Requesting Department	T2+5 W.Days for every 500 users	T3	Mail to be sent to tneoffice@tn.gov.in
II.b	Furnishing Entire Employees & Posts data (in prescribed template)& updation of details in NIC PIMS Template	The Requesting Department in assistance with TNeGA e-Office division	T3+10 W.Days for every 500 users	T4	Mail to be sent to tneoffice@tn.gov.in
II.c	Configuration of Users in eOffice	NIC HQ with assistance of TNeGA e-Office division	T4+2 W.Days for every 500 users	T5	

Stages	Activity	Responsible Organisation	Timeline	Timeline Label	Remarks
III.a	Subject Mapping and file head mapping basedon office order& Role Assignment	The Requesting Department through theirLocal admin- TNeGA will Assist	T5+5 W.Days for every 500 users		Mail to be sent to tneoffice@tn.gov.in
III.b	Training to the Local Admin of the Organisation (we recommend 1 Local Admin for every 400 users)	The Requesting Department should identify the Local Admin(s)	1 W.Day		Local Admin(s) will be trained by TNeGA in Chennai
IV	Master training for the users of the Requesting Department.	TNeGA	1 W.day	T5	Identified users from the department will be trained in Chennai.

The templates and sample sheets for working out each stage are available in the Google Drive link https://drive.google.com/drive/folders/1fd0ZvASU-5gDa1noyXkc6gId63AHZf9s?usp=drive_link. TNeGA guides the departments on every stage of the roll-out given that continuous coordination is received from the department.

Getting trained in e-Office

TNeGA provides both theory and hands-on practical training to the users of the Department which have completed the roll-out process. The training is given to the users through their own live login-IDs.

Local Admin Training:

A one-day training will be given to the Local Admins identified by the department to enable them to carry out Employee/Posts management works in e-Office for the department. The detailed user manual for the same can be found in the link: https://drive.google.com/file/d/1kJoGslP5qODdi8a01dTw_MojVp4J8ph/view?usp=drive_link

- It is to be noted that, the user configuration in e-Office is completely customisable. Any user can be added/removed/transfer across and between departments.
- **Hence, it the responsibility of the department to report to TNeGA on the retirement/end-of-contract/dismissal/expiry of an employee within the department for which, the user ID would be deactivated.**

Master Training:

A one day training will be arranged at TNeGA / any other premises (identified by the department with individual internet-enabled computers to the trainees) for all the department users in batches who have completed e-Office roll-out process, to give hands on training.

User manual:

Chapter-wise User manual for the e-Office application is available in the link https://drive.google.com/file/d/1mdrxjyoPoHNYvj7mYIOHiDDksqxiNvCi/view?usp=drive_link.

Self-explanatory videos:

For important chapters, TNeGA has prepared self-explanatory videos, which is available in TNeGA's official YouTube channel.

End-User Training:

For the new Departments who have completed the roll-out process recently, on request by the department, a trainer will be sent to the Department for one day to kick-start with e-Office.

Refreshment Training:

For the Departments which have been completed with roll-out process already and is using e-Office, on request by the department, a trainer will be sent to the Department for one day to clarify their doubts and help them to improve their adoption of e-Office.

Training through VC:

For the Departments and offices located outside Chennai, on request by the department, TNeGA a dedicated session will be arranged through VC to offer users with theoretical, practical training on e-Office.

To Kick-start with e-Office

1) Getting the Tappal Unit Ready:

a) Ensure that the Tappal Assistant/Record Clerk/Person who is designated to receive and handle Tappals for your office is provided with a scanner to scan the tappals in e-Office [Normal scanners are adequate to carry out this task].

b) The scanned tappals should be **diarised** [the process of entering meta data for a tappal-similar to the process of entering date seal on physical tappals].

c) The diarised tappals should be sent to the higher official of that office [similar to the placing of letter pad with bunch of physical tappals on the higher official's table].

d) The higher officials should open the received tappals at their login and enter necessary instruction on each tappal and send back to the tappal assistant [similar to the returning of letter pad with instruction and initial on each physical tappal].

e) The tappal assistant then should distribute the tappals as per the remarks to the concerned seat assistants/persons who handle the subject, who in turn will take necessary action.

f) The higher official can also enter necessary instruction and send straight to the person concerned with the subject.

2) Creation of Files – to Start with e-Office :

a) The higher officials may issue a circular mentioning a date from which physical file creation should be stopped and e-File creation should be started.

b) All the new files from the date mentioned should be created only in e-Office.

c) The old physical files which are about to end in the near period can be carried in physical mode and closed.

d) The old physical files which have significant period of life may be scanned and migrated to e-Office and the further actions on the same file could be continued in e-Office.

3) General points of concern while creating e-Files:

a) Always check for the total number of pages in a file [see the “All” column] under the TOC – Table of Contents of the File, so that it does not exceed 500-600 pages.

b) If the number of pages in a file exceeds 500-600 pages, please create a part file for the main file and continue the further actions [Loading time is high for large files, hence the guideline].

4) E-Signing and e-Dispatch:

a) Draft approved by the higher officials should be e-signed (DSC/Aadhar) by the concerned second level official before dispatch. This approval of draft by the higher official and the e-signing by the second level official corresponds to the (O/c) and (F/c) procedures followed in the physical file processing system.

b) DSC tokens for officials can be procured from ELCOT, the best price is already discovered and is available in the Rate Contract. TNeGA guides departments on this procurement also.

c) This e-signed document should be dispatched straight to the Tappal assistant ID of the destination office.

d) In case of Single-File-System [SFS], the files with approved draft should be e-signed and then sent to the ID of the concerned official in the destination office.

e) Only if the destination office is not configured in e-Office, the approved and e-signed issues should be printed and dispatched manually.

f) IMPORTANT:

Drafts that have been approved should not be immediately sent to the higher officials' IDs. Instead, if they need to be forwarded to higher authorities, they should first be generated as receipts and then directed to the appropriate higher officials' IDs. Dispatching the drafts straightaway results in landing of drafts in the intra e-Office letter box of the higher official without any prior diarization. Subsequently, the official must diarize them to proceed with any further action. However, diarization is typically handled by initial level staff such as Record Clerks, Typists, PCs, etc.,

5) Adopting Single-File-System:

The HODs may send the files containing proposals to the Concerned Secretaries as a Single File. This will enable the HOD to track the progress of proposal at different levels.

6) Monitoring e-Office Adoption:

a) MIS reports is one of the Striking Feature of e-Office application which helps the higher officials to monitor and supervise the e-File processing across the all the offices, across all the sections within an office and across all the employees within a section.

b) The Officials may also compare the number of physical files to the number of e-Files created in a month to see the exact percentage of e-Office adoption at your office.

c) Manual for working with the MIS module is available in the Link.

https://drive.google.com/drive/folders/1G0pKHxqEY5-IW3FhCLAm_SkXVI9RwsnZ?usp=drive_link

7) Bringing the Sub-ordinate offices of a HOD under e-Office:

[The HOD may issue a circular insisting the below points along with the tappal unit readiness and other general Guidelines]

a) Any official communication from the sub-ordinate may be dispatched through e-Office to the Head office.

b) Any file originating from the Sub-ordinate office, on which further actions/instructions/remarks are awaited from the Head Office may be sent as a Single File from the Sub-ordinate office to the Head Office.

c)The figures on the number of Physical files created by each sub-ordinate office after the mentioned date for adoption for e-Office adoption may be furnished to the Head Office [to check the percentage of e-Office Adoption].

8) For Offices, who do not have adequate desktops/scanners:

a) Firstly, TNeGA recommends adopting e-Office for the high-level communications.

b) The Tappals from District offices to the concerned Directorates and the Tappals from HODs to the concerned Secretary shall be dispatched in e-Office.

c) Also, the files containing proposals from Districts may be put up in e-Office and sent to the concerned Directorates and the consolidated proposals from Directorates may be sent in e-Office to the concerned Secretaries.

d) Gradually with the procurement of Desktops and Scanners, e-Office can be expanded and adopted across all offices.

Contact People at TNeGA

Ms. Vishnupriya (Deputy Collector / System Analyst)
97869 51702

Mrs. Nivetha (Asst. System Engineer)
76397 90644

Mrs. Sridevi (Asst. System Engineer)
70101 38487

One-stop email ID for all communications:
tneoffice@tn.gov.in

TNeGA is available always to assist the departments in every step towards e-Office implementation.

THANK YOU