

eOffice - An Overview.

eOffice product is comprised of the following:

1. File Management System(eFile) –
Automates the processing of files and receipts.
2. Knowledge Management System (KMS)-
Acts as a centralized repository of various documents such as acts, policies and guidelines.
3. Leave Management System(eLeave)-
Automates the leave application and approval process.
4. Tour Management System(eTour)-
Automates employee tour programmes.
5. Personnel Information System(PIS)-
Manages employee records.
6. Collaboration and Messaging Services (CAMS)-
For internal collaboration & messaging.
7. eServices –
Integration of various services such as pay slip, GPF, Income tax and online forms.

1. File Management System (eFile)

The Government is an organization that produces and manages immense volumes of files that play an integral role in its decision-making process. The existing manual system of file movement poses several challenges to the effective functioning of the government. One of these challenges is the difficulty in searching, retrieving and tracking files when needed. The storage of the files is another challenge, both in terms of space as well as secure preservation.

eFile 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 diarisation of inward receipts, creation of files, 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.

Features of File Management System

Feature	Description
Dashboard	A comprehensive and configurable view of the pending files and receipts. Alerts for the time bound receipts and files.
Scanning	To scan all inward correspondences and convert them to electronic form.
Physical/eMail Diarisation	Capturing details (such as letter no., date, sender address, and for whom the letter is marked) of inward correspondences (physical and electronic).
File Creation	Creation of electronic file with unique file number.
Dispatch	Maintain details of the letters that are sent outside.
Search	Powerful search in receipts and files.
Follow up	Setting reminders for files and receipts.
DSC (Digital Security Certificate)	Authentication and Encryption of eFile.

Benefits

- Brings increased transparency and efficiency to the working environment.
- Saves money, increases productivity, and saves space.
- Minimize processing delays.

- Ensures the timely handling of important cases.
- Enables officials to work from anywhere, anytime.

2. **Knowledge Management System (KMS)**

The Government has to manage a large volume of documents. These documents include Policies, Forms, Acts and Regulations, Circulars, Guidelines and Standards, Annual reports, Office orders, Office Memorandums and Manuals. The immediate need in this scenario is to have a system where an authorized employee can locate required documents and files in the shortest possible time, update and share them with other relevant users and finally, store them with proper versioning.

The KMS supports the complete lifecycle of the electronic document from its creation to its archival. It creates a Central Document Repository of documents that can be accessed by all users based on their roles and access privileges.

Features of Knowledge Management System

Feature	Description
Sharing Document	Sharing the document with users/groups.
Online Search	Search documents using free text search and advance search.
Folder/document Subscriptions	Subscription to folders/documents,built in alert mechanism (email and SMS)for subscribed documents.
Versioning of Documents	Maintaining different versions of the documents.

Benefits:-

- Organisation wide access to documents.

- Central storage with access permissions ensures enhanced security and integrity of documents.
- Quick and easy retrieval of documents.
- Sharing of information across departments made easy.

Guidelines for creation of KMS Database

1. Identify the various types of documents (Acts, Policies, Guidelines, Office Orders, Notifications, etc.).
2. Categorize and segregate the documents based on their type, uniquely identifying the documents using a standard naming convention.
3. Create folders/sub folders based on the categorisation.
4. Finalize Meta Data (Title, Description, Type, Author, Language, Audience, Keywords, etc.) for each document. This will help in searching and retrieving the document.
5. Scan the documents and store them in the appropriate folders/sub folders.
6. Upload scanned documents with the metadata into the KMS database.
7. Store the physical documents in accordance with the guidelines.

3. Leave Management System (eLeave)

The manual method of processing leave applications takes a lot of time due to human intervention and the physical movement of paper in each phase. So, there arises a need for a system that allows the applicant to apply for leave online at a convenient time and location. The person who approves the leave also needs the same convenience.

eLeave is a workflow-based system that automates the leave application and approval process. This system enables users to apply for leave online and to

view the status of the application as well as the complete information of the leave balances. Leave applications are submitted to their respective authorities for approval.

Features of Leave Management System

Feature	Description
Workflow based leave submission and approval	Processing of the leave in accordance with the predefined workflow.
Dashboard view	Provides current leave balance and leave details of self and subordinates.
Alerts	Built in alert mechanism (email and SMS) on approval of leave.

Benefits:-

- User can apply/approve leave anytime, anywhere.
- Leave balance, leave history, leave application status information at fingertips.
- Reduces workload of administrative staff.
- Saves time and effort.

4. Tour Management System (eTour)

eTour is a system that facilitates the efficient management of employee tour programs, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted for. Employees can apply for, cancel, approve/reject and view tour records without any hassle and delay of going through the paper work.

For employees, the system allows to easily view their tour details at any point any time and request tours online. For managers, tour approval no longer involves trails of paperwork. The system provides complete trails of the employees' tour and plans.

Features of Tour Management System

Feature	Description
Online tour request and approval process	Facilitates pre-tour request submission and auto routing to approver, cash & accounts.
Settlement and Claims	Pre-defined rules for claims and settlement of bills, post tour.
Alerts	Built in alert mechanism (eMail and SMS) at all stages of approval and rejection process.
Dashboard view	Provides status of tour requests, tours conducted during a period and pending requests.

Benefits

- Apply and approve tour online, from anywhere, anytime. Tour approval status information at fingertips.
- Online settlement of tour claims.

5. Personnel Information System (PIS)

Every organization needs a very efficient real time system that helps the top management to formulate employee related policies.

PIS is a workflow-based system that contains details of every aspect of an employee record including Employee Identity, Skill Set, Contact Details, Posting & Location, CGHS, Nomination, Service Vol-1 and Vol-2, Loans, Salary Details, HBA and Record Verification Details. PIS allows users (Employee, Personnel section & Admin section) to create/update and maintain employee's personal data and employment records according to the access and role privileges. PIS stores all the information required from an employee as per the provisions of the service book.

Features of Personnel Information System

Feature	Description
Employee Service Details	Maintain employee records that comprises of personal details, photograph, address, qualifications, designation details, posting details, salary details, security details, CGEGIS details, CGHS, details, and previous qualifying service details.

Benefits

- Real time availability of updated employee data for official usage. Helps in identifying understaffed and overstaffed sections/offices.
- Better formulation of staff related policies.

6. Collaboration and Messaging Services (CAMS)

CAMS is a collaboration of various messaging services that helps users to communicate effectively and share information in real time.

Various messaging services are enlisted below:

- a) Appointments (eScheduler)
- b) EDirectory
- c) Instant Messaging (IM)
- d) Discussion Forum
- e) Information Bulletin Board
- f) eServices

Features of Messaging Services:

- A) Appointments (eScheduler)

eScheduler, is a service that helps users in scheduling appointments, meetings, events and conventions online. It facilitates the sharing of appointments and updates users/groups through SMS and email. It supports the importing and exporting of the appointments from and to standard calendar services available worldwide.

Features of Appointments

Feature	Description
Scheduling and Sharing	On line scheduling and sharing of appointments, meetings, events, and calendars.
Built in SMS /eMail alerts	Notify users about the appointments through SMS/eMail.
Import and Export	Support for importing and exporting appointments as the data is stored in open formats.
Search	Searching of appointments based on the date and type of appointment.
Reports	Report (daily, weekly and monthly) generation in PDF and HTML format

B) eDirectory

eDirectory is an online employee directory service that helps in the quick retrieval of employee details such as name, designation, address, email and telephone number.

C) Instant Messaging (IM)

IM is a service that helps in exchanging online messages with users/groups quickly and securely.

D) Discussion Forum

Discussion Forum is an online service, where people can hold conversations in the form of posted messages. Depending on the access level of a user and/or the forum set-up, a posted message might need to be approved by a moderator before it becomes visible. User with moderator privileges can add, delete and edit the discussions and posts.

E) Information Bulletin

Information Bulletin is a service that helps in publishing/broadcasting internal/external news, notices and circulars, discussions forums, contact information and intra departmental calendars and events.

F) eServices

eServices is a conglomeration of different services that facilitates the seamless integration of pay slip, GPF and forms such as, transport requisition, complaints registration and meeting room booking into eOffice.

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Courtesy to:-
eOffice Manual and Handbook.

All kind of suggestions and inaccuracies in the content
are welcome:

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Dop: 18-03-2024.