

e-Office @ KERALA TAXES



Commercial Taxes Department
Government of Kerala
Tax tower
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Government of Kerala

e-Office@ KERALA TAXES



Government of kerala

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E-OFFICE IMPLEMENTATION

1. INTRODUCTION

In 2013-14 Government of Kerala has taken the decision to implement e-Office. Various departments such as Finance Department, Local Self Government Department, and Agriculture Department in Secretariat implemented e-Office effectively in the first phase and later almost all the departments implemented e-Office in the Secretariat.

At field level, Commercial Taxes Department is one of the first departments to implement IT enabled services to stakeholders through KVATIS. After successful implementation of e-Office in LSGD and Agriculture while working as Secretary, soon after taking charge as Commissioner Commercial Taxes Department, it was decided in June 2015 to implement e office in the department leveraging the experience of the last decade in providing ITeS.

e-Office aims to bring in more transparency, efficiency and accountability in Government business leading to increased productivity. One of the key areas of importance in e-Office is to bring in the required transition to electronic mode of working on files and documents. Moving from a manual document, file and paper based functioning to an “electronic” environment requires effective management to implement the transition. This involves digitizing and storing existing physical files and records and also in managing the newly created electronic files and records.

The consideration in the digitization processes are:

- Digitization of the existing documents and files.
- Storage of files and records after the digitization.
- Roles and responsibilities of each of the officers involved in the transition process.
- Following of Standard Procedures and Guidelines
- Management Reports

It is important that the transition ensures the integrity of official records in order to provide authentic, complete and accessible information. Decisions need to be made about the mode and process for the transformation, about the equipment needed, and about the technical standards in storage adopted. Quality assurance measures also need to be defined and implemented. Effective storage of physical files is important for retrieval of these files for any reference purposes. The required training need to be imparted so as to have the department officials meet the responsibilities as per the guidelines laid down.

2. ABOUT E-OFFICE PROJECT

e-Office, developed by NIC, aims to conduct office procedures electronically thereby transforming government offices to paperless offices and bringing about benefits of digital communication. It is a Digital Workplace Solution that comprises of various modules like File Management System (eFile), Knowledge Management System (KMS), Collaboration and Messaging Services (CAMS).

e-Office project was approved by the Kerala Government in August 2013 to automate file flow in all 42 departments at Kerala Government Secretariat. So far it has been implemented at 21 departments either fully or partially.

e-Office is hosted at the State Data Centre, Technopark and access to the application is made available in private network. Connectivity to SDC is essential for users to access e-Office. Hence either dedicated leased line or KSWAN connectivity has been provided at all offices where e-Office has been implemented.

2.1 E-FILE

e-File 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 diary of inward letters, creation of files, making notes and referencing, preparation of draft for approval, issue of letter, 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. e-Files 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.

2.2 KNOWLEDGE MANAGEMENT SYSTEM (KMS)

KMS manages large volume of documents that include Policies, Forms, Acts and Regulations, Circulars, Guidelines and Standards, Annual reports, Office orders, Office Memorandums and Manuals. This is a role based system that helps to upload, locate, search, view documents at individual level with the privileges applicable.

Connectivity	KSWAN connectivity is one of the essential pre-requisites for the implementation of e- Office.
Bandwidth(Base Line)	Recommended bandwidth is 4 Mbps for 25 - 30 concurrent users for satisfactory performance of e- Office. However the performance may be affected on various other factors, such as packet loss rate, simultaneous access of other services other than e-Office
LAN	Structured LAN is recommended for better services
Recommended Client Systems (for all e-Office users)	2Ghz Processor, 2 GB RAM KSWAN Connectivity, Power Backup
Scanners	At the entry point of Correspondences Received/ Places where files, letters would be digitized. Scanners Specifications depending upon the volume of pages are to be scanned per minute
Skill Sets	All employees need to have basic knowledge of computer and Internet Browsing.

2.4 EMD AND OU MASTER

For implementation of e-Office, the user offices have to submit two forms. First form is the Employee Master Data (EMD) in the Annexure-2 format and second form is Office Unit Master (OU Master) in annexure-3 format. These two forms need to be forwarded to NIC through the head of Department for creation of users and enabling e-Office system. The EMD form is used to create official e-mail accounts for each of the department officers in the NIC domain kerala.gov.in. The OU Master form is used to create the required hierarchy for all users.

3. IMPLEMENTATION IN COMMERCIAL TAXES DEPARTMENT

The Commercial Taxes Department had started planning of implementation of e-Office in the Commissionerate in June 2015. After initial orientation of officers in a general meeting at the head office, a series of meetings were conducted with the concerned unit officers. There were many challenges for the rollout of e-Office in the Commissionerate. There was lack of connectivity to some of the sections, shortage of desktop systems in some sections. It was proposed to start the rollout of e-Office in all section simultaneously; otherwise there would be different levels of digitization.

Specific plan of action was indicated as per the instructions in Office Note dated 03-06-2015.

The following activities were planned

- Networking of all sections
- Enrollment and NIC email id
- DSC procurement
- Capacity building on e-Office software to few master trainers
- Capacity building to all the staff of the sections
- Procurement of computers wherever required.

As per the initial plan, it was decided to complete all the actions and implement e-Office from 15th August 2015. However, this could not be achieved. Later it was decided to complete all the pending activities by December 2015, but that time line also was missed because of the delays on the part of PWD in completion of networking.

There were many agencies involved for fixing various issues. PWD is the agency who is

associated with the civil, electrical and electronic works in the Tax Tower Complex. This required proper coordination efforts with multiple agencies such as agency doing network, PWD, NIC, IT Mission. Subsequently, series of meetings were conducted with all concerned. In the meeting on 13-07-2016 follow up was done especially with PWD and with the agency who has done network at the head office. It was decided to complete the LAN work by the 20th July 2016.

The e-Office implementation was done from July 2016 onwards. It was decided that all new files shall be put up only on e-Office platform. It was decided that migration of old files should be started from November 2016 and would be completed by December 2016 and if need be, mop up rounds would be conducted so that by the new financial year all the new and old files would be on e Office platform. The migration of old files got delayed.

Now it is decided that in the first quarter of the coming financial year the migration of old files will be completed. It is proposed to rollout the e-office implementation to all district head quarters as early as possible.

For the implementation of e-Office the following pre-requisites have to be established.

3.1 CONNECTIVITY TO ALL SECTIONS IN AN OFFICE

KSWAN connectivity is one of the essential pre-requisites for the implementation of e-Office. Failover network link needed to be ensured. The Commercial Taxes Department had already established WAN connectivity to most of the administrative offices and assessment circles through KSWAN network. Therefore, connectivity was not a challenge for rollout of e-Office in the Commissionerate.

3.2 BASE LINE BANDWIDTH REQUIREMENT

Recommended bandwidth for e-Office implementation is 4 Mbps for 25-30 concurrent users for satisfactory performance of e-Office. However the performance may be affected on various other factors, such as packet loss rate, simultaneous access of other services other than e-Office. The number of officers connected to e-Office in the Tax Tower complex is 256 and the connectivity bandwidth requirement is assessed to 36 Mbps. Therefore, for e-Office implementation at the tax towers, the existing 4 Mbps connectivity was upgraded to 36 Mbps fibre connectivity.

3.3 LAN CONNECTING SECTIONS

e-Office recommends structured LAN for better services especially in complexes and buildings where multiple offices are functioning. Structured LAN consists of connecting the building network using standard sub components in an effective way and provides uninterrupted availability of the e-Office system. Accordingly, survey has been conducted with the assistance of PWD and NIC to ascertain the additional LAN point requirements in the Tax Tower Complex. Additional LAN ports have been established connecting all file handling sections in the Tax Tower complex for successful implementation of e-Office system in Tax Tower Complex.

3.4 CLIENT SYSTEMS

All file and tapal handling sections in each office require desktop or Laptop systems connected to e-Office network to process tapals and files in e-Office. The recommended minimum specification for e-Office is desktop or laptop with is 2 Ghz Processor, 2 GB RAM, KSWAN Connectivity and Power Backup. The number of client systems in an office should match with the number of officers who are handling files in the office. Gap analysis has been conducted and it was found that there was shortage of 30 Desktop systems for rollout of e-Office in the Head Quarters. 30 desktop system were procured under DCS&D rate contract for filling the gap.

3.5 DIGITIZATION OF INWARD TAPALS

Scanning of correspondences received, is the first process to be undertaken for e-Office implementation. Scanners need to be placed in tapal sections where tapals are received. One page tapals are instantly scanned, digitized and diarized to e-Office. Multi-page tapals are untied and scanned in duplex mode. For scanning documents and booklets flat bed scanners are used. The diarized tapals are instantly sent to the concerned dealing hand through the e-Office. Scanners specifications is decided depending upon the volume of pages are to be scanned per minute.

3.6 PREPARATION OF DOCUMENT SCANNING

- Documents must be carefully separated. If stapled, pins need to be carefully extracted.
- Page separators can be placed for separating the categories.

- Any external annexure like photographs is to be fixed carefully and neatly, if required with glue.
- Proper Dusting of the document is to be done since dust may affect the quality of the image.
- Ironing and Smoothing of the document is to be done in the case of documents that are folded at the edges.
- Each page of the document is to be numbered on the corner. This helps in maintaining the count and also in avoiding any misplaced sheets of any document during the course of file movement.
- Make sure that the scanned documents are readable.
- Collect the originals from the scanner, collate and clip the documents once again when scanning is done.

3.7 SCANNERS FOR DIGITISATION

Prior to implementation of the digitization process, there should be a high level of understanding of the technical aspects of scanning. There are many types of scanners available in the market with different features and most models include the in-built software or drivers for Optical Character recognition (OCR), image manipulation, support for multiple formats. It is recommended to choose the scanner based on the requirements.

Selection of digitization scanner depends on the various parameters such as:

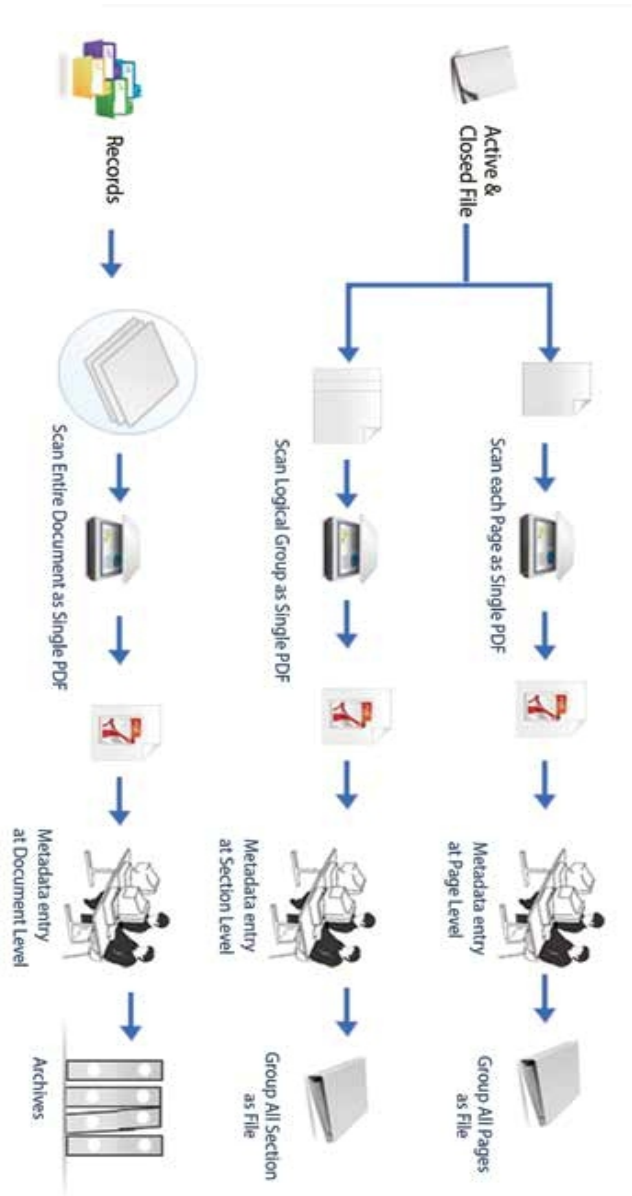
- Volume of documents to be scanned.
- Quality of documents and subsequent scanned images.
- Speed of scanning required.
- Type of documents (file, book, letter, etc.).

Parameter	Description	Type
Volume of Documents	High	High end scanner that can scan up to 100 pages / minute
Type	<ul style="list-style-type: none"> • Good Quality • Laminated documents • Books 	<ul style="list-style-type: none"> • Automatic Document Feeder (ADF) scanner • Flat Bed Scanner • Book Scanner

3.8 METHOD OF SCANNING

There are various modes and options are available for scanning files and records. Depending on the contents and complexity of the file, it can be scanned as a single pdf or each page can be scanned in the file as a separate pdf. The different methods can be applied to different components of the same file as well. The contents of an active file, i.e., Correspondences, Notes, Issues, DFAs, etc, may be scanned in either of the two ways:

- Page-by-page: Each correspondence is scanned as a separate image and a separate pdf file. This is more time consuming but leads to easier indexing of the images.
- Bulk Scanning: All documents are scanned into the same image and the same file. In this case each page needs to be identified and indexed separately as per its type and use.



3.9 SCANNING SPECIFICATIONS & FORMAT

The choice of storage format for electronic documents can have significant and far-reaching consequences. Only optimum level of Dots Per Inch (DPI) is to be chosen while scanning the document. Higher DPI scanned document consumes more space and slows down the loading of documents in the e-Office system. Recommended specifications are as follows:

Document Type/ Condition	Colour & DPI
Regular text	100 dpi Black & White (B/W)
Text with images	300 dpi Grayscale
Very damaged /Tarnished/Clouded	450 dpi Black & White (B/W)
Seriously damaged / Tarnished/ Clouded	600 dpi Black & White (B/W)
Documents with Photograph	600 dpi Grayscale/Colour

3.10 META DATA OF SCANNED DOCUMENT

Metadata associated with a scanned document helps in quickly searching the document. The indicative metadata is as follows:

Active Files	Closed Files	Recorded files
File no	eFile no.	File no
Created by (Name of Section/ Desk)	Closed by	Closed by
Date & time of creation	Section	Closed on
From	Ministry/ Department	Section
Section	Office of	Ministry/ Department
Ministry/ Department	Subject	Office of
Office of	Sub-Subject	Subject description
Subject Description	Date & time of creation	Sub-Subject
Sub Subject	Created by	Remarks
Priority/ Urgency	Remark (if any)	Confidentiality
Remarks	Retention period	Keywords of the contents for search
Due Date	Classification/ Categorisation	
Classification/ Categorisation	Keywords of the contents for	
Keywords of the contents for	search	

3.11 SKILL SETS

Skill sets required by the employees is an important consideration while implementing e-Office. The essential skill set required for e-Office operation is basic knowledge of computer and internet browsing. These did not pose a challenge for e-Office implementation since the modern Kerala society is remarkably progressed in e-Literacy.

The capacity building sessions were conducted as follows:

Sl. No.	Period	State Holder	No. of Participants
1	20 July 2015	Master Trainers	5
1	29 August 2016	e-Office Users	135
2	17 Nov 2016	e-Officer Users	116
3	16 March 2017	e-Office User	128

For user acquaintance with e-Office system, assistance was also extended during hand-on using dedicated resource from NIC. The Statistics report on e-Files created and processed through e-Office during March 2017 below proves the success made by the Department.

eFile Report for Electronic Files/Receipts from 01-04-2017 to 21-04-2017

Sl. No	Institution	File(s) Created	File(s) Moved	Receipt(s) Created	Receipt(s) Moved	Total File(s) Created	Total Receipt(s) Created
1	Commissionerate of Commercial Taxes	826	7291	2534	7999	15759	42838
2	EXCISE	401	1335	1446	1604	8466	39909
3	Registration Department	340	1792	1122	2469	9124	19929
4	ANIMAL HUSBANDRY	333	4514	1403	2494	5003	18033
5	Commissionerate of Rural Development	250	823	521	1053	2314	14906

6	National Employment Service (Kerala) Department	458	3615	1241	3069	5254	14892
7	Directorate of Higher Secondary Education	33	164	1547	1987	578	13907
8	Indian Systems Of Medicine	47	184	579	2030	457	9934
9	Regional Cancer Center	57	853	226	302	1609	3907
10	Energy Management Centre	13	127	144	413	412	2367
11	Vigilance & Anti-Corruption	0	0	0	0	172	419
12	Directorate of Kerala State Audit	2	8	14	42	202	387
13	Kerala Legislature Secretariat	0	0	0	0	112	134
14	Ehealth Kerala Project	1	76	0	0	152	77
15	Jalanidhi Pmu Thiruvananthapuram	73	481	232	433	128	402
16	Harbour Engineering Department	0	0	0	0	0	0
17	Norka Roots	0	0	0	0	1	0

4. HEAD QUARTERS STATISTICS

The progress made in the Commissionerate in e-Office implementation is shown in the table below.

Sl No.	Section	e-File Created	Old file Migrated to e-Office	Total
1	ADDL.B SECTION CCT	86		86
2	CCT - A	660		660
3	CCT - ADDL. A	345		345
4	CCT - B	935		935
5	CCT - C	1623		1623
6	CCT - D	114		114
7	CCT - DMW	3		3
8	CCT - E	484		484
9	CCT - EIW	3		3
10	CCT - F	1293		1293
11	CCT - FCW			0
12	CCT - FIN	3		3
13	CCT - G	250		250
14	CCT (GSTC)	48		48
15	CCT - IAW	23		23
16	CCT - ITMC	39	14	53
17	CCT - J	629		629
18	CCT - K	257		257
19	CCT - L	4415		4415
20	CCT - R	1049		1049
21	PR CELL	5		5
	Total	12264	14	12278

- Even though the Department started late , CTD is having highest number of files on e-Office platform.
- The staff now is very well versed with e-Office and enthusiastic to implement the same in district head offices

5. PERFORMANCE INDICATORS ON E-OFFICE IMPLEMENTATION

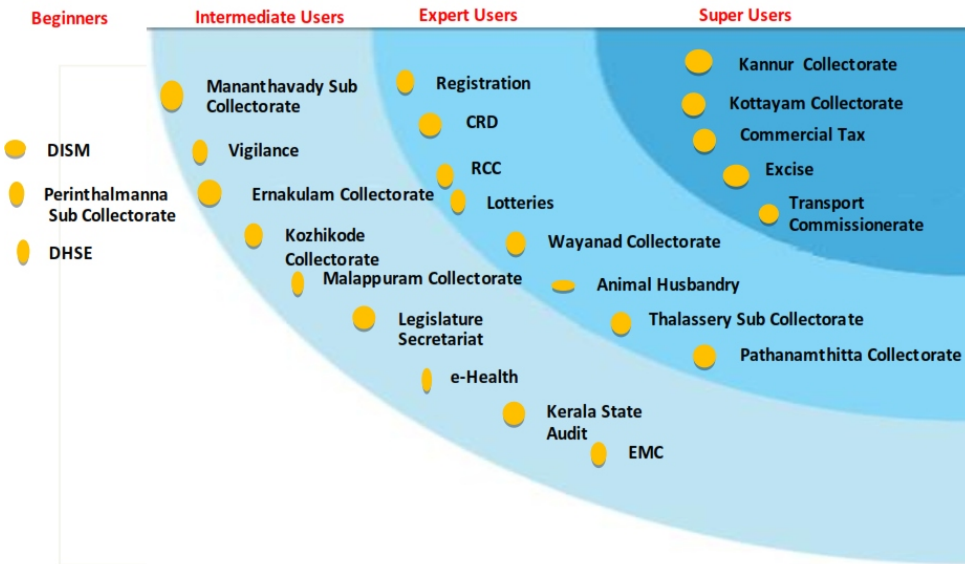


Figure 1: e-Office implementation –Maturity Diagram (Performance of departments from September 2015 to November 2016)

6. ACKNOWLEDGMENTS

Any change initially faces the resistance, but once all the stakeholders understand the importance of the initiative, it can be overcome. It requires continuous follow up and perseverance.

IT Mission and NIC assisted department for implementation of the project. I sincerely appreciate the cooperation extended to the department.

I also appreciate the efforts of staff who have worked on implementation of the project, especially the IT Management Cell. The work of Tapal section is noteworthy, as they are the starting point to send the scanned communications to concerned sections. The success of e-Office depends on all the officials of various sections at the head office. They took keen interest to implement the project.

Commissioner

7. ANNEXURES

7.1 ANNEXURE - I COMMON PROCESS FLOW GUIDELINES



GOVERNMENT OF KERALA

Abstract

INFORMATION TECHNOLOGY DEPARTMENT—E-OFFICE IN GOVERNMENT
SECRETARIAT—COMMON GUIDELINES—APPROVED—ORDERS ISSUED

INFORMATION TECHNOLOGY (IT CELL) DEPARTMENT

G. O. (P) No. 27/2015/ITD.

Dated, Thiruvananthapuram, 20th August, 2015.

- Read:*—1. G. O. (Ms.) No. 10/2013/ITD dated 24-8-2013.
2. G. O. (Ms.) No. 10/2015/ITD dated 28-4-2015.

ORDER

As per Government Order read as 1st paper above, e-Office has been implemented in selected Departments in Government Secretariat, since March, 2014. As per Government Order read as 2nd paper above, direction has been given to all Departments in Government Secretariat to move to e-Office mandatorily from 1-4-2015. At present, 23 Departments are fully/partially under the cover of e-Office.

It has come to the notice of Government that users of e-Office are facing initial hitches when manual file processing turns into electronic mode. It is felt that common instructions regarding sending of Receipts, file transfer, management of physical papers and migrated files, use of digital signature, noting, referencing, use of multiple softwares simultaneously etc. would help to achieve uniform and ideal process flow to be followed by users of e-Office, so that e-file management system will attain a certain level of maturity.

3/3401/2015/S-8.

2

Government have examined the matter in detail and are pleased to approve the Common Process flow guidelines and implementation strategy attached to this Government Order and all users of e-Office and departments are directed to follow these guidelines.

Necessary amendments in Secretariat Office Manual, if any will be made in due course.

By order of the Governor,

P. H. KURIAN,
Principal Secretary to Government.

To

The Additional Chief Secretaries/Principal Secretaries/Secretaries.

All the Officers of Administrative/Finance/Law Departments.

All the Sections of Administrative/Finance/Law Departments.

The Principal Accountant General (Audit), Kerala, Thiruvananthapuram.

The Accountant General (A&E), Kerala, Thiruvananthapuram.

Stock File/Office Copy.

Copy to—Private Secretary to Chief Minister.

Private Secretaries of all the Ministers.

The Additional Secretary to Chief Secretary.

The Personal Secretary to Principal Secretary, IT Department.

The Confidential Assistant to Deputy Secretary, IT Department.

ANNEXURE I

Implementation Strategy

1. The Secretary of the Department concerned shall decide the date on which e-Office is to be implemented. In larger departments, it is advised to implement in a phase by phase manner. In such cases sections to be covered in various phases need be identified in the beginning itself.
2. The Secretary shall appoint a Nodal Officer for e-Office. Member of the Kerala IT Virtual Cadre (ITVC) available in the Department shall be appointed as Assistant Nodal Officer. In case no ITVC member is available, an officer having Information Communication Technology (ICT) related background in the department may be entrusted with the task.
3. Nodal Officer/Assistant Nodal Officer shall provide data for e-mail ID and EMD including that of Office of Secretaries, Office of Minister in prescribed format to NIC.
4. Nodal Officer/Assistant Nodal Officer shall ensure that gap infrastructure study is conducted by KELTRON and new upgraded computers if necessary are provided to department based on the study in consultation with IT Department.
5. Nodal Officer/Assistant Nodal Officer shall ensure that necessary system upgradation is done by KELTRON and creation of e-mail IDs and EMD for the users has been done by NIC prior to the set date of e-Office implementation.
6. NIC shall give Induction/refresher training to the Employees/Officers in e-Office.

7. Nodal Officer/Assistant Nodal Officer shall submit filled up applications for DSC for Officers including Secretary and Minister to IT (IT Cell) Department.
8. IT Cell shall forward the filled up applications to the certifying authority concerned and issue DSC once received.
9. Nodal Officer/Assistant Nodal Officer shall ensure that DSC are installed for users by NIC immediately.
10. Nodal Officer/Assistant Nodal Officer shall ensure that KELTRON has made necessary handhold support for scanning of the new tappals in Office Section.
11. Nodal Officer/Assistant Nodal Officer shall ensure that sufficient number of handhold supporters are appointed by NIC to train users on job.
12. Fortnightly review meetings on e-Office implementation shall be held by the Secretaries at the departmental level who are in process of migration to e-Office.
13. Nodal Officer/Assistant Nodal Officer shall conduct weekly meeting to review the performance of e-Office implementation and report the issues faced by the sections urgently to IT (IT Cell) Department.
14. Before shifting into e-Office the section shall conduct a file adalat, so as to dispose the maximum number of live files for avoiding unwanted scanning and migration of files.

ANNEXURE II

Common PROCESS FLOW—Guidelines

1. All pages of tappal should be diarised. Office Attendant attached to 'Sections and officers' and Computer Assistant (CA) attached to the Sections can be engaged for diarizing. Secretary of the department to entrust two Office Attendants and a Computer Assistant for scanning and diarising work at Office Section. All Office Attendants and Computer Assistants of the department may be engaged on rotation basis. Books and big sheets may be scanned at common e-Office counter.
2. CRU (Central Registry Unit) shall forward the receipts to Section Officers and the Section Officers to Assistants. Under Secretary/Deputy Secretary/Joint Secretary/Additional Secretary concerned shall ensure that all tappals attended in time.
3. All Tappal Number will be generated only through e-Office even in partially implemented departments. Tappal generation through IDEAS stands dispensed with in such departments. CRU shall also send physical receipts to Under Secretary/Deputy Secretary/Joint Secretary/Additional Secretary, as the case may be, on the same day of sending the receipts after writing e-Office Receipt Number and Date on it. The existing movement of physical tappal will apply in this case. The Officers shall also sent the hard copy of the tappals to the Sections concerned. The bundle of tappals for a month should be sent to Records Section in the succeeding month itself. **'The summery of receipt'**, that can be downloaded from **REPORTS → RECEIPTS RECEIVED** can be used as the facing sheet. As far as possible Records Section may arrange e-Office tappals in separate rack. Retention period will be specified in due course.
4. All the live files scanned for migration shall be sent to Records Section, immediately after migration, with a memo docket sheet in front of it. The Section Officer should ensure that all such files had been migrated to e-Office and the e-Office file number has been mentioned in the file.

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5. Assistants can forward tappals with in sections and Section Officers within Departments as per subject distribution. Orders of higher officers should be taken in case of ambiguity.
6. (i) **Process to follow when forward files to other Sections / Departments for remarks/vetting/opinion etc.**

(a) *If the Forwarding and the Receiving Departments are under e-Office platform*

After taking orders in the file concerned, Assistant of **'Forwarding Department'** will forward file to CRU of **'Receiving Department'** and CRU of **'Receiving Department'** will forward it to the Section Officer concerned. The Section Officer concerned of the **'Receiving Department'** will forward the same to the Assistant concerned. The Assistant shall create a new file and to link the other department file using **LINK → INTERNAL FILE** and process. After taking decision, the Assistant concerned will Add file Number and Remarks/opinion in the Note File of the other department file as next para, the Section Officer will Digitally Sign and forward the file to Assistant. The Assistant shall return the same to CRU of Forwarding Department.

(b) *If the Forwarding Department is under the e-Office platform and the Receiving Department is not under e-Office platform*

After taking orders in file, the Assistant of the **'Forwarding Department'** will forward file to CRU of **'Receiving Department'**. The CRU of **'Receiving Department'** shall print out the complete file and forward the same file to the Section concerned. The Office Superintendent shall return the e-File to the Forwarding Department after entering Tappal Number of the Receiving Department in the Note part of the e-File. After processing the file, the **'Receiving Department'** shall forward remarks to the Forwarding Department as e-tappal through CRU.

- (c) *If the Forwarding Department is not under the e-Office platform and the Receiving Department is under e-Office platform*

The CRU of the '**Forwarding Department**' shall scan the file and sent the same to '**Receiving Department**' as e-Receipt. In this case, after processing the file, the '**Receiving Department**' will sent the remarks to the CRU of the '**Forwarding Department**' as e-Receipt. The CRU of the '**Forwarding Department**' shall forward the e-Receipt to the Section concerned.

(ii) **Process to follow when transfer files to other Departments**

After taking orders in file, the Assistant of the '**Forwarding Department**' will forward file to CRU of '**Receiving Department**'. The CRU of '**Receiving Department**' shall download the entire file in PDF format and create a new Receipt and forward the Receipt to the Section Officer concerned.

The other department file in the CRU's inbox may be returned to the Section Officer of Forwarded Department after adding the Receipt Number by CRU in green note. The owner Assistant can close the file.

7. Login into e-Office with user ID and password shall be treated as equivalent to electronic authentication.
8. **Digital Signature Certificate (DSC)**, which is valid and equivalent to physical signature shall be provided to officers of and above of Section Officers by the IT Department.
9. As far as possible, Officers of and above the rank of Under Secretary may use DSC in Note File.
10. Officers to relieve from Secretariat service for taking up another employment, on retirement and similar such situation shall return the DSC/VPN token to IT (IT Cell) Department. The IT (IT Cell) Department shall take necessary steps to invalidate such DSC.
11. All the employees going to retire or exit Secretariat service for taking up another employment or similar such situations shall obtain an NLC from IT (IT Cell) Department that all the accessories (Laptops/Computers/USBs/DSC Token etc.) supplied from IT Department has been returned.

12. Movement of files and communication between e-Office implemented Department within Secretariat should only be through electronic mode. For each Department an account is available for CRU in the format <CRU.Department name> (eg. **cru.fin** for Finance Department). This account may be used to send/receive inter-departmental communications through e-Office as well as e-mail.

13. **Digital Communication between 2 departments using e-mail and e-Office**

In cases where e-File should not be directly sent between departments, e-mail can be used for communication of correspondence. CRU.dept. e-mail user ID may be used by department Tappal Section to monitor both e-mails as well as incoming e-Files. A department may despatch a correspondence through e-Office itself using 'By e-mail' option and specify the CRU e-mail ID of the recipient department. The recipient department Tappal Section uses this user account to monitor e-mails through NIC mail interface in e-Office dashboard page. This interface provides the option to move e-mails to e-Receipts on which the correspondence will be available under Receipts>e-mail Diarization link in e-Office from where Receipt can be created from the correspondence.

14. Files can be parked when no action is pending for two weeks.

15. **Handling of Physical files in e-Office**

- (a) Maintenance of Physical PR may not be insisted in e-Office implemented (fully) Department.
- (b) Physical live files, which would continue to be dealt in physically, Assistant shall generate a e-File number, for using the same for Physical files.
- (c) Each time, while submitting physical file, Assistant shall update the same in the corresponding e-File.
- (d) Assistant shall create a separate folder in the name of '*Physical files*' in e-Office FILE inbox for parking such e-Files created for files processed physically.

- (e) The Assistant concerned with the assistance of Computer Assistant/Office Attendant shall scan the physical file, once action is over and attach the same into the correspondence e-File and close.
 - (f) The Assistant shall keep physical registers for Court cases, Legislative Committee Reports, LA Interpellations, RTI, Stock file and other registers mentioned in Secretariat Office Manual till they are available in e-Office.
16. Officers shall use '*Times New Roman*' font for English and '*Meera*' for Malayalam while processing the file. Font size shall be 14 and that too in black colour.
 17. All users of e-Office should put paragraph number in note file.
 18. Separate Font colour, preferably red may be applied while mentioning 'reference', 'attachments' or 'links' in Note file (eg. Please see the G. O. at reference).
 19. The Officer who empowers to approve the draft should approve and the Officer empowers to sign the fair copy shall digitally sign in e-Office. All outward communications should invariably contain DSC or manual signature.
 20. In digitally signed communications, the subscription APPROVED FOR ISSUE/SECTION OFFICER may be avoided.
 21. The Parliament/Miscellaneous Section of the Department shall prepare Monthly Business Statement (MBS) as per the reports available in e-Office.
 22. The present system of generating G. O. numbers, manually shall be continued till Auto Generation of G. O. number facility is available in e-Office. In such situation, a scanned copy of the G. O. (with G. O. number, date and signature) may be attached to the e-Office as tappal.
 23. Head of the Department shall sent letters and other forms of communications, electronically to CRU of the department concerned.

24. An e-Office file shall normally put up to his/her immediate Superior Officer. Level jumping can be opted in the absence of his/her immediate superior officer or with specific order from appropriate authority.
25. Users of e-Office/Department may contact following institutions for getting their grievances redressed:

<i>Sl. No.</i>	<i>Issues</i>	<i>Support Centre</i>	<i>Contact No.</i>
1	Computer hardware/general software/scanner/network issues	KELTRON	251-7333
2	New hardware-request	IT Cell	251-7205
3	e-Office issues	NIC	251-7333
4	DSC Installation	NIC	251-7333
5	e-Office Training	NIC	251-7282
6	Change in Employee database such as transfers/promotions and to transfer files to transferee	NIC	251-7282
7	Change of e-mail profile on transfer of Office Superintendent	NIC	251-7282
8	Migration of running files: (a) scanning of files (b) Upload Scanned files in e-Office server	KELTRON NIC	251-7333 251-7333
9	Malayalam Computing Training	IT Cell	251-7205
10	DSC requests	IT Cell	251-7205

26. Guidelines/Instructions/Orders issued with respect to e-Office from IT Department shall be final. Department-wise issuance of directions/instructions/guidelines on e-Office shall not be resorted to without **prior** consultation/concurrence from IT Department.

7.2 ANNEXURE-II EMD - EMPLOYEE MASTER DATABASE

Sl. No.	Title (Title Classify title for employee Shri, Smt, Ms, Dr etc as applicable)	Employee Full Name (First name)	Sex (Gender (M/F)	Employee Code (PEN Number)	Designation of employee	e-mail	Login ID (not more than 12 characters)	Name of Organization unit	Organisation Unit Code (not mandatory)
						-			

Contd....

Joining Date at Organization Unit (not mandatory)	Date of Birth	Joining date of service	Employee Status (permanent / Temporary/ Officiating)	Working Status	Pan No. (not mandatory)	Section /JS/ Officer *	Marking Abbr./ Post	Reporting marking abbr.	Mobile of employee

7.3 ANNEXURE - III OFFICE UNIT (OU) MASTER FORMAT

S.No	Organization unit	Type	Parent Unit Name	File Code
	Name of section/department etc. for example	Mark if Organisation unit is a division, department, section etc. in case of AGRI for example it is a division	Most immediate parent of the organization unit	Code for the organization for example PC for Planning Commission, ADMN for Administration
REFERENCE DATA				
1	Commercial Taxes Department	Department	Commissioner	CTD
2	O/o Deputy Commissioner	Office	O/o Commissioner	CTD
3	Manager	Section	O/o Deputy Commissioner	CTD
4	A	Section	O/o Deputy Commissioner	CTD
5	B	Section	O/o Deputy Commissioner	CTD
6	IAC	Office	O/o Deputy Commissioner	CTD
7	IAC Manager	Section	O/o IAC	CTD

7.4 ANNEXURE - IV RECOMMENDED SPECIFICATIONS

7.4.1 SCANNER SPECIFICATION

Medium Duty/ Workgroup ADF Document Scanner	
Scanner type	Sheetfed
Scan resolution, optical	600 dpi
Duty cycle (daily)	Daily Volume 3000 pages
Operating Modes	Color, Grayscale, Black & White
Media types	Paper (A4, Legal), envelopes, receipts, cards (business, insurance, plastic ID)
Scan file format	PDF, Searchable PDF, JPEG, RTF, TXT, JPC, BMP, PNG
Automatic document feeder capacity	50 sheets
Automatic document feeder speed	30ppm at B&W 200 dpi
Scanning options (ADF)	duplex
Compatible operating systems	Windows or Linux
Connectivity, standard	Hi-Speed USB 2.0
Warranty	3 Years

7.4.2 ROUTER SPECIFICATION

Feature	Minimum Specification
Architecture	Router fixed configuration.
DRAM	Should support minimum 1GB DRAM. The router should have 512 MB DRAM day one.
Console or auxiliary port	RJ-45: Single dual-purpose port, should provide direct connection to a console or external modem for management or backup access point, One USB 2.0 port
WAN interfaces	<ul style="list-style-type: none"> ● 1 port gigabit SFP Interface populated with 100BASELX transceiver Wavelength-1310nm over single mode fiber. Supporting 10km cable distance. ● 1-port 100/1000 Base T
LAN interfaces	● 2-port 10/100/1000 BaseT managed switch
Enhanced Features	<ul style="list-style-type: none"> ● Routing Information Protocol Versions 1 and 2 (RIPv1 and RIPv2) ● Standard 802.1d Spanning Tree Protocol ● Layer 2 Tunneling Protocol (L2TP) ● Layer 2 Tunneling Protocol Version 3 (L2TPv3) ● Network Address Translation ● Dynamic Host Configuration Protocol (DHCP) server, relay, and client ● Dynamic Domain Name System (DNS) ● DNS Proxy ● DNS Spoofing ● Access control lists (ACLs) ● IPv4 and IPv6 Multicast ● Open Shortest Path First (OSPF) ● Border Gateway Protocol (BGP) ● Virtual Route Forwarding (VRF) Lite ● Next Hop Resolution Protocol (NHRP) ● Bidirectional Forwarding Detection (BFD)
Switch features	<ul style="list-style-type: none"> ● Auto Media Device In/Media Device Cross Over (MDI/MDX) ● 8 802.1Q VLANs ● MAC filtering ● Switched Port Analyzer (SPAN) ● Storm control ● Smart ports ● Secure MAC address ● Internet Group Management Protocol Version 3 (IGMPv3) snooping ● 802.1x
Security features	<p>Secure connectivity:</p> <ul style="list-style-type: none"> ● Secure Sockets Layer (SSL) VPN for secure remote access ● Hardware-accelerated DES, 3DES, AES 128, AES 192, and AES 256 ● Public-key-infrastructure (PKI) support ● 50 IPsec tunnels ● NAT transparency ● IPsec stateful failover ● VRF-aware IPsec ● IPsec over IPv6 ● Adaptive control technology ● Session Initiation Protocol (SIP) application layer gateway
IPv6 features	<ul style="list-style-type: none"> ● IPv6 addressing architecture ● IPv6 name resolution ● IPv6 statistics ● Internet Control Message Protocol Version 6 (ICMPv6) ● IPv6 DHCP
Support	5 Year hardware warranty with Next Business Day Advance replacement and 24x7 remote technical assistance.

7.4.3 COMPUTER SPECIFICATION

Sl.No.	DESCRIPTION	MINIMUM SPECIFICATIONS
1	Form Factor	Mini Tower/Tower.
2	Processor	Intel Core i3-4130, 3.4 GHz, 3 MB Cache or its higher version.
3	Chipset	Intel H8 series.
4	Memory	4 GB 1600 MHz DDR3 RAM with 16 GB Expandability.
5	Monitor	47 cm (18.5 inch) or larger TFT/LED Digital Colour Monitor TCO05 certified.
6	Hard Disk Drive	500 GB 7200 rpm or higher.
7	PORTS	6 USB Ports or more (at least 2 USB with 3.0), 1 Display port/VGA port, audio ports for microphone and headphone in front.
8	Keyboard	USB Keyboard
9	Optical Drive	8X or better DVD RW Drive
10	Mouse	USB Optical Scroll Mouse.
11	Operating System	Linux preloaded with Media and Documentation and Certificate of Authenticity.
12	OS Certifications	Windows 10 OS / Linux certification.
13	Networking facility	10/100/1000 on board integrated Network Port
14	Power Management	Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge protected.
15	Warranty	5 Years Comprehensive onsite warranty from OEM