

## **IMPLEMENTATION OF e-OFFICE IN CBIC OFFICES BY DGPM**

e-Office is an application developed by the National Informatics Centre (NIC), an organization under the Ministry of Electronics and Information Technology (MeitY) in the Govt. of India to carry out our office work electronically . It is based on the Govt.'s Central Secretariat e - Office Procedure Manual, 2012 and thus compliant to the procedures and processes of the Central Government. The application is promoted by the Department of Administrative Reforms and Public Grievances (DARPG) to bring reforms in our office working. The application that is being implementation is essentially a file management system called eOffice Lite (efile).

2. **Why e -Office:** Besides many other benefits, it –

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- To improve efficiency in Government processes.
- To boost the mechanism of delivery of services and improve transparency, accountability and responsibility in functioning of Government agencies.
- To protect Govt. records from being fudged, backdated and destroyed.
- To protect records from destruction due to fire or during storage.
- To comply with the Govt.'s mission to move to a Digital India.
- To deliver better and faster services to taxpayers.
- To save space and infrastructure required for keeping physical records.
- To reduce use of paper and thus felling of trees to protect our environment.
- To save on delays caused due to dispatch of dak by post.
- To reduce expenditure on paper, printers and in dispatch of dak.
- To ensure the department is aligned with an online GST system.
- To prevent loss / misplacement of dak and files.
- To directly diarise emails, obviating the need for printing of email.
- To send acknowledgement of dak to fulfil requirement under Citizens Charter and Sevottam.

3. The application's main module, eFile, enables one to carry out all the file related work online, starting from receiving and marking dak, opening a file, putting dak in file, preparing a draft letter, its approval / signature and dispatch of the signed letter . The movement of the dak and the file is done electronically, without requiring staff to take it from one person to another. No dak or file, once on e - Office, can be altered or destroyed or backdated. It thus aims to support governance by ushering in a more accountable, effective and transparent inter and intra-government processes.

4. The e-Office application is developed by the NIC and it is based on the Government's Central Secretariat e-Office Procedure Manual, 2012. It is supported by the Department of Administrative Reforms and Public Grievances (DARPG) to bring reforms in our office working. The e-Office application's main module, eFile, enables on-line file related work, starting from receiving and marking dak, opening a file, putting dak in file, preparing a draft letter, its approval/signature and dispatch of the signed letter. It dispenses with the need to carry files physically from one person to another. Also, no dak or file, once on e-Office, can be altered or destroyed or backdated.

5. As would be evident, the use of the e-Office application in our day to day work would benefit us in many ways including speedier decision making, transparency, accountability, and positive impact on the environment by cutting down the use of paper and printing. Importantly, it would help us avoid contact with physical files thereby preventing possible transmission of any virus, which is the need of the hour in the present times of Covid-19. While there are obvious benefits, the e-Office application majorly transforms the present manual internal office processes. Hence, it is critical that all offices quickly learn and make use of this application.

6. CBIC has always been in the forefront of leveraging technology for providing better services to our stakeholders. The launch of the e-Office application is yet another confirmation of the commitment to e-governance in the public interest.

7. e-OFFICE is a "Mission Mode Project" under "Digital India Programme" and implemented across PAN INDIA. The project was launched on 15.06.2020.

In this regard, the basic data about existing and potential user strength was collected from Authoritative sources viz. HRD site. This data was further provided to NIC to assess and plan the user's strength in NDC-BBSR. On the basis of this data TWO INSTANCES with a capacity of 25,000 users' each were formed. Instance (1) consists of All Directorates (except DGGI) and All Customs Zones and Eight CGST Zones . Instance (2) consists of DGGI and Twelve CGST Zones.

8. Each organization has an EMD (Employee Master Data) who is responsible for following activities: Capturing organization and employee details in standardized EMD Template. Population of standardized and vetted data into EMD application through front end. Managing Promotion, Transfer, Superannuation of existing employees and joining of new employees.

9. As of now, there are 4 WhatsApp groups i.e., EMD Managers for Instance-I, EMD Managers for Instance-II, CBIC Instance-I & CBIC Instance-II for real time solving of issues. In addition, there is a dedicated e-mail id <e-office.cbic@gov.in>

which is attended by dedicated teams headed by System Administrator. Problems if any can also be raised by using the Saksham platform for redressal.

10. As on date all the offices under CBIC, a total of 433 distinct organizations viz. CGST-225, Customs formations -81 and Directorates -127 have been made Live. It is evident that almost all Zones/Organizations have completely adapted to working electronically on the application which is encouraging. Instructions have been given to all the CBIC officers to mandatorily open new files on eOffice and gradually migrate old and current physically files on eOffice which DGPM regularly monitors. The feature of inter-instance movement has also been activated to allow sending the files between users of different instances and MOF (i.e. Users of the Board). The option of mail alerts already exist and can be activated by the users. The feature of SMS Alert is at the final stage.

**DGPM would be regularly attending to the following:**

1. Monitoring progress of e-files & migration of files.
2. Resolving doubts & queries related to e-Office functioning.
3. Training of field formations.
4. Coordination with DG Systems and NIC.
5. Up gradation of e-Office version.