New Delhi, dated 21-12-2021

Subject: eOffice implementation in all the Offices under DoT HQ, NTIPRIT, CGCA, NICF, CCAs, WMO, TEC, USOF, DGT and LSA's.

Dear Sir/Madam,

The eOffice application has been implemented across the various Ministries/ departments of Government of India by the Department of Administrative Reforms and Public Grievances (DAR&PG) under the close monitoring of Cabinet Secretariat as a Mission Mode Projects (MMPs) under the Digital India Program. During Covid-19 pandemic, eOffice played a vital role in smooth working of Ministries/ Departments.

The eOffice product is built as single reusable system by bringing together independent functions and systems under a single framework to enhance transparency, increase accountability and transform the government work culture and ethics.

The eOffice application in DoT was commissioned on 1st October 2012. Since then DoT has gradually migrated to 80% eFiling at DoT HQ. At present Dot is using 980+ user licenses and proposal for enhancing the capacity to accommodate up to 3000 users is already in process.

Your kind attention is invited towards the SOM minutes dated 12-10-2021, 26-10-2021, 23-11-2021 and 07-12-2021. Ambitious target of 100% eOffice implementation in all the Offices under DoT HQ, NTIPRIT, CGCA, NICF, CCAs, WMO, TEC, USOF, DGT and LSA's has been set as 31-03-2022.

IT Wing, under the DoT HQ is looking forward to spearhead the initiative to bring all the offices under a single eOffice System. Your cooperation and support in this ambitious rollout of eOffice in all the offices will place DoT in league of the GoI Ministries/ Departments with 100% digitization. A detailed implementation Plan is attached herewith for your kind information and necessary action please.

You are requested to identify suitable staff (preferably two) at your local level who could be trained on eOffice back-end processes such as user creation, roll assignment, managing transfers, posting, notice board management, eOffice report generation etc. These resources will also act as Local Help-Desk in long run.

Looking forward for kind support.

(Virender Prasad) 21/12/21
DDG(IT)

Encl.:
- Detailed implementation Plan

To
    The Unit Heads (As per List)

Copy to:
- Sr. PPS to Secretary (T)
- Member (T)/Member(S)/Member(F)/DG(T)/AS(T)
- Sr.Eco Advisor/Advisor(O/T/F/W/L)/USO-Administrator

eOffice Implementation Plan

1. **Scope:** Department of Telecommunication is aiming to rollout eOffice in all the offices under DoT HQ including NTIPRIT, CGCA, NIC , CCAs, WMO, TEC, USO , DGT and LSA's by 31-03-2022.

2. **Agency to support Rollout:** NIC and NICSI

3. **Procurement of additional Licenses:** Currently 980+ users are working in DoT's eOffice System. Procurement of additional licenses to accommodate up to 3000 users is under consideration at DoT HQ.

4. **Guidelines/SOPs and User Manuals:** Guidelines/SOPs and User Manuals can be downloaded from **https://docs.eoffice.gov.in**.

5.

6. **eOffice implementation process:** Complete process is divided into 4 phases as detailed below:

   a) **Phase-I : Pre-project Phase:**

Sl	Activity	Responsibility	Status
1	**Constitution of eOffice Governance Structure:** eOffice steering committee already constituted at DoT HQ. Other Units/Offices needs to designate a Nodal Officer for coordination purpose and two resources for user management, training and local helpdesk.	IT Wing, DoT HQ	Done
		Other Units/Offices	To be done
2	Filling up of **Master Data Templates** and submission to DoT HQ: Preparation and Population of eOffice Master Data [Employee Master Details (EMD), File Heads, etc.],	Other Units/Offices	To be done
3	Preparation of Infrastructure Gap Analysis Report at each Units	Other Units/Offices	To be done
4	Procurement / Upgradation of Infrastructure by User Sections	Other Units/Offices	To be done
5	Creation of GoI/NIC Email IDs – Individual Officers may be asked to get the email ids.	Other Units/Offices	To be ensured
6	Procurement of Digital Signature Certificates(DSC) or use Aadhaar based	Other Units/Offices	To be done

	eSign facility for which mobile number seeding in Aadhaar database is mandatory		

b) Phase-II : Planning Phase :

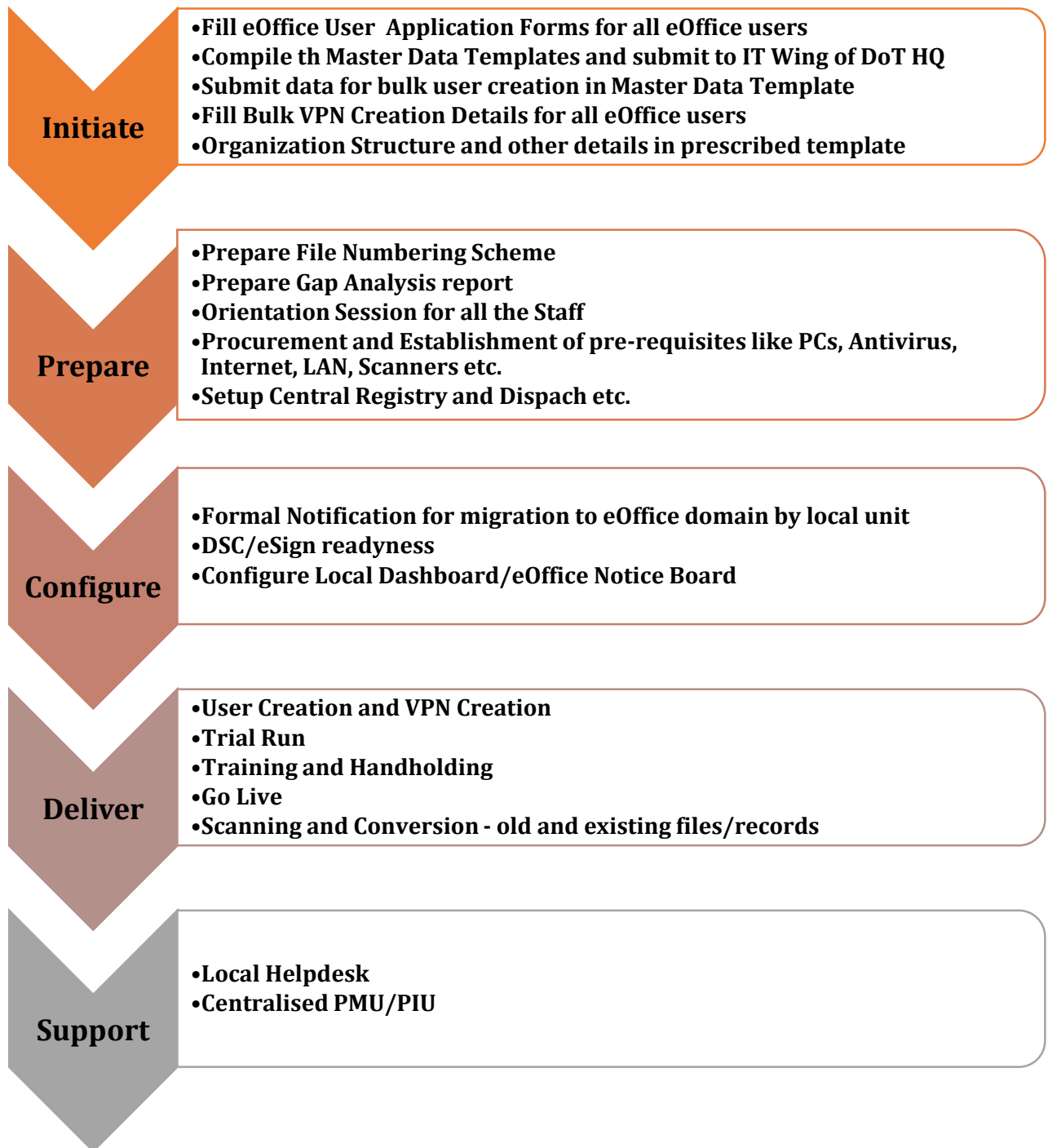| Sl	Activity	Responsibility	Status
1	eOffice Environment Setup at data centre – can be done after receipt of **Master Data Templates**	IT Wing, DoT HQ	To be Done
2	Domain Name Registration	IT Wing, DoT HQ	Done
3	LDAP Binding of GOI / NIC Email IDs	NIC	Routine process
4	Capacity Building Programme (CBP) – identify two persons who can be trained to act as Master Trainers and can create/modify the users at local level.	IT Wing, DoT HQ – for training Other Units/Offices - identification of resources	To be Done
5	**Digitization & Transition Strategy:** Units needs to formulate the strategy for digitization of existing files and weeding out the unnecessary files. Proper Scanners needs to be procured for point of ingress of DAK and Central Registry cum Dispatch may also be setup.	Other Units/Offices	To be prepared
6	Hiring of rollout teams	IT Wing, DoT HQ	Being Done

c) Phase-III: Prepare Phase:

Sl	Activity	Responsibility	Status
1	Deployment of rollout team: A Project Implementation Unit will be setup at DoT HQ .	NIC & IT Wing DoT HQ	To be Done
	At Field Level the rollout will be managed by the Nodal Officer and identified resources (internal).	Other Units/Offices	To be Done
2	Training and handholding for department users	IT Wing, DoT HQ & Other Units/Offices	To be Done
3	DSC/eSign Readiness	Other Units/Offices	To be done

d) Phase-IV: Support Phase:

Sl	Activity	Responsibility	Status
1	Trial Run of eOffice Application	IT Wing, DoT HQ & Other Units/Offices	To be Done
2	Go Live	Other Units/Offices	To be Done
3	Scanning, digitization and migration activities	Other Units/Offices	To be Done

| 4 | On-site Technical Support | Other Units/Offices | Routine process |
| 5 | Off-site Technical Support | Other Units/Offices | To be Done |

7. **Proposed Workflow for eOffice implementation in remaining offices of DoT HQ and NTIPRIT, C CA, NICF, CCAs, WMO, TEC, USOF, D T and LSA's:**

Initiate
- Fill eOffice User Application Forms for all eOffice users
- Compile th Master Data Templates and submit to IT Wing of DoT HQ
- Submit data for bulk user creation in Master Data Template
- Fill Bulk VPN Creation Details for all eOffice users
- Organization Structure and other details in prescribed template

Prepare
- Prepare File Numbering Scheme
- Prepare Gap Analysis report
- Orientation Session for all the Staff
- Procurement and Establishment of pre-requisites like PCs, Antivirus, Internet, LAN, Scanners etc.
- Setup Central Registry and Dispach etc.

Configure
- Formal Notification for migration to eOffice domain by local unit
- DSC/eSign readyness
- Configure Local Dashboard/eOffice Notice Board

Deliver
- User Creation and VPN Creation
- Trial Run
- Training and Handholding
- Go Live
- Scanning and Conversion - old and existing files/records

Support
- Local Helpdesk
- Centralised PMU/PIU

8. **NIC/GOV Email IDs:**
   a. Whenever the eOffice instance of user department is hosted in eOffice Cloud; login and authentication in eOffice instance can be done only using NIC/GOV Email IDs through Parichay (Single Sign-on).

b. User department can apply for NIC/GOV Email IDs by filling the Bulk Subscription Form available online at https://eforms.nic.in/ and further submitting it to their Local NIC Coordinator.

c. It is recommended that name based email IDs may be prepared for all eOffice users rather than designation based

9. **WebVPN:** Users not on the NICNET needs to apply for WebVPN.

10. **Digital Signing: Units/Offices** can opt for any one or both the options provided below:

a. Digital Signature Certificates (DSC):

i. Class-2 or above DSC with Signing Certificate will be required for signing of noting and drafts in electronic files.

ii. For procurement of DSC, user department may kindly refer to http://www.cca.gov.in/faq.html

iii. User department can also procure DSC directly through GeM.

b. eSign:

i. Currently, eOffice supports eSign 2.1. Individual users may be asked to get their Mobile Number updated in Aadhaar database

ii. In order to avail eSign facility, user department may sign a MoU with C-DAC (eSign Service Provider, ess@cdac.in) to independently manage their administrative and financial obligations with C-DAC related to the eSign services, as being done by other Ministries/ Departments – being done by IT Wing DoT QH

iii. Once the ASP ID is issued by C-DAC to user department, the same may kindly be shared with the NIC E-Sign Data Management Service Division (sumeet@nic.in) for further necessary action.

11. **Support System:**

1. Mr. Ranjeet Kumar, ADET(IT-II), 011-23036920/6920, eofficeadmin-dot@gov.in
2. Mr. Shailendra Sagar, ADG(IT-II), 011-23036011, shailendra.sagar@gov.in
3. Mr. Arvind Kumar, Director (IT-II), 011-23372104, dirit2-dot@gov.in

12. **Setting up Local Help-Desk:**

The suggested manpower matrix for setting up of eOffice Help-desk Unit at user department according to number of eOffice users at each location is as under:

User Slab per Location	Number of Resource(s)
0-100	1 Senior Resource with 3 years of experience + 1 Resource with 1 year of experience
101-250	1 Senior Resource with 3 years of experience + 2 Resources with 1 year of experience
251-500	1 Senior Resources with 3 years of experience + 3 Resources with 1 year of experience
501-1000	2 Senior Resources with 3 years of experience + 3 Resources with 1 year of experience

13. **Proposed Organogram:**
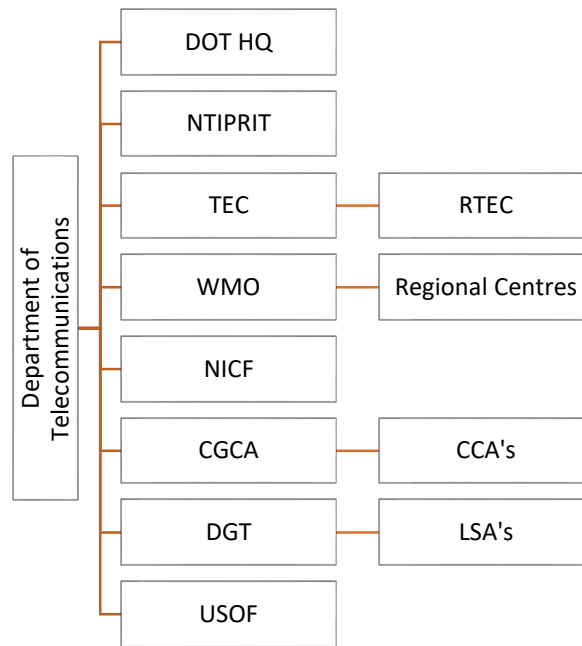
14. Resources and formats required:

    a. [NIC/GoV email ID creation/ modification request](#)

    b. Organogram for the Unit/Office – to be submitted by user section

    c. Filling of **Master Data Template** for creation of posts, Sections and user accounts (bulk user creation)

    d. eOffice user Creation/Modification Application Form for user data collection and creation of left over cases

    e. VPM Creation – individual user can request for eOffice access through VPN using https://eforms.nic.in/. The details required for eOffice subscription over VPN are as under:

        i. Application Name: eOffice

        ii. IP Range: 10.248.89.74 – 10.128.89.75

        iii. URL: https://dot.eoffice.gov.in

        iv. Port: 80

    f. eOffice – Guidelines for Scanning of Files - **https://docs.eoffice.gov.in**.

    g. User Manual for Admin Modules for Employee Master Details - **https://docs.eoffice.gov.in**.

    h. User Manual for Personnel Information Management System - h**ttps://docs.eoffice.gov.in**.

    i. User Manual for eOffice Users - **https://docs.eoffice.gov.in**.

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