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**REVIEW ARTICLE**

**ELECTRONIC FILE SYSTEM (E-OFFICE) IN HIPA**

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# Electronic File System (E-Office) in HIPA

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## 1. BACKGROUND

Haryana Institute of Public Administration as a Nodal Agency of the State is involved in designing intensive, detailed training scheduled for Induction Training Programme of IAS, IPS, IFS officers and the other Central Services and State Civil Services of the State with a vision to upgrade qualities of professionalism, responsiveness, integrity and courage amongst Civil Servants.



Sh. Kapil Kumar Sharma from NIC exploring the features of eOffice

The need for effectiveness and transparency in Government processes and service delivery mechanism is a long-felt one. The physical file movement of official files & documents incurs a lot of time and requires a continuous monitoring from desk to desk before the final decision is made by the senior officials. Consequently, many crucial decisions get delayed due to the slow movement of files and/or unavailability or absence of the senior officials in the office for clearing these files.

Theft and missing of files is also not uncommon in most of the government offices. The immediate need in such scenario was to have a system in place where an authorized employee could locate the required documents and/or files in the shortest possible time, update and share them with other relevant users and eventually store them with proper references.

Against the above backdrop, HIPA has proposed to convert its manual office procedure electronically for a simplified, responsive, effective and transparent working by making use of eOffice platform developed by NIC.

## 2. AIM

The physical file movement of official files & documents incurs a lot of time and requires a continuous monitoring from desk to desk before the final decision so that we have decided to implement e-office in HIPA to bring transparency in decision making process.

## 3. IMPLEMENTATION STRATEGY

Implementation of e-office at HIPA has been done in very planned manner. Three phases of planning, preparation and Implementation has been identified and activities in each of these are driven under the guidance of NIC deputed expert. Out of 6 components in e-office we have implemented only two components i.e. e-file and KMS. The implementation stages are as under.

- i. E-Office Study and Assessment- Assessment of Products and Visit other sites i.e. LBSNAA, Mussoorie where e-office had already been implemented.
- ii. Commitment to e-office and Agreement with NIC Meeting – Meeting with DG, NIC regarding NKN connectivity.
- iii. The cost estimation for implementation of e-office lite at Haryana Institute of Public Administration was i.e Rs. Seventeen Lacs fifty seven thousand six hundred Ninety two were the cost of e-Office lite for 100 users.

### 3.1 Planning

e-Office core committee has been constituted under the guidance of the Director General. The Assistant Director (Mrs. Rekha Dahiya) of HIPA was the Nodal

coordinator for e-office implementation and the further team members are as under.

1. Dr. Devendra Singh, Assistant Professor
2. Dr. Jogender Singh, Assistant Librarian
3. Sh. Avinash Chander Sharma, Chief Account officer

**3.2 Preparation**

1. First create NIC mail to all officers/officials of HIPA those are dealing the files along with Digital Signature Certificates (DSC)
2. Create EMD (Employee master data) for e-office
3. Create hierarchical structure that how file move in e-office.

**3.3 Implementation**

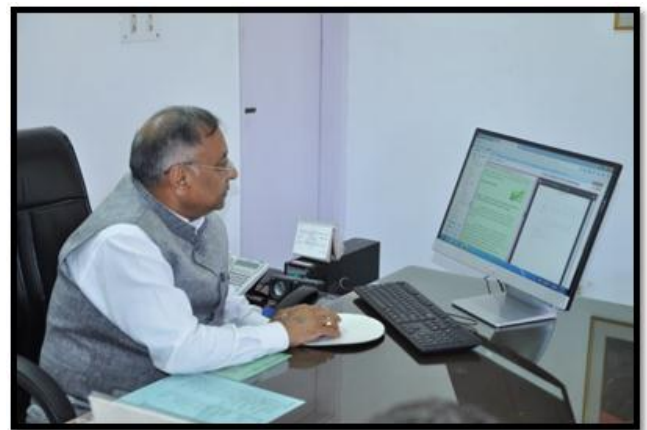
1. Setting e-Office environment
2. Capacity building; It was not an easy process to transform from physical file to electronic file. Greater obstacle proved to be motivating the functionaries to shift from physical files to electronic mode. There was lots of disbelief about the proposed transformation. With proper motivation and intensive training, confidence has been created.



eOffice Training for HIPA officers/Officials

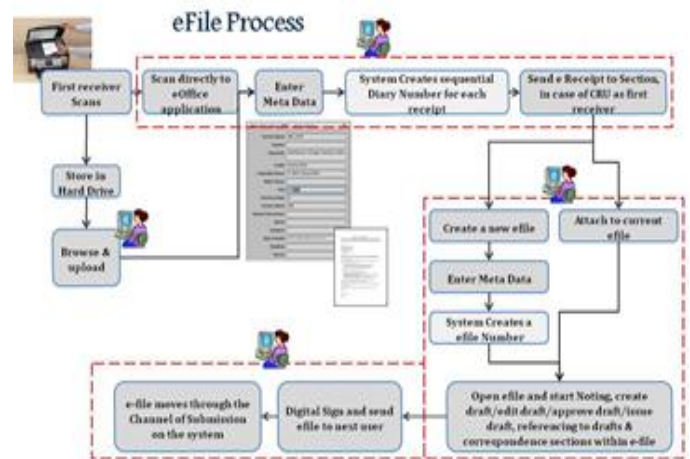
3. Scanning all the personal files of employees of HIPA and migrate in the e-Office under the supervision of Nodal Coordinator.
4. Records were classified in terms of Noting's, Correspondences, Drafts and References so that scanned records are easily integrated into e-Office.

5. Established LAN for computer connectivity with proper structure cabling
6. NICNET/NKN availability Recommended bandwidth is 4 Mbps for 25-30 concurrent users for satisfactory performance of e-Office. However the institute got 20 Mbps NKN connectivity for e-Office NICNET/NKN is mandatory if e-Office will be hosted in National Data Centre (NDC) in NICNET/NKN domain.
7. Central Registry Unit was established for comprising one Technical Operator who has good computer knowledge- all receipts from any entity outside the department are diarized by this unit.
8. Impact of Implementing e-Office
  - Quick disposal of approvals and sanctions



Shri S.P.Gupta, IAS clearing the files using eOffice on his system

- As the file movement became transparent, the disposal rate is improved.
- Decision making is not getting delayed due to the absence of any officer



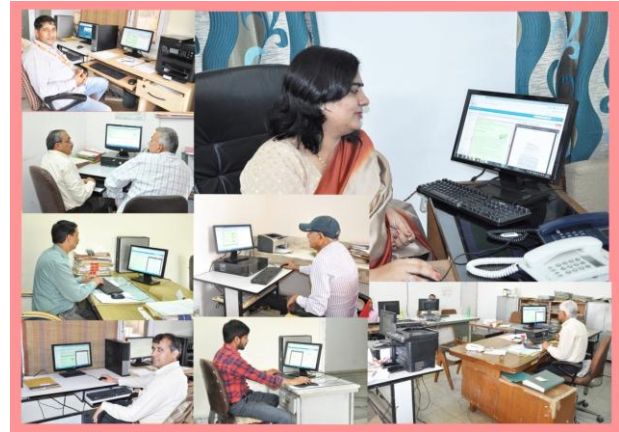
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- Status of documents/files is quickly known.
- All desks are free of physical papers and files
- The total cost of Stationary and printing has greatly reduced.
- HIPA has set a new record in implementation of eOffice in Haryana.
- It is possible to receive the file on days the office is officially closed.
- DG HIPA expressed that after implementation of eOffice, not a single paper is appearing on his table. He also said that, **“ I am very proud that HIPA is first Department in Haryana to implement eOffice**

## 5. BENEFITS

The project will provide the following benefits:

1. Easy accessibility of records across different branches in HIPA through automation.
2. Prevention of unauthorized access by facilitating role based search and use of digital signature certificate at the time of information exchange.
3. Reduction in paper usage.
4. Enhance transparency – files can be tracked and their status is known to all at all times.
5. Increase accountability – the responsibility of quality and speed of decision making is easier to monitor.
6. Assure data security and data integrity
7. Provide a platform for re-inventing and re-engineering the department.
8. Transform the work culture and ethics
9. Promote greater collaboration in the work place and effective knowledge management



## 6. OUTCOMES

Success of e-Office would be measured by the simplification it brings in government processes and procedures, elimination of unproductive/ non value-adding work, and reduction in paperwork. The outcomes expected from process reforms through e-Office are as follows:

1. Workflow automation including standardization & automation of repetitive processes/work flows
2. Knowledge management, including creation of institutional memories
3. Record management
4. Efficient communications management
5. Quick disposal of files and timely monitoring of pending files
6. Productivity management (dashboard view, performance management, file tracking)
7. User-friendliness
8. Transparency and Accountability has been one of the best advantage brought by e-office.
9. Cost-effectiveness
10. Simplification and Standardization of Govt. Process

## 7. Lesson Learnt:

The lessons learned from e-Office are as under:

- i. **Phase-wise implementation:** e-Office roll out should be planned in such a manner that it is implemented either department wise or subject wise. In department wise approach,



departments should be categorized in terms of different phases of implementation and 'Go Live' dates for each phase should be declared in advance.

- ii. **Make Top Officers the Nodal Officers:** Top officers should be assigned the role of e-Office Nodal Officers. They should review the progress of e-Office implementation in their respective departments. In HIPA, Assistant Director is the nodal officer for Admin Branch and Chief Account's officer is the Nodal Officers for Accounts Department.
- iii. **Discourage use of printers:** Printers should not be used by departments unless due to emergency. There are several ways in which printer usage can be reduced in a government set up. E.g. 'paper less environment drive' was initiated by Assistant Director as a result of which all staff members discarded unwanted papers, thus ensuring a clean and paperless desk; printers were also withdrawn from departments which had an excess number of printers and the same were redistributed.
- iv. **Change Management and capacity building:** Changing attitude of people at all levels to change a 30 year old file movement system has been a challenge. Re-engineering of mindset of employees is necessary in order to drive e-Office environment. In this regard, regular training programmes need to be conducted. Initial trainings should be imparted to fresh users for demonstrating e-Office suite in detail while refresher trainings should be imparted to ensure that all queries of users, who have started using e-Office.
- v. **Setting up of an e-Office Support Team:** An e-Office Support Team along with Facility Management Services team should be put in place for providing e-Office handholding and support services. There should also be an e-Office Support Help Desk which the users may contact via email or phone for reporting e-Office related issues
- vi. **Parallel movement of physical files should stop:** It was often noted that e-Office was used as a file tracking system for physical files only (which can be marked as received in the e-Office application) while physical files are actually processed. Since e-Office, in its real purpose, involves movement of only electronic files, departments must ensure that a cutoff time is set before moving into e-Office. This cutoff date should signify the date after which no physical file moves along with electronic file.

## 8. CURRENT STATUS

The E-office software working satisfactory in HIPA from 6 Aug., 2015 onwards and all the officers and officials using eOffice very efficiently and effectively in day to day office work.

SL. No.	Key Performance Indicators	Before Implementation	After Implementation
01	Time taken in DAK to reach the section after receiving	A minimum of 3 days	Same day (By the Evening)
02	Time taken in putting the DAK to concerned file	At least one Hour	Within a Minute
03	Searching of Paper/File	Need to go to every section where it has been sent for status checking	From System can be seen online
04	Dependency	Person Dependent	Person Independent
05	Loss of Paper/File	Very Frequent	Does not happen, as it is stored digitally
06	RTI Compliance	Was Difficult	Information is being provided within days of application
07	Knowledge Management	Used to be done in the form of Guard File, which was property of that particular department	Is being done in the form of KMS which is an organization wide knowledge Sharing System
8	Round the Clock Office	By the Office time	Now, it is available 24x7 on 365 days. In future, one can go for Flexi Office or Mobile Office
9	Working Environment	Was Dusty and Files littered everywhere	Clean and Hygienic environment

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<http://eOffice.maharashtra.gov.in>

Case Studies on e-Governance in India – 2013 – 2014