

# INDIAN INSTITUTE OF TECHNOLOGY GANDHINAGAR

## Advisory on the use of the eOffice System

### 1. Introduction

IIT Gandhinagar has implemented the eOffice procedure from April 20, 2023, to fast-track the administrative procedures and to maintain records in digital format as per the government's vision of Digital India.

The National Informatics Center developed the portal eOffice, which many government organizations use. This advisory highlights the key principles and tips about using the eOffice system for IIT Gandhinagar users.

There are multiple functions and options available in the eOffice portal, not all of them are applicable to us, and hence it is advisable to follow the guidelines given in this document for easy work.

### 2. Which documents are to be initiated on the eOffice system

All paperwork other than processes already on IMS are to be initiated on the eOffice system. These may range from simple one-page approval notes to complete purchase files. Some common examples include:

1. PPRF and all associated purchase paperwork
2. PORF
3. Approval Notes
4. Payment Vouchers
5. Meal Order Form
6. Vehicle Requisition Form
7. Guest House Reservation Form
8. Medical Reimbursement Bills
9. etc.

All the processes already covered on IMS (such as leave applications, children education allowance, telephone reimbursements, course registration, course management, etc.) will continue to be processed through IMS and there are no plans to move those to the eOffice system.

### 3. General principles of initiating/moving documents on the eOffice system

- 3.1. All documents are to be moved for approvals and recommendations as **Files**
  - 3.1.1. To do this, first upload PDF or softcopy of the document as a **Receipt**
  - 3.1.2. Then create a **File**
  - 3.1.3. Then add the **Receipt** that was created to the **File** using the **Add Receipt** button on the right panel in the File view.
  - 3.1.4. Please review the **Dos and Don'ts** section to avoid various common mistakes and pitfalls related to the above steps.
- 3.2. All the notings on the **Green Note** are official notings on the file.

- 3.3. The initiator must sign using any of the acceptable methods, the rest of the recommender or approvers in the chain of movement of the document only need to note their recommendation or approval in the green sheet (as long as the document is moving within the organization).

#### 4. How to send documents through the eOffice system

**Option 1 (preferred):** PDFs of filled-up forms or documents for approval is uploaded on eOffice as a **Receipt**, and then this receipt is added to a **File** that is created and sent as a **File** with a **digital signature** ('**esign and send**' option) on the **Green Note** to the next person in the chain of the approval process. Subsequent recommendations and approvals are noted on the Green Sheet (no need for digital signature).

**Option 2:** An initiator ink-signs a physical paper (filled-up form or a document), and then a scanned version of this PDF is upload on eOffice as a **Receipt**, and then this receipt is added to a **File** that is created and sent as a **File** to the next person in the chain of the approval process (no need for digital signature in this case). Subsequent recommendations and approvals are noted on the Green Note (no need for digital signature).

**Option 3:** For simple approvals, an initiator can copy the entire document and put it as text in Green note and then send it to the next person in the chain of the approval process with a **digital signature** ('**esign and send**' option) on the **Green Note**. Subsequent recommendations and approvals are noted on the Green Note (no need for digital signature).

#### 5. Whom to send

Documents need to be sent directly to the next recommending/approving authority in the chain of the approval process (e.g. for procurement using discipline funds, initiator can send the file to the discipline coordinator). The recommending authority will send it directly to the next recommending authority or approving authority.

In most cases, the final approving authority can return the document to the indenter after approving it. In some cases (e.g. payment voucher), the approving authority may send the approved document directly to the appropriate unit that handles final processing (e.g. payment voucher sent to accounts for processing of payment).

#### 6. General **Dos** and **Don'ts**

- 6.1. **Do not** attach a PDF file to a File using **Attach** button or **Attachment** button, always add PDF files using **Add Receipt**. Pls see the screenshot below.
- 6.2. **Do not** include anybody in "cc" while sending any kind of file.
- 6.3. **Do not** send any document as a draft or a receipt (unless it is for internal discussion before finalization)
- 6.4. **Do** send documents as a file (not as receipt or draft).

- 6.5. **Do** e-sign (or ink sign and scan and upload) the filled up form or document if you are the **indenter/initiator**. All others can simply mark their recommendations or approval in green note. No need for electronic signature. Please note that electronic signature is essential for any document that is being sent outside the organization (like PO, invoice, or certificates, etc.), but these will be handled by appropriate units (and the average user need not concern themselves with this aspect).
- 6.6. **Do** send the file directly to the next recommending/approving authority instead of sending it back to the initiator.
- 6.7. Click [here](#) to see the image for reference.

## 7. Step-by-step guide to creating Receipts & Files

- 7.1. Create a receipt
  - 7.1.1. Receipt > Create > Electronic
  - 7.1.2. Upload the document in PDF format
  - 7.1.3. Fill diary details, Contact details and category and subject details
  - 7.1.4. Click on “Generate”
  - 7.1.5. The generated receipt needs to be attached to a file (refer next step for how to create a file and add receipt)
  - 7.1.6. Click [here](#) to see image.
- 7.2. Create a file
  - 7.2.1. File> Create
  - 7.2.2. Fill required details in the form
  - 7.2.3. Click continue Working
  - 7.2.4. Click [here](#) to see image.
  - 7.2.5. Add receipt (Option given in right down side of page) which you have created in the receipt (Click [here](#) to see image)
  - 7.2.6. Add comments in the Green sheet
  - 7.2.7. You can use yellow sheet as temporary comments to make any changes
  - 7.2.8. Send the file to the concerned authority
  - 7.2.9. Initiator need to sign before sending, sign option will appear when you click send button (Click [here](#) to see image)
  - 7.2.10. Officials who are recommending the file can simply record their recommendations in Green Note and send it to next concerned official
  - 7.2.11. The final approving authority can approve the file and send it back to the initiator
  - 7.2.12. For purchase related files (and other multi document processes), subsequent reports and approvals can be added to the same file by just creating a new receipt and attach it to the current file
  - 7.2.13. While attaching new receipt to the current files, it is advised to link the page numbers to remark in the green note so recommending/approving official can easily get to the new document

## 8. Closing Files

8.1. This feature is still being operationalized.

## 9. Signature Options

There are two options to digitally sign the documents:

9.1. Aadhar OTP: Documents can be signed digitally by entering Aadhar details.

9.2. DSC: Frequent signatories can sign documents digitally with the DSC provided to them by ISTF.

## 10. Login Policy

10.1. The regular staff of the Institute has been given login credentials for the e-office portal.

10.2. IIT Gandhinagar has appointed some staff members on a contractual basis, some of whom may require login credentials for the smooth functioning of Institute work.

10.3. Such contractual employees who require login credentials for the e-office may be provided with login credentials on the approval of Dean GA or Registrar through the recommendation of their reporting officer, on a case-by-case basis.

### Video Links for Reference

Sr. No.	Subject	Video Link
1	Single Approval Note	<a href="#">Link</a>
2	Basic Approval with Option 1	<a href="#">Link</a>
3	Basic Approval with Option 2	<a href="#">Link</a>
4	Basic Approval with Option 3	<a href="#">Link</a>
4	Adding Committee Report to Existing File	<a href="#">Link</a>
5	Payment Voucher Process	<a href="#">Link</a>