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1 What is eOffice?

eOffice is an application that has been designed in sync with the needs of a modern Government and has been conceived as the instrument for the Next Generation Government. It paves a platform for Personalized, role based, secure access to internal information for the employees that is accessible through any browser. Personalized services are enabled and employees receive Electronic notifications of services and transactions based on their needs and contingencies.

2 **What is the objective of eOffice?**

1. To improve efficiency, consistency and effectiveness of government responses.

2. Establishing a paperless environment in government offices and to establish transparency and accountability.

3 **Is eOffice compatible with all Browsers?**

No, it is not compatible with all Browsers. It runs faster in Mozilla and Internet Explorer, some features of eOffice is not supported with Google Chrome. I suggest using Mozilla or Internet Explorer only for Better performance.

4 **Which are the different modules of eOffice?**

1. File management System.

2. Knowledge Management System.

3. Collaboration and messaging Services.

4. Employee Master Data

5 **What is eFile (File Management System)?**

eFile (File Management System) 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 diarisation of inward receipts, creation of files, movement of receipts and files and finally, the archival of records.

6	**What is KMS (Knowlwdge Management System)?**
	Government has to manage large volumes of documents of various categories. These documents can be Policies, Forms, Acts and Regulations, Circulars, Guidelines and Standards and Manuals. Maintaining a central repository of document helps to have a single repository of documents from where all department/ministry users can access the information.
	Without extra effort of going through the manual processing and paper work, one can easily locate the file or document.
	Uniform distribution of information allowing access to the latest version of document available.
7	**What is CAMS (Collaboration and Messaging service)?**
	EOffice-CAMS are focused on providing effective communication between departmental applications through collaboration. The Collaboration and Messaging service of eOffice is a powerful tool for internal communications and sharing of information. A striking aspect of CAMS is the Notification service.
8	**What is eTour?**
	eTour is a system that facilitates the efficient management of employee tour programs, from the time of applying for the tour to the final settlement of bills. This system ensures that all tour requests are properly accounted for. Employees can apply for, cancel, approve/reject and view tour records without any hassle and delay of going through the paper work.
	For employees, the system allows to easily view their tour details at any point any time and request tours online. For managers, tour approval no longer involves trails of paperwork. The system provides complete trails of the employee's tour and plans.
9	**What is eLeave?**
	The manual method of processing leave applications takes a lot of time due to human intervention and the physical movement of paper in each phase. So, there arises a need for a system that allows the applicant to apply for leave online at a convenient time and location. The person who approves the leave also needs the same convenience.

	eLeave is a workflow-based system that automates the leave application and approval process. This system enables users to apply for leave online and to view the status of the application as well as the complete information of the leave balances. Leave applications are submitted to their respective authorities for approval.
10	**What is PIMS?**
	Every organization needs a very efficient real time system that helps the top management to formulate employee related polices.
	PIMS is a workflow-based system that contains details of every aspect of an employee record including Employee Identity, Skill Set, Contact Details, Posting & Location, CGHS, Nomination, Service Vol-1 and Vol-2, Loans, Salary Details, HBA, Record Verification Details. PIMS allows users (Employee, Personnel section & Admin section) to create/update and maintain employee's personal data and employment records according to the access and role privileges. PIMS stores all the information required from an employee as per the provisions of the service book.
11	**Does eOffice portal support Punjabi language?**
	Yes, you can work in the Punjabi language.
12	**Is it possible to access our data which is uploaded in the portal anytime & anywhere?**
	Yes, the data is not saved in the computer; the data is saved in an online server that is operational 24x7, so u can access your data anytime & anywhere.
13	**How to Change the Password and Photo that is displayed in eOffice Portal?**
	To Change your password or photo you can ask eOffice Admin or Local Admin of your respective district.
14	**How do we search for a particular record?**
	You can search for any file or document in eOffice with the help of search bar provided at the top right corner of the portal.

15	**How do we get information or contact details of an employee?**
	This can be achieved by using the directory search option available in the menu bar.
16	**What does ‘Whom to Contact’ option provide?**
	Here we can get information of important contact persons associated with eOffice like eOffice State Team, Hardware Vendor, eOffice Admin etc. to make eOffice easier.
17	**What are IMS and its features?**
	It is basically an Instant Messaging Service where user can send and receive messages to other users for some quick action or as a reminder.
18	**Why there are two notice boards visible in?**
	There are two notice boards which have different scope
	1. Upper Notice board – This is called State Notice board. Notices that are to be shared with all the districts of Punjab will be displayed here.
	2. Lower Notice board – This is called department notice board. Notices specific to the user’s department will be displayed here.
19	**What is the function of Download form link in eOffice portal?**
	In Download forms link a user can easily download various forms related to DC Office, for example: form 16, GPF forms etc.
20	**Which are the features of News, Events and Newsletter in eOffice Portal?**
	User can stay up to date with the features like Events, News and Newsletters.

	1. Events: All new events will be shown in the events box.
	2. News and News Letter: Latest news will be appearing in the News Box.
21	**What is Dashboard?**
	It is a space where user can get summary of its available receipts, files, messages etc. and have a brief look of its pending tasks.
22	**What is Advanced Search?**
	In Advanced Search, we can fill particular details like type of document, its creator and other keywords for a particular and specific search.
23	**What is eOffice Adoption?**
	It is a feature to see how well a particular District has adopted eOffice. It shows records of creation and movements of Files and Receipts in eFile module in detailed manner.
24	**What are shared documents?**
	In this section all of your shared documents and folders will appear which someone has shared with you.
25	**How to send Feedback about eOffice?**
	You can fill the form provided in the bottom links and send it to eOffice Team for the improvement.
26	**Who can see my wishes send to someone on portal?**
	Only the person you are sending can see the wishes but if you want to show to all then you can wish on e-Connect.
27	**What types of notifications come in notification tab?**

	Notifications about new file send to you, any messages, subscribed documents etc. will come in your notifications tab.
28	**In eOffice portal what is the purpose of calendar?**
	The calendar helps us to make our schedule in an easy way.
29	**In eOffice portal what is the purpose of eConnect?**
	This feature is like social networking site like facebook. With the help of this we can update the status, send friend request, send birthday wishes also like someone picture.
30	**Can we delete eOffice account?**
	No, we can just override and modify the account details.
31	**In eOffice how the portal itself helps the user?**
	The portal gives various options which help the user like whom to contact, today's word meaning, employee corner, e-learning resources etc.
32	**In eOffice portal what is the purpose of settings module?**
	This helps the user to change the settings like preferences, address book, making user groups etc which makes the working process easy.
33	**How to open eOffice live server?**
	https://eoffice.punjab.gov.in
34	**How to open eOffice Demo server?**

	https://164.100.145.166
35	**What is SSL Certificate?**
	SSL (Secure Sockets Layer, an encryption technology). If you are transmitting sensitive information on a web site, such as credit card numbers or personal information, you need to secure it with SSL encryption. It is possible for every piece of data to be seen by others unless it is secured by an SSL certificate.
36	**What is eFile Module?**
	eFile module comprises of Sections which are inter-dependent on each other and manages the official work flow of the entire life cycle of a Document/DAK which is received by the organization.b eFile application constitute Receipts, Files, Dispatch, Reports, and so on. Each section comprises of different links that helps the user to easily utilize the functionalities of different sections of the eFile also.
37	**Which are different eFile sub-modules?**
	Receipt, File, Migrate Files, Dispatch, DSC, Reports, settings, notifications and ext department are the sub-modules of eFile.
38	**How does eFile provide more transparency than traditional office work?**
	In eFile, a user can track the movement of files, and know which user took how much time working on that file. This creates a level of accountability in eFile that cannot be achieved in traditional office work.
39	**What is CRU?**
	CRU is central registry unit where all the DAK is received. It is also called dairy and dispatch / Receive and issue.
40	**What is DAK?**

	CRU DAK is collection of letters that are received from other departments and then letters are dispatched to respective branches/departments to which it belongs.
41	**Why is it required to scan a document?**
	Scanning is required in order to convert a document from its physical form into electronic form.
42	**Can documents in any format be uploaded?**
	No
43	**Why only PDF documents can be uploaded?**
	The main motive of eOffice is to minimize misuse/mishandling. So documents in PDF form are safe and secure, i.e. editing is Restricted, as compared to other formats.
44	**How many PDF can be uploaded?**
	Only single PDF can be uploaded. If you have more than one PDF you will have to merge them first and then upload it.
45	**What is the maximum size of PDF that can be uploaded?**
	20 MB.
46	**Why there is file size limitation?**
	File Size limitation is to attain faster uploads and downloads.
47	**What is DPI?**
	DPI stands for dots per inch. DPI is used to measure the resolution of an image both on screen and in print.

48	**What is optimum DPI?**
	70-100 is considered optimum DPI.
49	**What is searchable and non-searchable PDF?**
	1. Searchable PDF allows selecting and copying the content.
	2. Non-Searchable don’t allow selection and copying of content.
50	**What is the function of Notification module in eFile?**
	A User can view the status of all the reminders set by him on the dispatched documents and that reminders can be viewed by clicking on the Dispatch Follow-ups tab under notification.
51	**Is it necessary to take printouts of the file?**
	No, we do not need to take printout of the file. All work is done in eOffice only. Although we can take printouts of Correspondence
52	**What is the importance of adding remarks while sending the receipt/file?**
	The importance of the remarks is that we can view what is the matter of file/receipt in a precise way.
53	**Is there a need to update the record in the peon book with the every movement of the file/receipt?**
	No, there is no need to update the record in the peon book with the every movement of the file/receipt as the person who receives can tell where the file/receipt is at particular time by click on the option Movements.
54	**What if I will be transferred to some other branch of district?**

	There is also provision for this as all your files and receipts will be transferred to the person who is taking your place or any other from your department and you will the documents of the department at which you are of joining.
55	**What is delegation?**
	Delegation is the assignment of any responsibility or authority to another person to carry out specific activities.
56	**What are the types of delegation?**
	1. Authority
	2. Signatory
57	**What is mode number in dairy detail?**
	Tracking ID number assigned by post office.
58	**What are Enclosures?**
	Attached pen drive, cd etc. with DAK for reference.
59	**Can we enter back date while diarizing the letter?**
	No, the system does not allow entering back date. By Default today's date will be kept as dairy date and it is non-editable.
60	**What is PUC?**
	PUC stands for Paper under Consideration
	Select the receipt from the List of Correspondences and issues which needs to be marked as PUC.

Note: By default the receipts are marked PUC1 and PUC2 and so on based on the order in which they were attached to the file.

61 **What is the full form of TOC?**

TOC stands for Table of Correspondence.

62 **What is email diarization?**

Email diarization facilitates the eOffice user to fetch the letters or mails directly from the user's NIC mail id or Punjab.gov.in into eFile application.

63 **Can user save the contact details of recipients?**

Yes, there is an option 'Add to Address Book' at the time of diarization of receipt.

64 **How to Reduce Pendency?**

To Reduce Pendency close the receipts on which Task is completed and Action not required.

65 **What is a Receipt?**

A Receipt is Correspondence/Dak received in CRU branch of DC Office. In eFile, receipts are created by the CRU which is further attached with the file to get processed and approved from the higher authority.

66 **How to generate Receipt in eFile?**

Is it important to fill all the details while diary a receipt?

No, it is not important to fill all the detail while dairying a receipt, but it is good practice to fill as many fields as one can, as it further facilitates an effective search.

67	**What are fields that needed to be filled during diarization?**
	Fields which are marked with an asterisk (*) are mandatory fields which should be filled during diary of the receipt.
68	**What is the difference between physical and electronic receipt?**
	1. Physical: Only diarization of the correspondence is done for tracking purpose, but scanning and uploading is not mandatory.
	2. Electronic: Scanning and uploading of the correspondence is mandatory.
	3. Electronic Receipt/File will have E next to it in and Physical Receipt/File will have P written next to it.
69	**What the difference is between generate and generate & send option when creating receipts?**
	1. Generate: Generates a receipt number and moves to created folder, but receipt is not yet sent to anyone.
	2. Generate and send: Generates a receipt number as well as send it and receipt is moved to sent folder.
70	**What is the difference between sender and sent by?**
	Sender' is the sender of the letter and 'sent by' is the person who diarizes the letter.
71	**How to create a new folder under inbox?**
	Open inbox section follows these steps:-
	Step 1: Move to folder option.
	Step 2: Click on create new folder and manage the files in the respective folders.
72	**What is Hierarchical view?**

	This view facilitates the user to view their own files and receipts as well as files/receipts of users of their section/branch.
73	**What is the Purpose of Hierarchical view?**
	The main Purpose of the hierarchical view is that which can we see the files or receipt in the inbox of the employee according to the rank of the employee.
74	**What is difference between Hierarchical View and Sectional view?**
	The Hierarchical View is used to view top to bottom employee files or receipt and in the Sectional view is used to view within a section.
75	**What is CREATED Option in Receipt module?**
	Created option contains a list of all the receipts that has been diarized by the user has not been marked / sent. User can view all the created receipts by clicking on 'Created' link under the Receipts section.
76	**Why user is not able to perform any action on a physical receipt residing in the inbox?**
	In case of a Physical receipt, it must be received first for any action to be performed. User has to select the receipt and click the Receive link to perform any action.
77	**How to receive Physical Receipt in eOffice?**
	After a user receives the original Physical receipt follow few steps:-
	Step 1: Go to receipt Inbox.
	Step 2: Click the check box on particular receipt and click on Receive on menu bar.

78	**Can user attach a file to a receipt?**
	Yes.
79	**How to attach receipt to a file?**
	Step 1: Open the receipt with which a File needs to be attached.
	Step 2: Click the Attach File link.
	Step 3: From the list of files, select the file which needs to be attached.
	Step 4: Click the Attach File button.
80	**How to put receipt in a file from receipt inbox?**
	Step 1: Select the receipt which needs to be Put-in.
	Step 2: Click the Put in a File link, a list of Files will appear.
	Step 3: Select the File in which selected receipt needs to be inserted.
	Step 4: Click the Attach button.
81	**Can we able to put multiple Receipts in a File once?**
	No, at one time user is able to send only one receipt at a time
82	**Is user able to add newly created Receipt in Existing File?**

“Put in File” option is used to add newly created Receipt in Existing File. Select particular Receipt to add and click on “Put in a File”.

83 **What is the purpose of the set due date while sending a receipt?**

It is the due date by which we expect the work on the file to be completed. This field is optional.

84 **What is time bound receipts?**

If you have set due date then those receipts fall under the category of time bound receipts.

85 **What is the purpose of the action while sending a receipt?**

It is the quick view to the user in a precise way what is the matter of file/receipt that the user receives. This field is optional.

86 **What is Copy option in Inbox of Receipt module?**

This option facilitates the user to copy the metadata of original receipt and will give a unique dairy number after generating a receipt. With the help of this option user can now send receipt to various others having minor changes in metadata.

87 **How to use Copy in Receipts module?**

Step 1: Go to Receipt section.

Step 2: Open receipt and click copy.

Step 3: Upload Scan copy of Letter (PDF format only).

Step 4: Generate it.

88 **Can movements of receipt be tracked?**

Yes.

89 **How to find track the movement of the Receipt.**

Step 1: Go to the required receipt entry either in the Inbox or Sent Item

Step 2: Click the Receipt number to open the receipt.

Step 3: Click the Movements tab to view the receipt movement history of that particular receipt.

90 **What are Quick actions?**

Quick actions are actions that are provided to facilitate the user to take action without opening up a file/receipt.

91 **What are legends?**

In Legends represent the priority of a receipt by using different color notations indicating

1. Immediate

2. Most Immediate etc.

92 **Is there any way to know how many receipts/files a person has unread?**

This is same as our mail inbox,   here (2) indicates that user has two unread files/receipts.

3.1 PULL UP/PULL BACK

93 **What is the difference between Pullback and Pull up?**

	Pullback: It refers to the process of pulling back the sent receipt/file, till the time the recipient has not opened it.
	Pull up: It refers to the process of pulling back the sent receipt/file forcefully even if the recipient has opened it.
94	**What is the purpose/advantage of Pull Back?**
	Pull back can be used till the time receipt is unread. The main advantages of the Pull Back are
	1. Important files can be sent in case of person's absence
	2. File can be pulled back if it is wrongly marked to someone
95	**What is Pull up and how we do pull up a file or receipt?**
	Pull up is method to pull a file from another user in your section.
	Go to Hierarchical View
	Click on the user you want to see files of.
	Next, click on Pull up option at the end of a file to pull the file to your Inbox.
96	**Is there any notification when we pull up?**
	Yes, it gives a notification when we pull up a file or receipt the notification shows in sent box that file or receipt is pulled up.
97	**Is there any notification when we pull back?**
	No, there is no notification.

98 **Can a Clerk Pull up the File or Receipt within the section?**

Yes

99 **What are the conditions to be able to pull back a file/Receipt?**

Pull back can only be done when the other user which we sent a receipt or file to has not opened it. If the user opens the file or receipt the option is not available.

100 **What are the advantages of Pull Back?**

1. When user is absent and the file sent to him for work is very important then we use Pull Back

2. When user sends the file or receipt wrongly sent to the other user then we use pull back.

3.2 ACKNOWLEDGEMENT

101 **How the acknowledgement will be sent?**

The acknowledgement will be sent on the given number or email of the applicant.

102 **Is it mandatory to send acknowledgement?**

No, only VIP letters should be acknowledged in general.

103 **How can we view acknowledgement?**

Step 1: Go to Acknowledgement under Receipts section in the left hand menu.

Step 2: Select the receipt for which acknowledgement needs to be sent.

Step 3: Click the ByPost link, a pdf will be generated.

Step 4: User can now save or open the Pdf.

104 How to create Acknowledgement after sending Receipt?

Go to Receipt ->Sent and click on "Generate Acknowledgement"

105 What is Customize Acknowledgement in receipt?

It's a feature to customize the default acknowledgement which will be sent to the person who has sent the letter (dak). By default receipt number is sent to the Sender, but it can be customized further.

3.3 SENDING RECEIPT

106 What is CC while sending the receipt?

It is used to send the carbon copy of the file or receipt to someone for reference (utara).

107 If a user is sending receipt to multiple recipients in cc, will the receipt number be same for all the persons?

No.

108 What should be done in case a File/Receipt is sent to wrong person?

You can pull back the file immediately. This option is only available as long as the recipient has not opened the file/receipt.

109 How to send correspondence along with receipt?

We will scan the correspondence/letter in PDF Format, and attach in receipt during the diarization of the letter.

3.4 CLOSING RECEIPT

110 **Can a receipt be closed?**

Yes.

111 **What are various reasons of closing a Receipt?**

Various reasons of Receipt closing are:

1) Receipt is just for information Purpose.

2) Task Completed.

3) When further action is not required on a receipt

4) In Remarks, if there is just for information written.

5) If Receipt comes in CC i.e. no need to perform action.

112 **How to close a Receipt?**

To close a Receipt Select the Receipt and then click on Close in Top Menu.

113 **If a receipt is closed does it remain closed forever?**

No, it can be re-opened at anytime

114 **What is the difference between Closed by me and Closed by others (Hierarchy)?**

The Receipt closed by the user who creates it, is comes under closed by me section and The Receipt closed by other person who is present in Hierarchy comes under Closed by others (Hierarchy).

3.5 DELETING RECEIPT

115 **If a receipt is deleted from the CREATED section, where can it be found?**

If user deletes the receipt from created section of receipts, then the receipt moves to recycle bin section of receipts.

116 **Can we permanently delete the receipt?**

Yes.

117 **Can we restore the deleted receipts from recycle bin?**

Yes, receipts can be restored back from the recycle bin to the created section of receipts.

118 **For how long can we restore deleted receipts from recycle bin?**

You can restore deleted files/receipts from recycle bin till you don’t delete them from recycle bin. Once you delete them from recycle bin you can't restore them

119 **What are the various file heads?**

1. Basic Head [Corresponds to the Department/Branch e.g DRA, EA, MA etc.]

2. Primary Head

3. Secondary Head

4. Territory Head, etc.

120 **What is Difference between SFS and Non-SFS?**

SFS	Non-SFS
1) User is able to enter file no. without any restriction or standards.	1) The user has to select the available heads for the nomenclature of File.
2)File Numbers are created in free flow.	2) File heads are created in standardized format.
3) Standards are not fixed at State level, Files no's are created in free flow.	3) Standards are fixed at state level.
4) Primary, Secondary, Tertiary Heads are not Available.	4)Primary, Secondary, Tertiary heads are available.

SFS stands for single File System. In this, you have to type manually file Heads (i.e. File No). Example - A-11012/1/2016

Non SFS stands for Non Single File System. In this, only you have to select File heads from dropdown list. Also here file head is divided into 4 heads like-

Basic Head Primary Head Secondary Head Tertiary Head

121 **How to create a file in non-SFS mode?**

There are two modes in which files can be created

1. Physical mode

2. Electronic mode

Step 1: Click on Create new (non-SFS) under file section in left hand side menu.

Step 2: Select different heads under which file has to be opened.

Step 3: Give brief description of the subject and other necessary details.

Step 4: Click on continue working

122 How to Create Electronic SFS file.

Step 1: Go to eFile section in eFile Module.

Step 2: Click on SFS file under Electronic file.

Step 3: Fill file no and subject.

Step 4: Click on "Continue Working".

123 What do you mean by Migrate files?

With the help of Migrate File, a user can convert old physical files to eFile application.

124 Can we link other files with a working file?

Yes but linked files are in view only mode. User cannot perform any action on these files. Only movements and details are accessible.

125	**Where file goes after it is generated?**
	Created - Completed.
126	**Where does file go if user chooses to work on file later?**
	Created - Drafts.
127	**How to know if a file has remarks with it?**
	There is a small box in the remarks field, if box is red it means no remarks are there and if the box is blue, it means remarks are there.
128	**What is preferred list?**
	Preferred list is a list of contacts that a user wants to use frequently.
129	**What are user groups?**
	Similar to preferred list, a group of users can be created so that a file/receipt can be sent at once to everyone in group.
130	**Who can close/park a particular file?**
	Only creator of the file can close or park a particular file.
131	**How files are parked from the file inbox?**
	Step 1: Select the file which needs to be parked
	Step 2: Click the park file option under more action link

	Step 3: Enter remarks and reminder date to park the file and click ok
132	**Why are files parked?**
	Sometimes there is a scenario when work has been done on file which is residing in file and file would be required again after certain period of time, user has a provision to park that file to remove his pendency.
133	**How can I check history of parked files?**
	Select files whose park history needs to be checked, click the park file history option under more action link.
134	**Can a file be reopened once it is closed / parked?**
	Yes
	Step 1: Select file under closed/parked tab of files section
	Step 2: Click the make active option under mark as link
	Step 3: Enter the remarks and click on Ok button.
135	**Which files can be found in Created section?**
	All the files which have been created but not sent to anyone can be found in created section.
136	**How to mark file to a user/employee?**
	We just need to send the file to an intended user using send option and it will be considered as marked to that person.
137	**How to Type Punjabi for adding green note?**

	Joy to Unicode software is available for use in eOffice Portal.
138	**While sending a file/receipt what is the use of the priority?**
	The priority is of the following four types and can set according to the nature of urgency of receipt:
	1. Out Today
	2. Most Immediate
	3. Immediate
	4. Ordinary
139	**Is it possible to copy paste the content from a MS Office Word document on the noting side without changing the format?**
	Yes, by clicking on option Paste from Word a window will appear. You can paste the copied content from Word document into this window. After pasting, click insert and content will be inserted on the noting side with same formatting as in the word file.
140	**Is it possible to attach any evidence on the noting side?**
	Yes, it is possible to attach an evidence on the noting side by clicking on the attach option on the noting side.
141	**Is it possible to make reference like in the physical way by using flag?**
	Yes, it is possible to make the reference from the noting to noting & also with the correspondence. After selecting the text click on this icon then it gives a message to which page number you want to make reference place the page no & then click on the ok button the reference will be done.
142	**Can we make the volume of the file?**

	Yes, we can create volume of a file. This can only be done for Physical Files.
	Go to Created sub-module. Select the file you want to create volume of, and click on Create volume in the Menu bar on top.
143	**What does Create Volume mean in regards to a File?**
	To append the file work, another volume of same file may be created in addition to last one.
144	**How we can differentiate between a Regular file and a Volume File?**
	The name for a volume file ends with the [-volume(No.)] which looks like as in image below:
145	**Can anyone edit the file?**
	NO, it can only be edited by creator. Also, File name cannot be changed, but all other fields are editable.
146	**Why don't we have a delete option in inbox?**
	Files in inbox cannot be deleted as they are in movement and under process. So to maintain traceability, user cannot delete the file form inbox.
147	**Can mistakenly deleted files be restored?**
	Yes, the files can be restored from Recycle Bin sub-module Files Module.
148	**Can we do all the file movement procedure digitally?**
	Yes, we can perform most of steps of work procedure digitally.
149	**How is file movement done in eFile?**

The file movement is done same as physical files, including the received letter/ correspondence in file, step by step marking approv

150 **Can Physical files be converted to Electronic Files?**

Yes. Open the physical file, and on top menu, select Convert File. Upload the noting in PDF format, and click on either Save, or Convert to convert the file into electronic file.

Note: After initiating conversion process (save/convert) it cannot be undone.

151 **What is CREATED option in file Section?**

There are two sub sections under Created in Files module.

1) Drafts: When we create a new file after fill all the details click on "Work on file later" then without created a file number its save on drafts. [“Work on file later" Option is only available for non-SFS Files].

2) Completed: When Create a new file after fill all the details click on "Continue working" then created a file number and its save on Completed.

152 **How to track a file?**

Step 1: Go to the required file entry either in the inbox or sent.

Step 2: Open the file.

Step 3: Click on Movements tab to view the file movement history of that particular file.

153 **How can a receipt be added to an already sent file?**

Step 1: Click the Create Part section under Files module.

Step 2: Browse the Sent File for which the correspondence needs to be Put in.

Step 3: Click the Create Part Button.

Step 4: Click the Correspondence link.

Step 5: Click the Attach button.

Step 6: Select the receipt which needs to be put in and click the Attach button.

Note Receipts having File reference cannot be put in/Merge in the file.

154 **Can you change file number in eFile?**

No, File Number can't be change by any user. User can only change the subject on that file.

155 **How do we send a file or receipt to other employee?**

Firstly open the particular file/receipt and then click on the send button. After that a window is displayed and enters the name of person to which the receipt/file will be send.

156 **How to used Local Reference in any file?**

Step 1: Go to eFile section.

Step 2: Open file and click on "Local reference".

Step 3: Upload Soft copy to attach with it.

157 **Can we refer to any attached document in file?**

	Yes, we can add reference to any attached document in eFile with selecting the text and then adding its reference page number of a particular document.
158	**Can we attach more than one PUC in file?**
	Yes, we can attach any number of PUC's within the file.
159	**How to know the location of the file?**
	There is a option named movements in which we can see all the movements of the file with their time and date also so that we can get to know with whom that file is.
160	**Do we need to print the file at the end for keeping its record?**
	No, it is saved on the server and can be accessed anytime and anywhere so no need to keep hard copy of that file or receipt.
161	**How to know whether any new file has been arrived or not?**
	When you login to portal a notification will come informing you about the recent activities. Also when you will open file management system by default your inbox will be displayed and all new files or receipts (in receipts inbox) will be highlighted there.
162	**Can we attach license, forms or other documents to support the file?**
	Yes, you can attach any number of related documents with the file.
163	**Can we create parts of a file?**
	Yes we can create any number of parts or volume of a file.
164	**What does work on file later mean?**

File is saved in Created-drafts folder, since a file number is not yet assigned user can delete it, once a file number is generated it cannot be deleted.

165 **What the difference is between attach and link?**

How to create folder in eFile?

Select move to- create new folder, specify the folder name and location.

166 **How can folder be deleted or edited?**

Select move to - manage folders to delete or edit a folder.

167 **What is Yellow note?**

Yellow note is a temporary note for employees to confirm noting from seniors and it can be discarded, edited or confirmed and once it is finalized, it can be converted into final Green Note.

168 **How to create Yellow note?**

Step 1: Create a new electronic file or open up the electronic file from file inbox in which yellow note needs to be created.

Step 2: Click add new yellow note link on the left hand side of file.

Step 3: Enter the content to yellow note and click save button.

169 **What is green note?**

Green note is permanent noting if one person send it, after sending it cannot be changed.

170	**What is the difference between green note and yellow note?**

Green Note	Yellow Note
Once the Green Note is sent with the file can’t be changed, overwrite and deleted	After Writing the Yellow Note we have the three options:- ØEdit:- Edit refers to the edit the Yellow Note. ØDiscard:- Discard refers to the Discard the Yellow Note. ØConfirm:-Confirm refers to the confirm the Yellow Note. Once the yellow note gets confirmed, noting gets finalized and saved to main Green sheet Noting

171	**Is it possible to copy and paste the content on the noting side without changing the format?**
	Yes, by clicking this option a window will appear after pasting the contents you can click on insert option at the bottom of the window then the content will be inserted on the noting with same formatting as in the word file.
172	**Can a noting be printed?**
	Step 1: Open the file and go to noting portion
	Step 2: Click on the printer icon and choose the noting option to print the note sheet.
173	**Is it possible to attach any evidence on the noting side?**
	Yes, it is possible to attach evidence on the noting side by clicking attach option.
174	**Is it possible to make reference like in the physical way by using flag?**

	Yes, it is possible to make the reference from the noting to noting & also with the correspondence. After selecting the text click on this icon then it gives a message to which page number you want to make reference place the page no & then click on the ok button the reference will be done.
175	**How can we give our comments on noting side?**
	After opening the file you can add green note, an online editor will open where we can write our comments on the green note.
	How do we know whose comments are on the noting side?
	When the user sends the file to other user, name, designation, date and time are dispayed of the user who has sent the file to the user who receives it.
176	**Is it possible to delete the noting?**
	No it can only be edited once created.
177	**What are quick notes?**
	Quick notes are used to add the noting comments through predefined quick notes.
178	**Can we send / move file without any noting?**
	Yes
179	**Do we print the noting for signature and scan again to send?**
	No, all the work is done electronically here no physical activity is required; user's id will be the signature from which he is sending the file.

180	**Is it possible to refer to noting to noting within the file?**
	Yes, this can be done with the help of this option firstly click on the previous noting the select this option & the select the text to which you want to refer with some part of the noting side after that select the para with which you want to refer.
181	**What is Report in eFile?**
	Report section allows us to generate specific reports based on different search parameters for Files, Receipt and Dispatch in particular Organization in PDF format.
182	**What is Report?**
	Reports are the documents that display the results of some search/experiment based on certain predefined parameters and filters.
183	**What is File Register in Reports?**
	This selection generates a PDF Report for an individual/Hierarchy/Section wise filtered on the basis of certain parameters that contains a list of all the files that are created between two specified dates on the basis of Basic head and other Sub heads
184	**How to get details of Forward Files and Received files?**
	Step 1: Go to file management System.
	Step 2: Click on Reports
	Step 3: Fill the parameters to filter (Mandatory Fields is required to fill)
	Step 4: you can download the Reports file as pdf.
185	**How to get report of File Pendency?**

	Step 1: Go to Report in eFile section.
	Step 2: Click on File pendency link
	Step 3: Fill the information about files
	Step 4: Click on "Submit".
186	**How to get Report on Closed File?**
	Step 1: Go to Report in eFile section.
	Step 2: Click on Closed File link.
	Step 3: Fill the "From date" and "To date".
	Step 4: Click on "Submit".
187	**How to get Report on Classified Receipt?**
	Step 1: Go to Report in eFile section.
	Step 2: Click on Classified Receipt link.
	Step 3: Fill the mandatory fields.
	Step 4: Click on "Submit".
188	**How to get Report on Diary Register?**
	Step 1: Go to Report in eFile section.

Step 2: Click on Diary Register link.

Step 3: Fill the mandatory fields and other parameters.

Step 4: Click on "Submit".

189 **How to get Report on Receipt through Category?**

Step 1: Go to Report in eFile section.

Step 2: Click on Receipt category link.

Step 3: Fill Section, category and yearly or monthly details.

Step 4: Click on "Submit".

190 **How to get Report on Receipt through Category?**

Step 1: Go to Report in eFile section.

Step 2: Click on Receipt category link.

Step 3: Fill Section, category and yearly or monthly details.

Step 4: Click on "Submit".

191 **How to get Report on Departmental Summary?**

Step 1: Go to Report in eFile section.

Step 2: Click on Departmental Summary link.

192	**How to get Report on PUC Pendency?**
	Step 1: Go to Report in eFile section.
	Step 2: Click on PUC Pendency link.
	Step 3: Get the information Section wise.
	Step 4: Click on "Submit".
193	**How to get Report on Dispatch (Section Wise)?**
	Step 1: Go to Report in eFile Section.
	Step 2: Click on Dispatch (Section wise) Link.
	Step 3: Fill the dates, Subjects and Delivery Mode.
	Step 4: "Submit".
194	**How to get Report on Dispatch Report (Dispatch No. Wise)?**
	Step 1: Go to Report in eFile Section.
	Step 2: Click on Dispatch (Dispatch No. wise) Link.
	Step 3: Fill the dates, Subjects, Language, Postal Mode and Delivery Mode.
	Step 4: "Submit".

195 **How to get Report on Dispatch Report (Receipt No. Wise)?**

Step 1: Go to Report in eFile Section.

Step 2: Click on Dispatch (Receipt No. wise) Link.

Step 3: Fill the dates, Dispatch type and Category.

Step 4: "Submit".

196 **How many types of flagging are there?**

There are 3 types of flagging:

1. Note to correspondence

2. Note to note

3. Note to paragraph of previous noting

7.1 NOTE TO CORRESPONDENCE

1. Open File and Click on Add Green Note.

2. Select to Refer

3. After that click on

7.2 NOTE TO NOTE

1. Write on green note

2. Open previous nothings.

3. Select and click on

7.3 NOTE TO PARA OF PREVIOUS NOTING

1. Open previous noting and select

2. Write and select paragraph to refer

Example: Para 2 selected

197 **What are various searching techniques in eFile?**

1. Module search

2. Advanced search

198 **What is the difference between Search and advanced search?**

Basic search: This search facilitates the user to search for any receipt/file residing in their inbox/sent/created or parked section.

Advanced search: This search facilitates the user to search for any receipt/file/issue residing anywhere in the organization.

199 **Can parked/closed files be searched?**

Yes, it's same as normal search.

200 **What are the steps to search a particular file?**

	1. Go to file inbox.
	2. Type in the required file number in the basic search field.
	3. Click on search button.
	The file will be displayed.
201	**What is "Advanced Search"?**
	It is an extension which facilitates the user to search for any receipt, file or issue anywhere in the organization
202	**Are there any obligations or "Must Filled" fields in advanced search?**
	No there are not any must filled fields but at least one field needs to be filled properly.
203	**Can a file or receipt be searched by entering details in one field of advanced search?**
	Yes it can be searched in this way also.
204	**What are the basic parameters for advanced search?**
	Basic Parameters for Advanced search are Computer No, File No, Subject and Output Fields.
205	**Are there any mandatory fields in advanced search?**
	No, but at least one field must be filled to initiate search.
206	**What is digital signature?**

	Digital Signature Certificates (DSC) is the replacement of analog or physical certificates in electronic format.
	Examples of physical certificates are aadhar card, driving licenses, passports etc. which serve as proof of identity of an individual.
207	**Why is digital signature certificate (DSC) required?**
	It is required because the DSC can be used to sign the green sheet document electronically in eFile Application.
208	**How much time does DSC issuing authority take to issue DSC?**
	It can vary but usually on an average it takes from 3 to 7 days.
209	**Is digital signature legally valid?**
	Yes the INFORMATION TECHNOLOGY ACT 2000 in INDIA has given the legal validity to the Digital Signatures.
210	**Who is the issuing authority for digital signature certificate (DSC)?**
	A licensed Certifying Authority (CA) is the authority for issuing a DSC. NICCA is one of them, can be contacted at http: //nicca.nic.in.
211	**What are different types of digital signature certificates valid for eOffice?**
	Following are the two types of DSCs recommended for eOffice:
	· Class 2: Here, the identity of a person is verified against a trusted, pre-verified database.
	· Class 3: This is the highest level where the person needs to present himself or herself in front of a Registration Authority (RA) and prove his/ her identity.

212	**What is the validity period of digital signature certificate?**
	The Certifying Authorities are authorized to issue a Digital Signature Certificate with a validity of one or two years from date of issuance.
213	**What happens to a DSC after validity period?**
	DSC expires after the validity period. To renew it contact the issuing authority for further instructions.
214	**What safety precautions should one take while using a digital signature certificate?**
	DSC is password protected. Please change your initial password without fail.
	You should keep the media carrying your digital signature safely and never disclose your password to anybody.
215	**How does digital signature certificate (DSC) functions?**
	DSC uses the Public Key Infrastructure (PKI) Technology, which is a sophisticated, mathematically proven method of encrypting and decrypting information.
	For Example: Something similar to accessing a locker in a bank.
216	**I want to register my DSC with eFile application. What should I do?**
	Step 1: Go to DSC Registration under DSC Tab in the left hand menu of eFile.
	Step 2: Click the Signing Certificate link present on the top right corner.
	Step 3: Select the certificate that appears in the window.
	Step 4: Click OK to register the certificate with the application.

217	**How can we change the pin of DSC?**
	Step 1: Go to All Programs -> Safesign -> Token Administration
	Step 2: Select the certificate and right click.
	Step 3: Click on Change PIN.
218	**Does 'Sign & Send' mean user is signing the files with his/her actual signature?**
	No. 'Sign and Send' means user is signing the file using his/her digital signatures and also the content of the note gets encrypted.
219	**Do I have to plug in the DSC during e-File login?**
	Yes. It is mandatory to keep the DSC plugged-in continuously during e-File usage.
220	**What happens if my DSC is lost?**
	If DSC is lost, then user needs to fill up the forms regarding the same with the fine to get a new DSC.
221	**My DSC was working but suddenly it is not getting recognized by the system. What is the problem?**
	Plug in the DSC into any other USB port and see if this works.
222	**How to create a draft in electronic file?**
	In order to create a Draft in Electronic file, user has to perform the following steps:
	Step 1: Click the file number to open an electronic file.

Step 2: Click Create New Draft under Draft link.

Step 3: Choose the Reply option, if there are multiple receipts in a file and user want to send reply against any particular receipt/correspondence.

Step 4: Review the mandatory fields if they require any change.

Step 5: Add more recipients (if required) by clicking the Add More Recipients link.

Step 6: Browse and attach any document (if required).

Step 7: User can paste already created draft in the editing field provided or can use the predefined draft templates.

Step 8: Click the Save button.

Step 9: Click the Approve button.

Step 10: Click the Dispatch by Self or Dispatch by CRU.

223 What does DFA stand for?

Go DFA stands for Draft for Approval.

224 How many types a draft has?

Draft has 2 types:

1. New/Fresh

2. Reply

225	**How many types of reply are there?**
	Reply has 2 types:
	1. Interim
	2. Final
226	**What is draft versioning?**
	When a user creates a draft and send to other eOffice user, then if further changes are made in already created draft then versioning is maintained.
	For e.g. if a user prepares a draft V 1.0 and sends it to other eOffice user and if further changes are done by user, then the version of draft changes to V 1.1.
	This is done to track the changes made in the draft by the user.
227	**Can user delete an already created draft?**
	Yes. User can delete the already created draft by selecting the required draft which needs to be deleted and click the Delete optior
228	**Do drafts in electronic mode need to be approved first?**
	Yes, without getting draft approved user cannot dispatch the letter.
229	**Is it possible to edit the draft after getting approved?**
	No.
230	**What is the next step after creating a draft?**

After create a draft we send it to the senior authority which have rights to approve the draft.

231 Is it possible to send the draft to more than one user?

Yes, it is possible to send the Draft to more than one user by clicking on add more recipient.

232 What are hash tags?

1. #ApprovedByName

2. #ApprovedByDesignation

3. #ApprovedBySectionName

4. #ApprovedDate

233 After draft movements changes in DFA reflects its version or not?

Yes, After Draft movement's changes in DFA reflect its version. Version Number is incremented after saving it.

234 Is user able to identify whether there is draft attached or not?

Yes, user is able to identify whether there is a Draft attached with a File or not from the Green colored sign next to the File Numbe

235 How can you view a draft attached with a file?

User is able to view a draft from the view Draft option from the Draft.

236 Is it possible to dispatch correspondence multiple people at a time?

Yes. By clicking the Add More Recipients link in Dispatch screen, user can dispatch correspondence to multiple people.

237	**What is the difference between 'Dispatch by Self' and 'Dispatch by CRU/DND'?**
	Dispatch by Self: This refers to dispatching a letter by the user itself who has prepared the draft.
	Dispatch by CRU/DND: This refers to dispatching a letter through CRU/DND section in any organization.
238	**While dispatching, can user paste already created draft from local system to the eFile application?**
	Yes, with the help of provided editor user can paste an already created draft from local system to eFile application.
239	**If dispatch by CRU is selected, in which folder CRU receives?**
	Dispatch - Inbox
240	**How to Dispatch physical receipt?**
	Step 1: Select the physical receipt which needs to be dispatched.
	Step 2: Click the Dispatch link.
	Step 3: Review the mandatory fields if they require any change.
	Step 4: Add More Recipients (if required) by clicking the Add More Recipients link.
	Step 5: Browse and attach any document (if required).
	Step 6: Click the Dispatch by Self or Dispatch by CRU/DND button to finally dispatch the receipt.
	Note: If Dispatching through CRU/DND, then select the CRU user and click Send button

241	**In which folder/link dispatch follow-ups/remainder shows?**
	Notification->Dispatch follow-ups
242	**Can user attach any document while dispatching a receipt?**
	Yes. At the bottom of the dispatch screen, user can browse the required document and can attach while dispatching the letter.
243	**After dispatching the receipt, where can user find the Dispatch number?**
	The moment user dispatches the letter, Dispatch Number reflects on that same page or else user can find it under Sent sub-module of Dispatch module under the left side port let.
244	**How can user check the details of action taken on the issued receipts?**
	User can check the status of issued receipts under Sent sub-module of Dispatch Section in the left hand side.
	Step 1: Click the Sent sub-module of Dispatch Section in the left hand side port let
	Step 2: Click the icon against the issued receipt to check the action details.
245	**What is the difference between Issued and Sent and Issued and Dispatched?**
	When the letter is finally dispatched to the intended person, it refers to as Issued and Dispatched.
	In case, the letter is sent from any eOffice user but has not been finally dispatched, it refers to as Issued and Sent.
246	**In which folder/link dispatch followups/remainder shows?**
	Notification->Dispatch followups.
247	**What is issue?**

	Issue is the letter that is dispatched to the applicant. It can be interim or final.
248	**What are the 3 types of Issue Status?**
	1. Issued and Sent: Refers to when the DFA has been sent by the user/section but has not been dispatched finally by the CRU/DND section.
	2. Issued and Dispatched: Refers to when the DFA that has been sent to CRU/DND section has been finally dispatched.
	3. Issued and Returned: Refers to when CRU/DND section returns the DFA back to the user.
249	**Do drafts in electronic mode need to be approved first?**
	Yes, without getting draft approved user cannot dispatch the letter.
250	**Is it possible to edit the draft after getting approved?**
	No.
251	**What is the external sender?**
	The external sender is that which have rights to send the file or receipt from other district.
252	**What is the external receiver?**
	The external receiver is that which have the rights to receive a file or receipt from other district.
253	**How we select other OU from our district to send the file or receipt to other district?**

	First select a receipt or file to send then select the OU from top of the screen that we send to the district after the select of the particular district which we select than shows the employee of the district that we send then type the name of the employees of the district.
254	**What is the purpose of the external sender and external receiver?**
	The main purpose of the external sender and external receiver is that when some file or receipts are send to other district than there is no need to go to another district simply select the OU of other district and send. Its advantage is that it saves a lot of time.
255	**What is the major query for select the OU's of other district?**
	The major query is that when we select the other OU it will take some time to select it means that it is slow.
256	**What is the first step of the external sender and external receiver?**
	The first step is that give the rights in ADMIN section (ROLE POST) to that employee which send the file and receipt to the other district otherwise it is unable to send the file and receipt to the other district.