# Frequently Asked Questions for e-Office at

# Central Water Commission

# https://cwc.eoffice.gov.in/

**1. What are the benefits of e-Office?**

- Paperless file and Document Management System with single & standard file movement and tracking across the government.
- Provides transparency.
- Improves efficiency.
- Viewing of files based on rules.
- File can be retrieved any time.
- Easily manage security and access rights of documents.

2. **Define e-office key functionalities**.

- **Unified View of Data**: Each application of e-Office accesses the same data, so it reduces duplication of efforts and data remain common across the instance.
- **Single Standards based Directory Service**: NIC email ID which LDAP (Lightweight Directory Access Protocol) 3 .0 service compliant is used for user authentication.
- **Security and Access Management Role**: Each application in eOffice is a role based certain roles which can be assigned with individual user. Login. Access of e-office is through NIC LDAP; optionally user may log in through his/her DSCs for using eFile.
- **Archival of e-Records**: Data remain stored in the server and made available as and when required. Retrieval is possible on the basis of metadata.
- **Content & Document Management**: In Knowledge Management System, Department can store all the legacy documents such as acts, rules, policies, other documents and archived Files/Receipts which may be useful for Employees/users of the Department.
- **Electronic file processing based on Central secretariat manual** for e-Office procedure.
- **Single point diarisation.**
- **Setting due dates and reminder**
- **Dispatch of letters**
- **Using e-File, user can create electronic files, add noting in the files, electronic diarisation of inward letters and files create draft for approvals and attach Correspondences in an easy and user-friendly way.**

**3. What kind of reports can be generated through e-Office?**

Following reports can be generated in e-office:

- MIS reports (Status, Pendency)
- VIP References
- Pending files and receipts
- Time bound files and receipts
- Diary and File Register

- Pending Cases based on time periods
- Consolidated Report
- Summary

**4. What are the salient features of e-office?**

The salient features are as under follows:

- Dashboard
- Attachment of correspondence to e-File
- Creation of DFAs and their issues
- Referencing
- Migration of manual files
- Sort option on read and priority in receipts
- Pull up option for files and receipts: Suppose user X is on leave and user Y belongs to same section, then user Y can Pull up the file lying in user X account and can do action on a file. Also an officer can see the files of officer below to his/her hierarchy and officer can also pull up file if required.
- Tracing a receipt attached to a file with the help of Advanced Search.
- Noting in scrollable mode

**5. What are the steps to perform pull up & pull back in File Management System?**

**For Pull up**:
File Management System-> Click on Advanced-> Fill Basic Parameters(any one)-> check the output fields (ALL)->Click on Search Files->Select file which is to be pull up-> click on the pull up hyperlink-> Write Pull up Remarks-> Ok
**For Pull back**:
File Management System->Files-> Sent-> Click on Pull back link -> Write Remarks-> Ok

**6. How to create electronic file in e-office?**

File Management System->Files-> Create New-> Select file no > Type the subject-> click on Continue Working-> Alert box (Once no is generated it cannot be edited) -> click on OK.

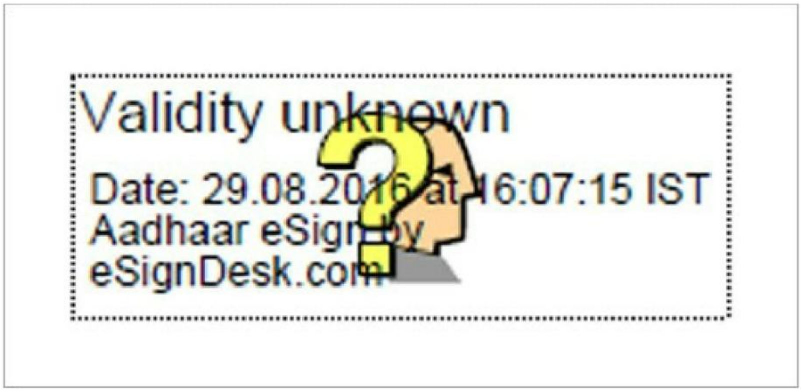
**7. How to validate e-sign in DFA/Letter?**

To validate your eSign, you will have to follow these steps-

1. Open the eSigned document with Adobe Reader.
2. Click the Signature Panel or eSign appearance on the document.
3. In the 'Signature Validation Status' window that opens, click 'Signature Properties'.
4. In 'Signature Properties' window, click 'Show Signer's Certificate'.
5. You will be redirected to 'Certificate Viewer' window. Click the tab named 'Trust'.
6. Click 'Add to Trusted Certificates'. Click 'OK' in the pop-up that follows.
7. You will be redirected to 'Import Contact Settings' window. Check (Tick) the boxes provided before Certified documents and the three other options that follow. Then click 'OK' to continue.
8. You will be redirected to 'Certificate Viewer' window, click OK at the bottom.
9. Click 'Validate Signature' in Signature Properties window. And then click 'Close'.
10. Now your eSign is complete. Your eSign will have a green colored 'Tick mark' which means it is validated.

**8. How will your eSign look before and after Validation?**

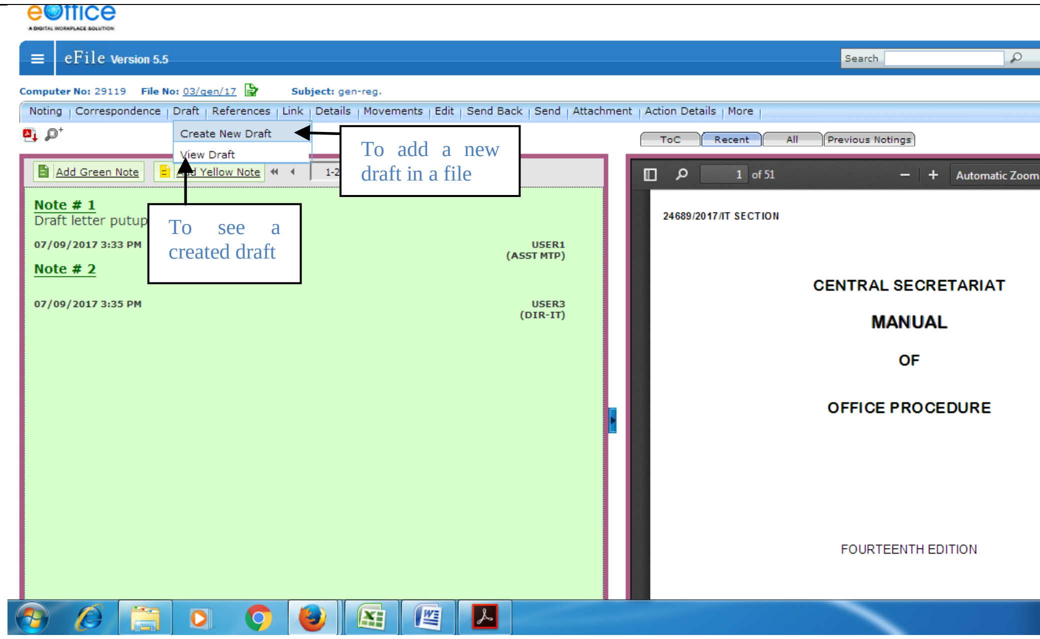
An eSign will have the signer’s name, date and time of signing. Here’s an image of how an eSign would look on a document before validating it.



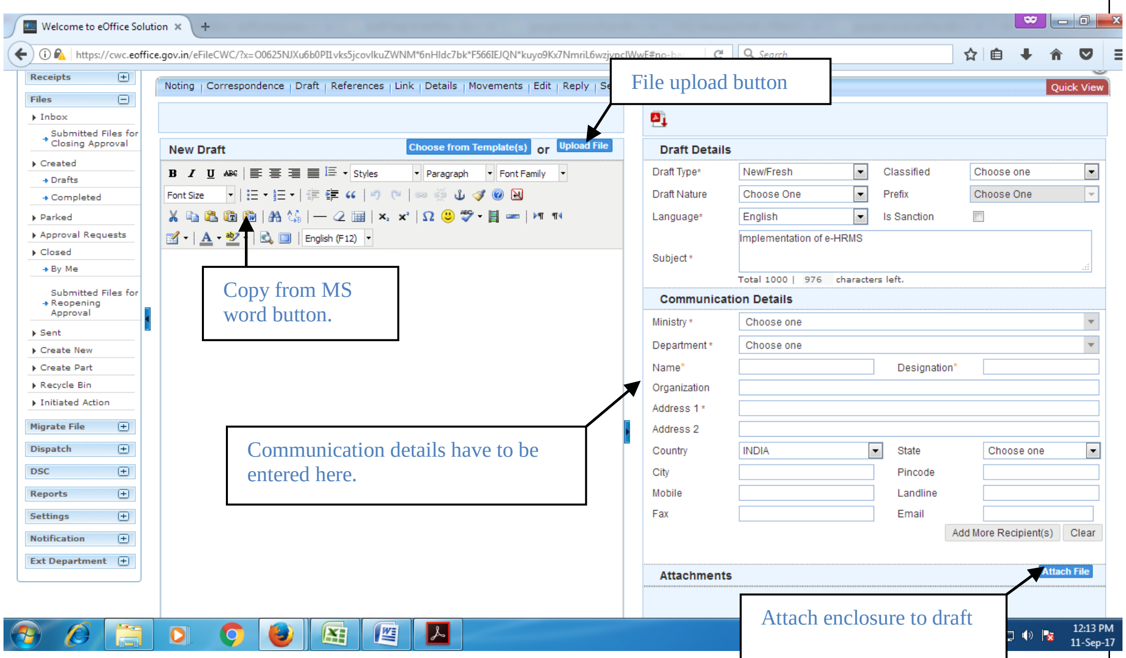

After validation, the eSign would like this-


**9. How to create Draft in e-office?**

We can add/view draft by selecting create new draft/view draft menu option under Draft menu option.




Click create new draft to add draft in the file. Draft can be directly typed or copied from MS word or MS word file can be uploaded using upload file button. Then click save button to save a draft.




## 10. Can we perform editing on a draft?

Yes. We can perform editing on a draft if the status of a draft is DFA. To perform editing click on View draft under Draft menu option. Select draft then click on edit button.

## 11. Is it possible to delete a draft?

Yes, we can delete the draft if its status is DFA. Once draft gets approved it cannot be modified or deleted.

**12. What is the difference between Green note and Yellow note in Noting?**

Green note cannot be changed. Yellow note can be changed. Yellow note can be converted into green after confirmation button is clicked.

**13. How to register your complaint if OTP box does not appear after click on "I agree" button in e-sign and Send?**

i. **Open this link https://servicedesk.nic.in/ or paste it on URL.**
ii. **Enter Mobile no or Email id.**
iii. **Click on submit button.**
iv. **Enter OTP.**
v. **Fill all the mandatory fields marked with *.**
vi. **Check I agree box.**
vii. **Click on Submit button.**

**14. How do I adjust my email/ SMS notification from e-office?**

File Management System-> Settings-> Preference-> Alert Settings (choose both)-> fill NIC email id and mobile no. -> Click on save button.

**15. How to send and receive a file in e-Office?**

By default an electronic file is receive when someone sends to you. To send a file click on send button and choose the intended receiver and click e-sign and send.

**16. Differentiate between sign and "e-Sign and Send".**

e-Sign and Send means a file is sent with digital signature and Send means to send a file without digital signature.

**17. Is it possible to edit/ add the diary details after the diarisation is done?**

Yes, except letter date, receiving date, Diarized date and delivery mode. The steps are following:

1. Click on the receipt.
2. Click on edit button.
3. Fill the desired details and click on save button.

**18. The enclosures are to be diarized or sent physically along with the e-receipt?**

The enclosures are to be diarized with the e-receipt as a single PDF.

**19. Can user detach a receipt from correspondence side of a file after movement?**

No, user cannot detach a receipt after file movement.

**20. How to generate an issue number on a draft?**

Once draft becomes approved, the intended authority clicks on e-sign button to digitally document the draft. Next click on “Dispatch by Self”. Fill the email details and click on “Send without follow up” button.

**21. How to attach a generated receipt in a respective file?**

File Management System->Files->Open a file-> Click on Put in a File tab->Select receipt-> Attach

**22. Can we attach a receipt with the file if it is already referenced with another file?**

No.

**23. Is it possible to close a receipt if a draft is created but not dispatched?**

No, We cannot close a receipt in which draft is created and not been dispatched

**24. How many times a user can re-open the closed receipt?**

A user may re-open the closed receipt any number of times by clicking on Re-Open Option.

**25. Can user delete a receipt?**

Yes but only before movement of a receipt.

**26. What is difference between “Generate” and “Generate and Send”?**

On clicking Generate button, a receipt no is generated and receipt will be stored in created while on clicking Generate and Send button sending interface will appear along with the receipt number.

**27. Can we re-open the close receipt?**

Yes. For this perform following steps:
Receipts->Closed->By me-> Select receipt ->re-open-> Fill remark->ok.

**28. Is it possible to send a receipt from the sent of receipt.**

Yes. Select receipt and click on send button.

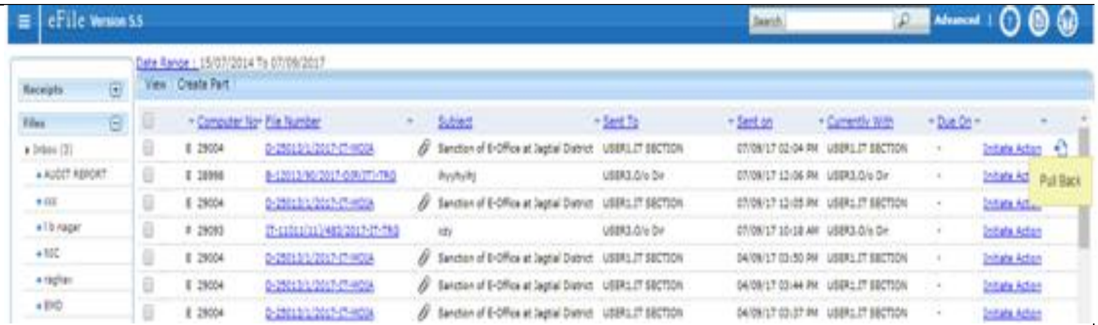
**29. How to perform custom e-sign?**

To perform custom e-sign click on Custom e-sign button then a new window will be open. Draw a rectangular area where you want to perform e-sign then click on e-sign button.

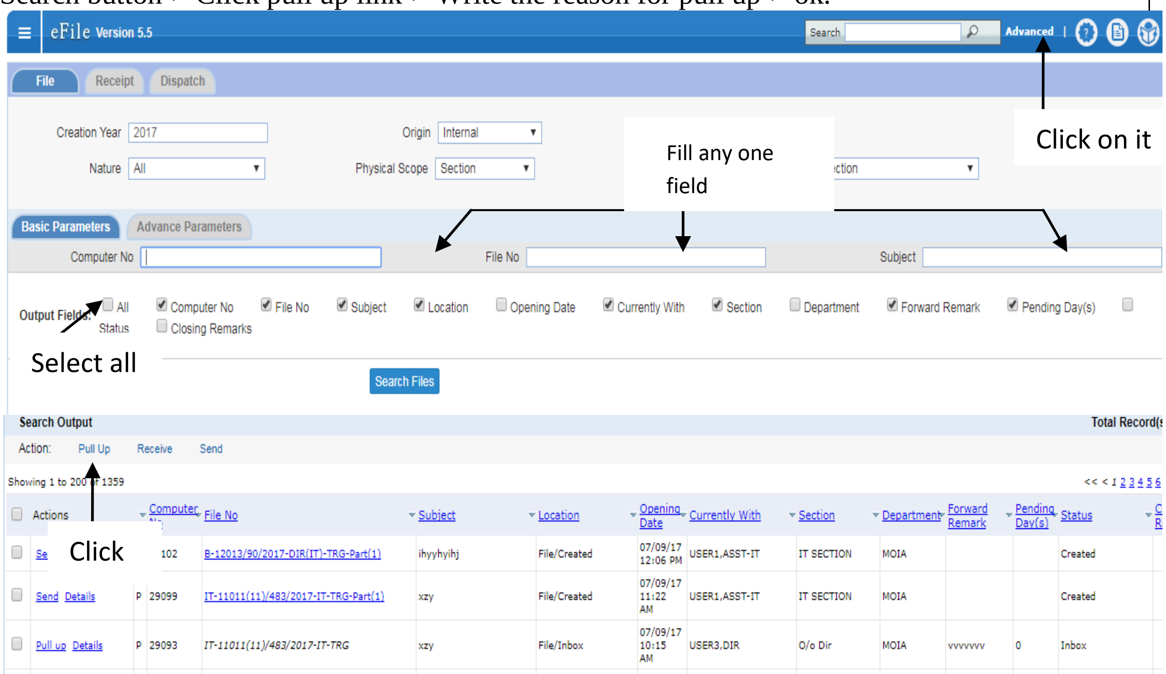
**30. What is difference between pull up and pull back?**

Pull Back: When sender has sent a file to the receiver and the intended receiver has not read the file yet then in that case sender can pull back the file on clicking pull back button.

File->Sent-> Select file-> Click on Pull Back button-> Write the pull back remarks->ok




Pull Up: When sender has sent a file to the receiver and the intended receive has read the file also then sender has to pull up file. For this sender has to perform following steps:
Click on Advanced Tab-> Fill Basic parameter (any one)-> check the output field (All)-> Search button-> Click pull up link-> Write the reason for pull up-> ok.




## 31. From where a user can generate the report of eFile usage?

The user has to follow these steps:

- Click on eFile MIS Report under HR Services section.
- Under File tab click on File register-> Detailed
- Select date range.
- Select nature of file.
- Select department CWC HQ.
- Select user.
- Click on view button to see the report or click on pdf /excel to generate a report in the desired format

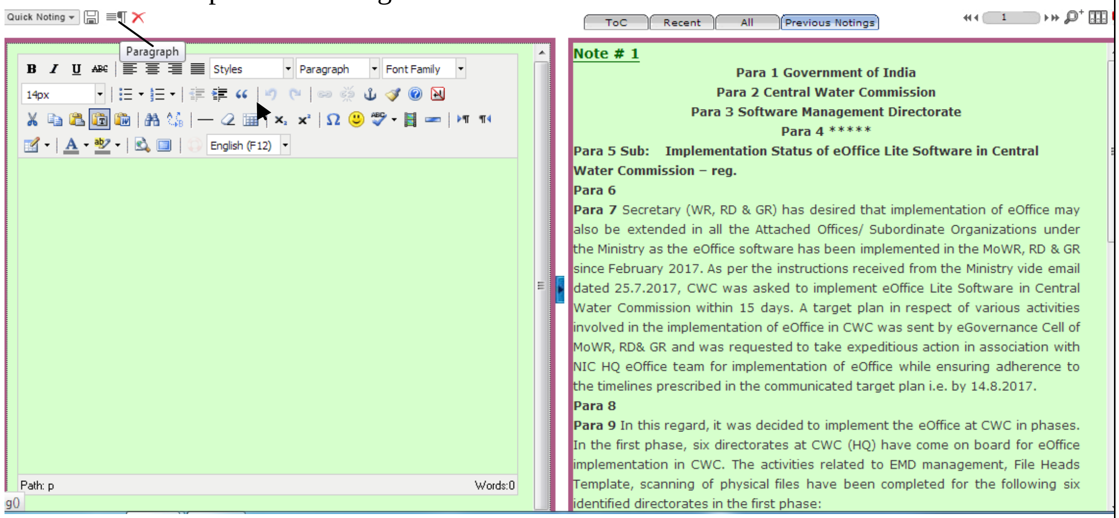
## 32. From which location user may download the user manual of eFile.

After successful login click on download manuals under Help Me to tab.

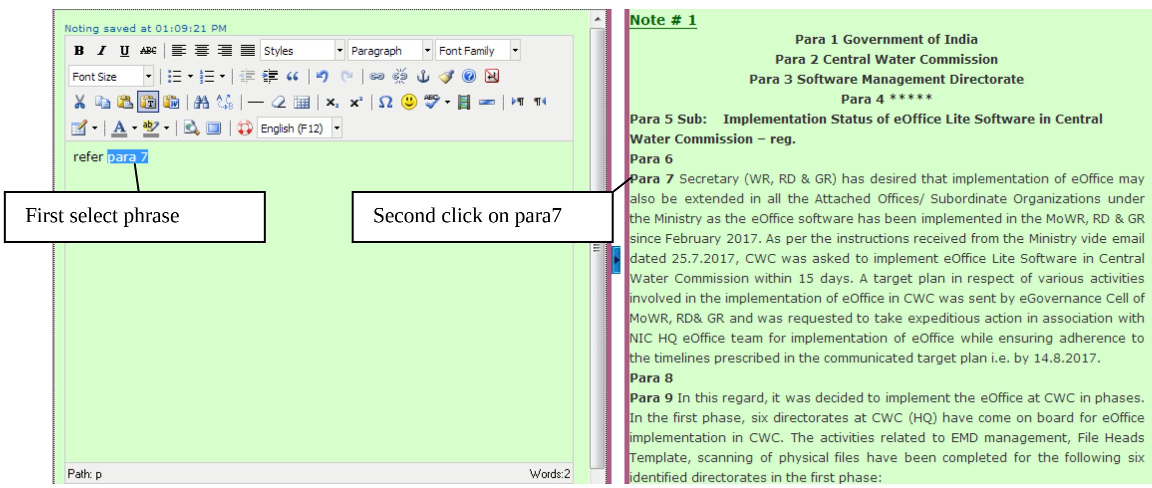
## 33. How to perform referencing between current and previous noting?

The following steps are to be taken:

- Open the file.
- Click on Add Green note.
- Click on previous noting tab.

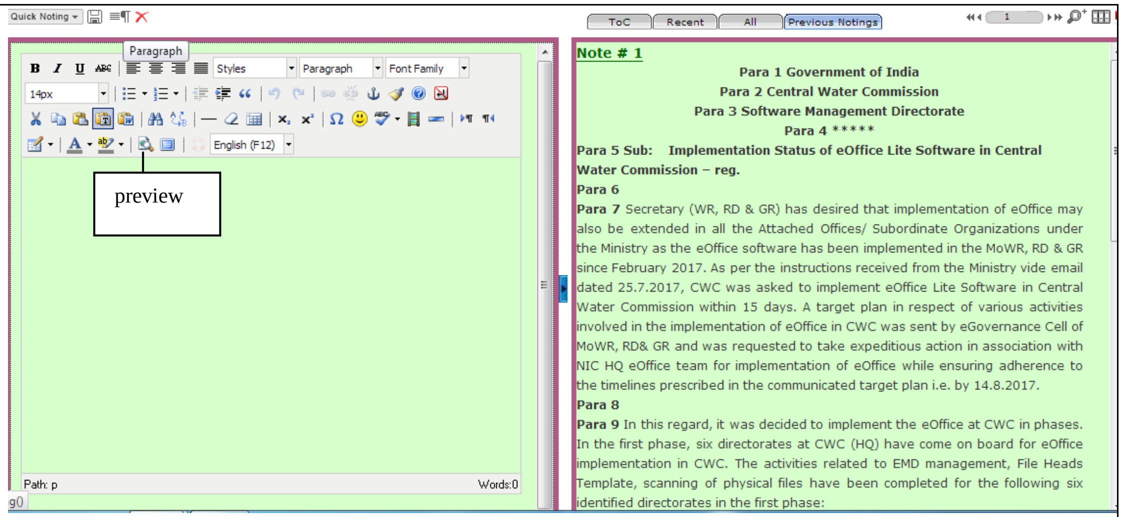



- Then click on the highlighted paragraph tab.
- After that previous noting will converted into paragraph.
- Write phrase on green note to refer to para.



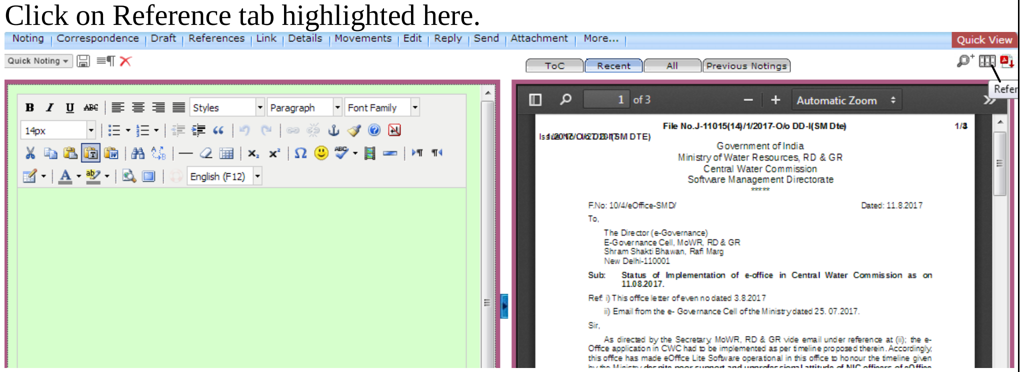

## 34. How to check whether the referencing has been done or not?

Click on preview tab.

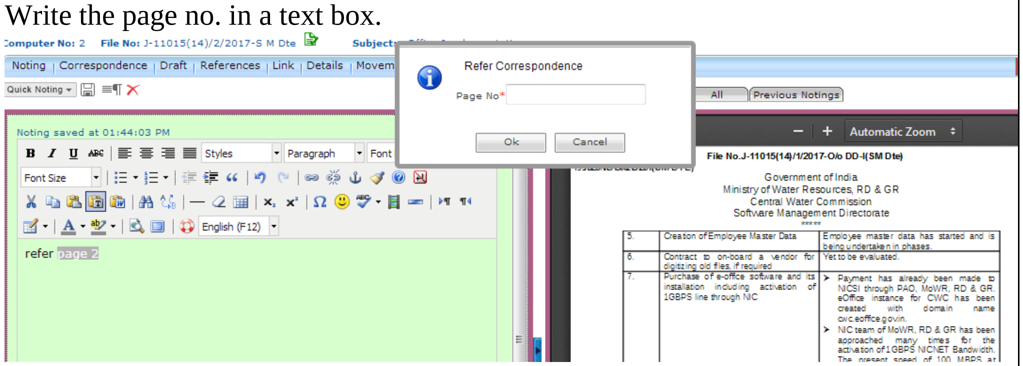



## 35. How to perform referencing between noting and correspondence?

- Open the desired file.
- Open the desired page of correspondence which has to be referred (suppose page 2).
- Add Green note.
- Select the phrase on green note.
- Click on Reference tab highlighted here.




- Write the page no. in a text box.




- Click Ok.

## 36. Write down the steps to perform custom sign on DFA.

For this, Open the approved draft from view draft tab under the Draft tab. Now click the custom sign button. A new window will appear on the screen. Select the area where you want to perform signature then click on e-sign button.