





Central Warehousing Corporation (A Government of India Undertaking)



Date: 21.03.2020

No.CWC/MIS/E-Office/2019-20 23018

CIRCULAR

Sub: Implementation of E-Office in Corporation-Instructions and Guidelines

Implementation of **E-Office** in Corporation shall be made **go-live** at **CO** and all **ROs** w.e.f. **25.03.2020**. With the implementation of e-Office, new files & daks would be created in digital form including its movement and storage. The old files & daks would be scanned and uploaded in e-Office for its movement and storage. This would improve the **efficiency**, **monitoring**, **transparency** and reduce **carbon footprints**, beside brings health benefits, particularly **contains outbreak of Corona Virus** through paper. Government of India has also mandated to adopt paperless working under Digital India initiative.

Accordingly, for usage of e-Office, following instructions should be adopted:-

- All Employees at CO & ROs should use e-Office w.e.f. 25.03.2020. However, in case of any issue, the user may process the file, only urgent files/ daks, through manual system and update the same in e-Office, upon resolution of the issue.
- 2. The files/ daks sent through e-Office should not be sent through File Tracking System, available at CO, New Delhi.
- The existing email ID and Password of NIC email should be used for login into e-Office.
 E-Office can be accessed through www.cwceportal.com or www.eofficecwc.com or www.eofficecwc.com or www.cwceportal.com or www.eofficecwc.com or
- 4. Effective from 1st May 2020, all file & dak should be routed through e-Office only and manual file/ dak system should be dispensed off.
- 5. Users can send file, letter, circular, notes etc. to any intended official across the Corporation, e.g. a letter, which is to be send by MD/ Director/ HoD to all the RMs or a particular RM, can be sent directly to all RMs or the intended RM or to any official of RO (s), therefore, the need of routing through CO's Dak & Receipt section is not required.
- Similarly, RMs, intending to send any letter to CO, the same is to be send directly to the intended official(s) of Corporate Office; thus, the need of sending through RO's Dak & Receipt section is not required.
- 7. To bring speed in processing of files, the movement of files to HoD/RM within the Divisions/ROs be linear i.e. Officials in Divisions/ROs to send file in e-Office directly to the respective HoDs/ROs.







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- The role of Dak & Receipt (Central Repository Unit) shall be limited to receive/ dispatch the letter(s)/ circular(s)/ note(s)/ file(s) etc. from/ to the non-CWC officials only.
- 9. Only letter/ proposal/ circular/ guideline etc. to be send to RO/ CO and not the complete e-file i.e. the complete e-file, not to be sent from CO to RO(s) or RO(s) to CO or RO(s) to RO(s).
- 10. One time bulk scanning of files (active & old) is been being carried out by M/s RailTel. However, any additionally documents required to be attached to the existing e-file, should be done by the users themselves using the scanner already provided. The e-Office support staff deployed at each Division/ RO shall assist the users for such requirements.
- 11. Users are advised to use latest version of Mozilla Firefox browser on their desktop to access e-Office. Further instructions in this regard shall be shared and uploaded on the Corporation's website.
- 12. ROs must ensure robust and reliable **internet** connectivity. Further, all Divisions/ ROs must also ensure sufficient **desktops** including at **Dak & Receipt**.
- 13. The e-Office and digital signature should also be configured on laptops provided by Corporation. This shall facilitate the employees to access the e-Office anytime anywhere.
- 14. For any help in usage of e-Office, hand-holding support staff deployed at each Divisions of CO and RO, be contacted.
- 15. Further, a **helpdesk** set-up at CO may be contacted, for escalating the issues, not resolved by hand-holding staff. The contact details of hand-holding staff, helpdesk and nodal **officers** are enclosed herewith at **Annexure-I.**
- 16. Detailed e-Office Handbook & Instructions is enclosed at Annexure- II for reference. The user manual for e-Office has also been shared to all Nodal Officers, e-Office Support Staff and Sr. Tech. Support Engineers and is available under e-Office corner at www.cewacor.nic.in. Additionally, video tutorials are available on Corporation's website.

This is issues with the approval of Managing Director.

ANIL Digitally signed by ANIL MANIK RAO

MANIK RAO

Date: 2020.03.21

Group General Manager (System)

Distribution:- All HoDs and Regional Managers, CWC, for compliance please. **Copy to:**-

- Sr. PA to M.D., CWC, CO for information please.
- 2. P.A. to C.V.O, SAM to Dir. (Fin.), PS to Dir. (Pers.), CWC, CO for information please.
- 3. Jr. Supdt. (MIS), CWC, CO for uploading this circular on website.



(भारत सरकार का उपक्रम)

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Annex-I

Sub.: The contact details of hand-holding staff and helpdesk...reg.

The following table depicts the contact details of hand-holding staff and helpdesk. The hand hold staff at these locations shall be deployed, however, the officials may contact the STSE deployed at their ROs or the helpdesk.

Name	Mob#	Email-ID	Location
Mr. Dinesh Baghel	7042482831	project.manager3@cewacor.nic.in	Dir (P) + B&C +Helpdesk
Mr. Anil Kumar Dwivedi	9717990148	pm.cwc@railtelindia.com	Helpdesk + Finance
Mr. Aman Gera	8800371278	pc.cwc@railtelindia.com	Helpdesk + CO (Dak & Dispatch + Engineering)
Mr. Roshan Kumar Jha	8433274322	roshanjha150795@gmail.com	CO, Personnel + Helpdesk
Miss Shivani	8586030412	support1.cwc@railtelindia.com	Helpdesk
Mr. Rahul Kumar	8595037342	rairahul9934@gmail.com	CO, Technical
Mr. Kishor Kumar	8586030412	kkalorea0001@gmai.com	B&C/MD/DIR/CHRMN Cell
Mr. Neeraj Kumar	7838381067	aryan.baghel200846@gmail.com	CO, Commercial + SP&C
Mr. Rajkumar	9026389924	rajkumar-dcsupport@railtelindia.com	Railtel, Gurgaon
Mr. Dharmendra	8511124527	dharmendra.chauhan@silvertouch.com	RO, Ahmedabad
Mr. Jitendra sharma	8789021652	Jksha143@gmail.com	RO, Chandigarh
Mr. Rishi Kumar Namdeo	8871573968	rishinamdeo9@gmail.com	RO, Bhopal
Mr. A Sandeep Kumar	8667687160	samsanxan10@gmail.com	RO, Chennai
Mr. Dushyant Chhillar	9911361153	Dushyantsingh.chhillar30@gmail.com	RO, Delhi
Mr. Ridip Mahanta	7002039227	ridipmahanta007@gmail.com;	RO, Guwahati
Mr. Sifath Khan	6305807085	sifath.networks@gmail.com	RO, Hyderabad
Mr.Chandranshu Jangid	9785238057	chandranshujit@gmail.com	RO, Jaipur
Mr. S.P Abhijith	9567124781	abhijith776@gmail.com	RO, Kochi
Mr. Pappu Choudhary	8100230176	76 pappuchoudhary276@gmail.com RO, Kolkata	
Mr. Ram Singh Yadav	9616843247	ramsinghyadav443@gmail.com RO, Lucknow	
Mr. Vequar Ansari	9325903698	wqr.corp@gmail.com	RO, Mumbai
Mr. Sukesh Kumar	8271510682	kumarsukesh1243@gmail.com	RO, Patna
Mr. Lakshay Sharma, SAM (MIS)	9999825242	lakshay.sharma@cewacor.nic.in	MIS Division





Central Warehousing Corporation (A Government of India Undertaking)

Sub.: Name and Contact details of Nodal Officers...reg.

Region/CO	Nodal Officer Name & STSE Name	Mobile #	Nodal Officer's Email_ID
Ahmedabad	Sh. Laxmi Narayan Bunker	9828569166	bunker.cwc1965@gmail.com
	Mr. Apurva Patel	8866102764	stse.ahmedabad@cewacor.nic.in
Bangalore	Shri Roopendra Kumar Sharma	9978678776	engg.blrcwc@cewacor.nic.in
	Mr. Rajesh Paul P J	7829172719	stse.bangalore@cewacor.nic.in
Bhubaneswar	Shri R. K. Mohanty	9861442100	rahulmohanty007.cwc@gmail.com
	Ms. Subedita Mohapatra	9337609439	stse.bhubaneshwar@cewacor.nic.in
Bhopal	Ku. Srishti Gour	8962661003	srishti.gour09@gmail.com
	Mr. Farwell Lama	7000073958	stse.bhopal@cewacor.nic.in
Chennai	Smt Sruthy Peter	9995402874	chennai.admn@cewacor.nic.in
	Mr. Attar Khaja Bande Navaz	9901714164	stse.chennai@cewacor.nic.in
Chandigarh	Sh. Abhishek Minhas	8750544100	abhishek.minhas.cwc@gmail.com
	Mr. Rajeev Kr Singh	6265973844	stse.chandigarh@cewacor.nic.in
Delhi	Ms. Reenu Banga	9560143843	reenu.banga@cewacor.nic.in
	Mr. Deepak Verma	7088338899	stse.delhi@cewacor.nic.in
Guwahati	Sh. Lokesh Kumar Chejara	7987883660	chejara.lk@cewacor.nic.in
	Ms. Nibedita Chakraborty	7980118774	stse.guwahati@cewacor.nic.in
Hyderabad	Sh. Suman Manchala Asst. Nodal : Ms. K. Rohini	9516467708 9441282852	suman.manchala@gmail.com, kollirohini@gmail.com
	Mr. Dinesh Kumar Lade	9515008888	stse.hyderabad@cewacor.nic.in
Jaipur	Sh. Anit Yadav	9991220099	yadavanitcwc@gmail.com
•	Mr. Mohan Lal Sharma	9660972080	stse.jaipur@cewacor.nic.in
Kolkata	Sh. Vinod Yadav Sh. Raju Shaw	8116750900 9433152352	vinodyadav07102@gmail.com, Rajushaw2003@yahoo.co.in
	Ms. Addyasa Das	8892649521	stse.kolkata@cewacor.nic.in
Lucknow	Sh. Dinesh Kumar	9468136363	yadavhau@gmail.com
Bucknow	Mr. Sarthak Arya	8922852600	stse.lucknow@cewacor.nic.in
Mumbai	Shri Akshay Wanjari	7506733095	mngcwc@gmail.com, akshay.wanjari@gmail.com
	Mr. Ajay S. Nandangi	7208726400	stse.mumbai@cewacor.nic.in
Patna	Sh. Purushottam	8102150892	Pure vy@rediffmail.com
Patna	Mr. Abhinandan Kashyap	9015350020	stse.patna@cewacor.nic.in
Kochi	Ms. Rachana S	9895530565	Rachus216@gmail.com
noem	Mr. Rahees Mohammed R	8281428713	stse.kochi@cewacor.nic.in
CO(Personnel)	Ms. Priya Gupta	9891300118	privagupta@cewacor.nic.in





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Central Warehousing Corporation (A Government of India Undertaking)

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CO(Finance)	Smt. Kusum Mittal	8860025589	kusum.cwc@gmail.com
CO(Technical)	Sh. Abhishek Anand	8174881088	abhicwc@cewacor.nic.in, hodtech.cwc@cewacor.nic.in
CO(Engineering)	Sh. Porush Kumar	7300516180	kumar.porush2015@gmail.com
CO(B&C)	Sh. Pradip Kumar Shaw	7890268711	pradipshaw1987@gmail.com, secycwc@nic.in
CO (D&R)	Sh. Ahok Kumar Bhateja	9871003370	bhatejaak@gmail.com
CO(1/A)	Smt. Asha Rani	9899882452	vermaraniasha@gmail.com
CO(Commercial)	Sh. Naveen Kumar	7065600111	nav.kumar@cewacor.nic.in

Date: 21.03.2020

eOffice Deployment handbook, Instructions, Circular

CENTRAL WAREHOUSING CORPORATION

Disclaimer: Although enough care has been taken to incorporate necessary instructions, guidelines etc in this document in order to streamline the implementation/ usage of eOffice, however, the document shall be updated time to time by issuing appendix/ corrigendum/ addendum which shall be the integral part of this document.

Contents

- Objective of this document
- About eOffice
- Deployment Overview
- Infrastructure
- Training and Support
- Circular, Dated: 25.03.2020.

ective of this document

This document is a handbook for Corporation's users. It outlines a set of guidelines, instructions, circulars, planning, and overall project management, which are to be adopted by Corporation for implementing eOffice. These shall be modified or enhanced time to time by the MIS Division, as per the requirements.

Background

- 1. The Government of India, in recognition of the long-felt need for efficiency in government processes and service delivery mechanisms, has included e-Office as a core Mission Mode Project (MMP) under the National eGovernance Plan (NeGP).
- 2. The main objectives of this MMP are:
 - a) To improve efficiency, consistency and effectiveness of government responses.
 - b) To reduce turnaround time and to meet the demands of the citizens charter.
 - c) To provide for effective resource management to improve the quality of administration.
 - d) To reduce processing delays.
 - e) To establish transparency and accountability.
 - f) Paperless Office.
 - g) To provide cost effective e-storage facility.
 - h) Environment friendly, eco-friendly office.
- 3. Corporation has entrusted M/s RailTel, a PSU under Ministry of Railways, as the implementing agency of NIC's eOffice.

About eOffice

Introduction

This section presents an overview of eOffice. Corporation is implementing eOffice's e-file module

File movement

While decision-making is an important collaborative process involving multiple stakeholders, the file movement process has been central to it for decades. It is this file movement process that eOffice seeks to automate and streamline. Other modules like leave handling, tour and KMS are also available.

Main features of eOffice (e-File)

eFile helps streamline the file movement process in the following ways:

- Scanning and diarization of inward letters: Incoming correspondence need no longer be tracked through manual registers. eOffice facilitates scanning of receipts and their conversion into a format suitable for further processing in eOffice
- Digital signatures: Once converted to electronic form, the system ensures that receipts are 'sent' and 'delivered' securely. Digital signatures are used to authenticate users.
- Route files to appropriate authorities: eOffice creates an electronic environment that
 replaces the paper file system. It has features that allow selection of the next
 recipient in the workflow.
- Set due dates and reminders: The sender of a document can request the receiver to respond by a certain date and also trigger reminders before and after the due date.
- Search and view files: Since files are maintained electronically in a central repository, eOffice provides users the facility to search files based on recipient, subject, and other keywords.
- Identify pending files, special files (e.g. VIP references, Parliament matters) and receipts and their pendency. Generate reports on file creation and movement.
- Only the letter/ proposal/ circular/ guidelines etc are to be forwarded to RO/ CO and not the complete file.
- Users of Corporation can mark/ send files/ letters/ circulars/ notes etc to any intended official of Corporation. For e.g. a letter which is to be forwarded by M.D/DIR/ HoD to all the Regional Managers or a particular Regional Manager, then the same can be marked directly to the intended RM or official of RO and therefore the need of routing through CO's Dak & Receipt section is not required. Similarly, RMs, intending to forward any letter to CO, then the same is to be marked directly to the intended official by the RM and therefore the need of routing through RO's Dak & Receipt section is not required.
- In E-Office Central Repository Unit (CRU) terminology has been used in place of Dak & Receipt section. The role of CRU shall be limited to receive/ dispatch the letters/ circulars/ notes/ files etc from/ to the **non CWC officials only**.

Corporation has to manage large volumes of documents (or, mostly called as files), which either is of critical or routine nature. These documents can be Policies, Forms, Acts and Regulations, Circulars, Guidelines and Standards and Manuals.

The immediate need in the scenario is to have a system where the authorized employee can locate the document/File in the shortest possible time, update and share with other relevant users and finally store it with proper versioning and tracking. Information in the set up can also be e- mail messages and attachments and hence the KMS must ensure that the content whatever the type it may be of must be treated in the same manner.

Key Features

- Online Access of documents
- Create and upload Documents
- Manage Documents
- Metadata compliant with standards
- Centralized Document Library with folder wise categorization
- Separate user area for users folders and documents
- Sharing of Documents and Folders with other users
- User Discussion on Documents
- Folder Subscriptions
- Personal Contact List for easy sharing
- Online Search
- Published Document Board for every user
- Different views for viewing the document
- Alerts on document change
- Versioning of Documents
- Working Copy Support

Infrastructre

Introduction

This section prescribes the categories of infrastructure that are pre-requisites for effective eOffice operation.

Infrastructure categories

The following broad categories of infrastructure are required.

- 1. Computers (PCs)
- 2. Scanners
- 3. Digital Signature Certificate (DSC).
- 4. Internet connectivity.

Computers (PCs)

Every eOffice user requires a separate PC. Shared PCs are not recommended. The minimum PC specifications (recommended) for eOffice, are:

- a. Processor: Intel i5 8th Generation.
- b. USB 2.0 controller (for Digital Signature Certificate)
- c. Software: Windows OS
- d. RAM :- 8 GB
- e. Mozilla Firefox Browser/ Internet Explorer with JAVA's latest version.

Scanners

Scanners will be required for digitizing the following:

- 1. Currently active files (including their contents)
- 2. Files that could become active (including any relevant content)
- 3. Paper receipts from outside the department, books or other documents that need to form part of the eOffice knowledge base.
- 4. M/s RailTel shall deliver the scanners (HP ScanJet Pro 2000 s1) to all the Divisions and Regional Offices. In case, any Division/ RO feel the requirement of additional scanners, the requisition of the same is to be forwarded to MIS Division.
- 5. The one-time scanning of files (active & old) shall be carried out by M/s RailTel. However, any paper additionally required to be attached to the existing e-file, needs to be done by the users themselves using the scanners already provided.

Digital Signature Certificates (DSCs)

DSCs shall be required in eOffice to digitally sign any document/ note/ file. Corporation has awarded the contract to M/s RailTel, for supplying Class 2 DSCs only (signing, with a validity of 5 years). M/s RailTel shall provide Class-2 (Signature only) with an initial validity of 3 years which shall be extended to further 2 years. All the users must have DSC in order to digitally sign in eOffice.

Note:-

- 1) The officers/ employees of Corporation already having Class-3 DSC (used for e-tendering) shall have to use their Class 3 DSC in eOffice. Further, the procurement of Class 3 DSCs, whenever required, shall be the responsibility of the concerned RO or MIS Division (in case of CO).
- 2) The users must ensure to handle the DSCs security. The DSCs supplied to the users shall be having default pin (12345678) and it is recommended to change the Pin in order to maintain the security.
- 3) For new DSC request the users can forward the Application form to the MIS Division along with following documents:
 - a) Duly filled application form, authorized by the nodal officer or any CWC's official on his behalf (Sign and Stamp is mandatory).
 - b) CWC's I-Card of the applicant, self attested by the applicant and stamped + signed by the authorizing officer (the personnel of CWC authorizing the application form).
 - c) CWC's I-Card of the authorizing officer which must be self signed and stamped by the authorizing officer.

Internet connectivity

All computers with eOffice should have robust and reliable internet connectivity. It is recommended that all the ROs must have internet leased line of sufficient bandwidth.

Anti Virus

MIS Division shall be providing Anti-Virus for all the users of eOffice. The file for installing the AV shall be shared to STSEs in the ROs and STSEs shall be responsible to install the AVs in all the PCs. It must be noted that ROs need not to purchase the AV for the users of RO.

MIS Division shall share "rpsetp" file to all the STSEs and thereafter the following detailed steps are to be followed by STSEs:-

Step 1:- Uninstall the existing AV, if any. (In case, the license of the existing AV in the system is having a validity of more than 7 days, then the new AV is to be installed in that particular system after the validity is over and if any AV is having the validity of less than 7 days, the new AV may be installed on that system)

Step 2:- Reboot the system.

Step 3 (To be followed in windows 10 only):- In windows 10 operating system and above, the windows firewall is to be de activated. For this, enter command "firewall.cpl" in windows command prompt and deactivate the Firewall.

Step 4:- Right click on the file "rpsetp" and click on "Run as Administrator". The AV shall be installed within 10-15 min.

Step 5:- Note down the Mac ID of the PC and the list of all the MAC addresses in which the AV is installed, is to be sent to MIS Division (lakshay.sharma@cewacor.nic.in / ggmsystem@cewacor.nic.in) with a copy marked to the Regional Manager.

Note:-

- In case, the MAC ID is not submitted to MIS Division within 7 days, MIS Division shall un-install the AV on the unknown MAC addresses.
- If any PC is formatted/ replaced, the same must also be intimated to the MIS Division in order to allow MIS Division to release that particular license.

Training and Support

Training

One-time introductory and hand-hold training is being provided by M/s RailTel at CO and each RO.

A Nodal Officer has been appointed from each RO and Division.

e-Office support staff have been deployed at each RO and Division. The support staff shall provide hand hold training to all the users individually.

The e-Office software is being upgraded continuously in order to impart better user experience and remove the issues. Thus, several trainings are provided by NIC for the users in order to keep them updated regarding the new features/ changes incorporated in the e-Office. The users of Corporation shall be made to attend these training sessions on regular basis.

The user manual of e-Office has been distributed to all e-Office support staff and Sr. Tech Support Engineers posted at each RO.

Additionally, the video tutorials about the e-Office shall be available on the Corporation's website under e-Office Corner.

Support

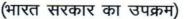
The e-Office support staff is available at each RO and Division to address any issue being faced by the users in e-Office.

A helpdesk has been incorporated at CO for addressing the issues of the users or of the e-Office support staff.

The contact list is attached at Annex-1. The same shall be updated time to time.







Central Warehousing Corporation (A Government of India Undertaking)



No.CWC/MIS/E-Office/2019-20 23018

CIRCULAR

Date: 21.03.2020

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- 2. The files/ daks sent through e-Office should not be sent through File Tracking System, available at CO, New Delhi.
- The existing email ID and Password of NIC email should be used for login into e-Office.
 E-Office can be accessed through www.cwceportal.com or www.eofficecwc.com or
- **4.** Effective from **1**st **May 2020**, all file & dak should be routed through **e-Office only** and **manual** file/ dak system should be **dispensed off**.
- 5. Users can send file, letter, circular, notes etc. to any intended official across the Corporation, e.g. a letter, which is to be send by MD/ Director/ HoD to all the RMs or a particular RM, can be sent directly to all RMs or the intended RM or to any official of RO (s), therefore, the need of routing through CO's Dak & Receipt section is not required.
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- 16. Detailed e-Office Handbook & Instructions is enclosed at Annexure- II for reference. The user manual for e-Office has also been shared to all Nodal Officers, e-Office Support Staff and Sr. Tech. Support Engineers and is available under e-Office corner at www.cewacor.nic.in. Additionally, video tutorials are available on Corporation's website.

This is issues with the approval of Managing Director.

ANIL Digitally signed by ANIL MANIK RAO Date: 2020.03.21 12:18:54 +05'30'

Group General Manager (System)

Distribution:- All HoDs and Regional Managers, CWC, for compliance please. **Copy to:-**

- Sr. PA to M.D., CWC, CO for information please.
- 2. P.A. to C.V.O, SAM to Dir. (Fin.), PS to Dir. (Pers.), CWC, CO for information please.
- 3. Jr. Supdt. (MIS), CWC, CO for uploading this circular on website.



(भारत सरकार का उपक्रम)

Central Warehousing Corporation

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Annex-I

Sub.: The contact details of hand-holding staff and helpdesk...reg.

The following table depicts the contact details of hand-holding staff and helpdesk. The hand hold staff at these locations shall be deployed, however, the officials may contact the STSE deployed at their ROs or the helpdesk.

Name Mob# Email-ID		Email-ID	Location		
Mr. Dinesh Baghel	7042482831	project.manager3@cewacor.nic.in	Dir (P) + B&C +Helpdesk		
Mr. Anil Kumar Dwivedi	9717990148	pm.cwc@railtelindia.com	Helpdesk + Finance		
Mr. Aman Gera	8800371278	pc.cwc@railtelindia.com	Helpdesk + CO (Dak & Dispatch + Engineering)		
Mr. Roshan Kumar Jha	8433274322	roshanjha150795@gmail.com	CO, Personnel + Helpdesk		
Miss Shivani	8586030412	support1.cwc@railtelindia.com	Helpdesk		
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Central Warehousing Corporation (A Government of India Undertaking)



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