



**केन्द्रीय भण्डारण निगम**  
(भारत सरकार का उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
( A Govt. of India Undertaking )



जन-जन के लिए भण्डारण/Warehousing for Everyone

No. CWC CO-MIS/19/2020-O/o HoD(MIS)

Date: 24-08-2020

**CIRCULAR**

**Sub.: - Standard Operating Procedure (SoP) for adopting Single File System through e-Office & Handing/Taking over of files.....reg.**

- 1 In an attempt to enhance transparency, efficiency, reduce the dwell time, to facilitate paperless office and to reduce the carbon foot print, Corporation has implemented e-Office w.e.f. 25<sup>th</sup> March'2020. The implementation of e-Office has also facilitated Corporation to perform essential works from office/home, amidst the nationwide lockdown, due to COVID-19 Pandemic.
- 2 There are various features available in e-Office which can be leveraged, to further enhance the user experience, ease of doing work, efficiency and productivity.
- 3 Improvement is a continuous process. Accordingly, in extension of implementation of e-Office in CO & RO, Corporation is in the process of roll out at all warehouses, to achieve handling of all type communications (files/daks) in a single paperless platform.
4. It has also been observed that as per present practice, the proposals from ROs, which requires approval/concurrence/vetting/clarification, etc, of the Competent Authority/HoDs in CO, are processed by concern officials of RO, followed by recommendation of RM in e-Office. These recommendations are then sent to CO through e-Office by diarizing letters/ e-mail/ courier, which is time consuming process.
5. Upon receipt of such recommendation/proposal from RO through e-Office, it is again processed by concerned division at CO by concerned official, for consideration of the Competent Authority. However, in the process, if concerned official/line officials in ladder / HoD requires clarification(s), letter is sent to concerned RO through e-Office by diarizing it and followed by same repeated process at RO in e-Office, as stated at S. No.4, which further consumes the time and man hours.
6. ***The aforesaid listed process is not only tedious & time consuming but it also affects overall efficiency of the Corporation.***
7. Therefore, the concept of **Single File System** is being introduced, wherein any proposal from ROs necessitating approval/concurrence/vetting, etc, of Competent Authorities at CO, instead of sending letter/proposal, the complete e-file, having local references, correspondences, documents etc, along with **brief self-contained notes**, shall be sent to concerned section of CO through e-Office.
8. Similar process should be adopted for proposals from ROs to CO, RO to RO, RO to Warehouse and Warehouse to ROs, which requires approval/concurrence/vetting/clarifications, etc.
9. In case, any e-file needs to be processed at RO and the same is at CO, one-part file can be created, to be merged later on once the main e-files is returned to RO. In case any official only intends to refer / see the main file lying in CO, the e-Office already allows to view the content of such files, till the last stage of the moved file.
10. The feature of pull-up in e-Office can also be leveraged by MD/ Directors/ HoDs and RMs, by recording the reason, in case the same needs to be processed by them.
11. Since the implementation of e-Office, it has been observed that even after transfer/retirement,

relieving/joining the related information is not passed on to MIS Division in real time due to which the profile of the employee is not updated in e-Office. This is an information security risk and necessitates appropriate mitigation plan.

12. Thus, it has been decided that the official should be relieved only after confirmation of transferring e-files to taking over official. In case, the taking over official has not been decided, all e-files and receipts should be transferred (using send option) to the concerned Reporting Officer before getting relieved. Further, if Reporting Officer is also not available, the files should to be transferred (using send option) to the HoD/ Regional Manager. Thereafter, HoD/ Regional Manager/ Reporting Officer may mark the e-file/ receipts to the concerned official to whom the work will be allocated finally.
13. The Competent Authority, before signing the relieving order of any e-Office user must confirm that all e-Files and receipts in the concerned official's account have been marked to the taking over official/reporting officer. The handing/taking over compliance of e-Files and receipts must be included in the handing/taking over documents and in the relieving order also.
14. Nodal Officers of e-Office of respective RO/ Division of CO shall submit weekly information about relieving/ joining. In case, there is no joining/relieving during the week, the **nil report** should be submitted to e-Office team, enabling e-Office team at CO to deactivate the users, in case of retirement/resignation/suspension/termination etc and in case of transfer, to change the Division/RO/Warehouse of the employees accordingly.
15. The weekly report and all other communications, as solicited above, should be submitted through e-Office/ e-Mail on project.manager3@cewacor.nic.in with a copy to lakshay.sharma@cewacor.nic.in, ggmsystem@cewacor.nic.in
16. ***This will be implemented first on three Regions, i.e. Guwahati, Jaipur and Chennai w.e.f. 1<sup>st</sup> Sept'2020 and it will be rolled out to other regions w.e.f. 1<sup>st</sup> Oct'2020***

This issues with the approval of MD, for strict compliance.

**Group General Manager (System)**

**Distribution to: - All e-Office users.**

**Copy to: -**

1. PS to MD, DIR (F), DIR (P), CVO, CO, CWC for information please.
2. Guard File.