



Frequently Asked Questions

1. Is there a facility to pick a file back if user has sent to other user unknowingly? If yes, how?
Yes. User selects on file that he/she has sent from “sent item” and click on “Pickup”.
This option will be available only if the other person didn’t open the file.
2. Is it possible to set a diversion of the files/notes, if the user is on leave?
Yes. User can set a diversion for particular period of time when he/she is on leave.
3. Can we change the priority while processing the file/Note?
Yes. We can change the priority of the file using change priority option available in “inbox”.
4. Is it possible to transfer the cases from one user to another user?
Yes. It’s possible to transfer the cases from one user to other user. Usually it’s done by Admin. If any user wants to do it they should send the request to support team to do the transfer.
5. Can we link one note to another note in the file?
Yes. We can link one note to other note using “Note link” option.
6. Can we copy paste in Office Note?
Yes. We can copy paste.
7. Can we create a draft note sheet and add it in the file?
User first need to create a draft note sheet. Then user can add this note in the file using “drafts” option under “add document” in file



8. How to link multiple pages of document in one Note in file?

User has the option to create a hyperlink by clicking on insert link while writing a Note and select the respective document and page no.

9. Can we make changes to file once we send to other person?

No. Once the file is sent to other person and he/she opens the file then previous user will not be able to make changes to the file.

10. How to send a file to selected users one after the other?

User has to create a sequential route to whom the file has to go in an orderly manner.

11. How to link a new file to existing file. How to do it?

User can create a part file of the main file.

12. Existing files should be available in the system

Currently new system is provided to users which don't have the old files.

13. Master list of existing files is required in the system whereby user can link new file number with existing file number being maintained by Port.

Need to add Reference No. field while creating the file in the system. User has to enter the old reference no in the text field.

14. How to link existing files which are being scanned?

Currently new system is provided to users which don't have the old files.

15. What is Note? What is Note-sheet in E-office?

Office note is used for any approvals or to get information from any other departments.



16. Below Department, there are divisions. How a divisional / sectional head can send notice to his division/ section?

Currently the system has a provision to send departmental and Global Notices only.

17. I have registered a DAK (letter) in a file. How it can be viewed by other e-office users of same dept.?

The other user can open the file from his inbox if the file was sent to him.

18. File name creation with same Subject should not be allowed.

As discussed during the session file subject can be repetitive but file no can't be repetitive.

19. How to search a file name with same subject?

User can search the file based on string in file no, file subject, department, division-section as well.

20. Creation of Files should be available with limited users. How to get this done?

Currently all the users in e-office has the provision to create a file. This needs customization in e-office.

21. What does completed means in the landing page of e-Office?

Completed in the individual user graph indicates the logged in person has done his work and forwarded to next person.

22. What is the meaning of the symbols like inverted arrow, Mark of exclamation etc.?

It indicates priority of the Note/DAK/File.

23. Can we draft a letter/e mail through e office & where?

No e-mail can't be sent through e-office.



24. If mail cannot be synchronized with e office, then how the email from external mail like NIC can be incorporated in e office?

User need to the save the mail as pdf and can attach it in the file in e-office.

25. Can Hindi words are typed in e-Office?

User can type in Hindi with a multi lingual language keyboard.

26. Can we write remarks/notes in Official language i.e. in Hindi?

User can type in Hindi with a multi lingual language keyboard.

27. What is meant by "flexible route" in route type?

Flexible Route is used when user want to send a file to any other user.

28. If I forgot the login password how to change it?

User need to contact the administrator to change the password.

29. Is there a way to draft a Note in e office?

User can draft a note in e-office which is available under office note.

30. I hope, we may write notes in Official language i.e. in Hindi?

User can type in Hindi with a multi lingual language keyboard.

31. What if the senior authority is suddenly absent (say for 2 weeks) will the file stay there as long he/she join office again?

Need to contact the administrator to move the file from senior authority inbox to respective authority inbox.

32. Can he/she add further documents in file?

User can add a document in file through Add document option available in file and has to select hard disk under Add document.



33. Here there is complete and forward. So in the dashboard after login, which will be shown is it the forward or the complete?

It shows the (forward) sent items from that particular user.

34. The endorsements made through the process of e office, can it be considered as signed by the concerned officer?

In e-office once a noting is added in a file it will be marked with person name, department, designation, date and time.

35. How to give a name to a note while creating office note?

User can give any name while saving the note based on case to case.

36. Can we download the correspondence once it's registered in the system?

Yes user can download the correspondence.

37. Sometimes we are not sure who is going to approve the note, whether its DC or GM, so can GM make DC as the approving authority?

For any change in approving rights of a note, designated Authority has to request the administrator to provide the approval rights.

38. Who gives the approve option in a note?

It's provided by the administrator on the request of a designated authority.

39. The approving authority marked by a division may have to be changed by finance while forwarding the file. Is it permissible?

In file user can provide their remarks under noting's by clicking on add note.

40. Approval from the authority will directly reach the applicant or via route, following hierarchy?

Both are possible through flexible route and sequential route depends on case to case basis.

41. E-office is connected with mobile no what is the purpose of mobile no?

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User receives the OTP in their respective mobile number to login in to the e-office.

42. Can user delete a file in the system?

No. User can't delete a file in the system.

43. If there are 2 files of same name, how to fetch it at a later date file. is there a unique identifier?

Every file created in the system will have a unique file no associated with it and also the system will capture the created date of the file.

44. Can users delete the documents in a file added by another users?

Users can't delete any documents added in to the file by any other users.

45. Why subject initials are included in file no?

The file number which the system is generating includes file initial that the user is giving while creating the file which will be useful in searching the file in the system.

46. How to identify that a note is received from which person?

User can also see that they have received the note from user, from department and also the received date and time under inbox.

47. Can the notice be shown through ESS also?

Notices are visible to all the employees in the port who are using the e-office system.

48. Can the system give signal for the persons observed the notice?

Since Departmental and Global notices are being sent to large audience read receipts can't be provided to the publisher of notice. If user wants to communicate info to only particular people they can send an office note.

49. Can we add attachment in the Office Note?

Yes. User can add an attachment in the Office Note.

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50. Where can we see the published Notices?

User can see both Departmental and Global Notices under View Notice Board option which is available under Notices.

Process	Sub Process
Graphs	1.My Item Status graph
	2.Departmental pending items graph
Work desk	1.Inbox
	2.Sent items
DAK	1. Register DAK
	2. Working on the DAK
	3. Filing the DAK
Office Note	1. Create Office Note
	2.Work on the Note
	3.File the Note
File	1. Create a File
	2. Work on the file
	3. Complete the File
Notice Board	Upload/view a Departmental or Global Notice
Calendar	Create an event to add reminder(Month View/Week View/Day View)
RTI	1.Create RTI
	2.RTI under Review
	3.File RTI
	4.First Appeal
Reports	All case , Pending and complete Report
Search Items	Search File, Document Note sheet and RTI



Case Diversion/ Transfer	Set Diversion and Transfer of Cases
DMS Admin Module	Creating Users, Groups and assigning the rights
Folder Structure	Create a Folder Structure based on Department structure