

**Department of Administrative Reforms and Public Grievances
Ministry of Personnel, Public Grievances and Pensions.**

Minutes of the e-Office Orientation Workshop

Venue: CSOI, New Delhi. **Date:** 15.06.2011

Chairman: Shri Ramesh C. Misra, Secretary, Department of Administrative Reforms and Public Grievances (DARPG), Government of India.

Participants: List of Participants is at [Annexure A](#).

Agenda: (i) Introductory Film on e-Office, (ii) Address by Secretary, DARPG, (iii) Presentation and Demonstration on e-Office, (iv) Address by Additional Secretary (DARPG) and Mission Leader (e-Office), (v) Interaction Session, and (vi) Case Study of e-Office Implementation in the Cabinet Secretariat.

Proceedings:

1. Secretary, DARPG welcomed the participants and thanked the Ministries / Departments for their cooperation. Giving the background of the Workshop, Secretary (DARPG) mentioned that the participation was based on the consent received from the 17 Ministries / Departments to implement e-Office during the F.Y. 2011-12.

An incremental approach, he said, has been adopted by DARPG as the Nodal Ministry for e-Office implementation. In his speech, Secretary (DARPG) provided a perspective of the implementation of the e-Office MMP. He provided details of the work done at the three Pilot sites since 30.9. 2010 – at DIT (e-Gov Division), DoPT (Training Division) and DARPG. He asked the participants to go through the two important documents prepared by the DARPG and available on the Department's Website i.e. (i) Change Management for e-Governance Projects and (ii) Report on Business Process Reengineering for e-Governance Projects. Secretary (DARPG) informed that the work of preparing *Central Secretariat Manual on e-office Procedure (e-Manual)* has reached an advanced stage and shall be finalized early.

2. DG, NIC complemented DARPG's initiative, and expected that e-Office implementation shall now be taken up in a Mission Mode approach. He indicated that e-Office is a state-of- the-art application. There may be some issues at first but they can be resolved as we progress. He mentioned that the project has been brought till this stage and would like the nodal officers to take it forward.

3. This was followed by a Presentation on e-Office implementation, which covered (i) Background & Objectives, (ii) Architecture & Framework, (iii) Product Suite, (iv) Deployment Plan, (v) Implementation and Roll Out, (vi) Change Management, and (vii) Monitoring.

4. An online demonstration of the product and its features was shared where-in the modules related to email integration, e-File, e-Leave, e-Tour, Knowledge Management, were explained. Copy of presentation is enclosed [[Annexure B](#)]. Case Study of e-Office Implementation in the Cabinet Secretariat was also presented. Presentation is enclosed [[Annexure C](#)].

5. Additional Secretary (DARPG) and Mission Leader in his address highlighted the need to show that Indian Bureaucracy – in the case of e-Office as well – can co-ordinate well. The task ultimately is a subset of change management. There is a pressure to perform, he said. A phased and persuasive approach is needed. We are not the only country implementing e-Office. In fact the situation in India is that many State Governments and agencies of the GoI have implemented e-Office, and some of them have been awarded as well.

e-Office implementation , he said, has primarily eight tasks:

(i) To streamline and automate all the internal processes (covering establishment, finance and accounts, stores and purchase).

(ii) To embed all the rules and regulations (stipulated in the CCS guidelines, the FR, SR, GAR, GFR etc.) that govern and validate the execution of all the workflows.

(iii) To be completely workflow based and data driven through structured forms.

(iv) To conform to the e-Governance Standards.

(v) To have sufficient flexibility to configure and accommodate core activities of the office.

(vi) To provide user-friendly front-end enabling quick learning and acceptability by employees.

(vii) To satisfy the commitments relating to RTI Act, Citizen's Charter and CAG and other audit bodies.

(viii) To fast track proliferation for nation-wide reach.

Additional Secretary (DARPG) informed that e-Office is a part of NeGP with 27 Mission Mode Projects, three are to be added. When we perform we will be compared with other MMPs. He concluded that though e-Office project implementation is a challenge (involving coordination with Ministries and Departments), and has to be met through patience and skill. The change has to percolate down the pyramid, and has to take place. Giving the example of e-Office implementation in the Cabinet Secretariat, he described the extent of value addition in enhancing efficiency and motivation that emerged from successful change management.

6. During the Interaction Session, the following points emerged:

- a) Implementation guidelines to be provided by DARPG.
- b) A meeting of Nodal Officers to be convened in July 2011 to review progress of e-Office MMP.
- c) Implementing Ministries / Departments to finance implementation as per Infrastructure Gap Analysis.
- d) DARPG to plan and finance e-Office User Training during F.Y. 2011-12.
- e) Each Ministry/ Department to constitute a project team.
- f) Ministries/ Departments to work out scanning strategy based on their own priorities.
- g) A seamless transition to be ensured through change management.
- h) The application will run on NICNET.
- i) Each Ministry/Department to adhere to a Time-bound Action Plan.
- j) Ministries/ Departments to send duly filled Infrastructure Gap Analysis Data Sheet by June 2011 end.

7. Secretary (DARPG) concluded by mentioning that the implementation guidelines shall soon be circulated to the Ministries / Departments. He expected the Nodal officers to act as valuable change agents and start e-Office implementation in their respective Ministries/Departments from now itself.

8. Meeting ended with thanks to the Chair.

Annexure-A

List of attendees

S.No	Ministry/Department	Name & Designation(S/Shri)
1.	Deptt of AR&PG	Dr. Amitabh Rajan, Additional Secretary
		Shri P.K. Jha, Joint Secretary
		Shri Satish Kumar, Director
		Ms. Ritika Bhatia, Director
		Shri Rajesh Kumar Sharma, Deputy Secretary
		Shri A.K.Marwaha, Deputy Secretary
		Ms. Kavita Garg, Deputy Secretary

		Shri Vinod Kumar, Principal Consultant, PMU
		Shri Manish Chadha, Consultant, PMU
		Ms. Alka Chug, Consultant, PMU
2.	Cabinet Secretariat	Shri Bhaskar Sarma, Deputy Secretary
		Shri Subhag Chand, Technical Director, NIC
3.	Chemical and Petrochemicals	Ms. Neelkamal Darbari, Joint Secretary
4.	Development of North Eastern Region	Shri Brajesh Mishra, Director
5.	Defence Production	P.K. Mishra, Joint Secretary
		Shri Amik Garg
		Shri B.B. Patel
6.	Fertilizer	Shri M. P. Johnson
7.	Financial Services	Shri Alok Nigam, Joint Secretary
8.	Home Affairs	Shri R.K. Srivastava, Joint Secretary
		Shri Ashok Shukla, Under Secretary
9.	Information & Broadcasting	Dr. Brahma, Economic Adviser
		Shri Yugesh Sharma, Section Officer
10.	Information & Technology	Shri Anurag Goyal, Director

S.No	Ministry/Department	Name & Designation(S/Shri)
11.	Justice	Ms. Snehlata Shrivastava, Joint Secretary
		Shri P.P.Gupta, Under Secretary
		Shri Prasad Patnaik, Consultant
12.	Labour	Shri Goutam Roy, Director
		Shri P.K.Sharma, Section Officer
13.	Land Resources	Shri R.M.Misra, DIG
		Shri Dinesh Kumar, PSA
14.	Mines	Shri Bhupal Nanda, Director
		Ms. Anju Sagar, Scientist C
15.	National Informatics Centre	Dr.B.K.Gairola, Director General
		Dr. Y.K.Sharma, Deputy Director General
		Ms.Suchitra Pyarelal, Technical Director
		Shri Saroj Kumar Patro, Scientist C
16.	Official Language	Shri Sumit Patni, Project Manager
		Shri Harinder Kumar Makkar, Director
17.	Panchayati Raj	Shri Kewal Krishnan, Sr. Tech Director
		Shri L. Haokip, Under Secretary
18.	Personnel & Training	Shri K.K.Chug, Director
19.	Power	Shri Sanjeev Kumar, Director
		Shri K.V.Gopala Rao, Under Secretary
20.	Prime Minister's Office	Ms. Kalpana Awasthi, OSD to Adviser to PM on PIII
		Ms.Bindeshwary, SRO
21.	Revenue	Shri Rajesh Nandan Srivastava, Director
22.	Road Transport & Highways	Shri U.D.Bhargava, Deputy Secretary
22.	Urban Development	Shri R.C.Mishra, Additional Secretary
		Shri Vijay Kumar, Director
		Shri A.N.Mishra, Sr. Tech Director