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भारत सरकार/Government of India  
गृह मंत्रालय/Ministry of Home Affairs  
समन्वय निदेशालय पुलिस बेतार  
Directorate of Coordination Police Wireless



Block No-9, CGO Complex  
Lodhi Road, New Delhi  
Dated: 30<sup>th</sup> August, 2023

**CIRCULAR**

**Subject: Guidelines for e-office Users of this Directorate**

The undersigned is directed to circulate the enclosed "Guidelines for e-office Users" for the employees of this Directorate to ensuring proper implementation of e-office system in this Directorate.

This issues with the approval of Director, DCPW.

Enclose: As above.

*Ashim*  
30.08.23

(Ashim Sen)  
Deputy Director  
(L&B, Stores & IT)

**Copy to:**

1. PPS to Director : for kind information
2. PA to Addl. Director (HQ) / PA to Addl. Director (OPS) : for kind information
3. All Joint Directors/ Deputy Directors
4. All Assistant Directors/ Joint Assistant Directors
5. All Station In-charges
6. AD(IT)- for uploading on the website of DCPW

## **Guidelines for E-Office Users**

- E-Office has been mandated by DCPW.
- New e-file should be opened only with due permission of respective Branch Officer (of the rank of Deputy Director) or above and concerned senior most AD/JAD/CO in case of ISPW Stations, where Deputy Director is not posted.
- It is recommended to always open new e-files using Non-SFS option for automatic sequential file number generation.
- Record of total files of section to be maintained and a register to be updated for every new file created by the concerned Section In-charge (of the rank of JAD/ CO)
- It is to be ensured that One subject should have only One File and Duplicity of files must be avoided.
- VIP Category must be selected while diarizing the Very Important letters received in the Department.
- It is to be ensured that the meta-data at the time of diarization and dispatch must be filled properly.
- It is to be ensured that that all the papers (notings, receipts, etc.) need to be scanned as per the standard scanning guidelines.
- Any dispatch/ dak/ e-mail sent outside the department must be recorded in e-Office application. This will help to keep the record of outward-communication.
- Receipt(s)/File(s) should be created with appropriate metadata for efficient searching.
- Receipt(s)/File(s) must be Closed/Parked with the concerned Section In-charge (of the rank of JAD/ CO) with appropriate remarks once the action has been completed. Parked files can be made active at any point in time. By ensuring this the pendency status of file will be removed.
- As a best practice, Advance Search Scope should be set as “Section Down the Line Hierarchy” so that subordinate(s) cannot Pull File(s)/Receipt(s) of their Reporting Officers.
- All personal staffs such as PPS, PS, PA etc. attached with an officer are strongly recommended to use their individual login ID to access e-Office rather than using officer’s login credentials with who they are attached.
- E-Office allows officer to share his/her work with his/her PPS, PS, PA etc. Apart from this, there is a provision to delegate the officer’s account with his/her PPS, PS, PA etc. using role based Delegation module.
- MIS Reports can be used for monitoring the e-files at appropriate level.