

FAQs on e-office:

1. What is e-office?

The e-Office system is an integrated file and records management system that allows employees to manage content, search for data internally and collaborate. The file system also enables the electronic movement and the tracking of files, and the archival and retrieval of data.

2. Why I need e-office when already there is a proper manual filing system in place?

The need for transforming conventional Government offices into more efficient and transparent e-Offices eliminating huge amount of paper works has been long felt. The e-Office product aims to support Governance by using in more transparent and effective inter and intra government processes. e-File an integral part of e-office suite is a system designed to enable a paperless office by scanning, registering and routing the inward correspondences along with creation of files/ noting's/ referencing / correspondence attachments, draft for approvals and movement of files as well as receipts.

3. How and when it will be implemented?

An MoU between Indian Railways and RailTel Corporation of India for implementing e-office Phase -1 is inked on 08th March 2019. RailTel will be the implementing agency and in Phase -1, the entire SCR along with all division's workshops and PUs will be covered under e-office programme by 30th June 2019. The remaining Zonal Railways along with 1 Division each, 6 PUs, 6CTIs RDSO and NAIR is to be commissioned by 31st March 2020.

4. Who will provide the computers and gadgets like scanners for accessing e-office and what shall be the configuration?

Railways will provide/ensure computers for all e-office users with a minimum configuration of 2GHZ processor or above, 2GB RAM or above and USB 2.0 for plugging a thumb drive for DSC (Digital Signature Certificate). Windows 7 or above, Linux 6 or above, Ubuntu 11 or above are the required operating system. Internet explorer 10 or above, Firefox 27.0 or above would be the required browsers. Adobe Reader 10 or above and Antivirus of any type is required. RailTel would help in deciding the make /model of scanners or setting up scan center as per volume.

5. Where will the e-office software reside and how to access?

The e-office software, designed by NIC (National Informatics Centre) is already installed in RailTel Servers located in RailTel Data Centers at Gurgaon and Secunderabad. The access to the e-office will be on the existing Railnet network already available in the offices of Railways.

6. What would be the Minimum Bandwidth required to access e-office?

Railways has to ensure a minimum dedicated bandwidth of 300Kbps to the end terminals, if in any case the available Railnet Bandwidth is insufficient, RailTel

would augment/strengthen the Railnet network at an additional cost to the Railways.

7. How and where would the files and documents stored/saved?

All the documents and files would be stored in NAS (Network Area Storage of 64TB capacity one each at both Data Centers) a central repository at RailTel Data Centers.

8. Whether e-office can be hacked from outside , is it secured?

Since e-office is hosted on Railnet network (Private cloud) and not on a Public cloud (Internet) all the transactions are secured. Furthermore, necessary Firewalls/UTM (Unified Threat Management systems) are in place.

9. What would happen in case of Railnet Network failure, how to access e-office?

RailTel has a robust MPLS network over which the Railnet application is delivered. Multiple route redundancies are ensured in the access network as well as backbone to reach either one of the Data centers where e-office is hosted.

10. Who are all the important persons for implementing this Project?

Implementation responsibility rests with DGM (G) at Zonal level and AGM would coordinate the initiative. At Divisions the implementation responsibility rests with ADRM/Admin and at PUs, CTIs, RDSO and NAIR an officer of suitable grade nominated by GMs/DGs and Teams from RailTel and NIC.

11. Will there be any training on e-office?

RailTel would organize user level training and capacity building training along with NIC officials during the start of the e-office implementation.

12. What are all the forms to be filled up to start with?

Basic user data (BUD), Employee Master data (EMD), DSC digital Signature certificate are the forms to be filled up in the prescribed format supplied by RailTel. The details would be required to create NIC mail Ids in gov.in format and enable RailTel to procure DSCs from outside market. Those who have already gov.in mail IDs may please mention it in the appropriate column in the forms.

13. Why DSC is required and why not Aadhar/Biometric can be used?

DSC is required to authorize and authenticate the user to perform actions on the e-file application and would be installed in the browser through the USB drive provided by RailTel. Whereas Aadhar would require a web portal interface with UIDAI for authorization/authentication and biometric would require an additional software interface, which are not recommended by NIC for ensuring smooth and efficient working of e-Office.

14. How and whom to contact in case of issues related to e-office working?

RailTel would setup a centralized help desk for support during office hour's 08:00 to 20:00 hrs. Regional level escalation matrix/support structure and a Toll free number would be made available/Shared to all the units, which have deployed e-office.

