



**Andhra Pradesh State Road Transport Corporation**

# **E-Office Manual**

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**Information Technology Department**



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**1) What are the Hardware and Software requirements to open the E-Office?**

1. Minimum 2GB RAM (4GB RAM is recommendable) required.
2. Scanner is required to scan the DAK or Letter or File.
3. Windows 7 and above Operating System (Windows XP also supports but the application is very slow) required.
4. Mozilla Firefox web browser which supports java, fast and easy access to the E-Office Application (Don't use any other web browser).
5. Java Runtime environment for the Purpose of Digital Signature.
6. Adobe Acrobat Reader DC for the purpose of reading the PDF documents which contains the Digital Signature.
7. ePass Token software for the recognition of Digital Signature Certificate Token.
8. Emaild, UserID and Password (will be given by the National Informatics Center, New Delhi) is required to open the E-Office Application.
9. Digital Signature Certificate Token is required for Digital Signature purpose.

**2) What is Digital Signature Certificate Token?**

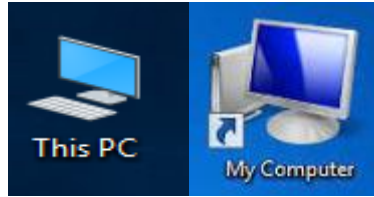
Digital Signature Certificate Token is used to sign on the file or proceeding letter electronically. The Digital Signature Certificate Token looks like as below.



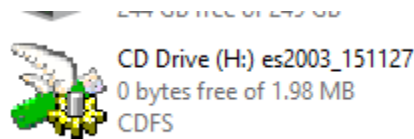
The above DSC Token will be supplied by the State Government IT & C department by authenticating aadhaar number and finger prints of the concerned person, which will cost Rs. 800(which may increase in future) for the first time and will be renewed every two years. This DSC Token has the Password security to Login.

**3) How to install Software?**

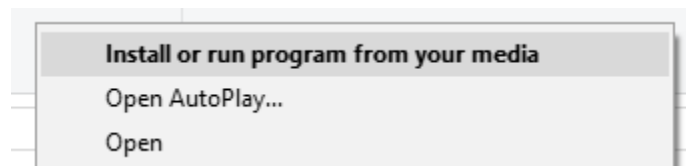
**ePass 2003 Software:** Insert DSC Token to the System and open the My Computer/This PC folder on the Desktop.



ePass2003 Software drive will be displayed as below.



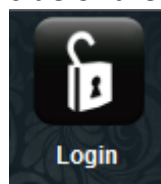
Right click on the ePass2003 drive and click on the “Install or run program from your media”.



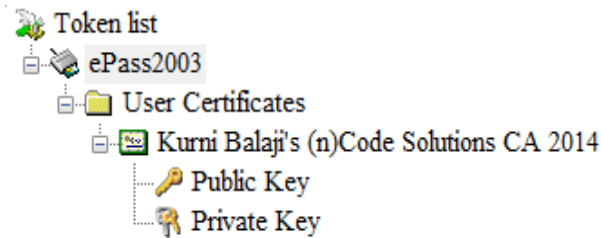
Proceed further by clicking on the next button till the software installation completed. After installation completed, a DSC Key icon will be displayed on the Task bar. Double click on the key, ePass 2003 software window will be opened as shown below.



To Check DSC key signature of concerned person. Click on the ePass2003 and click on the Login Button available in the Right side of the window.



The Password is “12345678”. Please don’t change the password of the DSC Token.. It will show the concerned person’s name to who’s the DSC Token belongs to as shown below.

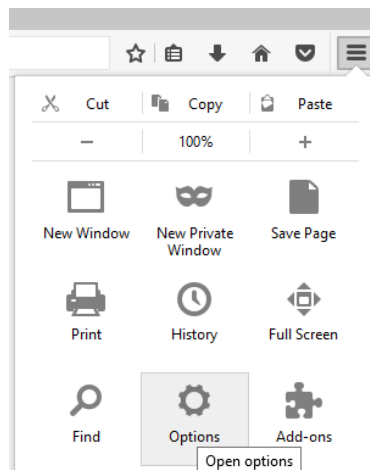


ePass 2003 Software Process Completed. Please don’t enter the password wrong. The same will be blocked after ten times wrong entry.

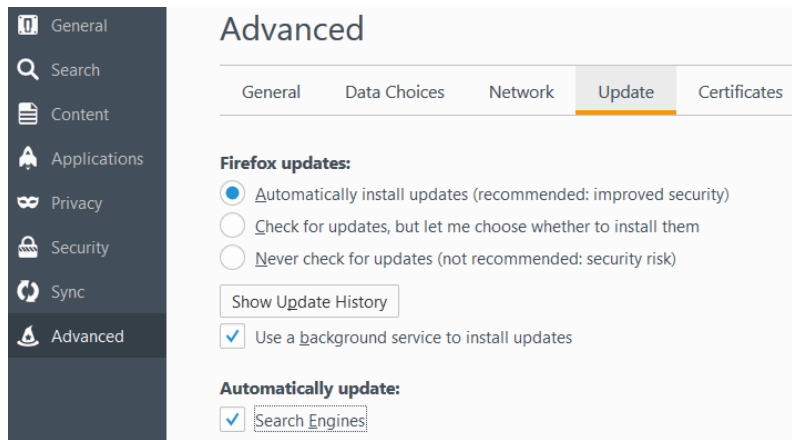
**Mozilla Firefox web Browser:**

Install the Mozilla firefox web browser version will be below 51.1 only. Please use the software which is kept in the “RTCWAN” eoffice -> Softwares folder. After installing the browser, open the browser.

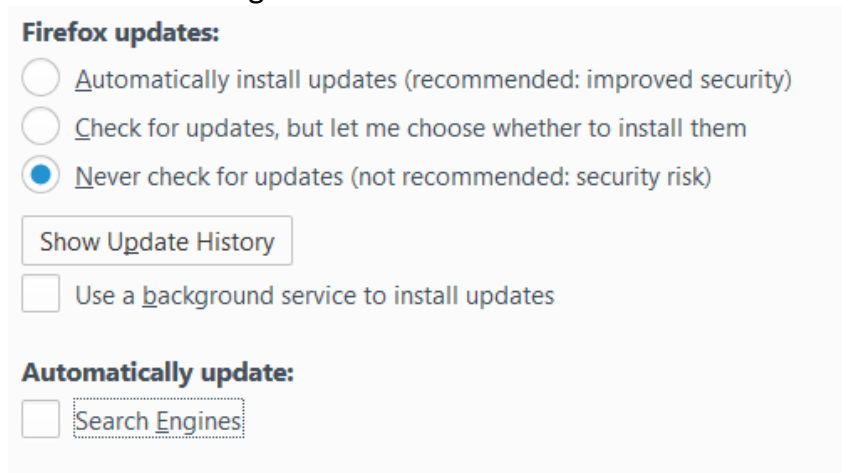
Go to the Options tab by clicking the three lines on the right corner of the browser which are shown as below.



Click on the “Advanced Tab” then click on the Update Tab



Click on the “Never check for updates” and uncheck the “Use background service to install updates” and “Search Engines” as shown below.

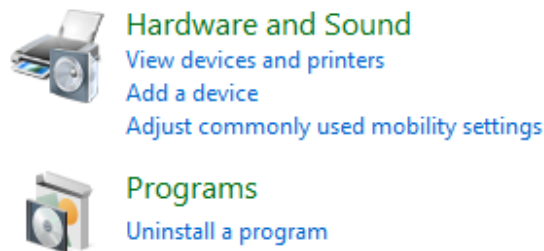


Mozilla Firefox installation process completed.

**Java Environment installation:**

Install the Java by downloading the software from “RTCWAN” eoffice -> Softwares folder. (For the 64 bit and 32 bit system install the 64 bit and 32 bit any java software respectively.)

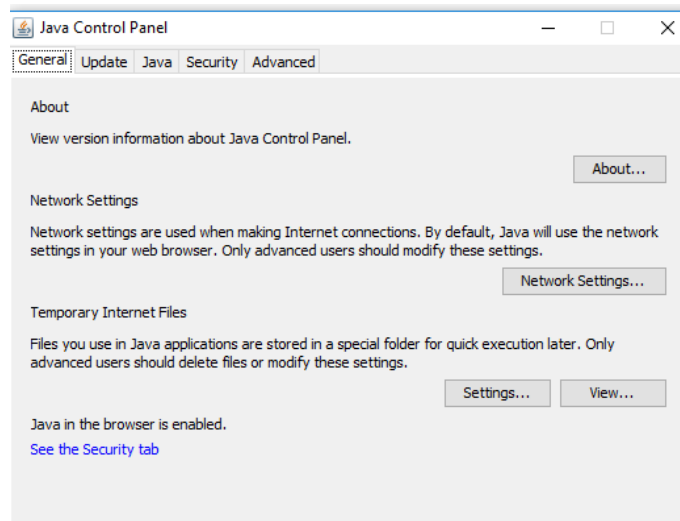
After java installation, go to Control panel. Click on the “Programs” tab.



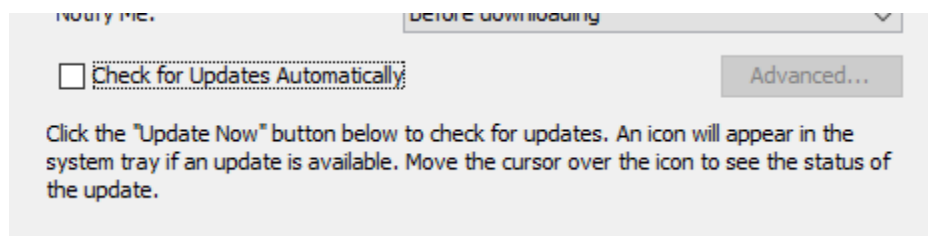
Click on the “Java” button.



It will open the following window.

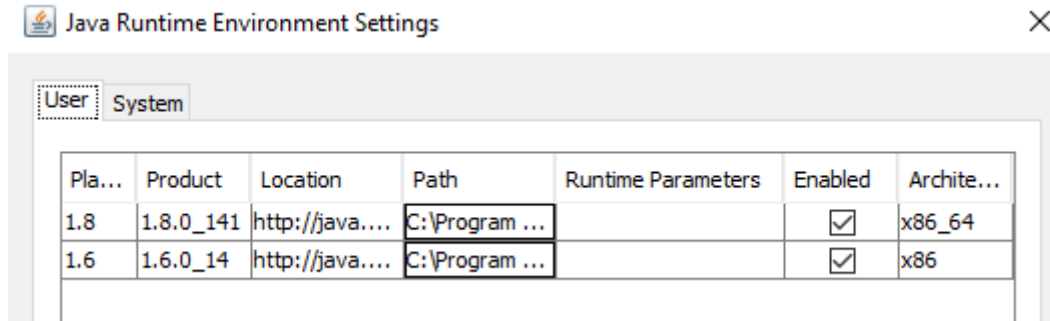


Click on the Update tab and uncheck the “Check for the updates Automatically”.

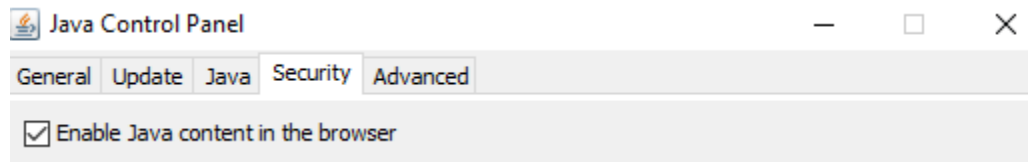


Click on the Java tab and click on the View button. It will show all the java versions which are installed in your system. Check all the java Versions, so that some versions will be used for the some other programs or application purpose.

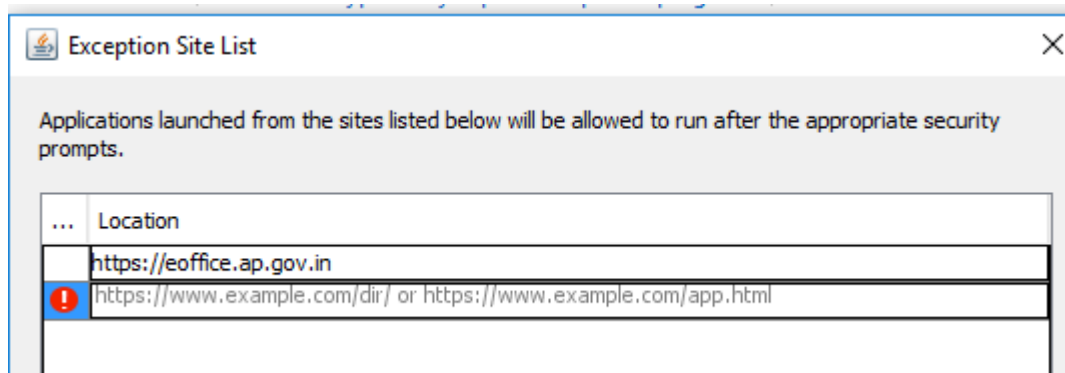




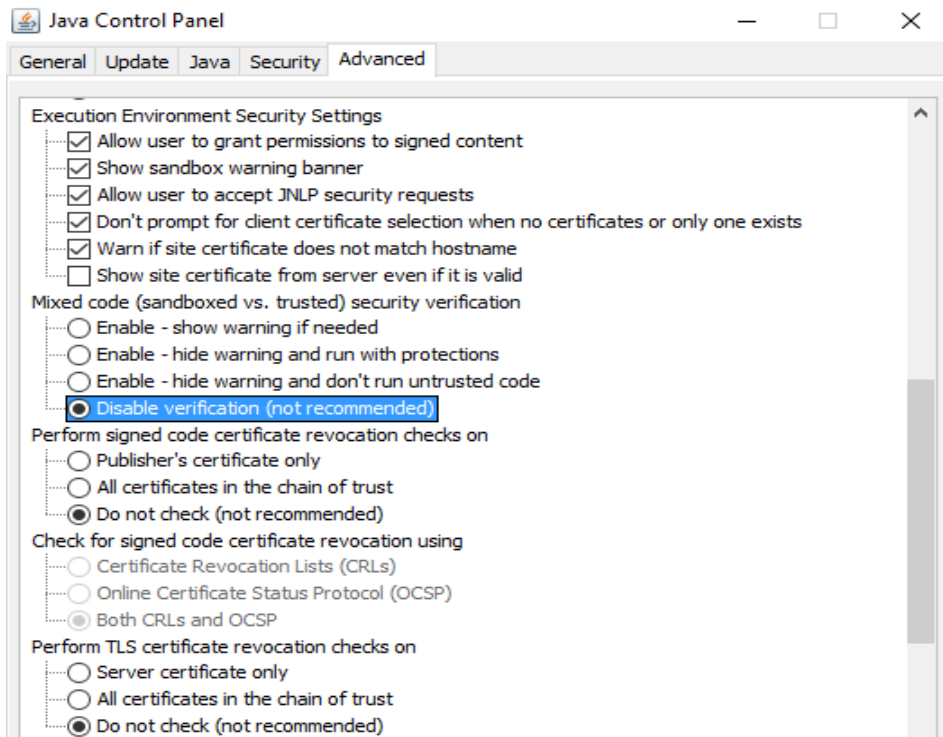
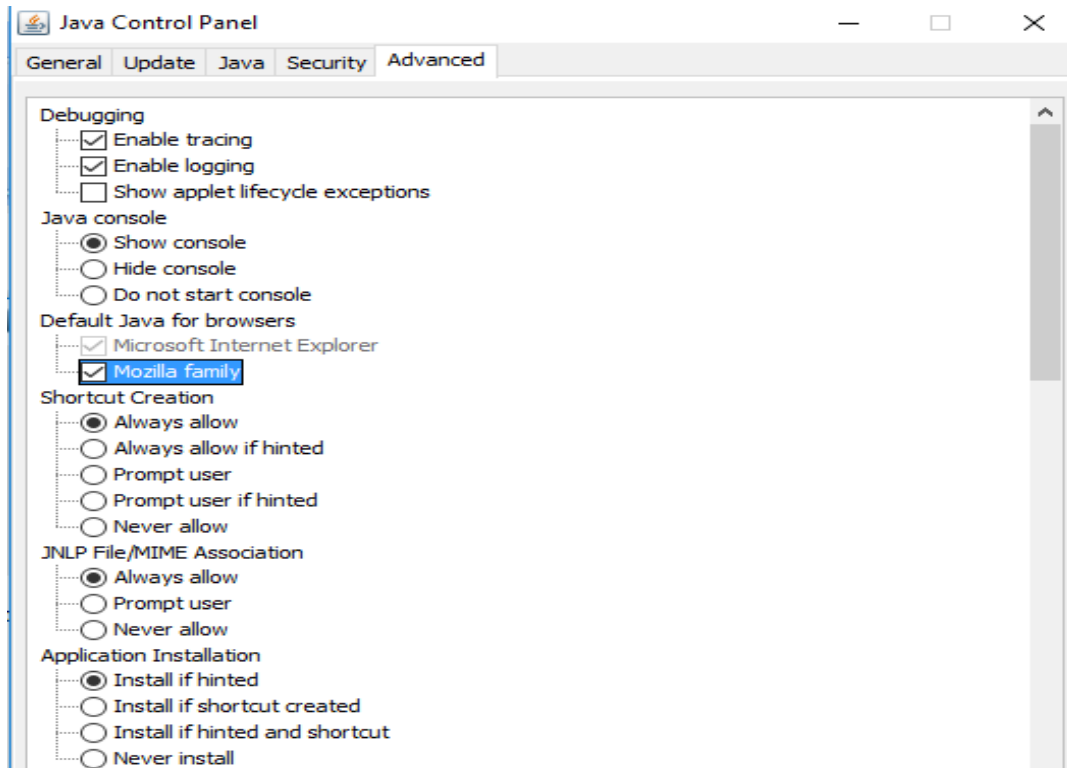
Go to Security tab and check the "Enable Java content in the browser".

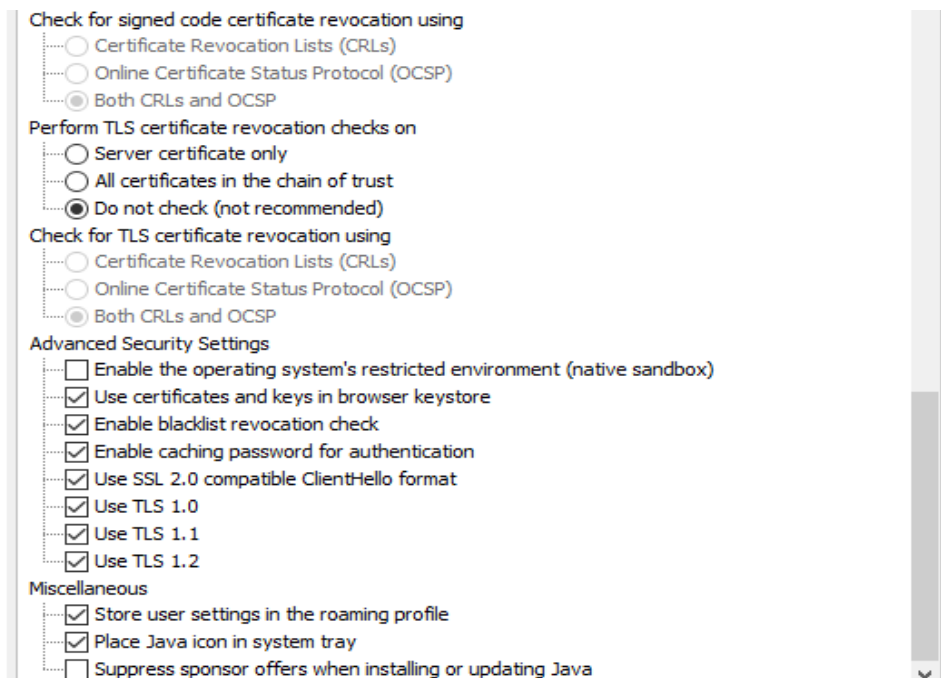


Click on the "Edit Site List" button and click on the "Add" button. Type the <https://eoffice.ap.gov.in> and click on the "Add" button and click on the "Ok" button.



Go to "Advanced" tab and check the same options which are shown below.





Click on the “Apply” button and press ok “button”. Java Environment Installation and settings completed.

**Adobe acrobat reader DC:** Download the Adobe acrobat reader DC from “RTCWAN” eoffice -> Softwares folder and install it.

#### 4) How to Open the E-Office Application?

Double Click on the Mozilla Firefox Browser which is installed in system and icon available in the Desktop.



We need to remember two websites

- 1) <https://mail.gov.in>
- 2) <https://eoffice.ap.gov.in>

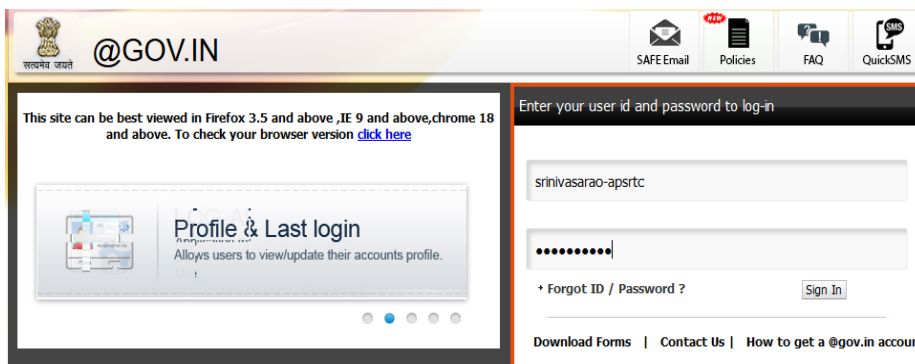
As per the message received from the “NICSMS” which contains Email-ID, User-ID and Password for the E-Office purpose.

Ex: Email-ID : [srinivasarao-apsrtc@ap.gov.in](mailto:srinivasarao-apsrtc@ap.gov.in)

User-ID : srinivasarao-apsrtc

Passwd : \*\*\*\*\*

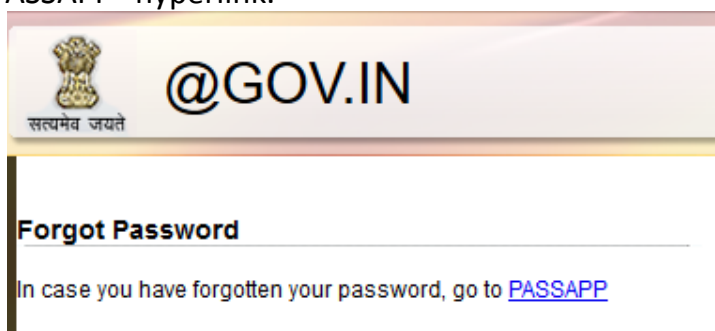
For the first time go to the <https://mail.gov.in> web site and login with the User-ID and Password, received from the NICSMS to mobile number. Website will be shown as under.



Login and it will be taken to update profile page, which will be used to change the password and update the changed password. In case of any deletion of the message received from the “NICSMS”, Email-ID and User-ID will be available with the Head office IT department and the same will be intimated the same to the needed.. Password for the same User-ID will be reset by concerned. The process of resetting the password will be as follows.

### Resetting the Email-ID password

After opening the <https://mail.gov.in> website, click on the “Forgot ID/Password?” option and click on the “PASSAPP” hyperlink.

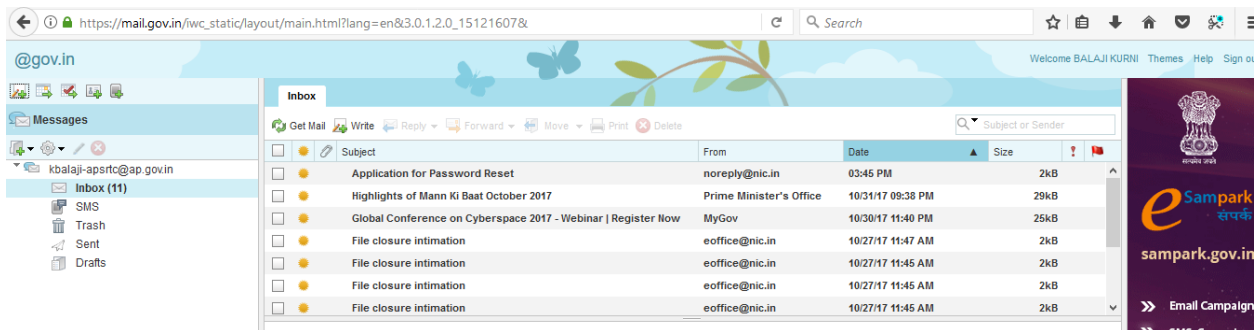


Enter the Email-ID and the Captha word displayed.

Click on the Submit button and it will send the OTP to registered mobile number.

Click on the Submit button. It will ask to enter the New Password and fill New password and submit the details.

Now the password will be updated. Now login into the <https://mail.gov.in> website. This is the just act as the Email services(like Gmail) and which is the given to every person, which is useful to send or receive Emails from any one and to any one.



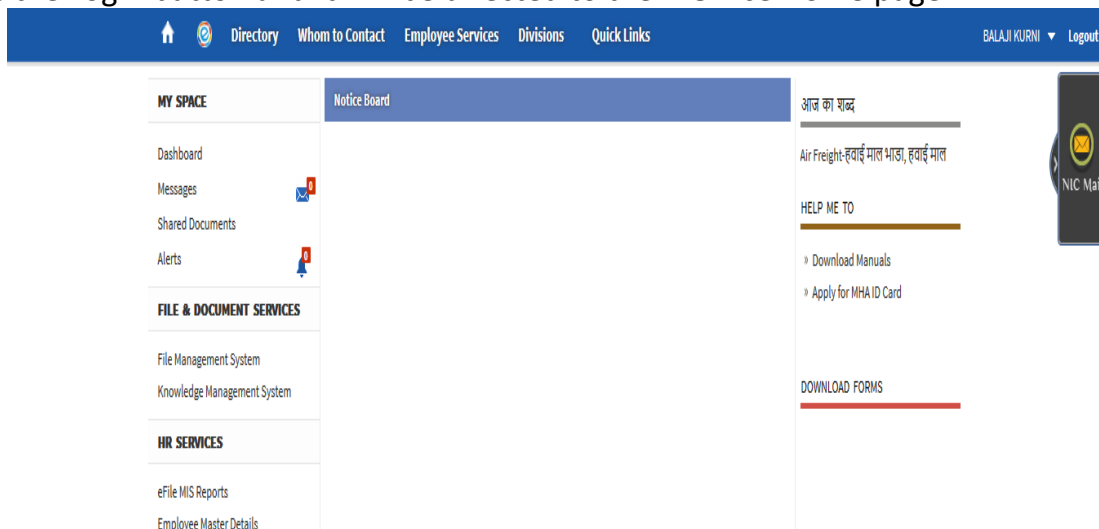
Proceeding to the Second website <https://eoffice.ap.gov.in>, website will be used for the File management System. Type the above mentioned URL in the address bar and it will be shown below.



Login with the User-ID and Password which are used in <https://mail.gov.in> website. By resetting the password in the <https://mail.gov.in> website, the same password will work in the <https://eoffice.ap.gov.in> website after 1 hour. Logging into the <https://eoffice.ap.gov.in> website as shown below.



Press the Login button and it will be directed to the E-Office Home page.



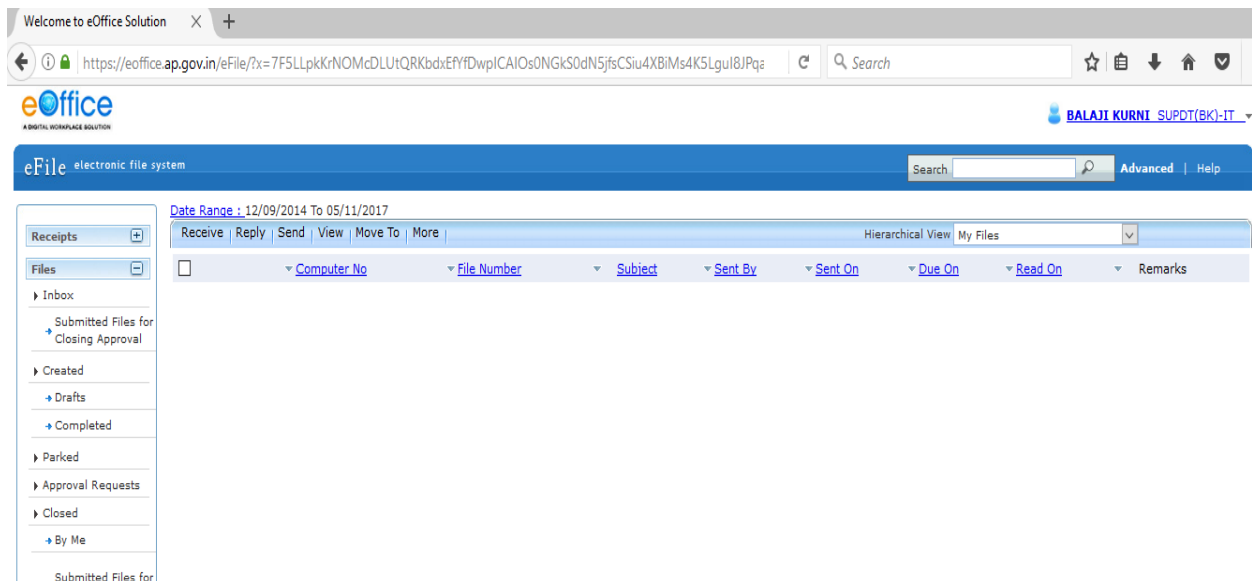
Click on the “File management System” which is available under the “Files and Document Services” Tab.

**FILE & DOCUMENT SERVICES**

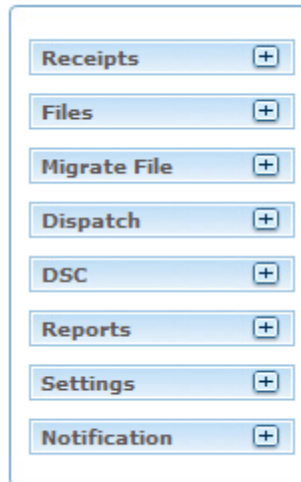
File Management System

Knowledge Management System

The Home page of the E-Office File management system website, by default, shows the inbox files.



**5) What are the Menus in E-Office?**



We use the Receipts, Files, Dispatch, DSC, Reports and Settings only.

**Receipts** means the DAK or any Letter received from others. Based on the receipts received, we can decide whether to open the Note file or not. These receipts are the folios we attach at the right side of the Note File.

**Files** mean Note files which we use in the office in daily proceedings.

**Dispatch** contains the dispatch of all the proceedings.

**DSC** is used to register DSC Token to our E-Office ID. Mapping will be done in this menu.

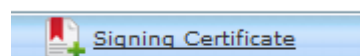
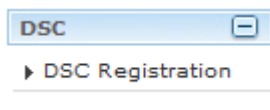
**Reports** contain pendency status of all the files at the department level and at the person level also.

**Settings** which contains general SMS, Mail, Authentication and Signing settings.

**After logging into the E-Office first time, we have to do the DSC Registration and Settings.**

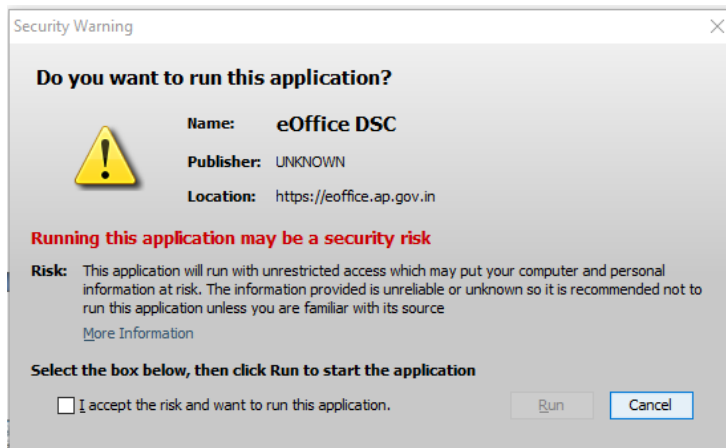
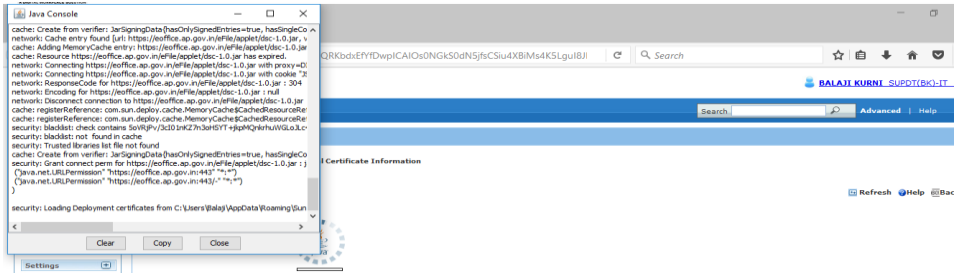
**6) DSC Registration and Settings**

Go to the “DSC” Menu and Click on the “DSC Registration” option and Click on the “Signing Certificate” tab in the Page available on the top right corner. Before clicking on the Signing Certificate insert the DSC Token to the System.





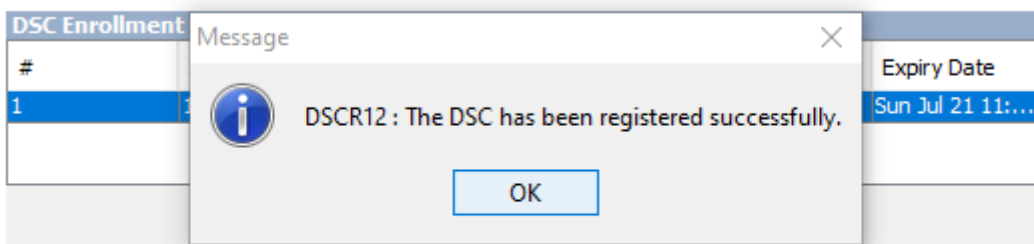
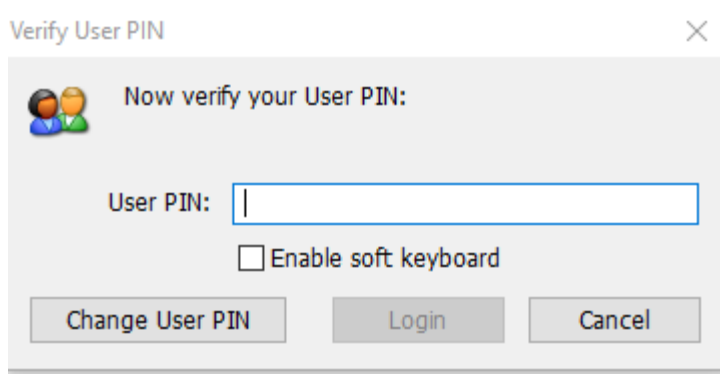
By default it will load the java which is already installed in the system. A dialog box asking us to run the java. Check the check box and press on the “Run” button which is shown below.



DSC Enrollment					
#	Serial No	Issued To	Issued By	Type	Expiry Date
1	1400309886	CN=Kurni Balaj...	CN=(n)Code S...	Digital Signing	Sun Jul 21 11:...

It will show the details which are present in the DSC Token and asking us for the registration. Click on the row where details are displayed and press the “Register” button. It will ask for the pin to enter. By default DSC Token pin is “12345678” and press the “Login” button and press “Ok” as shown below.

DSC Enrollment					
#	Serial No	Issued To	Issued By	Type	Expiry Date
1	1400309886	CN=Kurni Balaj...	CN=(n)Code S...	Digital Signing	Sun Jul 21 11:...



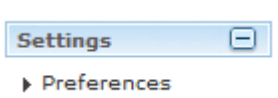
A row is displayed which means DSC Token is activated and mapped the same account. DSC Registration process completed for the first time. This process is done only once. **Don't do this process again and again for the same user, which will lead to blocking of User ID or DSC Token.**

---

4	Kurni Balaji	Signing	21/07/19 11:05 AM	05/11/17 05:18 PM	BALAJI KURNI	-	<a href="#">Deactivate</a>
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One more Settings are required for the first time. Go to the Settings Menu and click on the "Preferences" option.



**General Settings**

Max # of records/page

Auto Save Duration(In Sec)

**Alert Settings**

Email  SMS  Both  None      Enter Phone Number

**List View Settings**

Mode

Scope

**DSC Settings**

Authentication  Signing  Both

In the Alert Settings we can give our Email or Mobile number used to mail or get sms whenever we receive the File or receipt into our account. In the DSC Settings Tab check the “**Signing**” and save the preferences.


Preferences saved successfully.


**General Settings**

Max # of records/page

Auto Save Duration(In Sec)

Now Signout from the account. Again Signin to activate all the first time settings.

 **BALAJI KURNI** SUPDT(BK)-IT

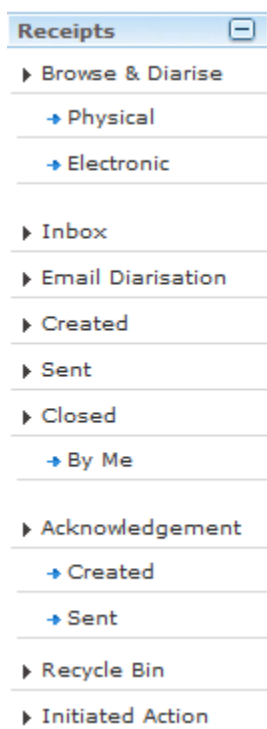


**BALAJI KURNI**  
SUPDT(BK)-IT

▶ SUPDT(BK)-IT,IT-APSRTC

## 7) How to create a receipt?

Click on the Receipts and it display options shown below.



The Options which mostly used are

**Browse & Diarise(Electronic)** which is used to create the Receipt.

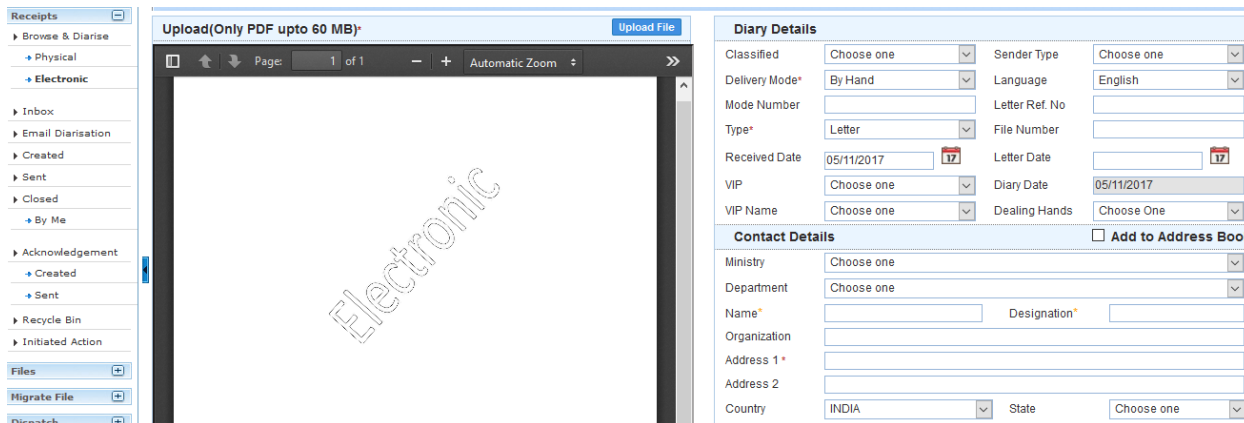
**Inbox** will contain the receipts sent by the others to our account.

**Created** contains the receipts created by ourselves.

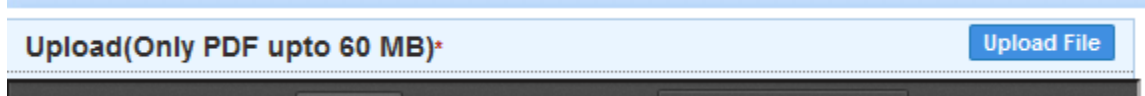
**Sent** contains the details of the files/receipts sent to others.

**Closed(By me)** contains the closed receipts.

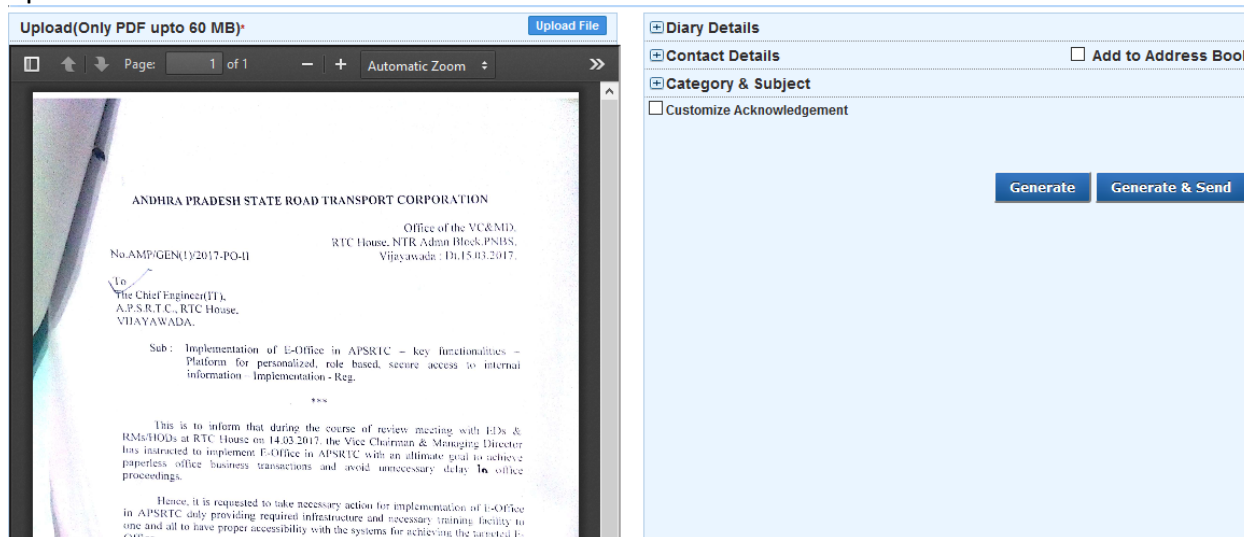
Go to Browse & Diarise - Electronic option which will displays as follows.



The above page at the left side of the showing the "Electronic" like water mark will be used to create the receipt to upload the pdf file. The DAK or the Letter we receive will be used at the time of making notefile. The uploading DAK or Letter should be in the PDF format and should be less than 60 MB size ( Please Scan the Document or Letter or DAK in the black and white only. If required scan the document in the color but should be less than 60 MB Size). Upload the file using the "Upload File" option. By clicking on the "Upload File" option it will open the Open dialog box of the system. We can select the Document or Letter or DAK in the PDF format.



On Uploading the file which shows the preview of the uploaded document and on the right side corner we can see the **Diary details** , **contact details** and **Category & subject** options.



Diary details means the Delivery Mode, Type and which Language of the Document received. Fill the Mandatory fields ( \*) which are in the red color.

Diary Details			
Classified	Choose one	Sender Type	Choose one
Delivery Mode*	By Hand	Language	English
Mode Number		Letter Ref. No	
Type*	Letter	File Number	
Received Date	05/11/2017	Letter Date	
VIP	Choose one	Diary Date	05/11/2017
VIP Name	Choose one	Dealing Hands	Choose One

Contact Details means from which person and from where it was received.

Contact Details		<input type="checkbox"/> Add to Address Book	
Ministry	Choose one		
Department	Choose one		
Name*	SK Aslam Ansari	Designation*	CPM
Organization			
Address 1 *	RTC House Vijayawada		
Address 2			
Country	INDIA	State	Choose one
City		Pincode	
Mobile		Landline	
Fax		Email	

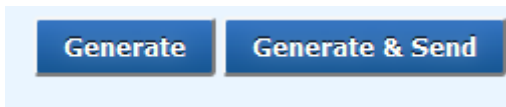
Category and Subject, select the Category to which the received document belongs to and Type the Subject of the Document.

Category & Subject	
Main Category*	General
Sub Category	Choose One
Subject*	E-Office Implementation in APSRTC
Enclosures	
<input type="checkbox"/> Customize Acknowledgement	

**Generate** means the generated receipt will be present in the Created tab.

**Generate and Send** means send Dialog box will be opened to which person the receipts to send and which will be available in the sent tab after sending the receipt.

After filling the details Click on the Generate Button



Receipt will be generated and system will give us automated receipt number which is as shown below.

The screenshot shows a receipt document on the left and a 'Receipt Details' panel on the right. The receipt is from the ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION, addressed to the Chief Engineer (IT) at RTC House, Vijayawada. The subject is 'Implementation of E-Office in APSRTC - key functionalities - Platform for personalized, role based, secure access to internal information - Implementation - Reg.' The receipt number is 842127/2017/IT-APSRTC.

Receipt Details	
Receipt No :	842127/2017/IT-APSRTC
From :	SK Aslam Ansari
Main Category :	General
Address :	RTC House Vijayawada
Letter Ref. No :	
Subject :	E-Office Implementation in APSRTC
Delivery Mode :	By Hand
File No :	
Designation :	CPM
Sub Category :	
Sent Date :	
Letter Date :	
Enclosures :	-
Sender Type :	

This generated receipt can be seen by clicking on the created tab.

The screenshot shows the 'My Receipts' view in the system. It includes a date range filter (12/09/2014 To 05/11/2017) and a table of receipts. The first receipt is selected.

<input type="checkbox"/>	Computer No	Receipt No.	Subject	Subject Category	Created On
<input checked="" type="checkbox"/>	E 842127	842127/2017/IT-APSRTC	E-Office Implementation in APSRTC	General	05/11/17 06:53 PM

### 8) How to send a receipt?

By clicking on the created tab in the Receipts menu, it will show the created receipts. Check (select) the check box of the sending receipt and click on the “send” button.

This close-up shows the receipt list with the first receipt selected (checkbox checked). The 'Send' button in the menu bar is highlighted, indicating the next step in the process.

Which will open the Send Dialog Box as shown below.

**Receipt Number**

842127/2017/IT-APSRTC

**To**

**Cc**

(Use semicolon(;) to separate recipients.)

**Note :** CC copies are non-editable (both pdf and metadata). Any change in the Main receipt will be reflected in the CC copies, till the time not put inside the file

**Set Due Date**  17

**Action**

**Priority**

Total 1000 | 1000 characters left.

**Remarks**

To: By clicking on the “To” which will open the preferred list by default.

Name	Marking Abbr	Organisation Unit
<input type="checkbox"/> A VENKATESWARA RAO	ED(AVR)	O/o EXECUTIVE DIRECTOR (A,P & H,M)-APSRTC
<input type="checkbox"/> RAJASEKHAR M	DYCM2IT(RM)	IT SECTION-APSRTC
<input type="checkbox"/> SK.ASLAM ANSARI	CPM(SKAA)	PERSONNEL SECTION -APSRTC
<input type="checkbox"/> SRINIVASA RAO YENIKAPATI	DYCM1IT(YSR)	IT SECTION-APSRTC
<input type="checkbox"/> SUDHAKAR VASA	DYCTMO(SV)	OPERATIONS SECTION-APSRTC
<input type="checkbox"/> VENKATA NAGESWARA RAO OBULASETTY	OSD(VNRO)	O/o VICE CHAIRMAN AND MANAGING DIRECTOR-APSRTC

Remove from: [Preferred List](#)

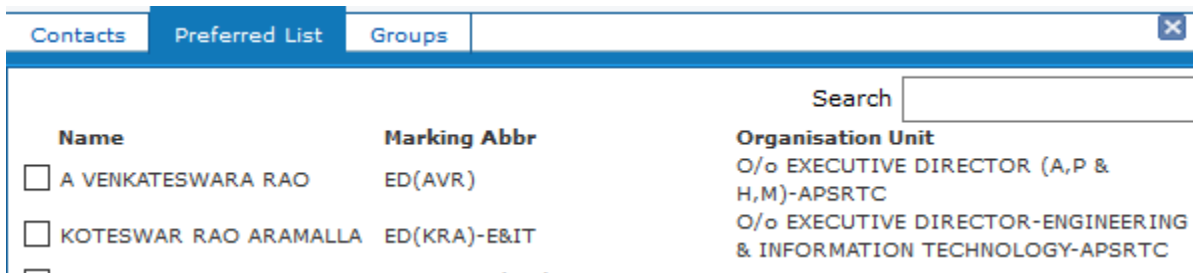
<< < 1 > >>

For the first time no list will be present in the preferred list, manually we need to add the persons into the preferred list. Press the Contacts Tab which will show the all the contacts who are registered in the E-Office( all other AP Govt Departments also).

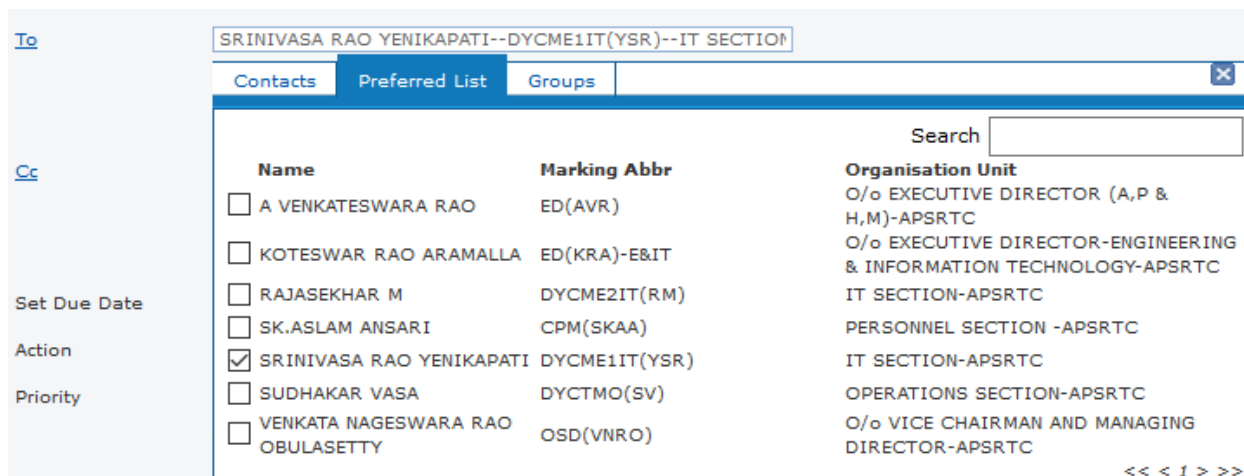




By searching the Name/Designation/Department which will be filtered and select the Officer/Supervisor/Staff and add to the preferred list by clicking on the “Add to: Preferred list” option below of the contacts. The selected contact will be added to the preferred list as shown below.

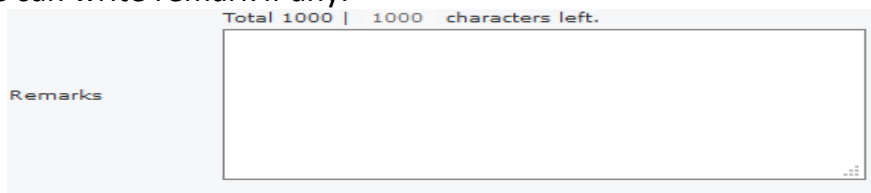


Select the contact in the preferred list and which will be displayed in the To field and close the contacts dialog box by pressing the close button.



CC: By clicking it will open the same contacts dialog box to select the Officers/Supervisors/Staff to send the Copy.

Remarks: We can write remark if any.



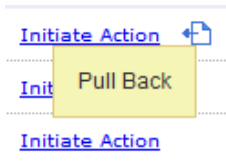
Click on the Send button to send.

If we sent the receipt wrongly to another Officer/Supervisor/Staff, we can pull back the receipt till receiver reads it.

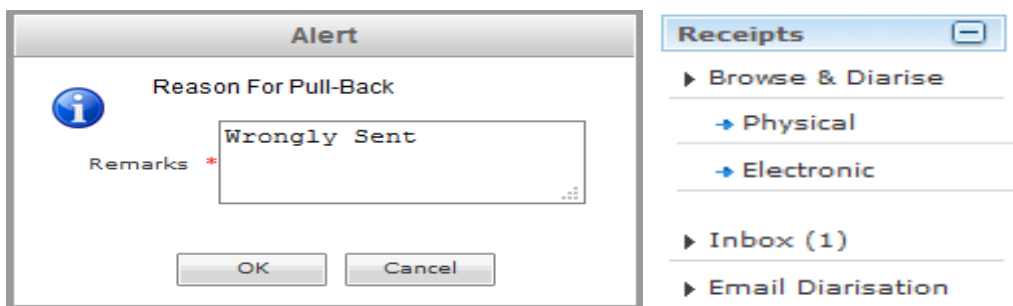
### 9) How can we pull back receipt?

Go to the sent tab in the receipts menu and we can see the all sent receipts and on the right side corner of the row we can see the pull back option.

Computer No	Receipt No.	Subject	Sender	Sent to	Sent On	Due On	
<input type="checkbox"/>	E 842127	842127/2017/IT-APSRTC	E-Office Implementation in APSRTC	SK Aslam Ansari	SRINIVASA RAO YENIKAPATI,IT-APSRTC	05/11/17 07:50 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 791448	791448(1)/2017/IT-APSRTC	eoffice test File	-	A PHANI BHUSHAN,TRNG-RGDEPT	05/10/17 03:15 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 791448	791448/2017/IT-APSRTC	eoffice test File	-	SK.ASLAM ANSARI,PERSONNEL-APSRTC	05/10/17 03:15 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 765168	765168/2017/IT-APSRTC	Hard Disk Drive Requisition to store the Monthly B...	Balaji	VENKATACHALA SIVA KUMARA SARMA YADAVALLI,IT-APSRTC	15/09/17 12:43 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 756664	756664/2017/ED(A,P&H,M)-APSRTC	TEST	Balaji	SRINU NAIK LAKAVATHU,IT-APSRTC	11/09/17 04:53 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 718595	718595/2017/IT-APSRTC	E-Office: Implementation of "E-Office" , a paperle...	-	HARI BABU SINGAM,OPERTNS-APSRTC	31/08/17 06:28 PM	- <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 717625	717625(2)/2017/IT-APSRTC	E-Office - Implementation of e-office, a paperless...	-	A PHANI BHUSHAN,TEST-ITE&C	10/08/17 03:40 PM	12/08/17 <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 717625	717625(1)/2017/IT-APSRTC	E-Office - Implementation of e-office, a paperless...	-	SRINIVASA RAO YENIKAPATI,DCME1-IT-APSRTC	10/08/17 03:40 PM	12/08/17 <a href="#">Initiate Action</a>
<input type="checkbox"/>	E 717625	717625/2017/IT-APSRTC	E-Office - Implementation of e-office, a paperless...	-	SK.ASLAM ANSARI,CPM-PERSNL-APSRTC	10/08/17 03:40 PM	12/08/17 <a href="#">Initiate Action</a>



By Clicking the pull back option it will open the remarks window to type the pull back remarks and press “Ok” button. The receipt will come back to our Receipts Inbox.



Click on the Receipts Inbox it shows the same receipt in inbox which we have pulled back.

Computer No	Receipt No.	Subject	Sender	Sent By	Sent On	Due On	Remarks
E 842127	842127/2017 /IT-APSRTC	E-Office Implementation in APSRTC	SK Aslam Ansari	SRINIVASA RAO YENIKAPATI,IT-APSRTC	05/11/17 07:59 PM	-	

### 10) How to Create a File?

Click on the Files menu and it will show the options like Inbox, Created (Completed), Parked, Closed (By me), Sent, Electronic File(Create New – Non SFS, Create New – SFS).

**Inbox** which contains all the received files.

**Created(Completed)** contains all the created files.

**Parked** contains the files which are parked by us.

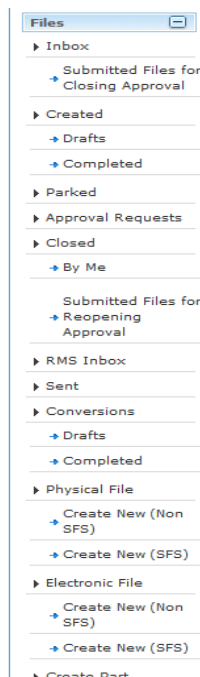
**Closed(By me)** contains the files which are closed by us.

**Sent** contains files sent by us.

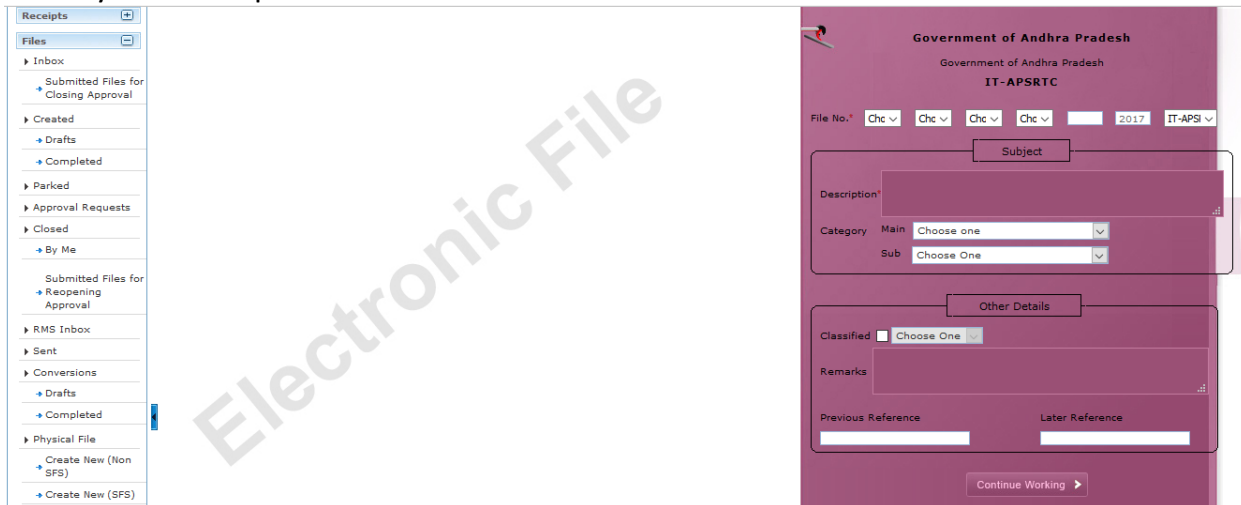
**Electronic File- Create new Non SFS**, Non SFS File means, a file whose number will be automatically generated by the E-Office Application itself. We have to select only the heads of the filing.

**SFS Files** means, the file whose number will be given manually like the method in the existing system. This could be used to continue the existing files in the e-office. File no

is unique in the E-Office. Once the file no is given, the same file not will not be accepted second time.

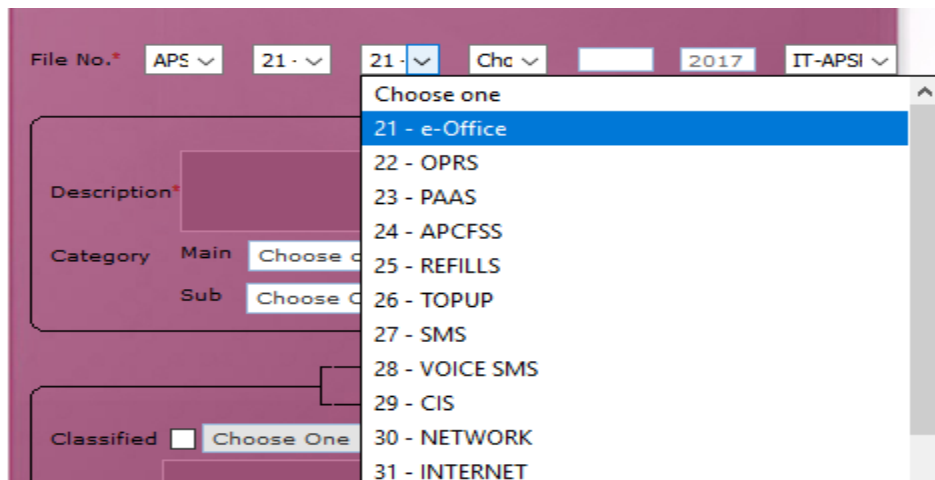
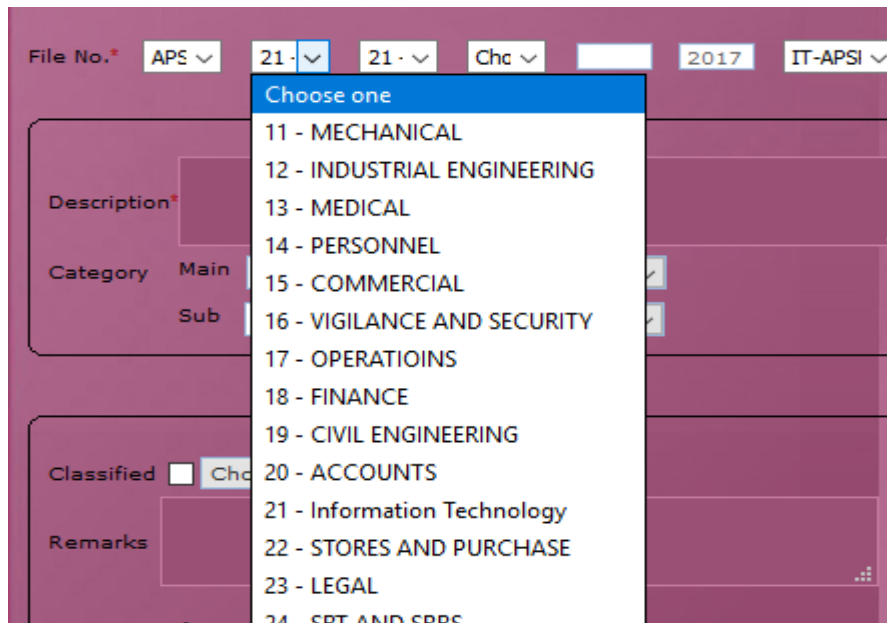
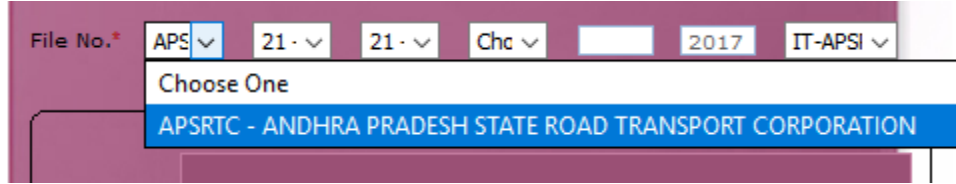


Go to the Electronic File Create New (Non SFS) option in the Files menu to create the file. It will open a window which asks to select the file heads and Subject. On the left side of the window we can see the water mark as “Electronic”, which means it is a “Electronic File”. The Same options are available in the Physical File Tab also, don’t use the Physical File option. The window is shown below.



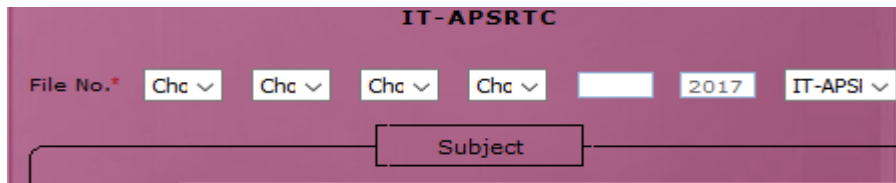
In the File number we select the options that are available as the file heads. E-Office application will generate the file number automatically. First Select Box, is our organization, second select box, is the department in the Head Office and Unit name for

the other units. Third select box, is the Subject Head for the Head Office and Department names for the other units. Fourth option, is the Sub Subject for the Head Office and Subject Head for the other units. Other options are automatically filled by the E-Office Application itself.




The difference between the Non SFS and SFS will be shown below.

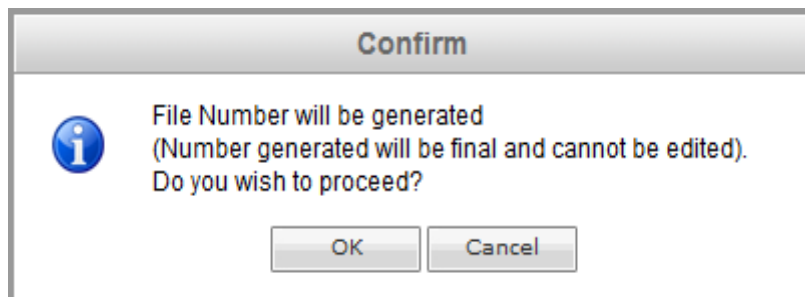
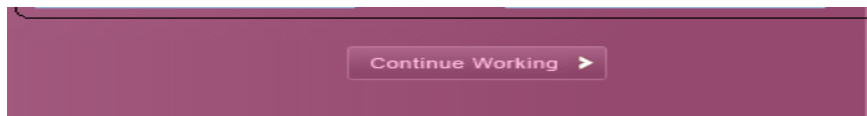
Non SFS File



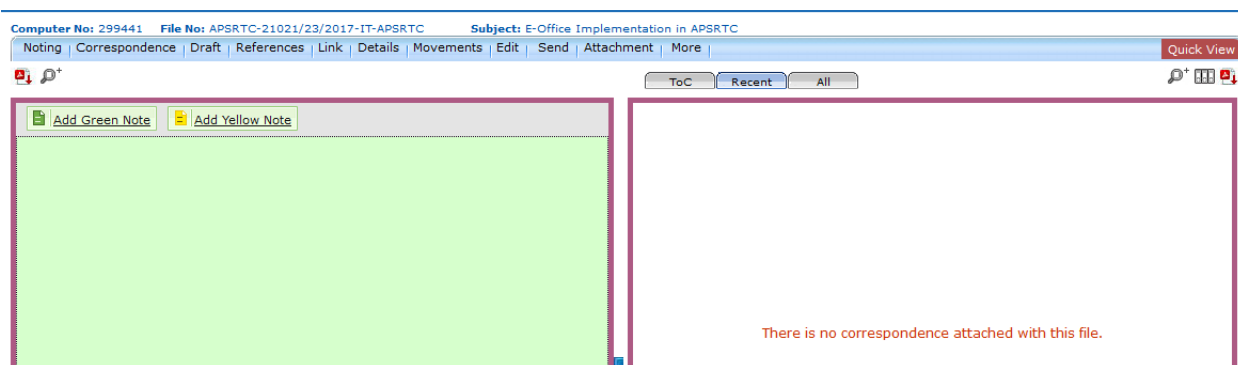
SFS File



Let's fill the file no and description which are mandatory to create the file and click on the "continue working" and which will ask to create the file or not confirm box and press "ok".

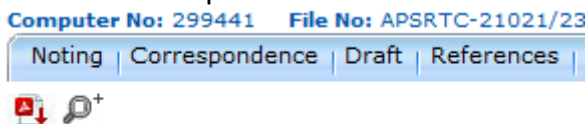


After confirming, this will open the file by giving the file no automatically as shown below.

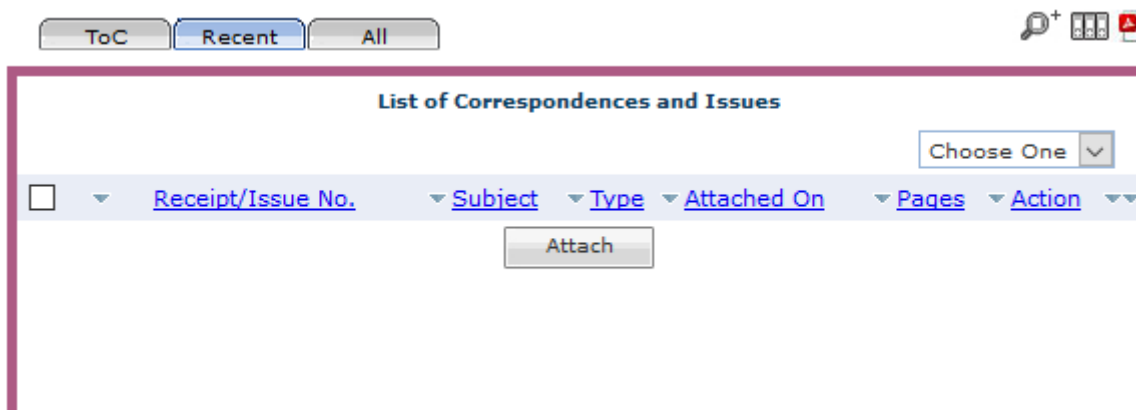


On the right side of the window, we will attach the receipts created by us or available in the receipts inbox, like the folios in the physical file. On the left side we can create note

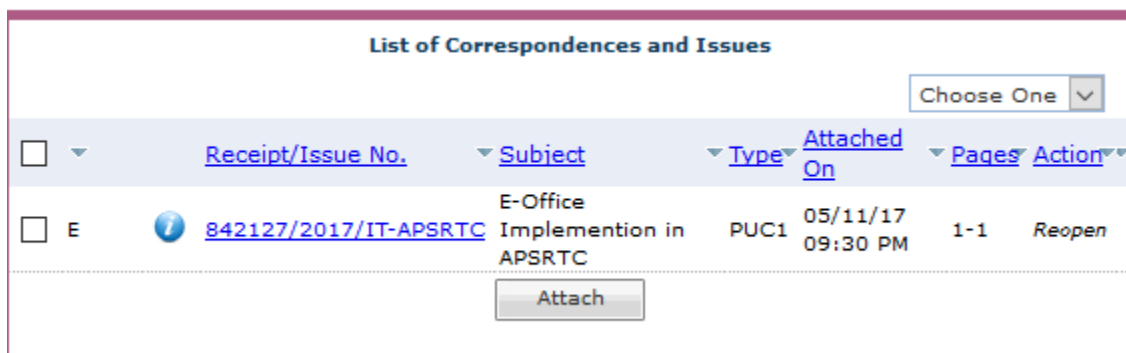
file. Now we will attach the receipt which is present in our receipts inbox. Select the Correspondence tab, present at the top of window.



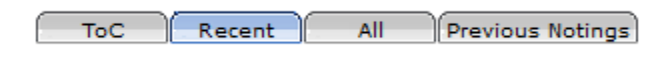
On Clicking on the Correspondence tab attach dialog box will be popped up at the right side of the window.



Click on the Attach button which in turn opens the Receipts dialog box to select all the available in receipts inbox, both received and created. By selecting the one of the receipts and press the attach button the respective receipt will be attached at the right side of the window as shown below.



By clicking on the Receipt/Issue No, receipt will be displayed in the right side of the window to check whether the Correct Receipt attached or not. If not correct we can detach the receipt by clicking on the TOC (Table of Contents) tab, check(select) on the check box and select the Choose One Drop down list box, Select the Detach. The selected Receipt will be detached.



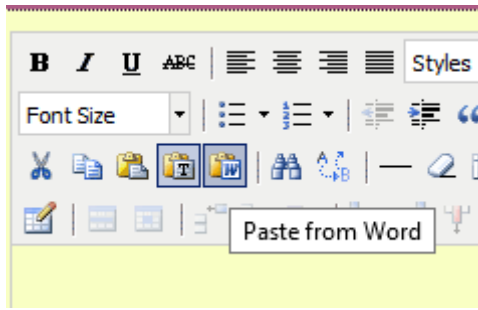
List of Correspondences and Issues						
<input type="checkbox"/>	<u>Receipt/Issue No.</u>	<u>Subject</u>	<u>Type</u>	<u>Attached On</u>	<u>Pages</u>	<u>Action</u>
<input checked="" type="checkbox"/>	E <a href="#">842127/2017/IT-APSRTC</a>	E-Office Implementation in APSRTC	PUC1	05/11/17 09:30 PM	1-1	Reopen

The screenshot shows the E-Office interface with a menu bar (Noting, Correspondence, Draft, References, Link, Details, Movements, Edit, Send, Attachment, More) and a 'Quick View' button. On the left, there are two buttons: 'Add Green Note' and 'Add Yellow Note'. The main window displays a document titled '842127/2017/IT-APSRTC' from the ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION. The document content includes the recipient 'The Chief Engineer(II), A.P.S.R.T.C., RTC House, VIJAYAWADA.' and the subject 'Implementation of E-Office in APSRTC - key functionalities Platform for personalized, role based, secure access to internal information - Implementation - Reg'.

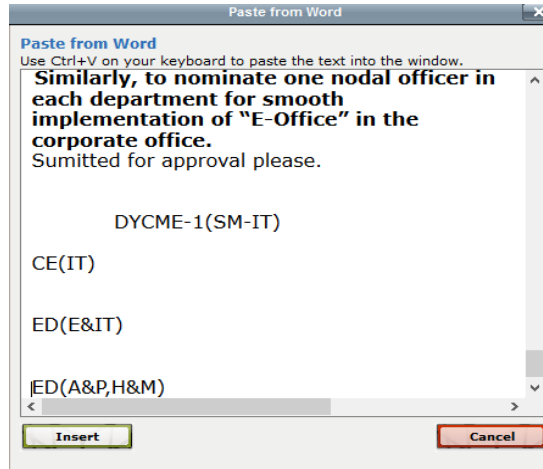
We can write the note file on the left side of the window. There are two options which are available in the left window are “Add Green Note” and “Add Yellow Note”. Green note means if we create the note in the green and forward to another Officer/Supervisor/Staff, they cannot edit the note which we have written. Yellow note means received Officer/Supervisor/Staff can edit the note file and the versions are saved. Now we will proceed with the “Add Yellow Note” which is editable window on the left side. Here we can type the note file or can copy the already written note file from the MS Word by using the “paste from word” option.

The screenshot shows the 'Add Yellow Note' window with a menu bar (Noting, Correspondence, Draft, References, Link, Details, Movements, Edit, Send, Attach) and a toolbar. The toolbar includes options for Bold (B), Italic (I), Underline (U), Font Size, Styles, Paragraph, Font Family, and various text formatting icons. The main area is a large yellow text box for writing the note.

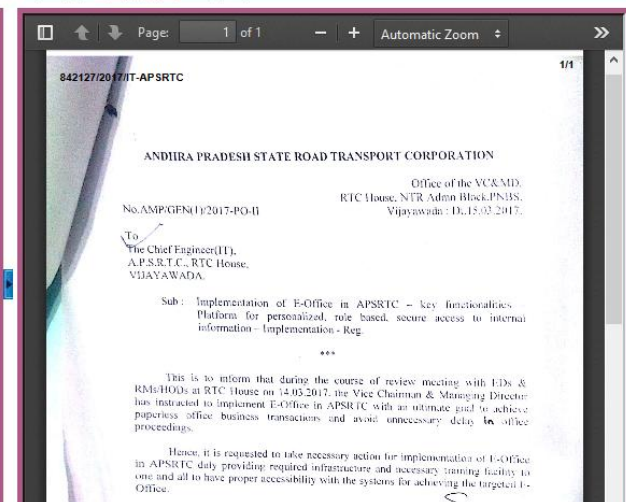
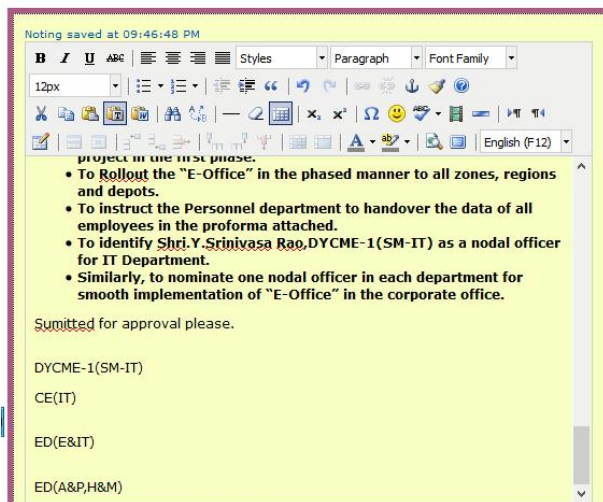




It will open a window where we can paste the copied note file by pressing the Control + v option in the key board and click on the “Insert” button. It will be inserted into the left side of the window and set the font size as 12px so that the format will not be changed and save the note file by clicking on the save button.



The note file is shown below.

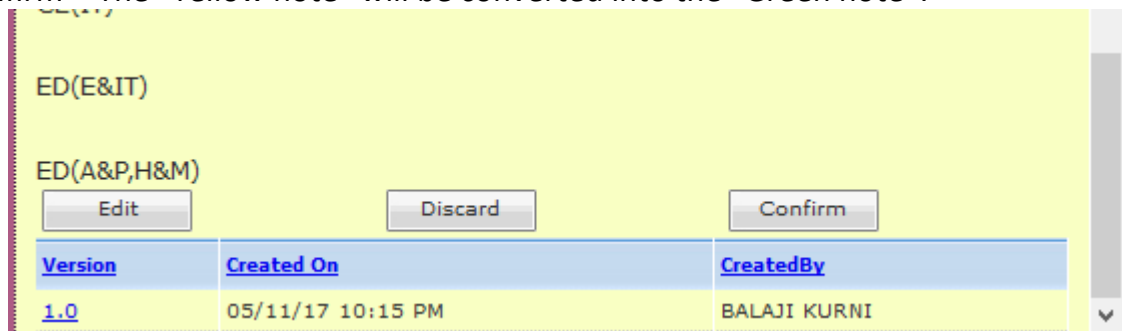


After saving the note file, version of file is displayed along with the “Edit” “Discard” and “Confirm” Options is as shown below.

Edit – By clicking on the Edit option we can edit the note file.

Discard - The changes will be discarded.

Confirm - The “Yellow note” will be converted into the “Green note”.



### 11) How to send the file?

After creating the note file, the note file will be under the Created (Completed) tab of Files . By Clicking the Created (Completed) tab note files list will be shown.

Date Range : 12/09/2014 To 05/11/2017

<input type="checkbox"/>	Computer No	File Number	Subject	Subject Category	Created On	Remarks
<input type="checkbox"/>	E 299441	APSRTC-21021/23/2017-IT-APSRTC	E-Office Implementation in APSRTC	-	05/11/17 09:17 PM	-
<input type="checkbox"/>	E 262962	APSRTC-17039/1/2017-IT-APSRTC	Testing	General	03/09/17 12:42 PM	-

Sending the file is same as the sending of receipts. By selecting the details of the Officer/Supervisor/Staff in the preferred list of the send dialog box and click on the “Send” button. The Note file will be sent, and the details can be seen in the sent tab. The Pull back option is available to the Note files also.

**Note :** Bulk signing maximum allowed characters- 1000000

To: SR.INIVASA RAO YENIKAPATI--DYCME1IT(YSR)--IT SECTION    Notify Through :  Email     SMS

Set Due Date: [ ]

Action: Forward

Priority: Choose one

Total 1000 | 1000 characters left.

Remarks: [ ]

Send

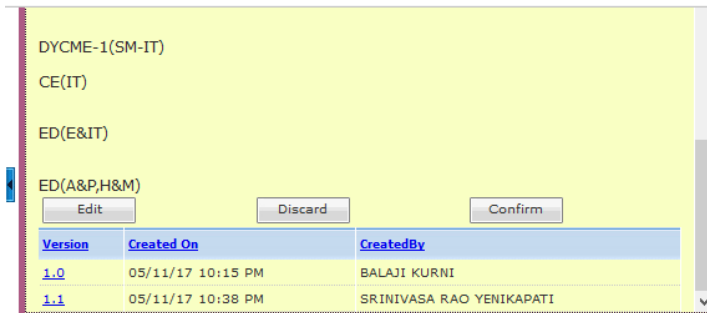
In the above send dialog box we are able to see only “Send” option because it is the Yellow note file. We can see the “DSC Sign and Send” option also while sending the Green note. The Yellow Note file sent to the Officer for the corrections. In the receivers inbox to differentiate the Yellow and Green note, on the Computer no( which is automatically generated by the E-Office Application) a Yellow color highlighter is displayed which is shown below..

Computer No	File Number	Subject	Sent By	Sent On	Due On	Read On	Remarks
E 299441	APSRTC-21021/23/2017-IT-APSRTC	E-Office Implementation in APSRTC	BALAJI KURNI,IT-APSRTC	05/11/17 10:31 PM	-	-	
E 292874	ATM-II(M-IT)OPRS(8)/17	pPROPOSAL TO IMPLEMENT pPROOF OF cONCEPT(poc) FORBUS...	VENKATESWARA RAO CHENNA,IT-APSRTC	02/11/17 11:17 AM	-	02/11/17 11:17 AM	

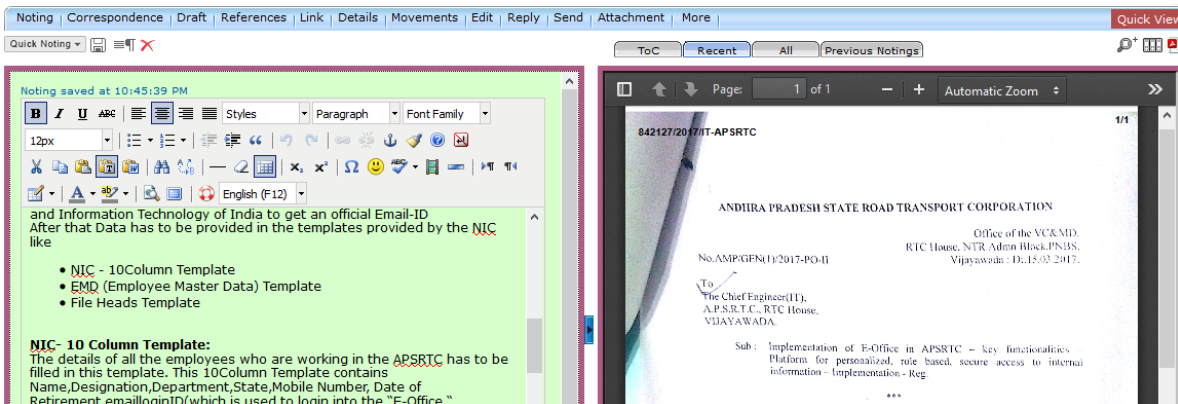
We cannot a detach a receipt after sending a green note

### 12) How to Convert the Yellow Note File to Green Note File?

Whenever there are no corrections have to do, the Officer/Supervisor/Staff can Confirm this note. It turns into green color(Non Editable). By clicking on the “Confirm” button the Yellow Note file will be converted into Green note file on asking the confirmation dialog box and press “Ok” button to convert.

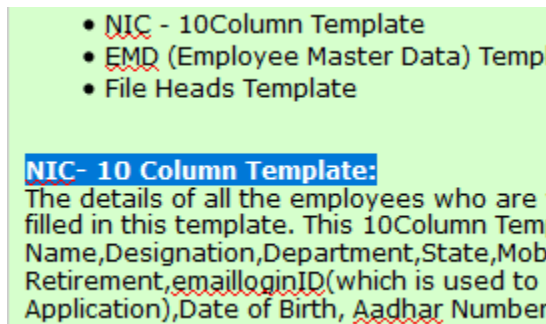


After Converting the Green note file the left side of the window displayed in Green color and the Green note file auto saved.

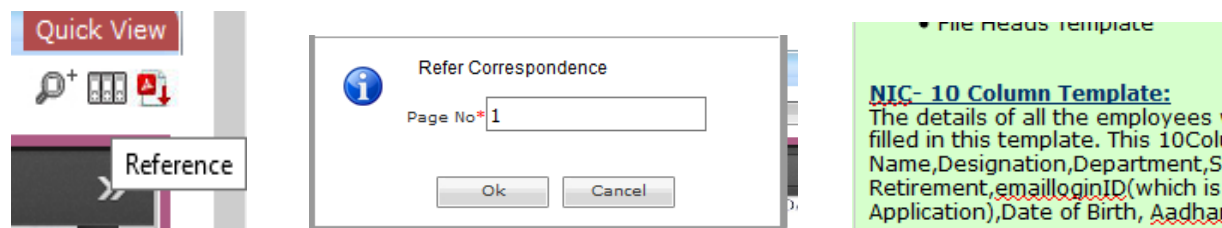


### 13) How to keep the flags in the Green note?

The flags are used to go directly and refer the page. In the Same way we can keep the flags in the E-Office in Green note. Select the Text to which need the explanation in the right side folios.

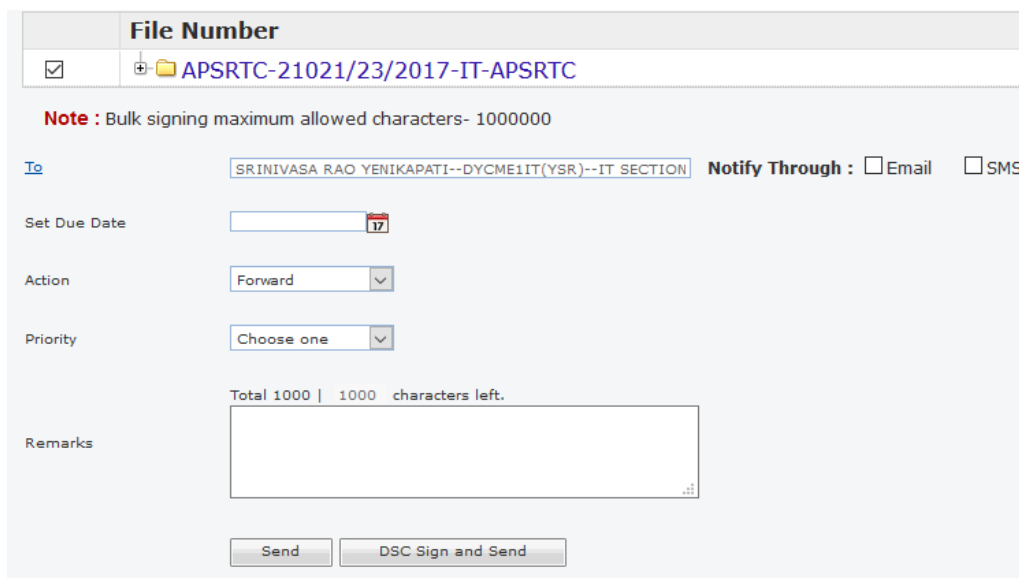


Click on the reference icon on the top right of the Folios which is shown below and give the input as reference page no of the right side folios. We can see the hyperlink on the selected text and this can be seen by the received Officer/Supervisor/Staff.

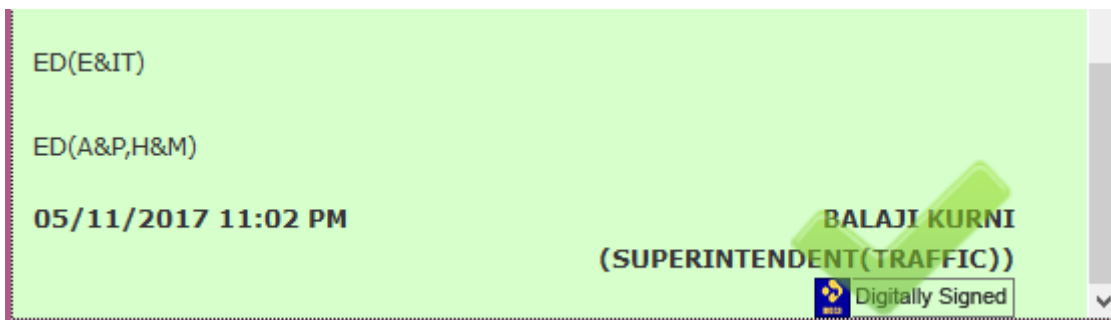


### 14) How to Sign Digitally in the Note File?

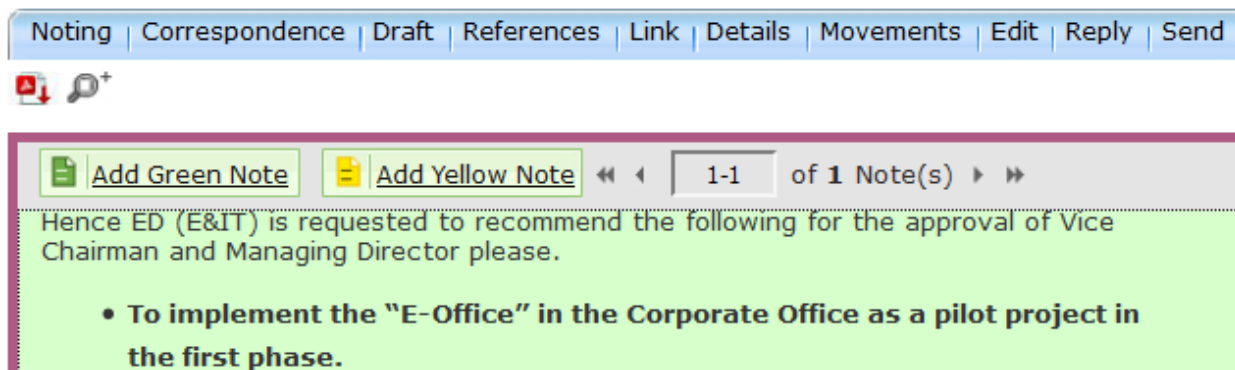
By sending the Green note and send dialog box will be opened which contains the “DSC Sign & Send” option and which is shown below.



Click on the DSC Sign and Send button which will load the java and ask to run the java which was already seen while DSC Registration. Enter the Login Pin of the DSC Token and click on the “Login” button. The Green not will be sent. The Digital Signature will be seen in the “Sent” tab by clicking on the sent file. The Digital Sign is shown below.

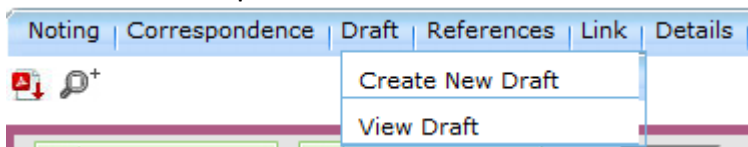


The file is forwarded to the next higher/respective Officer. Now Officer can give their notings by click on “Add Green Note”. Then send to the next higher/respective officer by clicking on “send”.

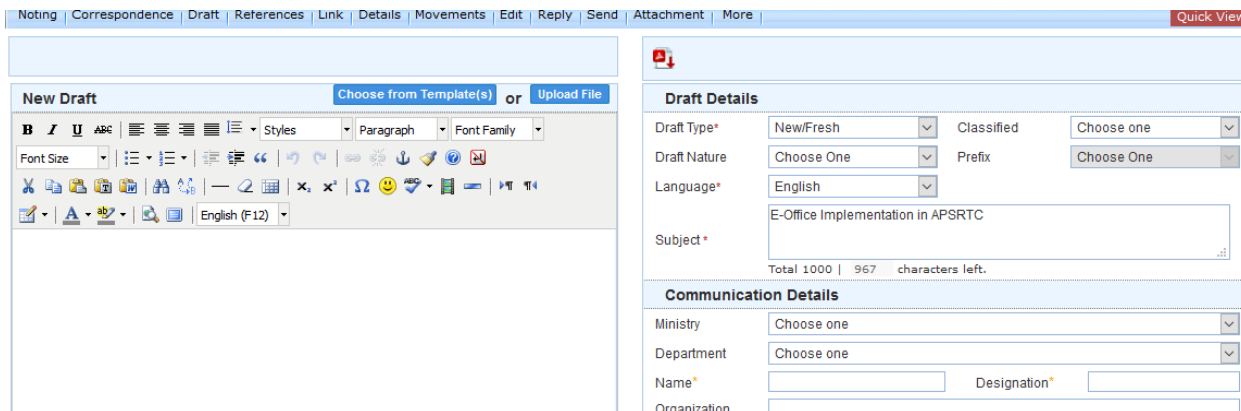


### 15) How to create the Proceeding Letter (Final Order)?


After getting the sanction of the note file, a proceeding letter (Final order) will be communicated to all. The Final Order will be created as click on the “Draft” Button and Click on the “Create New Draft” Option.



It will open the Draft creation window.



Here we can upload the MS word file or we can type the Proceeding letter or we can use the “paste from word” option, which is already used in the note file. After Uploading or typing or pasting the letter, need to fill the Draft details and communication Details as shown in the above right side window. Fill only the Mandatory fields. Save the Draft. We can know the note file which contains a Final order or Proceeding letter by seeing the file no with the green symbol as shown below.

[APSRTC-21021/23/2017-](#)  
[IT-APSRTC](#) 

**16) How to Sign on the Proceeding Letter (Final Order)?**

After sending the note file with the final order or proceeding letter we can see the Final order by clicking on the “Draft” button and click on the “View Drafts” option which will open the View Draft Dialog Box as shown below.

Draft List				
<input type="checkbox"/>	<a href="#">Draft No.</a>	<a href="#">Subject</a>	<a href="#">Status</a>	<a href="#">Approved By</a>
<input type="checkbox"/>	<a href="#">DFA/274769</a>	E-Office Implementation in APSRTC	DFA	

Draft Version List			
<a href="#">DFA/274769</a>			
<a href="#">Draft Version</a>	<a href="#">Date and Time Created</a>	<a href="#">Created By</a>	<a href="#">Status</a>
<a href="#">1.0</a>	05/11/17 11:21 PM	BALAJI KURNI	

We can see the final order or proceeding letter by clicking on the “Draft No” which is given by the E-Office Application Automatically. We can see the version of the Final Order, if the received Officer/Supervisor/Staff edits, the version of the Final order will be changed to 1.1 same as in the Yellow Note File. We can use the Short cut annotations in the Final Order, by copying the” #ApprovedDate#” etc in the Final Order.

**Note :**

Use #ApprovedBy# For Approver Info.  
 Use #ApprovedByName# For Approver's Name  
 Use #ApprovedByDesignation# For Approver's Designation.  
 Use #ApprovedBySectionName# For Approver Section Name.  
 Use #ApprovedDate# For Date of Approval.

O/o VC & MD  
Dated: #ApprovedDate#

Lr.No.Dy.cme1(SM-IT)/eoffice(2)/2017

To  
All the Head of the Departments,  
APSRTC::RTC HOUSE.

SUB: E-Office – Implementation of e-office, a paperless office business transactions in APSRTC – Nominating Nodal Officers – Reg.  
 REF: 1) This Office Note file no. Dycme1(SM-IT)/eoffice(1)/2017, dated 27.03.2017.  
 2) Lr. No. AMP/GEN(10)/2017-PO-II, dated 16.03.2017.  
 \*\*\*\*\*

Through the reference cited VC&MD had accorded approval for implementation of e-office in the Corporate Office as a pilot project in the first phase and at other zones in a phased manner.

Sl.no.	Department	Name of the Nodal Officer	Designation
1	PD	Sri. JAYA SANKAR	PO(COMP)
2	SPD	Sri S.T.P.RAGHAVA KUMAR	CO5-CII
3	BOT	Sri. Ch. SIVARAMA RAJU	EE(COMM)
4	CED	Sri. KRISTA CHARI	EE(P&D)
5	V&S	Sri. M.S.C. BOSE	AD(V&S)
6	MEDICAL	Dr. APPA RAO	SMD/VJA
7	LEGAL	Smt. PADMAJAVANI	SLO
8	OPD	Sri. SUDHAKAR	DYCTM(O)
9	IED	Sri. VIJAYA RATHNAM	DYCME(IED)
10	MED	Sri. NAGESWARA RAO	DYCME(O)
11	MED	Sri. M.SRINIVASA RAO	DYCME(C&B)
12	COMM-1	Sri. T.V.RAMAM	DYCTM(COMM-1)
13	COMM-II	Smt. VIJAYALAKSHMI	DYCTM(COMM-II)
14	BUDGET & FINANCE	Sri. LAKSHMI NARAYANA	DYCAO(B&F)
15	ACCOUNTS	Smt. DEEPIKA	DYCAO(MA)
16	IT	Sri. Y.SRINIVASA RAO	DYCME-1(SM-IT)

#ApprovedByName#  
#ApprovedByDesignation#

Click on the “Approve” Button to approve the Final order. After gets approved the Short cut annotations will be changed and displays the approver details. The Draft status will be changed to Approved.

**Draft No. : DFA/274769 - V 1.0 Draft Status : Approved**

After getting the approval, the DSC Sign will be done. DSC Sign and Custom Sign are the two options which are used to sign on the Final Order. If we use the DSC Sign option by default the Sign will be displayed at the left bottom of the Final Order. If we use the Custom Sign option we can select the area where the signature is required.

**Note :**

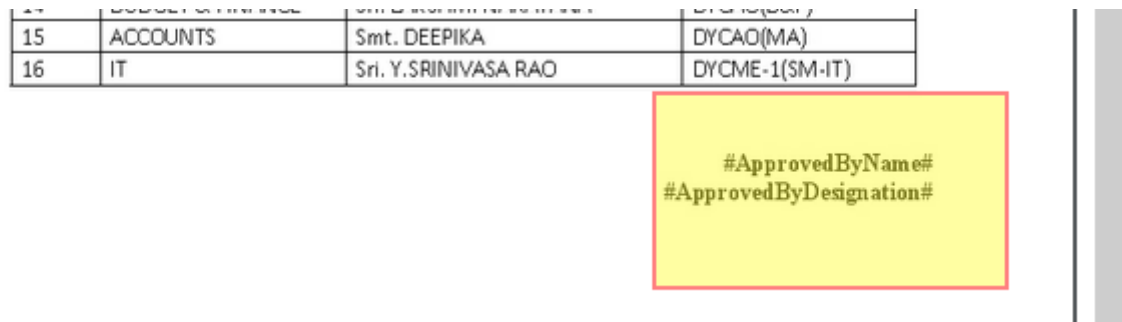
Use #ApprovedBy# For Approver Info.  
 Use #ApprovedByName# For Approver's Name  
 Use #ApprovedByDesignation# For Approver's Designation.  
 Use #ApprovedBySectionName# For Approver Section Name.  
 Use #ApprovedDate# For Date of Approval.

Dispatch By Self    Dispatch By CRU    DSC Sign    Edit    Custom Sign

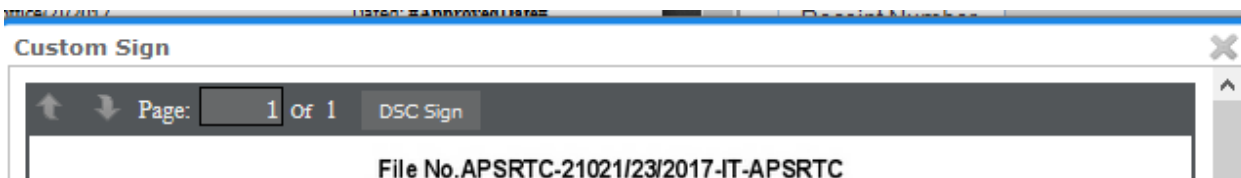
On Clicking on the Custom Sign button, a custom Sign dialog box will be opened for the Signing purpose.



Drag the area where Custom sign need to be displayed.



Click on the “DSC Sign” button which will be available on the Top of the Custom Sign window.

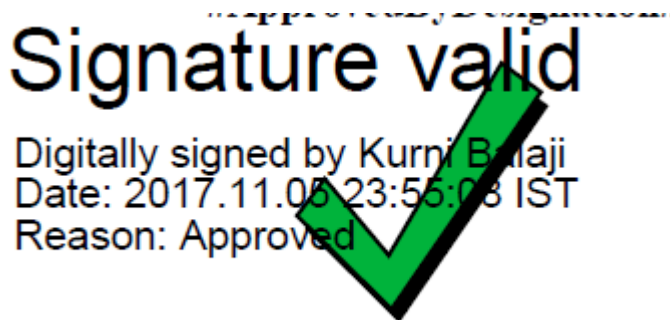




Java will be loaded and ask for the java to run and use the DSC Token pin to DSC Sign. Now observe the Status of the Draft, which shows the Signed.

Draft No. : DFA/274769 - V 1.0 Draft Status : Signed

After Final Order gets signed can be downloaded by clicking on the “Tools” button and click on the Download Option. Final order will be downloaded and open the Document with Adobe acrobat reader DC to view the DSC Sign on the Final Order as shown below. We can take the print out of the Final Order(If required).



### 17) How to Dispatch the Final Order or Proceeding letter?

After Final Order gets signed, open the View Drafts Option, it shows the “Dispatch by Self” or “Dispatch by CRU”. Select the Dispatch by Self option.

**Note :**  
Use #ApprovedBy# For Approver Info.  
Use #ApprovedByName# For Approver's Name  
Use #ApprovedByDesignation# For Approver's Designation.  
Use #ApprovedBySectionName# For Approver Section Name.  
Use #ApprovedDate# For Date of Approval.

Dispatch By Self    Dispatch By CRU    Edit

It shows the Dispatch options dialog box. Select the Email details and give the Email address to whom the final order need to be sent. Select the “Send without followup” option. The Details of the final order will be stored in the “Dispatch” Menu “Sent” option. If we open the sent option the details of all dispatched Final Orders will be shown.

**Dispatch Options**

**Email Details**

To\*

Cc   
(Use comma(,) to separate recipients.)

Bcc   
(Use comma(,) to separate recipients.)

Subject   
[DFA/274769\\_299441.pdf](#)

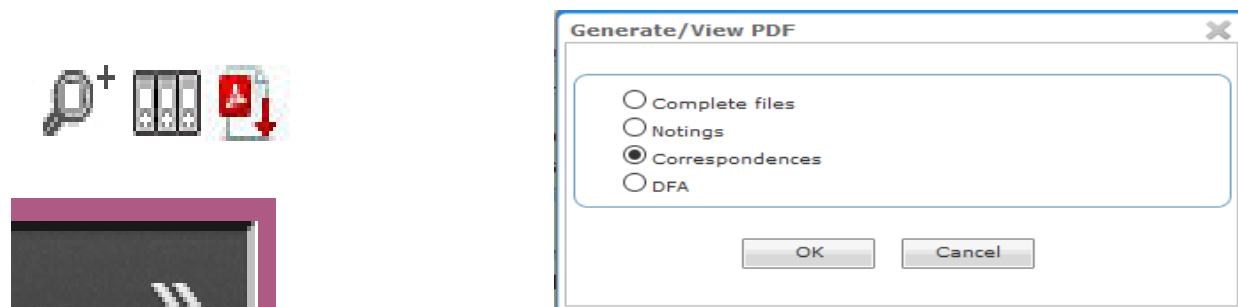
Email Body

Print Envelope | Create Reminder | View Reminders

<input type="checkbox"/>	Dispatch Number	Address	Sent On	Sent Through	File Number	Receipt Number	Issued Against	Status	Sanction Code	Dispatch Mode
<input type="checkbox"/>	<a href="#">I/51606/2017</a>	Issue CPM, RTC House Vijayawada	06/11/17 12:32 AM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/23 /2017-IT-APSRTC	842127/2017 /IT-APSRTC	Issued & Dispatched			
<input type="checkbox"/>	<a href="#">I/47080/2017</a>	Issue TA, Vijayawada	05/10/17 04:06 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/21 /2017-IT-APSRTC	791448/2017 /IT-APSRTC	Issued & Dispatched			
<input type="checkbox"/>	<a href="#">I/44844/2017</a>	Issue Balaji, RTC House VJA	16/09/17 04:32 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/19 /2017-IT-APSRTC		Issued & Dispatched			
<input type="checkbox"/>	<a href="#">I/40260/2017</a>	Issue TA, Guntur	10/08/17 04:37 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/8 /2017-IT-APSRTC	717625(1)/2017 /IT-APSRTC	Issued & Dispatched			
<input type="checkbox"/>	<a href="#">I/40163/2017(1)</a>	Issue balaji, Guntur	10/08/17 12:04 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/7 /2017-IT-APSRTC	716387/2017 /IT-APSRTC	Issued & Dispatched			
<input type="checkbox"/>	<a href="#">I/40163/2017</a>	Issue SRINU, Vijayawada	10/08/17 12:04 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/7 /2017-IT-APSRTC	716387/2017 /IT-APSRTC	Issued & Dispatched			

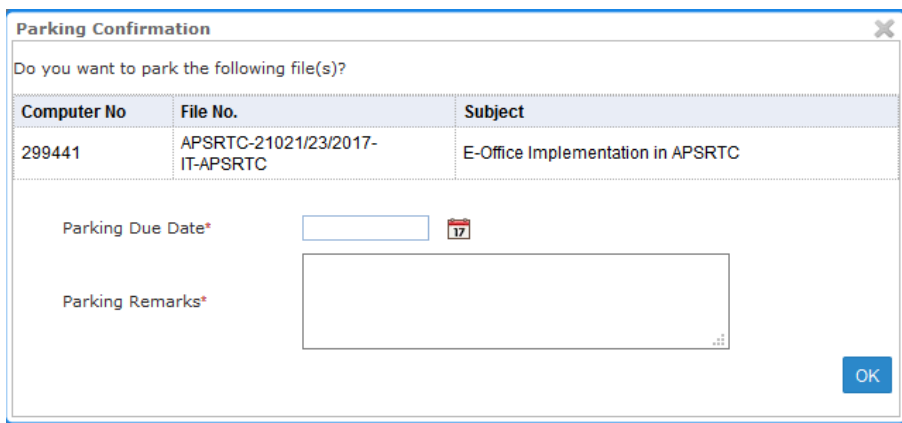
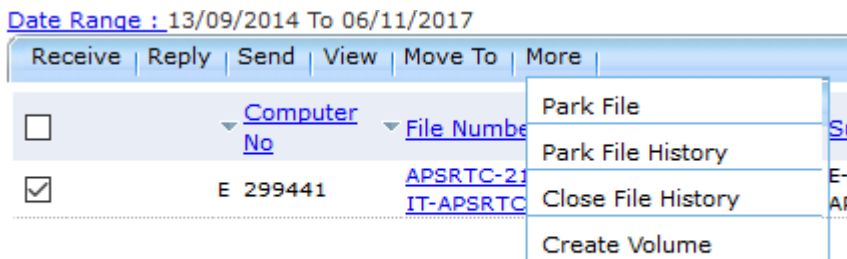
### 18) How to Download the Note File?

When Click on the file no in the Inbox, it will shows the 3 options on the right side top of the receipts/Folios page. Zoom option, Reference Option and Download Option(pdf file icon). When we click on the download option, it will show options, like Correspondance, Complete Files, notings and DFA. Select the option and Click on the Ok button to download the respective file into the our System.

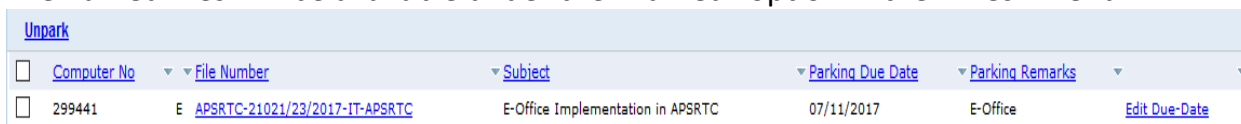


### 19) How to Park and Unpark the File?

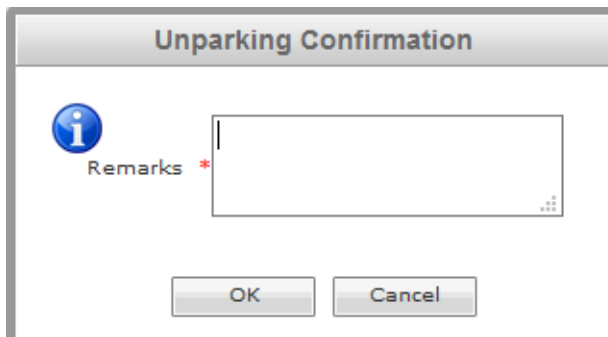
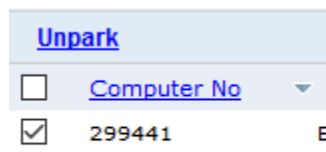
We can park the files which are present in our inbox. If action for a particular file is delayed, such file could be parked. Select the File by checking on the Check box in the Inbox files, Click on the “More” tab and select “Park File Option”. It will ask for the Parking Due Date (Till What time the action is delayed), Parking remarks are to be filled up and Click on the Ok button.



The Parked files will be available under the “Parked” option in the “Files” Menu.

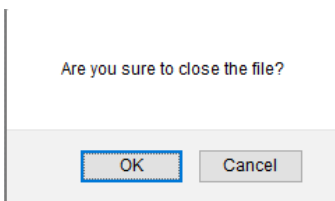
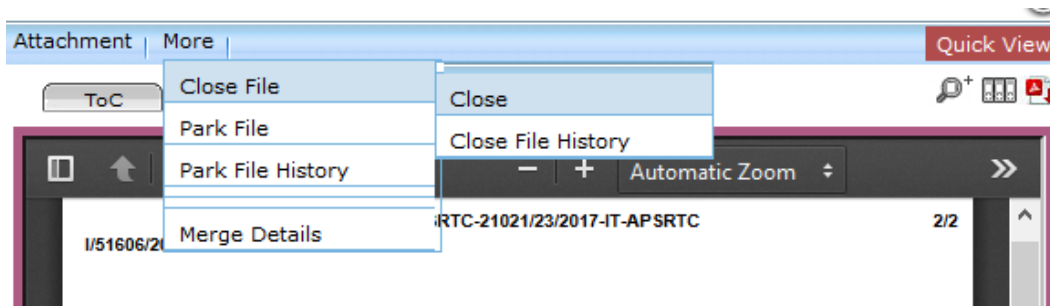


Select the Check box on the file to “Unpark” and Click on the “Unpark” option and write the unpark remarks in the unpark confirmation box and will be sent to Files inbox.



### 20) How to close and reopen the File?

Go to File inbox and open the file by clicking on the File no. On the top of the window we can see the “More” tab. Click on the More tab and place the cursor on the “Close” option and Click on the “Close File”. It will ask for the Closing remarks to enter and Click on the “Close” button. It will ask the confirmation to close then press “ok”.



The Closed files are available under the “Closed (By me)” Option in the File menu. Click on the Closed(By Me) Option, all the closed files will be displayed.

Search for Closed Files (By Me)

Department: ANDHRA PRADESH STATE ROAD T | Section: IT SECTION-APSRTC | Classified: Select Classified

Computer No: | File No: | Subject: | Closing Date: |

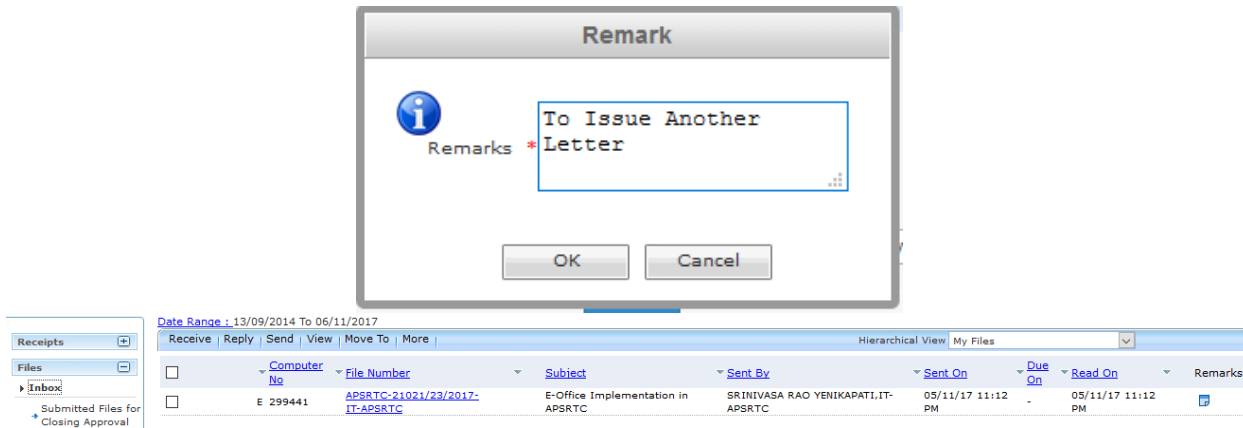
File Heads: Select Basic Head | Select Primary Head | Select Secondary Head | Select Tertiary Head

Search

Showing 1 to 15 of 19

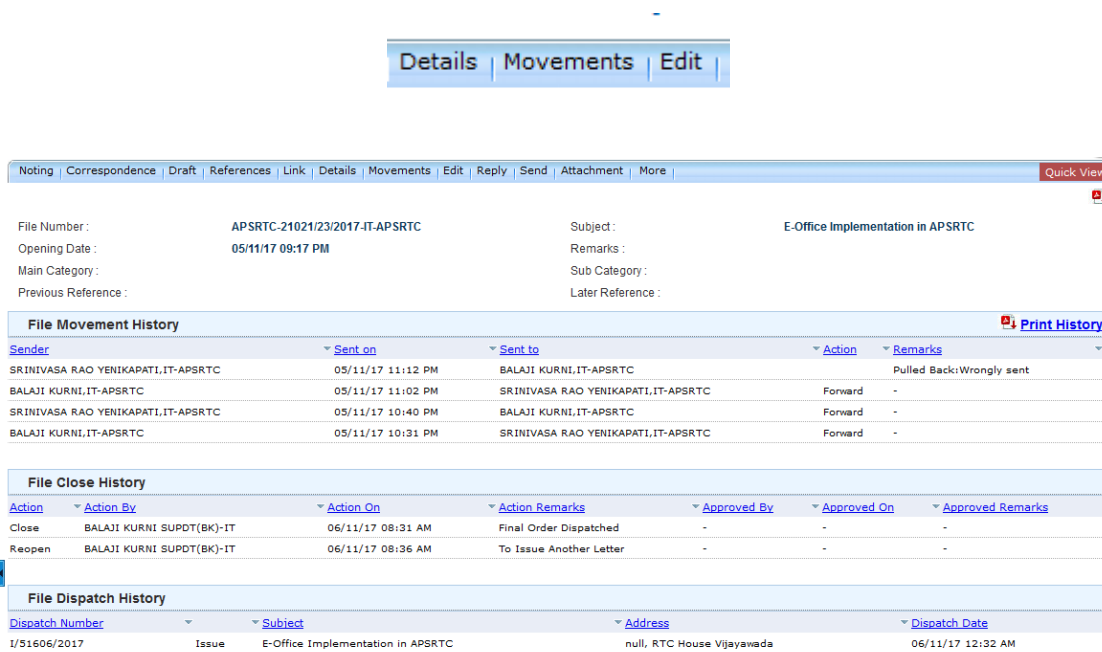
Computer No	File Number	Subject	Closed on	Closing Remarks	
299441	E APSRTC-21021/23/2017-IT-APSRTC	E-Office Implementation in APSRTC	06/11/17 08:31 AM	Final Order Dispatched	<a href="#">Re-open</a>
256496	E APSRTC-21021/13/2017-IT-APSRTC	Implementation of "E-Office" , a paperless office ...	27/10/17 11:46 AM	Action Completed	<a href="#">Re-open</a>

We can reopen the File by clicking on the “Reopen” hyperlink available to the every row of the file. If we click on the Reopen hyperlink, it will ask to enter the Reopen Remarks and press “ok”. It will be moved from Closed Files to File Inbox.



### 21) How to view the Movements of the File?

Go to the File Inbox, open the file by clicking on the File no. On the top of the row will see the “Movements” button. Click on the Movements button, it will show the file movement history, file closing history and file dispatch history with date and time and remarks also. By viewing the movements we can know the exact location of the File.



### 22) How to View the Reports?

Click on the “Reports” tab in the main menu. It will open the all options like File reports, Receipt reports etc. We can see the pendency of the Files at the Corporate Level, Depot Level and Person Level also. Click on the “File Summary Report” option.

ADDITIONAL WORKPLACE SOLUTION

eFile electronic file system Search  Advanced | Help

	File	Receipt	Miscellaneous	Dispatch
Receipts	FileRegister	Classified Receipt Report	Age Wise Pendency Report	Dispatch(Section Wise)
Files	FilesForward	Diary Register	Departmental Summary	Dispatch No Wise Dispatch Report
Migrate File	FilesReceived	Forwarded	Dispatch Register (Postal And Peon Book No. Details) Report	Receipt No Wise Dispatch Report
Dispatch	Parked Files	Received	PMO VIP Reference Reports	
DSC	Closed Files	Receipt category	Receipt Pendency Report (MoPR)	
Reports	File Summary Report	VIP Details	Received File(s) Pending Report	
Settings		Closed Receipts	Received Receipt(s) Pending Report	
Notification		Receipt Summary Report	Reminder (Diary for Active follow ups) Report	
		Vip Reference Report (Hierarchy Wise)	Reminder (Diary For Active Or Closed Follow Ups ) Report	
		Vip Reference Report	Reminder (Diary For Closed follow ups) Report	
			Reminder (Follow Ups For After Reply Due Date) Report	
			Reminder(Follow Ups For Before Reply Due Date) Report	
			Reminders Due	
			Reminders Due - Active cases for which reminders issued within date range	
			My Files Pending With Others	
			Revenue Report	

- File**
- FileRegister
  - FilesForward
  - FilesReceived
  - Parked Files
  - Closed Files
  - File Summary Report

It will ask from date, to date and days of pendency to look for. Press the “Submit” button. It will open the file summary report at the State Government Department level. Go to the “Andhra Pradesh state Road transport Corporation” hyperlink. It will display the Department level in the APSRTC. Click on the department level, it will open the report at person level in the department.

**Corporation Level**

From Date : 01/11/2017 To Date : 06/11/2017

S.No	Department	Opening Balance	Received	Disposed			Pendency at the end of the Period					Total Pendency
				Closed	Forwarded	Parked	7Days	15Days	30Days	60Days	>60Days	
31	<a href="#">ANDHRA PRADESH STATE FILM TELEVISION AND THEATRE DEVELOPMENT CO</a>	81	0	0	0	0	0	0	0	0	81	81
32	<a href="#">ANDHRA PRADESH STATE FINANCIAL CORPORATION</a>	29	24	0	22	0	23	2	3	3	0	31
33	<a href="#">ANDHRA PRADESH STATE HOUSING CORPORATION LIMITED</a>	5	0	0	0	0	0	0	1	1	3	5
34	<a href="#">ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION</a>	310	276	28	221	0	130	83	29	67	25	334
35	<a href="#">ANDHRA PRADESH TECHNOLOGY SERVICES</a>	256	308	0	269	7	114	30	61	26	49	280
36	<a href="#">ANDHRAPRADESH TOURISM AUTHORITY</a>	761	23	0	14	1	11	19	17	33	689	769
37	<a href="#">ANDHRA PRADESH TOURISM CULTURE AND HERITAGE BOARD</a>	63	6	0	9	0	5	7	11	12	25	60
38	<a href="#">ANDHRA PRADESH TOWERS LIMITED</a>	25	19	0	18	0	12	2	0	1	11	26
39	<a href="#">ANDHRA PRADESH TRANSMISSION CORPORATION</a>	1871	6	0	3	0	7	0	0	2	1865	1874
40	<a href="#">ANDHRA PRADESH TRIBAL WELFARE RESIDENTIAL EDUCATIONAL INSTITUTI</a>	416	46	0	43	0	31	27	41	131	189	419
41	<a href="#">ANDHRA PRADESH URBAN FINANCE AND INFRASTRUCTURE DEVELOPMENT COR</a>	172	38	0	37	0	22	16	17	17	101	173
42	<a href="#">ANDHRA PRADESH URBAN GREENING AND BEAUTIFICATION CORPORATION LI</a>	320	96	0	92	0	33	33	26	15	217	324
43	<a href="#">ANDHRA PRADESH VAIDYA VIDHANA PARISHAD</a>	2	0	0	0	0	0	0	0	1	1	2
44	<a href="#">ANDHRA PRADESH VIGILANCE COMMISSION</a>	14	1	0	2	0	1	1	1	0	10	13
45	<a href="#">ANDRA PRADESH TOURISM DEVELOPMENT CORPORATION</a>	658	113	0	108	0	47	66	148	70	332	663

### Department Level

From Date : 01/11/2017

To Date : 06/11/2017

Department : ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

S.No	Section	Opening Balance	Received	Disposed			Pendency at the end of the Period					Total Pendency
				Closed	Forwarded	Parked	7Days	15Days	30Days	60Days	>60Days	
1	<a href="#">ACCOUNTS SECTION-APSRTC</a>	2	1	0	0	0	1	0	1	1	0	3
2	<a href="#">CIVIL ENGINEERING SECTION-APSTRC</a>	26	34	12	25	0	9	4	0	2	2	21
3	<a href="#">COMMERCIAL SECTION-APSRTC</a>	13	3	0	3	0	0	4	1	2	0	13
4	<a href="#">FINANCE SECTION-APSRTC</a>	8	21	0	11	0	14	1	2	1	0	18
5	<a href="#">INDUSTRIAL ENGINEERING-APSRTC</a>	12	19	11	16	0	1	0	0	0	3	4
6	<a href="#">IT SECTION-APSRTC</a>	45	50	4	39	0	19	5	2	18	4	51
7	<a href="#">MECHANICAL SECTION-APSRTC</a>	11	2	0	0	0	2	2	1	6	1	13
8	<a href="#">O/o ASSISTANT TRAFFIC MANAGER 2-IT-APSRTC</a>	1	0	0	0	0	0	0	0	0	1	1
9	<a href="#">O/o CHIEF ACCOUNTS OFFICER-APSRTC</a>	0	1	0	0	0	1	0	0	0	0	1
10	<a href="#">O/o CHIEF CIVIL ENGINEER-APSRTC</a>	1	0	0	0	0	0	0	0	0	1	1
11	<a href="#">O/o CHIEF ENGINEER -INDUSTRIAL ENGINEERING-APSRTC</a>	1	0	0	0	0	0	0	0	0	1	1
12	<a href="#">O/o CHIEF MECHANICAL ENGINEER-OPERATIONS-APSRTC</a>	1	0	0	0	0	0	0	0	0	1	1
13	<a href="#">O/o DEPUTY CHIEF MECHANICAL ENGINEER -CHASIS &amp; BODY-APSRTC</a>	1	0	0	0	0	0	0	0	1	0	1

### Persons Level

From Date : 01/11/2017

To Date : 06/11/2017

Department : ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

Section : IT SECTION-APSRTC

S.No	User	Opening Balance	Received	Disposed			Pendency at the end of the Period					Total Pendency
				Closed	Forwarded	Parked	7Days	15Days	30Days	60Days	>60Days	
1	ARUNA KUMARI MALLELA	2	3	4	0	0	0	0	0	0	1	1
2	BALAJI KURNI	0	7	0	4	0	1	0	0	0	0	1
3	BALAJI KURNI	0	0	0	0	0	0	0	0	0	1	1
4	GOVINDA RAJU MOKA	1	1	0	1	0	1	0	0	0	0	1
5	GOVINDA RAJU MOKA	1	0	0	0	0	0	0	0	1	0	1
6	MAHENDRUDU GEDALA	3	0	0	0	0	0	2	1	0	0	3
7	RAJASEKHAR M	0	21	0	11	0	10	0	0	0	0	10
8	RAVI SHANKER SK	5	6	0	10	0	1	0	0	0	0	1
9	SRINIVASA RAO EDARA	5	6	0	7	0	4	0	0	0	0	4
10	SRINIVASA RAO YENIKAPATI	0	3	0	2	0	1	0	0	0	0	1
11	SRINIVASULU REDDY TALAMATI	6	0	0	0	0	0	0	0	6	0	6
12	SRINIVASULU REDDY THOTA	2	0	0	0	0	0	0	0	2	0	2
13	SRINU NAIK LAKAVATHU	6	0	0	0	0	0	0	0	1	0	1
14	SUDHAKAR KURMAYYAGARI	1	0	0	0	0	0	0	0	0	1	1
15	SYED ZAMEER AHMED	1	0	0	0	0	0	0	0	0	1	1

<< < 1 2 > >>