To

1. **Administrative Secretaries**
2. **Head of Departments**
3. **Deputy Commissioners**

No.: DGR-EOFCOIMP/2/2018-SSM(K)-DGR-Punjab/SPL1 Dated : 16-04-2020

Subject: Implementation of Digital communication in the Punjab Government Offices.

During the current lockdown, there is a need to stop the paper files as movement of even a single file, from an infected person, may lead to spread of the Covid-19 in the whole hierarchy. Also, it has been observed that digital communication amongst the officers is very poor due to which sometimes the information required on urgent basis takes a lot of time to flow between the officers/officials.

It has been decided to start digital communication between the offices using the below mentioned digital communication channels.

1. WhatsApp
2. Government emails.
3. VC Meetings
4. Eoffice
5. Push SMS

1. WhatsApp

Most of the government colleagues have already created WhatsApp groups based upon their own requirements of the communication. To standardize the process, it has been decided that

a. One WhatsApp group will created for all the Administrative Secretaries. PS GAD may be the group admin.
b. One WhatsApp group of all the Directors and one WhatsApp group of heads of all the Boards/ Corporations/ Commissions will be there. Secretary Personal will be the group admin in both the groups.
c. One WhatsApp group of all the Deputy Commissioners of the State and Administrative Secretaries of all the departments will be there. OSD to CS will be the group admin.
d. Every Administrative Department will have one WhatsApp group of their office. In the group, each and every staff member of the office will be a participant. Depending upon the size of the department, an Additional Secretary/ Joint Secretary/ Under Secretary or Superintendent will be the group admin for the department.
e. Every Directorate will have one WhatsApp group of the office with each and every staff member as participant. HoD/PA to HOD will be the group admin for the Directorate.
f. Each DC office will have one WhatsApp group for his staff. PA/ DC will be group admin.

2. Official Email IDs

Official emails have been created for govt employees under the e-office project.

One group of each of the Administrative Secretaries, HODs, Heads of independent entities will be made to circulate meeting notices/ important decision/ circulars of the government. The list of group would be made available at **www.punjab.gov.in**

3. VC Meetings

Vidyo/ WebEx IDs of all the Administrative Secretaries, HODs of Directorates and other independent entities will be created to help them in conducting video conferences as and

when required. The list of IDs will be displayed on the Punjab Government portal so that it can be easily accessible.

4. eOffice

eOffice has been implemented in all the administrative departments at both Punjab Civil Secretariats and all DC/SDM/Tehsils/Sub Tehsil offices of Punjab. It has also been started in 40 Directorates and 24 board and corporations. Status of the same is attached herewith this letter as **Annexure-A.**

Some of the ADs and Directorates are still pushing the physical files. All ADs/ Directorates and independent offices will immediately stop moving the physical files and start working on eoffice.

Department of Governance Reforms has started the online eOffice trainings, during the lockdown period with a detailed plan for training the laggards. **Details of the eOffice trainings arranged by DoGR/ NIC will be available by clicking the links given below: -**

4.1   https://dgrpunjab.webex.com/join/pankaj.jain33 : This online room will be providing training on eoffice in 2 sessions (i.e. 10 AM to 1 PM and 2 PM to 5 PM) all the seven days of the week. 150 users can join this training at any point of the time. This training will start from **17-04-2020**. Training plan can be seen at eofficeportal.punjab.gov.in->Download -
>Training Plan.

4.2   http://intranicvc.nic.in/flex.html?roomdirect.html&key=KiSUWjz6ML This room will be used for training to the staff of administrative departments and directorates which have been on boarded on eOffice but are still not using eOffice.

Notice board feature in eOffice will be used to publishe the notices. Knowledge management system (KMS) will be used to create a central repository of the government documents/ orders.

For any clarification/help required on on-boarding eOffice software **Sh. Gagan Goyal, System Manager (M. 9872590425)** or **Sh. Pankaj Jain, Scientist-D (M. 9646300130)** may be contacted.

5. Push SMS

Group of various staff category will be made in the Push SMS service to send the urgent notifications to the groups as and when required.

Please pass necessary instructions to the offices reporting to you to immediately start methods of digital communication in their departments.

<table>
<tr><td></td><td>-Sd-</td></tr>
<tr><td>Chandigarh</td><td>Karan Avtar Singh, IAS</td></tr>
<tr><td>Dated 15-04-2020</td><td>Chief Secretary, Punjab</td></tr>
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Endst. No.: DGR-EOFCOIMP/2/2018-SSM(K)-DGR-Punjab/SPL1   Dated : 16-04-2020

1. A copy of letter is hereby forwarded to PS,GAD for necessary action as mentioned 1.c
2. A copy of letter is hereby forwarded to Secretary, Personal for necessary action as mentioned 1.d
3. A copy of letter is hereby forwarded to OSD to CS, for necessary action as mentioned 1.e
4. A copy of the above is forwarded to SIO, NIC Punjab for information 7 necessary action.

Parminder Pal Singh, PCS
(Director)

S. No	Department Name	On-Boarded on eoffice	Users Enrolled	eFiles Created	Receipts Created	eFile Movements
	Administative Departments - ON Board Status as on 12-04-2020					
1	Department of General Administration	On Boarded	231	3512	24321	41243
2	Department of Governance Reforms & Public Grie	On Boarded	146	3445	31042	92478
3	Department of Personnel	On Boarded	98	2568	11365	36725
4	Department of Finance	On Boarded	122	1139	6156	17847
5	Department of Water Resources	On Boarded	47	1132	4641	8351
6	Department of Vigilance	On Boarded	45	1117	3452	9346
7	Department of Health & Family Welfare	On Boarded	71	997	10337	6282
8	Department of Technical Education and Industrial	On Boarded	23	747	2789	4041
9	Department of School Education	On Boarded	52	550	1390	2931
10	Department of Public Works	On Boarded	25	496	3519	2557
11	Department of Home Affairs and Justice	On Boarded	111	447	2453	1888
12	Department of Water Supply and Sanitation	On Boarded	25	418	3679	3663
13	Department of Housing and Urban Development	On Boarded	25	412	2806	1671
14	Department of Employment Generation and Train	On Boarded	19	369	1109	4941
15	Department of Higher Education	On Boarded	27	356	3182	2287
16	Department of Defence Services Welfare	On Boarded	14	314	1427	6170
17	Department of Planning	On Boarded	17	283	1289	2231
18	Department of Social Security and Development o	On Boarded	30	279	1200	2101
19	Department of Tourism and Cultural Affairs	On Boarded	13	256	1028	2778
20	Department of Industries and Commerce	On Boarded	16	226	728	1785
21	Department of Transport	On Boarded	34	209	2364	1526
22	Department of Power	On Boarded	21	191	1748	1258
23	Department of Welfare of Pensioners	On Boarded	10	189	313	894
24	Department of Science, Technology & Environmen	On Boarded	11	186	803	520
25	Department of Food, Civil Supplies and Consumer	On Boarded	21	179	2075	1461
26	Department of Local Government	On Boarded	37	146	1014	1238
27	Department of Social Justice, Empowerment and N	On Boarded	32	122	1320	811
28	Department of Printing and Stationery	On Boarded	5	100	317	1524
29	Department of Labour	On Boarded	14	87	1772	606
30	Department of Medical Education and Research	On Boarded	23	82	289	417
31	Department of Elections	On Boarded	12	80	243	385
32	Department of Parliamentary Affairs	On Boarded	13	52	333	524
33	Department of Welfare of Freedom Fighters	On Boarded	10	50	392	254
34	Department of NRI Affairs	On Boarded	15	43	610	188
35	Department of Sports and Youth Services	On Boarded	17	35	587	95

**Administative Departments - ON Board Status as on 12-04-2020**						
S. No	**Department Name**	**On-Boarded on eoffice**	**Users Enrolled**	**eFiles Created**	**Receipts Created**	**eFile Movements**
36	Department of Animal Husbandry, Dairy Developn	On Boarded	19	11	17	39
37	Department of Revenue, Rehabilitation & Disaster	On Boarded	222	8	7	26
38	Department of Agriculture	On Boarded	38	3	7	11
39	Department of Civil Aviation	On Boarded	8	3	16	9
40	Department of Excise and Taxation	On Boarded	19	3	2	5
41	Department of Cooperation	On Boarded	20	0	254	6
42	Department of Forest and Wild Life Preservation	IN PROGRESS	0	0	0	0
43	Department of Rural Development and Panchayat	IN PROGRESS	0	0	0	0

Directorates - On-Boarded Status as on 12-04-2020

S. no	Directorate name	On-Boarded on eoffice	Users Enrolled	eFiles Created	Receipts Created	eFile Movements
1	Directorate of Governance Reforms & Public Grievances	On Boarded	146	3445	31042	92478
2	Directorate of Information and Public Relation	On Boarded	120	1068	2216	13262
3	Directorate of Local Government	On Boarded	222	1139	2442	7522
4	Directorate of Investment Promotion	On Boarded	88	420	2129	5227
5	Directorate of Health Service	On Boarded	155	1105	1087	5070
6	Directorate of Employment Generation and Training	On Boarded	44	481	1472	4874
7	Directorate of Treasury & Accounts (ELFA , Internal AUDIT, NPS)	On Boarded	120	448	1779	3540
8	Department Industries and Commerce	On Boarded	174	210	276	2817
9	Directorate of Defence Services Welfare	On Boarded	33	401	408	2693
10	Directorate of Food, Civil Supplies and Consumer Affairs	On Boarded	304	137	248	1144
11	Directorate of Water Supply and Sanitation	On Boarded	235	262	832	1019
12	Directorate of Information Technology	On Boarded	11	116	165	673
13	Directorate of Transport	On Boarded	58	87	64	589
14	REGISTRAR COOERATIVE SOCIETY	On Boarded	129	151	2171	465
15	Directorate of Planning	On Boarded	24	174	237	367
16	Direrctorate of Small Savings	On Boarded	8	52	262	354
17	Department of Tourism	On Boarded	13	44	47	268
18	Department of Excise & Taxation (Patiala)	On Boarded	181	22	14	82
19	Directorate of Social Security and Development of Women and Children	On Boarded	91	48	2361	71
20	Director Land Records	On Boarded	37	13	34	29
21	Direrctorate of Lotteries	On Boarded	15	6	1	26
22	Direrctorate of Banking and Finance	On Boarded	5	10	10	23
23	Department of VIGILANCE BUREAU	On Boarded	104	8	12	21
24	Directorate of Cultural Affairs	On Boarded	13	9	12	20
25	Technical Education	On Boarded	17	1	5	13
26	WATER RESOURCES	On Boarded	361	2	8	11
27	Directorate of State Transport Commissioner	On Boarded	56	1	2	10
28	Directorate of LABOUR	On Boarded	61	2	2	9
29	Controller of Stores	On Boarded	30	0	0	5
30	PWD(B&R)	On Boarded	22	0	5	2
31	PANCHAYATI RAJ AND PUBLIC WORKS	On Boarded	27	0	0	2
32	DEPT-PWD(B&R)	On Boarded	21	0	5	2
33	Department of ECONOMIC AND STATISTICAL ORGANIZATION	On Boarded	62	0	0	1

Directorates - On-Boarded Status as on 12-04-2020

S. no	Directorate name	On-Boarded on eoffice	Users Enrolled	eFiles Created	Receipts Created	eFile Movements
34	Admin General & Official Truste	On Boarded	4	0	0	1
35	Directorate of ARCHITECTURE PUNJAB	On Boarded	22	0	0	0
36	Joint Dev Commr	On Boarded	56	0	0	0
37	Controller Printing and Stationary	On Boarded	58	0	0	0
38	Food Processing	On Boarded	9	0	0	0
39	Punjab Vidhan Sabha	On Boarded	226	0	0	0
40	Directorate of Disinvestment	In Progress	In Progress	In Progress	In Progress	In Progress
41	Legal and Legislative Affairs	In Progress	In Progress	In Progress	In Progress	In Progress
42	Department of School Education	In Progress	In Progress	In Progress	In Progress	In Progress
43	Department of Forest	In Progress	In Progress	In Progress	In Progress	In Progress
44	Department of Technical Education and Industrial Training	In Progress	In Progress	In Progress	In Progress	In Progress

BOARDS/CORPORATIONS Status as on 12-04-2020

S. No	Office Name	On-Boarded on eoffice	Users Enrolled	eFiles Created	Receipts Created	eFile Movements
1	PUNJAB WATER SUPPLY & SEWRAGE BOARD	On Boarded	348	4509	5447	21434
2	GMADA	On Boarded	261	4446	17686	29649
3	PUNSUP	On Boarded	103	3705	7503	54554
4	PUNJAB MANDI BOARD DEPT.	On Boarded	243	1404	2793	10771
5	MARKFED	On Boarded	176	695	1326	5541
6	SKILL DEVELOPMENT MISSION	On Boarded	33	254	72	2027
7	PUDA Mohali - Punjab Uurban Dev. Authorit	On Boarded	121	241	528	1475
8	PUNJAB INFORMATION & COMMUNICATION	On Boarded	58	197	506	1738
9	HERITAGE & TOURSIM BOARD	On Boarded	84	148	105	763
10	MAHARAJA RANJIT SINGH AFPI MOHALI	On Boarded	7	64	12	90
11	PUNJAB AGRO.	On Boarded	129	57	104	112
12	MUNICIPAL CORPORTAION MOHALI	On Boarded	89	54	300	182
13	PUNJAB GHAR GHAR ROZGAAR AND KAROBA	On Boarded	14	41	48	288
14	C-PYTE	On Boarded	7	35	1	177
15	MUNICIPAL CORPORTAION HOSHIARPUR	On Boarded	47	22	239	17
16	PB EX SERVICE CORPORATION	On Boarded	12	14	14	63
17	MAI BHAGO AFPI-MOHALI	On Boarded	7	10	10	22
18	PUNJAB INFRASTRUCTURE DEVELOPMENT B	On Boarded	38	9	193	24
19	PUNJAB STATE WAREHOUSING	On Boarded	113	0	0	98
20	ANANDPUR SAHIB FOUNDATION	On Boarded	22	0	0	1
21	NATIONAL HEALTH MISSION	On Boarded	52	0	0	1
22	PUNJAB STATE COMMISSION FOR PROTETCT	On Boarded	11	0	0	0
23	PUNJAB TOURISM DEVELOPMENT COOPERA	On Boarded	6	0	0	0
24	PATIALA DEVELOPMENT AUTHORITY	In Progress	In Progress	In Progress	In Progress	In Progress

Capability Building Programme (CBP)

eFile Training on: Monday – Tuesday – Thursday- Friday – Sunday

VC URL: https://dgrpunjab.webex.com/join/pankaj.jain33

Time	Topic
10 AM to 11 AM	• **Receipts**: Scanning Guidelines, Explaining Inbox of Receipts. (Legends, Computer Number, Priority etc) Diarization, Benefits of Add to Address Book, Difference in Red & Orange Asterisk, Use of Mobile No and email column in Contact Details, Difference in Generate & Generate and Send Button,
11 AM to 12 PM	• **Receipts:** Acknowledgment, Forwarding of Receipt, Difference in Created/Inbox/Sent, How to directly Put in existing File and in New File, Forwarding, Closing/Reopening, Copy of Receipts, Pull back, Attachment of File and Receipt. Searching of Receipt (in Inbox/Sent, in Search Option, in Advance Search Option), Movement, Details
12 PM to 1 PM	• **eFile:** Explaining Inbox of File. (Legends, Computer Number, Priority etc) Difference in to SFS and Non-SFS files, File Heads, How to Create New NON SFS File, Attach receipt, Create Yellow and Green Noting, Difference in Yellow & Green Note, Attach Correspondence, Changing Status of Receipt in TOC, Quick Notings. User Defined Quick Notings, Signatures & Time Stamp on Noting, Movement of Files, Details
1 PM to 2 PM	• Query Session
2 PM to 3 PM	• **eFile:** 8 Types of Referencing, Difference between Link & Attach, PARKING of files, Create PART File (From Part option and from Send Screen), Linking of Part File with Original File and Closing of Part File. Submitting request and approving of Closing request of Files, Searching of Files, Advance Search, Pull Back of File.
3 PM to 4 PM	• **Drafts** Creation of Drafts, Hash Tags, Difference in Hash Tags and Digital Signatures, Use of Contact Details while creating Draft, Difference in Draft Type, Dispatch by self and Dispatch by CRU, Dispatch by Post, Dispatch by email, Reminders, Difference in Dispatch with Follow-up and Dispatch Without Follow-up.
4 PM to 5 PM	• Email Diarisation. • Migration of files • DSC Registration
5 PM to 6 PM	Query Session

Outcome of Training -
1. Awareness of the usage of eFile application in eOffice.
2. Able to use eOffice effectively, to carry out their day to day official activities.

National Informatics Centre
Department of Electronics & Information Technology
Ministry of Communications & Information Technology (Govt. of India)
Capability Building Programme (CBP)

EMD Training on: WEDNESDAY – SATURDAY

VC URL: https://dgrpunjab.webex.com/join/pankaj.jain33

Time	Topic
10 AM to 11 AM	• **EMD** Mapping of Designations and Posts, Creation of OU's, Employee Creation, Post Assignment, Post Hierarchy, Post Roles Assignment.
11 AM to 12 PM	• **EMD:** Additional Charge, Post Delegation, Difference in Delegation Powers, Transfer/ Promotion of Employee.
12 PM to 1 PM	• **KMS (Knowledge Management System)-** How to share, Publish, delete, Subscribe etc • **Calender –** Appointments, Events, Sharing or Set Reminders etc. • **eConnect –** add friends, Post Images, Thoughts etc • **Employee Corner –** Wishing Birthdays, Joinings & Superannuations
1 PM to 2 PM	• Query Session
2 PM to 3 PM	• **EMD** Mapping of Designations and Posts, Creation of OU's, Employee Creation, Post Assignment, Post Hierarchy, Post Roles Assignment.
3 PM to 4 PM	• **EMD:** Additional Charge, Post Delegation, Difference in Delegation Powers, Transfer/ Promotion of Employee.
4 PM to 5 PM	• **KMS (Knowledge Management System)-** How to share, Publish, delete, Subscribe etc • **Calender –** Appointments, Events, Sharing or Set Reminders etc. • **eConnect –** add friends, Post Images, Thoughts etc • **Employee Corner –** Wishing Birthdays, Joinings & Superannuations
5 PM to 6 PM	Query Session

Outcome of Training -
1. Awareness of the usage of eFile application in eOffice.
2. Able to use eOffice effectively, to carry out their day to day official activities.