FAQ

1. What is eOffice?

eOffice is an application that has been designed in sync with the needs of a modern Government and has been conceived as the instrument for the Next Generation Government. It paves a platform for Personalized, role based, secure access to internal information for the employees that is accessible through any browser. Personalized services are enabled and employees receive Electronic notifications of services and transactions based on their needs and contingencies.

2. What is the objective of eOffice?

1. To improve efficiency, consistency and effectiveness of government responses.

2. Establishing a paperless environment in government offices and to establish transparency and accountability.

3. Is eOffice compatible with all Browsers?

No, it is not compatible with all Browsers. It runs faster in Mozilla and Internet Explorer, some features of eOffice is not supported with Google Chrome. I suggest using Mozilla or Internet Explorer only for Better performance.

4. Which are the different modules of eOffice?

1. File management System (**eFile)**

2. Knowledge Management System.

3. Collaboration and messaging Services.

4. Employee Master Data

5. What is eFile (File Management System)?

eFile (File Management System) is a workflow based system that replaces the existing manual handling of files with a more efficient electronic system. This system involves all stages, including the diarisation of inward receipts, creation of files, movement of receipts and files and finally, the archival of records.

6. Does eOffice portal support Punjabi language?

Yes, you can work in the Punjabi language.

7. Is it possible to access our data which is uploaded in the portal anytime & anywhere?

Yes, the data is not saved in the computer; the data is saved in an online server that is operational 24x7, so u can access your data anytime & anywhere.

8. How do we search for a particular record?

You can search for any file or document in eOffice with the help of search bar provided at the top right corner of the portal.

9. How do we get information or contact details of an employee?

This can be achieved by using the directory search option available in the menu bar.

10. What is Advanced Search?

In Advanced Search, we can fill particular details like type of document, its creator and other keywords for a particular and specific search.

11. What types of notifications come in notification tab?

Notifications about new file send to you, any messages, subscribed documents etc. will come in your notifications tab.

12. Can we delete eOffice account?

No, we can just override and modify the account details.

13. In eOffice portal what is the purpose of settings module?

This helps the user to change the settings like preferences, address book, making user groups etc which makes the working process easy.

14. How to open eOffice live server?

https://eofficepmb.punjab.gov.in

15. What is eFile Module?

eFile module comprises of Sections which are inter-dependent on each other and manages the official work flow of the entire life cycle of a Document/DAK which is received by the organization.

eFile application constitute Receipts, Files, Dispatch, Reports, and so on. Each section comprises of different links that helps the user to easily utilize the functionalities of different sections of the eFile also.

16. Which are different eFile sub-modules?

Receipt, File, Migrate Files, Dispatch, DSC, Reports, settings, notifications and ext department are the sub-modules of eFile.

17. How does eFile provide more transparency than traditional office work?

In eFile, a user can track the movement of files, and know which user took how much time working on that file. This creates a level of accountability in eFile that cannot be achieved in traditional office work.

18. What is CRU?

CRU is central registry unit where all the DAK is received. It is also called dairy and dispatch / Receive and issue.

19. What is DAK?

CRU DAK is collection of letters that are received from other departments and then letters are dispatched to respective branches/departments to which it belongs.

20. Why is it required to scan a document?

Scanning is required in order to convert a document from its physical form into electronic form.

21. Can documents in any format be uploaded?

No

22. Why only PDF documents can be uploaded?

The main motive of eOffice is to minimize misuse/mishandling. So documents in PDF form are safe and secure, i.e. editing is Restricted, as compared to other formats.

23. How many PDF can be uploaded?

Only single PDF can be uploaded. If you have more than one PDF you will have to merge them first and then upload it.

24. What is the maximum size of PDF that can be uploaded?

20 MB.

25. What is DPI?

DPI stands for dots per inch. DPI is used to measure the resolution of an image both on screen and in print.

26. What is optimum DPI?
70-100 is considered optimum DPI.

27. What is the function of Notification module in eFile?

A User can view the status of all the reminders set by him on the dispatched documents and that reminders can be viewed by clicking on the Dispatch Follow-ups tab under notification.

28. Is it necessary to take printouts of the file?

No, we do not need to take printout of the file. All work is done in eOffice only. Although we can take printouts of Correspondence, DFA and Noting attached with the file.

29. What is the importance of adding remarks while sending the receipt/file?

The importance of the remarks is that we can view what is the matter of file/receipt in a precise way.

30. Is there a need to update the record in the peon book with the every movement of the file/receipt?

No, there is no need to update the record in the peon book with the every movement of the file/receipt as the person who receives can tell where the file/receipt is at particular time by click on the option Movements.

31. What if I will be transferred to some other branch of district?

There is also provision for this as all your files and receipts will be transferred to the person who is taking your place or any other from your department and you will the documents of the department at which you are of joining.

32. What are Enclosures?

Attached pen drive, cd etc. with DAK for reference.

33. Can we enter back date while diarizing the letter?

No, the system does not allow entering back date. By Default today's date will be kept as dairy date and it is non-editable.

34. What is PUC?

PUC stands for Paper under Consideration Select the receipt from the List of Correspondences and issues which needs to be marked as PUC.

35. What is the full form of TOC?

TOC stands for Table of Correspondence.

36. Can user save the contact details of recipients?

Yes, there is an option 'Add to Address Book' at the time of diarization of receipt.

37. How to Reduce Pendency?

To Reduce Pendency close the receipts on which Task is completed and Action not required.

38. What is a Receipt?

A Receipt is Correspondence/Dak received in Office.

39. How to generate Receipt in eFile? Is it important to fill all the details while diary a receipt?

No, it is not important to fill all the detail while dairying a receipt, but it is good practice to fill as many fields as one can, as it further facilitates an effective search.

40. What are fields that needed to be filled during diarization?

Fields which are marked with an asterisk (*) are mandatory fields which should be filled during diary of the receipt.

41. **What the difference is between generate and generate & send option when creating receipts?**

1. Generate: Generates a receipt number and moves to created folder, but receipt is not yet sent to anyone.

2. Generate and send: Generates a receipt number as well as send it and receipt is moved to sent folder.

42. **How to create a new folder under inbox?**

Open inbox section follows these steps:- Step 1: Move to folder option. Step 2: Click on create new folder and manage the files in the respective folders.

43. **What is Hierarchical view?**

This view facilitates the user to view their own files and receipts as well as files/receipts of users of their section/branch.

44. **What is CREATED Option in Receipt module?**

Created option contains a list of all the receipts that has been diarized by the user has not been marked / sent. User can view all the created receipts by clicking on 'Created' link under the Receipts section.

45. **Can user attach a file to a receipt?**

Yes.

46. **How to attach receipt to a file?**

Step 1: Open the receipt with which a File needs to be attached.

Step 2: Click the Attach File link.

Step 3: From the list of files, select the file which needs to be attached.

Step 4: Click the Attach File button.

47. **How to put receipt in a file from receipt inbox?**

Step 1: Select the receipt which needs to be Put-in.

Step 2: Click the Put in a File link, a list of Files will appear.

Step 3: Select the File in which selected receipt needs to be inserted.

Step 4: Click the Attach button.

48. **Can we able to put multiple Receipts in a File once?**

No, at one time user is able to attach only one receipt at a time.

49. **Is user able to add newly created Receipt in Existing File?**

"Put in File" option is used to add newly created Receipt in Existing File. Select particular Receipt to add and click on "Put in a File".

50. Can movements of receipt be tracked?

Yes.

51. What is the difference between Pullback and Pull up?

Pullback: It refers to the process of pulling back the sent receipt/file, till the time the recipient has not opened it.

Pull up: It refers to the process of pulling back the sent receipt/file forcefully even if the recipient has opened it.

52. What is the purpose/advantage of Pull Back?

Pull back can be used till the time receipt is unread. The main advantages of the Pull Back are 1. Important files can be sent in case of person's absence 2. File can be pulled back if it is wrongly marked to someone.

53. What is Pull up and how we do pull up a file or receipt?

Pull up is method to pull a file from another user in your section. Go to Hierarchical View Click on the user you want to see files of. Next, click on Pull up option at the end of a file to pull the file to your Inbox.

54. Can a Clerk Pull up the File or Receipt within the section?

Yes

55. What are the conditions to be able to pull back a file/Receipt?

Pull back can only be done when the other user which we sent a receipt or file to has not opened it. If the user opens the file or receipt the option is not available

56. What are the advantages of Pull Back?

1.When user is absent and the file sent to him for work is very important then we use Pull Back

2. When user sends the file or receipt wrongly sent to the other user then we use pull back.

57. How can we view acknowledgement?

Step 1: Go to Acknowledgement under Receipts section in the left hand menu.

Step2: Select the receipt for which acknowledgement needs to be sent.

Step 3: Click the ByPost link, a pdf will be generated.

Step 4: User can now save or open the Pdf.

58. How to close a Receipt?

To close a Receipt Select the Receipt and then click on Close in Top Menu.

59. If a receipt is closed does it remain closed forever?

No, it can be re-opened at anytime

60. Can we link other files with a working file?

Yes but linked files are in view only mode. User cannot perform any action on these files. Only movements and details are accessible.

61. Where file goes after it is generated?

Created - Completed.

62. Where does file go if user chooses to work on file later?

Created - Drafts.

63. What is preferred list?

Preferred list is a list of contacts that a user wants to use frequently.

64. What are user groups?

Similar to preferred list, a group of users can be created so that a file/receipt can be sent at once to everyone in group.

65. How files are parked from the file inbox?

Step 1: Select the file which needs to be parked

Step 2: Click the park file option under more action link

Step 3: Enter remarks and reminder date to park the file and click ok.

66. Why are files parked?

Sometimes there is a scenario when work has been done on file which is residing in file and file would be required again after certain period of time, user has a provision to park that file to remove his pendency.

67. How can I check history of parked files?

Select files whose park history needs to be checked, click the park file history option under more action link.

68. Can a file be reopened once it is closed / parked?

Yes

Step 1: Select file under closed/parked tab of files section

Step 2: Click the make active option under mark as link

Step 3: Enter the remarks and click on Ok button.

69. Which files can be found in Created section?

All the files which have been created but not sent to anyone can be found in created section.

70. Is it possible to make reference like in the physical way by using flag?

Yes, it is possible to make the reference from the noting to noting & also with the correspondence. After selecting the text click on this icon then it gives a message to which page number you want to make reference place the page no & then click on the ok button the reference will be done.

71. Can anyone edit the file?

NO, it can only be edited by creator. Also, File name cannot be changed, but all other fields are editable.

72. What is Yellow note?

Yellow note is a temporary note for employees to confirm noting from seniors and it can be discarded, edited or confirmed and once it is finalized, it can be converted into final Green Note.

73. What is green note?

Green note is permanent noting if one person send it, after sending it cannot be changed.

74. What are various searching techniques in eFile?

1. Module search 2. Advanced search