eGov Office 11.1 Reference Manual

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Preface

E-Gov Office is a comprehensive solution for government organizations to function efficiently and effectively by ensuring that all the document and communication centric functions are managed smartly while fully complying with Standard Operating Procedures (SOP).

SOPs are defined for government organizations and PSUs to carry out day-to-day operations. All government agencies strictly follow these procedures with some modification as per their need. Some of these critical procedures and activities include:

- Critical Communication (DAK) Movement and Tracking
- File Movement and Tracking
- Archival and Retrieval of Files / Documents
- Office Note Approval Process

E-Gov Office automates all these critical activities and ensures complete integrity and security of documents

It is built over Newgen's another flagship product, OmniDocs which is an Enterprise Document Management platform for creating, capturing, managing, delivering and archiving large volume of documents. OmniDocs provides highly scalable, unified repository for securely storing and managing enterprise documents.

The very basic operation of the system is accessing the documents / files from the remote site and working on them, without archival and retrieval hassles. Further, this it can be accessed from any part of the world, through E-Gov Office web interface.

The important features of E-Gov Office are as following:

DAK Movement & Tracking

E-Gov Office provides end-to-end solution for managing all types of correspondence (DAK) and also gives real time status of each subject

Consolidated screen for initiating / filing /forwarding DAK

(DAK Registration)

Inbuilt Inbox for receiving of DAK

•	Forwarding DAK to single & multiple User/Departments
•	Real Time Centralized tracking
•	In-place response creation for DAK
•	Electronic Profile support and Pre-created DAK profile
•	Portal Integration to Access DAK from anywhere (For Senior
Officials)	

File Movement & Tracking

E-Gov Office completely automates File movement from creation to archival of files. All decisions can be captured in the file itself and remain intact throughout the lifetime of the file.

- Based on Whitehall concept
- Special file-viewer to create a similar electronic view of physical file with Notes & Decision sheet on left and Image on Right side
- Options to initiate/forward a file in a flow even without scanning document
- List documents of the file and displays green notes of main file
- Note-Sheet view with support for paragraph and alignment and other formatting facilities
- Facility of linking notes with a document
- Captures user details & time-stamp along with every note, Printing note sheet etc
- Real time tracking of file in flow
- Complete Audit trail

Archival of Administrative Files

E-Gov Office offers efficient way of managing all types of file and documents by providing simple & easy, yet powerful interfaces to search files

Files are categorized in following types:

Subject Files

- Subject Files are general administrative files which may have documents of several types
- Facility to open / create new file
- Easy & Fast searching of Subject files through File Number & File Subject
- Filing System is defined based on the existing physical filing Methodology
- Easy File browsing through the file, using indexes on document inside the file

Office Note Creation & Approval

E-Gov Office has an inbuilt web based editor to create Office Notes and send in a workflow for approval. All Noting / Commenting / Decisions are captured in the Note itself and are available in non-editable form for the Audit purpose.

- Create New Office Note document and save in a draft folder
- Route Note for approval
- Online Editing
- Support for writing & editing office note in Hindi
- Revision History Tracking
- Printing office note with track sheet

General Features

- Designed as per Standard Operating Procedures of Governments Offices
- Alarms & Reminders
- Alert through email whenever File / DAK is received in user's inbox
- Documents can be sent as mail Attachments to anybody.
- Image Documents can be viewed using the IV Applet, which also supports Document

annotation, printing the current page, and defining sharing over annotations.

• Password configurability is also possible.

1 Prerequisite

1.1 Organization of Manual

The E-Gov Office Reference Manual includes the following chapters.

Chapters	Description
Preface	
Chapter 1	Working with E Gov Office Desktop
Chapter 2	DAK Movement & Tracking
Chapter 3	Archival of Files
Chapter 4	File Movement & Tracking
Chapter 5	Office Note Approval Process

1.2 Conventions

General conventions used in the software and this manual. These include the typographical conventions for documentation and mouse conventions for the usage.

1.3 Mouse Conventions

Point means to position the mouse cursor until the tip of the cursor is on the screen item being referred to.

Click means to press and then immediately release the mouse button without moving the mouse.

Double-click means to press the button twice in quick succession and release immediately without moving the mouse.

Drag and Drop means selecting an item, then moving it to the required location

keeping the mouse button pressed and then releasing the button at the required location.

1.4 Typographical Conventions

The E-Gov Office Reference Manual follows a fixed format for making your reference swifter as you go through them.

A reference is made to the hot and short keys (termed as alternate invocation) and the icons wherever the explanation for the corresponding action occurs. You will find the corresponding icon in the left margin of the explanation. This provides you with the relevant information at the point where you need it. The symbols used in the documentation are:

Symbols

Warnings: This symbol occurs where you need to take caution as the action may have some unwanted and possibly irrevocable impact.

You will find helpful Hints/ Tips opposite this symbol.

Extra information: This symbol occurs where some Notes appear related to the corresponding description. The text for the notes opposite this symbol appears.

1.5 Product Support

We provide you with an extensive documentation on every subject to enable a smooth working with E-Gov Office. You will definitely be at ease with the system if you go through the manuals before commencing your work with the system. In addition, to that effect, we would be glad to process your queries to your need and convenience.

If you are unable to find the answer to your query in the documentation or the on-line help, you are always welcome to contact the Newgen Product Support. You may use phone, fax, e-mail, or postal address.

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E-mail: <u>helpdesk@newgen.co.in</u>

Whether you call or write, please provide the following information:

- 1. The sequence of actions you performed.
- 2. The exact words of any message that appeared on the screen.
- 3. System generated logs to resolve the problem.
- 4. The name of the contact person, organization name, location, version of the product, database version and other working environment details.

All suggestions, comments, and ideas for improvement of the product is appreciated and invited from you to make later versions of the products more efficient and reliable for use.

1.6 System Requirements

The Minimum hardware and software requirements for E-Gov Office are as following:

	Hardware Requirements	Software Requirements
E-Gov Office	Client:	Client:
	Minimum – Pentium 133 with 128 MB RAM, 10GB HDD Server:	OS: Windows: 2000,XP, NT, 2003, 2008 Internet Explorer 9.0(+), MS Office 2000
	Server Grade Machine, 2GB RAM, 20 GB HDD	Server: OmniDocs 7/8 OmniFlow 9/10 SQL Server 2003, 2005, 2008 Windows 2000, Adv Server,



2 Working with E-Gov Office Desktop

e-Gov Office provides an easy to use graphical user interface at the front end that supports frequently used operations carried out in doing administrative works in Government / PSE's. It also supports file / document management and workflow operations from receiving a DAK, forwarding a DAK, searching / tracking a DAK, creating / opening new files, searching file, creating office notes, forwarding Office Note, forwarding & tracking files etc. It also provides the tab view of the Newgen' DMS platform i.e. OmniDocs that include document acquisition, exhaustive document, and folder searches, easy document viewing, annotation support, and image editing operations. It also provides information management, online form processing, seamless content management, automatic data capture, version control etc

2.1 Accessing E-Gov Office

Type the name of the path where the E-Gov Office site is working in the Address bar of the browser.

🧭 :: eGov :: - Windows Internet Explorer _ 8 X COO - Contraction - Contractio 오 🛛 🔛 🏉 🖉 :: eGov :: × *eGov* NEWGEN eGov Office Suite E-Gov Office completely automates file & correspondence movement fron creation to archival of files and correspondence. All decisions can be captured User Name: privanka in the file itself and remain intact throughout the lifetime of the file. The solution ensures that all the correspondences, documents and Password: Ŷ communication centric functions are managed smartly while adhering with the Standard Operating Procedures. Cabinet: ✓ Login It is well equipped for handling Critical Communication, Correspondences edrms and File Movement through Electronic Notes and Approval Workflow. It reduces process delays, helps to access and utilize information quickly and Remember LoginId & Cabinet expedite work. Workflow Auromation Files Office Notes Correspondence Management : Consolidated suite for indexing, filing and initiating ß 7 Correspondence with real time status of each subject. ro

The **Login** screen of the eGov appears.



o Enter User Name and Password.

- Select the shared cabinet that you need to access from the drop down list in the Cabinet box.
- Select the option, Remember my User Name and Cabinet to log on directly to the shared cabinet later.

Once the **Remember my User Name and Cabinet** is selected, the Login dialog box when invoked next time has the username and password filled in the **User Name** and **Password** textboxes respectively.

- Click the Login command button to proceed.
- A message box is invoked if the user with the same Username as entered typed in the Username text box is already logged on to some other computer.
- Click the OK button to disconnect the specified user and log you with the same username and password.
- Click the Cancel button to invoke the Login screen again, where you can login using a new username and password.
- If you do not type correct login information, which consists of your user name and password then you receive an error message : " Invalid Password"
- If you fail to provide correct logon information within the remaining attempts to logon to an OmniDocs user account, then the user account is locked. The OmniDocs Administrator, Supervisor, or a member of the Supervisor Group, can unlock such locked user account

2.2 Home Screen of E-Gov Office

After successful login, following screen appears



This is the home screen of E-Gov Office consisting of following options:

- **Dashboard:** Egov comes with a new interface on the concept of dashboard where user can have current information / status on files initiated by him/her or is of his/her importance. User should have visibility in the tasks lined up for the day in the interface. You can view dashboard again afterwards by clicking on "My Desk" heading present over Inbox link.
- My Desk: It consists of links of frequently used operations such as
- *Inbox*: It is used to receive DAK, File and Office Note sent by the other user in the workflow. Items can be viewed, forwarded or completed from Inbox.
- **Sent Items**: Similar to emails, when a user forward any Item (DAK, File, Note) to other user, after forwarding it remains in the sent item unless it is completed. This also used for tracking the Item (DAK or File or Note) as it contain 'With User' and With Department' column which always display the name of the users holding that DAK, File or Note (*I.e.* pending item can be tracked through 'User's sent Item)
- **Unfiled DAK**: It is used to attend new DAK that has come either after scanning or added from Hard disk (received through email, downloaded to hard disk then added from there)
- **DAK Register**: It is used to register a new DAK.
- Office Note Create New: It is used to create a new Office Note.
- **Drafts**: It is a draft folder, use to save the draft version of Office Note before forwarding the note to other user
- *Create File*: This used to open / create a new file in the system.
- *File Register*: File Index is nothing but the File Register. It displays the list of all general subject files present in the system. Only those files are displayed on which logged in user has access rights.
- Search File: This is used to search all general subject file with the File number and file subject
- *Search Document*: This is used to search all general documents with the dataclass on the document.
- *Special files:* This is used to search files based on special files type.
- *Other Options*: There are several other options like
- *Chat*: this is used to chat (i.e. send instant messages) to online as well as offline users with a clear indication of which users are online and which users are offline.
- *Reports*: This is used to generate reports of different kinds. Reports generated under this option are All Reports, Pending Report, Complete Report, Section wise report, Dept wise, Number of people on leave, Pending files, Frequently used files etc
- *Logout*: This is used to end session of current user.

3 DAK Movement & Tracking

DAK can be received either in physical form through normal mail service or in electronic form through Email as an attachment. System has the functionalities to handle both type of DAK. When DAK is received in physical form, it will be scanned and exported in E-Gov Office directly from the scanning software.

In E-Gov Office, these scanned DAK can be found by clicking 'Un-filed DAK' link located on the 'home screen'.

3.1 Un-filed DAK

Un-filed DAK shows list of all new DAKs which are neither filed nor forwarded to other user for action.

DAK will be displayed along with the following fields, captured during scanning / indexing.

- DAK Name (system generated, can be configured)
- DAK Subject
- Reference Number
- DAK Category
- Modified Date
- Receiving Date
- Date On Document
- Department

Note: - The fields except DAK Name & DAK Subject are variable as it depends upon the fields present in dataclass created & applied on DAK by user.

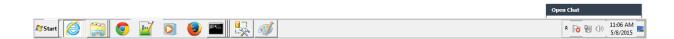
There is a checkbox provided with every DAK. We can select a particular DAK and perform operations. These operations are listed in Doc Operations link.

- **Properties**: Properties of DAK are displayed. Properties include Dataclass properties, Index properties and General Properties.
- **Move/Copy**: To move this particular DAK from one folder to other. Also, to copy DAK to another folder by selecting a destination folder
- **Delete:** User can delete the document.
- Share: You can selectively share a document amongst the members of your virtual team. You can select the user(s) and/or group(s) to whom you want to give rights on this document. Consequently Read, Write, Change, Annotate or Delete rights can be assigned to them. If you make this document as Inherited then the user(s)/group(s) would inherit the rights on this document from its Parent folder. If you make this document as Private, then no other member of your Cabinet would be able to access this document.
- **Download**: User can download the document.
- **Print**: This is used if user wants to print the document.
- **Links**: If there are any documents linked to selected document. User can view them by clicking on this operation
- **Duplicate**: This link is used if user wants to duplicate this document.
- Audit Log: This link is used to get Audit log.
- **Alarms**: To add alarms/reminders related to movement of this document.
- **Forward**: this link is used if user wants to forward this document as an attachment in mail.

3.2 DAK Creation

Clicking on **Register DAK** will open Register DAK window where user have an option to attach a document from your Hard Disk and add to user's Unfiled DAK folder. Also user has to enter relevant values in dataclass fields. This dataclass will be automatically get attach to DAK document.

	 http://192.168. 	42.133:80	180/egovwithrti/office.j:	sp#	چ 🔶 💽	EGov Office	:	× 📃		6 🛠
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nfiled			Browse file :	C:\Users\neha.kathuria\Pic	tures\earth-day-wishes. Brow	/Se				k Doc Operatio
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	Name						Department	DateOnDocument	ReceivingDate	Dak Category
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	Lighthouse	201					Department2			
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	Desert	201	Department	(Text)	Department1	1				
	Hydrangeas	201	DateOnDocument	(DD/MM/YYYY)	08/05/2015					
	Hydrangeas	201	ReceivingDate							
	Chrysanthemum	201			08/05/2015			2015-03-31 00:00:00.0	2015-03-11 00:00:00.0	
	Chrysanthemum	201	Dak Category	(Text)	vip					
	Chrysanthemum	201								
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< Prev	/ Next >			Add Ca	ncei					



3.3 DAK View

Clicking on the DAK will open it in a DAK View where it can be viewed, filed in a file or forwarded to other user for some action as shown in below figure. Until filing or forward, DAK

remains in the Un-Filed folder.

http://192.168.42.133:80	80/egovwithrti/ufdaks/activitydesk.jsp	$DocId = 4069 \& Department \\ Field Name = Department \& Department \\ Name = \& Data class \\ Name = Admin_Documents \\ \& Group \\ Folder \\ Identified \\ Structure \\ St$	lex=1&Orde
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eceivingDate	08/05/2015		
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- DAK information can be checked for the correctness
- Annotation can be applied on the image using the tool bar on image viewer
- Some short note / comment can be associated with the DAK

3.4 DAK Filing

- It means filing or saving the DAK in some file in the E-Gov Office.
- When user clicks on File DAK link a screen is displayed which asks user to select a file in which he wants to file this particular DAK.

🙆 DAK Desk - Window						<u></u>
	Forward DAK		6988FromInbox=Y&WorkitemId=1&Proces	ssInstanceId=EGOVNew-000000090.	2-Process&InboxOrderBy=10&InboxSort	Order=D&InboxLastValue=2015-05-08% 🔯 Prev Next Close
	DAK Prop	erties	Click To Hide Toolbar	A		
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DocumentSubject	eart		ows Internet Explorer		_ <u> </u>	
Department	Dep	artr	30/egovwithrti/actionitemview.jsp?From=I	nbox&Action=Complete&Workite		
Section		DAKMovement			Send Options Exit	
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ReceivingDate	08/0					
Dak Category	vip					
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- ٠
- After selection of same, DAK gets filed. After successful filing, dialog box appears on screen asking user if he wants to view DAK in • Whitehall.
- Following screen appears in white hall view

Ø Folder : file1 - Windows Internet Explorer _ 🗆 🗙 *e* http://**192.168.42.133**:8080/ lderName=file1&FolderId=3631&FolderRights=111111&DocId=-1&DocVersion=-1&NoteNo=-1&rid=1431067072000 ite hall/foldervi Initiate Print Note Close "earth-day-wishe...) Notes Linked with this Document None> Notings Enclosures Properties Click To Hide Toolbar Add Note Modify Note File Edit Zoom Transform Annotate (File No.-Department1/Section 1/M/01/File1/2015-2016:File Subject-file1) N 🚳 🧱 🕲 🗗 陆 4 🖷 🔆 🔆 🔊 🗔 🔍 🧠 🖓 Fit to Width 💽 N 🛃 1 🔹 N Pages :1 No notes exist presently. 🔍 100% 🔻 🌌 🦉 🧾 💿 📝 🖸 😻 * 🍡 🐑 🕼 12:08 PM

eGov Office 11.1

User then clicks on initiate to start workflow of this filed DAK

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	0/egovwithrti/ufda iitiateDAK	ks/activitydesk.jsp?Do	$\label{eq:listensor} Id=4069\& Department Field Name= Department \& Department Name= \& Dataclass Name= Admin_Documents \& Group Folder \\ Id=4069\& Department Field Name= Department \& Department Name= \& Dataclass Name= Admin_Documents & Group Folder \\ Id=4069\& Department Field Name= Department & Department Name= \& Dataclass Name= Admin_Documents & Group Folder \\ Id=4069\& Department Field Name= Department & Department Name= \& Dataclass Name= Admin_Documents & Group Folder \\ Id=4069\& Department & De$	=61&GroupFolderVolumeIndex=1&Orde
	DAK Properties	;	Click To Hide Toolbar	
ReferenceNo	DAK_201	15-16_Departi	File Edit Zoom Transform Annotate	
DocumentSubject	earth da		a - Windows Internet Explorer	
Department	Departr		33:8080/egovwithrti/initiateactionitem.jsp?NewAttachmentData=earth-day-wishes*4069*jpg*D*61&DAKSubjectField	
Section		DAK Mover	nent Route Type: Flexible Route 🔽 Initiate Exit	
DateOnDocument	08/05/2	To:	iyanka, Most Recent Users	
ReceivingDate	08/05/2			
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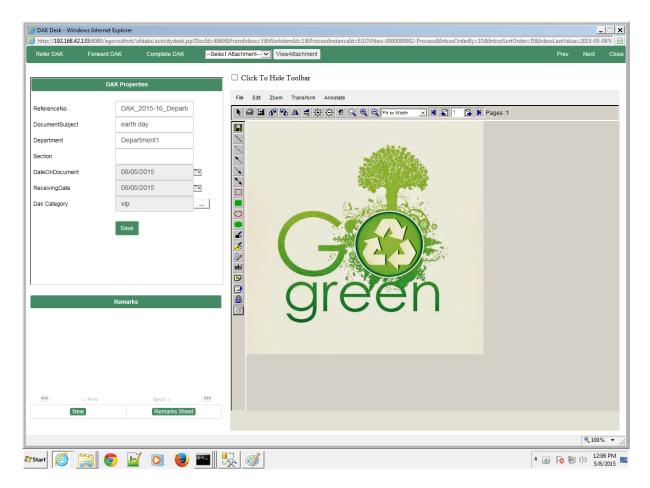
- Select DAK movement route on which you want to initiate the DAK.
- Click on button next to "To" to select the user for forwarding the DAK.

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🔮 DAK Desk - Windows Interr									
http://192.168.42.107:8080/	/egovwithrti/ufd	aks/activi	tydesk.jsp?DocId=4068&Departm	ientFieldName=Department&D	epartmentName=&Dataclas	sName=Admin_Documents&Gro	oupFolderId=61&GroupFolderVolumeIndex=1&O	rde 🖄	
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	V						5/15	6/2015	

- Select user and click 'Add' to add the user in the 'final list' of user.
- To select more user again perform same above steps
- Click "Done" when all the users have been selected.
- User can then fill other required fields and initiate

3.5 DAK Forwarding

- It means initiating a workflow with the DAK. Clicking on file containing DAK from inbox will open up a screen which has option to forward the same to some other user.
- There are several options that can be performed. For example filed DAK can be Referred, Returned or Completed.
- User can also copy, move, link and print the same.



- When DAK is forwarded to a user, it is received in the inbox by the recipient
- If the DAK in Action Item is not needed to be forwarded to the next user then the workflow has to be completed and DAK is filed in a file.
- To complete the Action Item, Open the Action Item from the Inbox
- Click on "Complete"

3.6 DAK Tracking

DAK can be tracked though 'DAK Register' link from Home Screen >> DAK>>DAK Register.

- If a user has the rights on DAK Folder and is able to create & Initiate DAK then that user can check the status of the DAK which was initiated by user earlier.
- Click on the "DAK Register" link located on home Screen.
- DAK Register view will get opened
- "Action" filed shows the action performed by user on DAK i.e. whether it is initiated, forwarded or completed by user.
- "To User" field always show the name of the user to whom DAK is initiated or forwarded by this user.

4 Archival of Files

E-Gov Office completely automates the operations related to physical files such as creation of file in the system, adding comment / notes, moving file, searching etc. This chapter discusses the following aspect of file archival:

- File Creation
- File Register

4.1 File Creation

General Subject Files

- Click on 'Open File' link from Home Screen >> FILES >> Create File.
- Enter File Number.
- Enter File Name or Subject
- Enter Department
- Enter Section (If the department doesn't have a section then just type 'None')
- Enter Subject Initial
- Enter Category
- Click on "Select folder" link to select the folder location to save the file.
- Click on create link to create a file in the selected folder.
- There is restriction on using certain special characters while creating File.

• User will get alert message if any of the restricted character is used and the user has remove that character and re-create the file.

• Follow the same process for creating the 'Part File' but user needs to search an existing Main file to create the part file.

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Subject Initials :	File1		FileNumber :		Department1/Section 1	I/M/01/File1/2015-2016
File Subject :	file1		Category :		General	
Select File Path	edrms /	Departments	Court Case			Create
Start						Open Chat ↑ 🕞 😭 ป) 11:35 Ah 5/8/2015

White Hall view of a file is shown below:

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hite Hall		Initiate	Add Document	Сору	Move	Link	Print Document	Print Notes	Close
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4.2 File Register

- To get the list of all files in the system, Click on the "File Register" located in the home • screen >> Files >> File Register
 File list will be displayed to the users as per the access rights
 This list can be printed for the reference

Registe		TO J NAVIGATE TO	() NAVIGATE TO () NAVIGATE TO () NAVIGATE TO () NAVIGATE TO
	File Number	File Name	Folder Path
-	/ab/2013-2014		/ Templates / /ab/2013-2014
1	/ab/2013-2014		//ab/2013-2014
1	/ab/2013-2014		//ab/2013-2014(2015_3_19_9_44_18_87)
1	/abc/2013-2014		/ Departments / /abc/2013-2014
14	/as/2013-2014		/ Templates / /as/2013-2014
1	/court/2014-2015	cases	/ Departments / /court/2014-2015
14	/e/2013-2014		/ Templates / /e/2013-2014
1	/fds/2013-2014		/ Templates / /fds/2013-2014
14	/fgdf/2013-2014		/ Templates / /fgdf/2013-2014
14	/fgjg/2014-2015	نونو	/ Departments / /fgjg/2014-2015
Prev	Next >		

5. Search

5.1 File Search

E-Gov Office has a separate interface for Subject Files and Special files: **Subject Files**

- Click on 'Search File' link from Home Screen >> Files >> Search Files
- Two fields: File Number, File Subject appears on the screen. Since General subject files are normally searched only on these two parameters.

• Either enter any one of the fields value or enter both to search a file and click on 'search' button

• There is also filter provided to enhance user search .This filter can have only 3 types of values as shown in figure above.

- All Files:- No filter will applied.
- Files Under Submission:- Only those fields will be searched which are initiated by user.

• Files not Under Submission:- Only those fields will be searched which are not yet initiated by user.

Department :- Select Department type

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Gov						GoTo+	Reports -	Audit -		Welcor	ne Director, priyar
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) <mark>8</mark>	-	/ab/2013-2014	/ab/2013-2014		Department1	Section 5	27/01/2015 02:4	priyanka
	2	/ab/2013-2014(2015_3_19_9_44_18_87)	/ab/2013-2014		Department 2	Section 5	19/03/2015 09:4	priyanka
	-	/abc/2013-2014	/abc/2013-2014		Department 2	Section 5	23/09/2013 04:0	test
2 8	-	/as/2013-2014	/as/2013-2014		Department 2	Section 5	23/09/2013 04:2	test
-	2	/court/2014-2015	/court/2014-201	cases	Department2	Section 3	13/02/2015 10:3	priyanka
	3	/e/2013-2014	/e/2013-2014		Department 2	Section 3	23/09/2013 04:4	kanika
2 8	-	/fds/2013-2014	/fds/2013-2014		Department 2	Section 5	23/09/2013 04:2	test
2 8		/fgdf/2013-2014	/fgdf/2013-2014		Department 2	Section 3	23/09/2013 02:1	kanika
) v		/fgjg/2014-2015	/fgjg/2014-2015	iete	Department1	Section 1	27/02/2015 10:4	priyanka
< Prev		/fgjg/2014-2015 Next >	/fgjg/2014-2015	زوزو	Department1	Section 1	27/02/2015 10:4	priyanka

- File satisfying the input criteria is displayed on the screen as shown
 - Click on a file to search or view all the document of the file
 - Following document search screen gets opened as shown
 - Document inside the file can fetched either by browsing the document list Document Dataclass selected as 'All' or by selecting the particular dataclass from drop down list and searching a document with the displayed fields such as document subject, document date range etc.
 - Click the document to view the document in the document viewer

Special File Search

- Click on 'Special File Search' from Home Screen >> Files >> Special Files
- Select the type of special file from the combo box
- Searching fields pertaining to the selected file appears on the screen
- Enter value and click on search
- Also, we can perform file operations on these files.

AVIGATE T	WORKDESK DAK OFFICE DAK OFFICE NAVIGATE TO () NAVIGATE TO	NOTE FILES	NAVIGATE TO	& MEET	RTI o (J)	PARLIAMENTARY	COURT CAS
earch File							Back File Operatio
	A Folder Name	File Number	File Subject	Department	Section	Creation Date	Move / Copy Alarms Audit Log
0 🙀	/ab/2013-2014	/ab/2013-2014		Department 2	Section 5	23/09/2013 04:0	Sharing Order
0 🙀	/ab/2013-2014	/ab/2013-2014		Department1	Section 5	27/01/2015 02:4	Movement S Documents
0 🍃	/ab/2013-2014(2015_3_19_9_44_18_87)	/ab/2013-2014		Department 2	Section 5	19/03/2015 09:4	priyanka
0 🙀	/abc/2013-2014	/abc/2013-2014		Department 2	Section 5	23/09/2013 04:0	test
0 🙀	/as/2013-2014	/as/2013-2014		Department 2	Section 5	23/09/2013 04:2	test
0 🍃	/court/2014-2015	/court/2014-201)	cases	Department2	Section 3	13/02/2015 10:3	priyanka
0 🙀	/e/2013-2014	/e/2013-2014		Department 2	Section 3	23/09/2013 04:4	kanika
0 🙀	/fds/2013-2014	/fds/2013-2014		Department 2	Section 5	23/09/2013 04:2	test
0 🙀	/fgdf/2013-2014	/fgdf/2013-2014		Department 2	Section 3	23/09/2013 02:1	kanika
0 🙀	/fgjg/2014-2015	/fgjg/2014-2015	iaia	Department1	Section 1	27/02/2015 10:4	priyanka
0	/fgdf/2013-2014	/fgdf/2013-2014	gjgj	Department 2	Section 3	23/09/2013 02:1)	ŀ

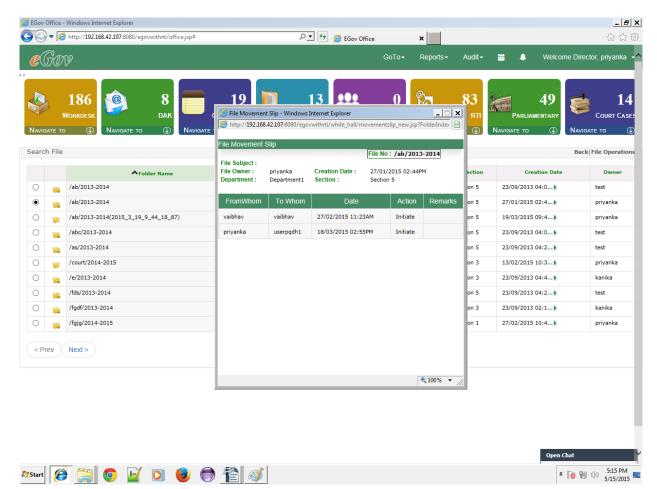
• File Operations :

0

- **Properties**: This link is used to display properties of selected file.
- **Move/copy**: this link opens a new window where one needs to select destination folder. Then user can select the operation whether he wants to move or copy the file.
- Alarms: this link opens a new window where user can set alarm or reminder for this particular file.
- Audit Log: To get an audit log for selected File.
- Sharing: You can selectively share a folder amongst the members of your virtual team. You can select the user(s) and/or group(s) to whom you want to give rights on this Folder. Consequently Read, Write, Change, Annotate or Delete rights can be assigned to them. If you make this Folder as Inherited then the user(s)/group(s) would inherit the rights on this Folder from its Parent Folder. If you make this Folder as Private, then no other member of your Cabinet would be able

to access this folder.

- **Order**: If user wants to order the enclosures of file, this link is used. It opens a new window where user can order the enclosures according to requirement.
- Movement slip: It opens a new window displaying movement slip. As shown in screen shots.



5.2 Document Search

	//192.168.42.133:8080/egov	withiti/office.jsp#		오 🛨 🛃 🧉 EGov O	Iffice	×				6 🕸
Gov					GoTo ▼	Reports -	Audit -	₩ ▲	Welcome	Director, priyanka
AVIGATE TO		9 DAK ③ Navigate to	19 Note ③ Navigate to		0 Сомм & Меет е то ③	Navigate to	83 RTI	Parliame Navigate to		COURT CAS
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		1cid_image001_jpg@01D02 lcid_image001_jpg@01D02			∧Name				1	Search Cancel
			2129		∧Name				1	Search Cancel
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		lcid_image001_jpg@01D02 lcid_image002_jpg@01D02 ਲਾਪਿਕ	2129		∧Name				Open Chai	

User can also search document. Screen is as shown below:

- User can search on basis of "Data class" applied on document. If user selects "All" in drop down, all documents irrespective of "Dataclass" are shown. We can select a document and perform doc operations. Doc operations are as follows :
- **Properties**: Properties of DAK are displayed. Properties include Dataclass properties, Index properties and General Properties.
- **Move/Copy**: To move this particular DAK from one folder to other. Also, to copy DAK to another folder by selecting a destination folder
- **Delete:** User can delete the document.
- **Share**: You can selectively share a document amongst the members of your virtual team. You can select the user(s) and/or group(s) to whom you want to give rights on this document. Consequently Read, Write, Change, Annotate or Delete rights can be assigned to

them. If you make this document as Inherited then the user(s)/group(s) would inherit the rights on this document from its Parent folder. If you make this document as Private, then no other member of your Cabinet would be able to access this document.

- **Download**: User can download the document.
- **Print**: This is used if user wants to print the document.
- **Links**: If there are any documents linked to selected document. User can view them by clicking on this operation
- **Duplicate**: This link is used if user wants to duplicate this document.
- Audit Log: To get audit log for selected item.
- **Alarms**: To add alarms/reminders related to movement of this document.
- **Forward**: This link is used if user wants to forward this document as an attachment in mail.

6 File Movement & Tracking

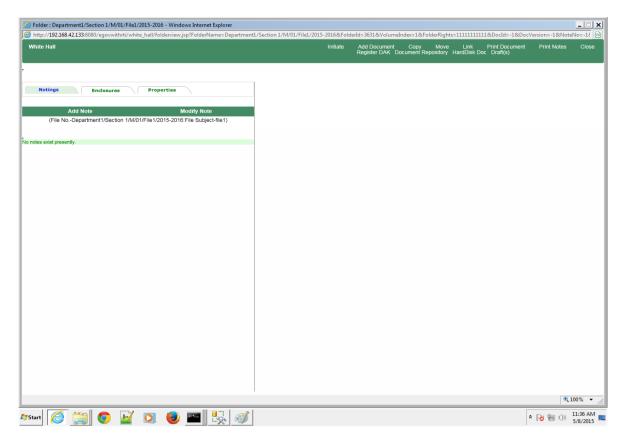
6.1 Whitehall View

- Search file as explained.
- Select the file by clicking on the checkbox on the left of the file and click on "Whitehall"
- File will be opened in the Whitehall file viewer as shown below.
- Whitehall view contains three tabs.
- Enclosure tab: List all the documents of the file with documents on right hand side and note-sheet on left.
- Notes Tab : Facility to write notes corresponding to a particular document in a file
- Properties Tab: Displays all the properties such as file number / subject etc
- To add a document in the file click on the "Add document" from the top toolbar of the Whitehall. Fill all fields of Admin Document dataclass and click on Add button.
- To view document, check the radio button against the document
- Document will appear on the right side of the window.
- To view document in a new window click on the document name in the listing.
- To add comment or put a note with the file click on "Noting" then "Add note".
- Note editor will get opened, type the note and click on "OK". Note will appear on the left hand side with the username and timestamp.

- User can also link this note to any Page No of current selected document.
- User can link this note with last Note created in list of notes.
- User can also add this note as further addition/paragraph to last created note.
- User has the option to attach signatures to Note. For adding signature click on "Add

Image Stamp" link. Currently login user will be asked password for verification.

• User can also link a note with the specific document / page number of the document by clicking "Add link".



User is provided with following options while adding note:

- "Copy" option is used to copy this currently opened document to some the folder.
- "Move" option is used to copy this currently opened document to some the folder.
- "Link" option present in toolbar is used to link this current opened document to other documents present in your e-gov system directory. This allow user to club similar documents.
- "**Print Document**" is used to print currently opened document. User can define range of pages to print.
- "**Print Notes**" option is used to print the notes present in this opened file.
- Other options are explained in the subsequent section.

6.2 File Forwarding

- To forward a file or initiate a workflow with the currently opened file, click on "Initiate"
- Action Item initiation screen will be opened with the file as an attachment. Now follow the procedure as explained in the DAK movement section.
- When File (attached in the Action Item) is received in the inbox, user will be able to directly view the file by clicking on the Action Item.
- File will be opened in Whitehall
- View documents
- Add Notes and click on "forward", Action Item forwarding screen gets opened. Now follow the steps as explained in the DAK movement section.

6.3 File Tracking

- As explained above, all the movement in the system takes place through Action Item whether it's a file or a DAK or an Office Note. So tracking mechanism is also same for type of documents or file. i.e. either through "Sent Item" or through Action Item "Search"
- File is also tracked in the same way as the Action Item is tracked.

6.4 Completing file movement workflow

- User, who has to complete the workflow, receives the file in the inbox, open the file either directly or from the Action Item.
- Click on the "Complete" icon located on the top toolbar of the Whitehall.
- Action Item completion screen gets open. Check the radio button " Complete" and click on "Send"
- File movement will be ended and file will remain saved with all noting / commenting and documents in the folder where file was initially created

7 Office Note Approval Process

7.1 Office Note Creation

- To create a new Office Note click on "Create New" link located in Home Screen >> Office Note.
- Web based editor for creating Office Note will be opened.

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- This editor comes with basic formatting functionalities required to prepare simple letter
- Type the content and click on save.
- Provide the Note name and click on ok
- Note will get saved in the Note draft.
- Until user forward the Note for approval to other user, Note remains in the draft folder

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		note 3	30/03/2015 04:07PM	30/03/2015 04:07PM		10 KB	priyanka
		Price Note	26/03/2015 05:28PM	26/03/2015 05:28PM		10 KB	priyanka
		Price Note	26/03/2015 05:28PM	26/03/2015 05:28PM		10 KB	priyanka
	1	Query	02/02/2015 12:51AM	02/02/2015 12:51AM		2 KB	priyanka
		RTI Note	26/03/2015 05:28PM	26/03/2015 05:28PM		2 KB	priyanka
< Prev	Next >						

• From draft folder, user can do as many changes in the Note before forwarding

7.2 Office Note Approval workflow

- To start the note approval process, Click on "Initiate" link on the toolbar of the Home Screen
- Action Item initiation screen will be opened, Click on the attachment icon, following menu will

Add Attachment HardDisk Doc(s) System File(s)

appear. Draft(s)

- Click on the drafts
- Note Drafts appears in the pop-up
- Select the Note and click on "Attach drafts"
- Note will get attached with the Action Item.
- Follow the steps as explained in the DAK / File forwarding section to forward the Office Note to other user for approval
- Recipient receives the Office Note in the Inbox (attached with the Action Item)
- Note will be opened with the "Revision History", Note Content and some buttons as shown below
- Revision History have the information of the users, who have worked on the Note with the time

stamp such as Note created by user1 on date: time, Note checked by user2 on date: time etc

- Click "Add Comment" to write comment. Note Editor will be opened
- Type comment and click on 'Add"

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• Comment will be appended with the comment written by the previous users and "Add comment" will become "Edit Comment"

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- After comments have been added, user can change his comment before forwarding by clicking "Edit Comment".
- User can also view Track sheet of this note
- If a user has right to approve a note then "Approve" button will be enabled to him. On clicking "Approve", Note will be closed and automatically go back to the initiator inbox who completes the Note workflow by completing the Action Item of a Note and filing the note in the file.
- Else user can further forward the Note using Action Item.

7.3 Tracking Office Notes

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As explained above, all the movement in the system takes place through Action Item whether it's a file or a DAK or an Office Note. So tracking mechanism is also same for the Office note i.e. either through "Sent Item" or through Action Item "Search"

Office note is also tracked in the same way as the Action Item is tracked. Please refer to the Action Item tracking section for detail.

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7.4 Filing Office Notes

Filing of Action Item is also same as that of the DAK.

When a user receives the Office Note attached with the Acton Item, user completes the Note workflow by completing the Action Item of a Note and filing the note in the file. Filing process is same as that of DAK filing which is explained in detail in the "DAK Filing" section.

8 Calendar

By clicking on the "Calendar" icon located on the top 'My Calendar' opens with three options Month, Week and Day. There are three categories of events :

- 1. Meeting Reminder
- 2. Call Reminder
- 3. Task Reminder

8.1 Month View

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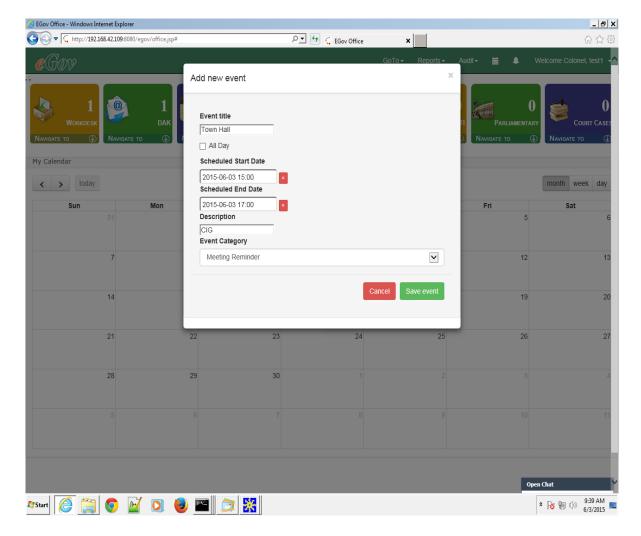
Open Chat

By clicking on the date "Add New Event" pop-up opens.

- Enter Title
- Select Scheduled Start Date
- Select Scheduled End Date
- Enter Description
- Select Event Category

User has two options:

- "Save Event" is used to add new event along with details.
- "Cancel" is used to cancel the open window.



After Successful addition of new event below screen will open:

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8.2 Week View

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8.3 Day View

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8.4 Delete Event

By clicking on the event, a dialog is opened that has Delete Event option to delete the current event.

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9 Notification Center

Notification Center is used to notify user that some item (DAK, NOTE, FILE, CC, PQ, RTI, etc.) has arrived in the Inbox.

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2 16:12:52	test1	Department1	2015-06-02 16:12:52	2015-06-02 16:12:36		
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10 Reports

10.1 Dashboard Report

Dashboard of eGov has two sections:-

- Department Pending Items
- My Item Status

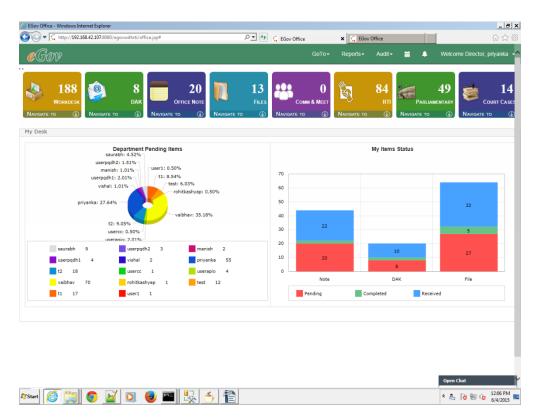
Department Pending Items

This is a pie-chart report of pending items of all users in the same department as logged in user. Different users have different colors so that they can be easily identified. We can select or deselect specific users as per choice to have a specific pie-chart comparison.

My Item Status

This is a Bar-chart report of DAK, Note and File that are Pending, Completed or

Received with the logged in user. Pending items are in Red color while Completed and Received items are in Green and Blue color respectively. User can hover mouse on bars to see the exact number of items. Additionally, user can select or deselect statuses for all three categories for a customized view.

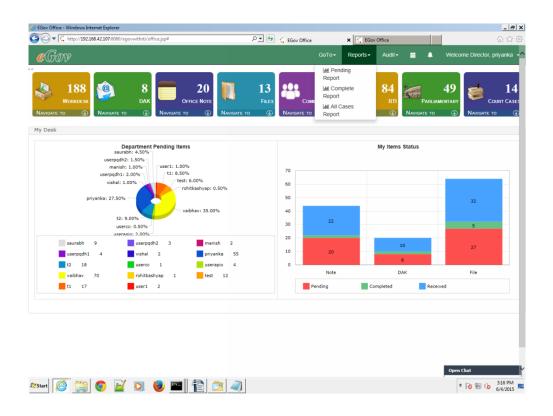


10.2 eGov BAM Reports

By clicking on the "Reports" option on the top of screen, BAM Reports options open. eGov BAM Reports are of three types:

- Pending Report
- Complete Report
- All Cases Report

Out of the box only these three reports are provided. More reports can be customized as per user requirement. Reports addition is configurable in eGov.



10.2.1 Pending Report

This report is used to get information for all workitems which are in pending stage.

- Click on 'Pending Report' link from Report >> Pending Report.
- Enter the value for the following fields to generate the report.
- Assigned User (optional)
- Initiated By (optional)
- Subject (optional)
- Initiated From Date
- Initiated To Date
- With Department (optional)
- Initiated From Department (optional)

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Now Click on "Generate" Button to generate the corresponding report.

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	vi	DAK	priyanka	22/Dec/2014 11:03:02	deseggg	InProcess	userapio	Department1	164				
	7	File	userpio	05/Jan/2015	FileNo	InProcess	userapio	Department1	150				
priyanka:	2			15:59:10		_						32	
	8	DAK	userccdh	19/Jan/2015 17:00:54	newDAK1111	InProcess	priyanka	Department1	136				-
	9	Note	priyanka	23/Jan/2015 10:20:29	hit	InProcess	userapio	Department1	132			5	
	10	Note	siddharth	09/Feb/2015 11:51:35	siddharth'	InProcess	siddharth	Department2	115			5	
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10.2.2 Complete Report

This report gives the information for all workflows which are in completed stage.

- Click on 'Complete Report' link from Report >> Complete Report
- Enter the value for the following fields to generate the report.
- Completed By (optional)
- Initiated by (optional)
- Subject (optional)
- Completed From Date
- Completed To Date
- Initiated From Date
- Initiated To Date
- Initiated From Department (optional)
- Initiated To Department (optional)

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Now Click on "Generate" Button to generate the corresponding report.

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	u	S.No.	Type DAK	Initiated By priyanka	Completed By priyanka	Subject earth ⁴	Status Complete	Initiated On 08/May/2015	Completed On 08/May/2015	Total Time(In Da	ys)			
priy	ank	2	File	usercc	userccco	FileNo'	Complete	01/Apr/2015	12:07:49 01/Apr/2015 12:37:29	0			32	
		3	Note	priyanka	priyanka	note1	Complete	08/May/2015 11:33:38	08/May/2015 12:05:48	0				_
		4	DAK	user1	user2	DAK1	Complete	28/May/2015 12:00:37	28/May/2015 12:03:29	0				
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10.2.3 All Cases Report

This report gives the information of all type of workflow (Files, Dak & Office Note)

which are in any stage (processing or completed stage).

- Click on 'All Cases Report' link from Report >> All Cases Report
- Enter the value for the following fields to generate the report.
- Assigned User (optional)
- Initiated By (optional)
- Subject (optional)
- Initiated From
- Initiated To
- Initiated From Department (optional)
- Initiated To Department (optional)

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eGov Office 11.1

Now Click on "Generate" Button to generate the corresponding report.

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	File

11 Dispatch

11.1 Introduction

Outward means all documents which are to be dispatched outside eGov Suite to Vendors, companies, clients etc.

In order to Dispatch a particular document, it is a pre – requisite for the document to be filed in a E-Gov file in the system(eGov Suite).

There are two types of users in Dispatch module.

a) Normal Users - They can only generate and cancel dispatch requests.

b)<u>Dispatch Users</u> - They can generate dispatch request and can work on dispatch requests.

11.2 User Types

a) Normal Users(Non-Dispatch User)

A normal user can generate a request for dispatch in two ways :-

- 1. From File.
- 2. From DAK.

1) From File

192.168.42.95:8080/egoviBPS/white_hall/folderview.jsp?Fro	nInbox=Y&Do	cId=-1&Doo	Version=-1&N	NoteNo=-	1&FromAttach=)	&FolderN	lame=und	lefined&F	olderId=329&Fol	derRights=111	11111&P	rocessInst	tancel
hite Hall	Forward	Complete	Dispatch Track Requ	Refer est	Add Document	Сору	Move	Link	Print Document	Print Notes	Prev	Next	Clo
Notings Enclosures Properties Add Note Mox (File No-Department/Section 2/ddg/01/workplace/2016-2017/File Note 2 No		ace) S < test3 < colonel i atment2 < final states atment2 < final states final	string ipXml EngineName>" /ValidationRe //DataDefName //HCuploadWor EngineName>i ProcessDefId तttributes>R वैभाग1RCCEIPT पर्योगकर्त्तPAREN वेभाग1WORKITE/ पर्योगकर्त्तINITI	= " xml<br + this. > <document kItem_Inp xml vers: bpscab<!--/-->>EADSTATU: TYPE#TRAT ITPIIDNAF MSTATUSIr (ATEDON20 xml vers:</document 	ফর্লা টাসন্মা सी version=\"1.0\ cabinetName + " vyalidationRequ nts>" + documen put>"; ion="1.0"?> <wfu ngineName><ses SSDFId>-ChataD SNRECEIPTDATE20 LANGUAGEREQUEST LIENGAFROMDEPA hitiateTOPIOREQ 16-10-20 11:22: ion="1.0"?><wfu< td=""><td>"?><wfup] ired><prot ts + "ploadWork sionId>-: efName><!--<br-->16-10-20 अंग्रेजीMODE RTMENTहित JESTNORTI 26ploadWork</prot </wfup] </td><td>LoadWorkI Wam><ses CessDefl Documents 209077142 (DataDefN 11:22:26 OFPAYकेषा COPPAYकेषा CO0003AS: ibutes><!--<br-->kItem_Inp</ses </td><td>sionId>" d>" + sP ><attrib ut><opti 3ame><doc REGFEEPA NITIATEC SIGNEDUSI WFUpload ut><opti< td=""><td>t><option>WFUp + this.userDBI rocessID + ~ utess + attributess + at</option></td><td>d + "rocessDefId> utes.toString Item nRequired>nts> BERTYNTODEPAR refiFROMUSERTD</td><td>Option> nId> DataDefN () + "<!--<br-->alidatio TMENTहिंदी गईओ</td><td>ame> Attribut nRequire</td><td>:es></td></opti<></doc </opti </attrib </td></wfu<></ses </wfu 	"?> <wfup] ired><prot ts + "ploadWork sionId>-: efName><!--<br-->16-10-20 अंग्रेजीMODE RTMENTहित JESTNORTI 26ploadWork</prot </wfup] 	LoadWorkI Wam> <ses CessDefl Documents 209077142 (DataDefN 11:22:26 OFPAYकेषा COPPAYकेषा CO0003AS: ibutes><!--<br-->kItem_Inp</ses 	sionId>" d>" + sP > <attrib ut><opti 3ame><doc REGFEEPA NITIATEC SIGNEDUSI WFUpload ut><opti< td=""><td>t><option>WFUp + this.userDBI rocessID + ~ utess + attributess + at</option></td><td>d + "rocessDefId> utes.toString Item nRequired>nts> BERTYNTODEPAR refiFROMUSERTD</td><td>Option> nId> DataDefN () + "<!--<br-->alidatio TMENTहिंदी गईओ</td><td>ame> Attribut nRequire</td><td>:es></td></opti<></doc </opti </attrib 	t> <option>WFUp + this.userDBI rocessID + ~ utess + attributess + at</option>	d + "rocessDefId> utes.toString Item nRequired>nts> BERTYNTODEPAR refiFROMUSERTD	Option> nId> DataDefN () + " <br alidatio TMENTहिंदी गईओ	ame> Attribut nRequire	:es>
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			<pre>?xml version WFUploadWork Option>WFUpl EngineName>i</pre>	Item_Inp oadWorkI	tem								

User can click on <u>Dispatch</u> link in order to generate a dispatch request.

After clicking on it, below screen opens and under <u>Documents</u> tab, it has details of all the documents eligible for dispatch, after user selects one or more documents, then user can move to <u>Senders Information</u> tab.

Docun	Sender Information		
lect D	ocuments to dispatch		
	Document Name	Author	Creation DateTime
	hindi	test1	23/12/2016 15:59
	version	test1	23/12/2016 15:59
	WCD Departm ent	lest1	23/12/2016 15.59
	पेगुइन	test1	21/12/2016 19:01
	हाइडेजिया - Copy	test1	21/12/2016 19:01

Under <u>Sender Information</u> tab, it has all the details related to Sender that are to be filled by a user like Subject, Dispatch Mode, Organization, Recipient's Name, Recipient's

127.0.0.1:80	80/egovpatch1/cus	tom/dispatchView.jsp?&FolderId=799&egovID=161320837899030427
		Dispatch Form
Documents	Sender Information	
Dispatch ID		Dispatch_00000104
Subject		
Dispatch Mode		Select •
Organization		
Recipient's Nan	ne	
Recipient's Add	ress	
Addressee's Na	ime	test1

Address and Addressee's Name.

Fields that are to be filled by a Normal User:-

Dispatch ID – Auto generated based on some logic

Subject

Dispatch Mode - (Courier / Postal / By Hand)

Organization

Recipient's Name

Recipient's Address

Addressee's Name

After filling all these details, user clicks on submit to submit dispatch request having a

Unique Dispatch Id like **Dispatch_0000008.**

A normal user can only see Dispatch Register. Refer below screen shot for more reference.

2		NV V				o To	¢ - 🗎 🔺 ∨	Velcome Major, Randy Ortan
			14 WORRCESK NAMGATE TO Innox	2 DAK	NAMGATE TO	5 Office Note	Namate To	5 Files
)0X	×		Sent hears				Search Inbox	All v Hold Set Priori
		!	Dispatch Register Subject	Viewed On	From User	From Department	✓Received On	Submitted On
			FileNo :Department2/Section 4/so2/01/u/2015-2016:	2016-06-07 16:36:06.470	user4	Department2	2016-02-08 13:08:42	2016-02-08 13:03:41
	1	**						
			egovwar	2016-02-04 12:16:54	test2	Department2	2016-02-04 12:16:54	2016-02-04 12:16:53
	> 2		egovwar cancel	2016-02-04 12:16:54 2016-02-04 12:16:34	test2 test2	Department2 Department2	2016-02-04 12:16:54 2016-02-04 12:16:34	2016-02-04 12:16:53 2016-02-04 12:16:26

All the dispatch requests goes to a Dispatch Register of a particular user who generated the request for dispatch.

eGov					Go To ▼ Rep	ports 🕶 🗎 🐥	Welcome Director, test1 US
a second	10 Workdesk	<u></u>	5 Dak		The second secon	B LES	0 Court Cases
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ispatch Register how 10 v entrie Dispatch ID	25		Dispatch DateTime			Search: Dispatch Mode	♦ Status
ispatch Register how 10 • entrie Dispatch ID 00000014	25 Subject 🛊	Organization	Dispatch DateTime 09/12/2016 13:09			Search: Dispatch Mode Postal	Status Acknowledged

A Normal User can cancel the dispatch request, if user does not want it.

Dispatch Details	6		
Documents	Dispatch Details		
Dispatch ID		00000015	
Subject		h	
Dispatch DateTime		2016-12-09 13:09:32.0	
Organization		h	
Organization's Addre	SS	h	
Requestee's Name		test1 USA-Department1	
Dispatch Mode		Courier	
Courier No.			
Courier Date			
Status		Acknowledged	

Canceled Dispatch request don't appear in Dispatch Register.

2) From DAK

When a Normal or Dispatch user opens a DAK from unfiled DAK, user can request a dispatch for this DAK like below screen

DAK Desk - Google Cl								0 X
-			ocld=3		ent&DepartmentName=&DataclassName=DAK%20Dataclass&GroupFolderId=51&GroupFolderId=51			
FileDAK	InitiateDAK	Dispatch			nfiledDakDispatch.jsp?DocId=366&egovID=-3681569168053709244 - Google C 🗔 🔲 🔀	Prev	v Next	Clo
				① 192.168.42.95:8080/egoviBPS/cus	stom/unfiledDakDispatch.jsp?DocId=366&egovID=-3681569168053709244			
	DAK pro	perties			Dispatch Form			1.10
ReferenceNo	DA	K 2016-17 Departm		Dispatch Details			Ŧ	
	DAI	K_2016-17_Departin	4	Dispatch ID	00000031	1	/1 👂 🚺)
DocumentSubject	mm	1			0000031			
Department	Dep	partment2		Subject				
DateOnDocument	07/	12/2016		Dispatch Mode	Select			
ReceivingDate	14/	12/2016						
Dak Category	VIP			Recipient's Name				
				Organization				
	Sav	e		Organization's Address				
				Requestee's Name	test1 USA			
	Rema	rks		Submit Close				
				9				
	< Prev	Next >		⊕ ★				
New								

Then he can fill all this information, submits it and this dispatch also goes to Dispatch Register of the user.

b)Dispatch User

A dispatch user can do all the functions a normal user can do but his primary work is to operate on dispatch requests and changes their status from Pending/Initiate to Acknowledged and So on.

EGov Office X ← → C 🗋 127.0.0.1:8080/egovwithissues/office.jsp# Go To 🗸 Welcome StaffOfficer1, Sudo2 Mac -Reports -Ö.-Λ H 2(1701) ٦٨ My Desk Sent Item DISPATCH REGI Department Pendi My item status

Dispatch user can access <u>Dispatch Register</u> and <u>Dispatch Inbox</u> both.

Dispatch Register

It has details of all the dispatch registered ever by the user of non-dispatch department or dispatch department.

Dispatch Inbox

Receives all the dispatch request from various users and one of the user in dispatch department updates its status and acknowledgment is sent to the requested user.

If Dispatch user clicks on Dispatch Inbox, below screen appears where user can update status of requested dispatch.

One of the user in Dispatch group fills all the relevant details as per the dispatch mode and updates its status timely.

Name	2 WORKESK SATE TO ① N	O DAK Iangatre To ③	О Оггасе Note Канкате To ③	Navida	2 Files re To ③	Со Nаикате То	0 urt Cases ④
spatch Inbox							Register Disp
ow 10 ▼ ent	tries					Search:	
Dispatch ID 💧	Subject	Organization	Dispatch DateTime 🔻	Tracking ID	Tracking DateTime	Dispatch Mode	Status
0000030	प्रकाश घर आयुष्याचे ध्येय प्रतीक आहे	प्रकाश घर आयुष्याचे ध्येय प्रतीक आहे	23/12/2016 11:30			Postal	Initiate
0000029	ध्येय ,प्रतीक/ आहे	ध्येय ,प्रतीक/ आहे	22/12/2016 18:25	हुशार निर्णय	26/12/2016 15:06	ByHand	Dispatched
0000028	जेली, मासा/	जेली मासा	22/12/2016 18:03			Courier	Initiate
00000027	ध्येय, प्रतीक ,आहे,()	ध्येय प्रतीक आहे	22/12/2016 17:58			Courier	Initiate
0000026	जेली मासा	जेली मासा	22/12/2016 17:46	96	31/12/2016 17:48	Courier	Dispatched
0000025	एक वाहलूक माध्यम आहे	एक वाहतूक माध्यम आहे	22/12/2016 17:41	745	26/12/2016 17:48	Postal	Dispatched
00000024	आज गेले आहे	आज गेले आहे	22/12/2016 11:52			Courier	Acknowledged
0000023	हुशार निर्णय	हुशार निर्णय	22/12/2016 11:37			Courier	Initiate
00000022	हलविले आहे	हलविले आहे	22/12/2016 11:33	4	26/12/2016 16:58	Courier	Dispatched
00000021	आता माझ्या मनात हलविले आहे	आता माझ्या मनात हलविले आहे	21/12/2016 12:25			Courier	Acknowledged

Dispatch user can see all the dispatch request generated by all the users.

After clicking on Dispatch Id below screen appears. Under <u>Documents</u> tab, it has name of documents.

Dispatch Detail	s	×
Documents	Dispatch Details	
Document Name	(\$)	
प्रकाश घर आयुष्याचे	ध्येय प्रतीक आहे	
		Close

Dispatch user can go to the document can take **print out of the document**(Hard Copy) and places **Unique Dispatch ID** on it and can send it to its destination by Postal/Courier/By Hand Mode and then updates its status in below screen.

Documents	Dispatch Details			
Dispatch ID		00000028		
Subject		जेली, मासा/		
Dispatch DateTime		2016-12-22 18:03:10.0		
Organization		जेली मासा		
Organization's Addre	ess	जेली मासा		
Requestee's Name		user1 Italy-Dispatch		
Dispatch Mode		Courier	•	
Status		Acknowledge		

First its status is Pending, the dispatch user acknowledges it.

And after acknowledging it, dispatch user can update its status

.....

Dispatch Details ×							
Documents Dispatch D	etails						
Dispatch ID	0000027						
Subject	ध्येय, प्रतीक ,आहे,()						
Dispatch DateTime	2016-12-22 17:58:52.0						
Organization	ध्येय प्रतीक आहे						
Organization's Address	ध्येय प्रतीक आहे!!!!!!						
Requestee's Name	user1 Italy-Dispatch						
Dispatch Mode	Courier						
Courier No.							
Courier Date							
Status	T						
	Submit						

Dispatch User will fill the necessary details as per Dispatch request and keeps regularly updating as per the tracking of the dispatched document.

A Notification will be sent to the User who requested the dispatch of the documents on each change of status of the Dispatch request.

12 Custom Processes

From eGov, a user can open iBPS workitems of processes other than Committee, egov, PQ, RTI and Audit using following steps:-

1) Click on **iBPS Process** link in the header tab and then select process under it like DemoTest, TestOfQueue etc. and these processes has queues like Startevent1, swimlane, workdesk etc.

Image:	eGov				Go To 👻 Reports 👻 🚞	🐥 Welcome Director, test3 👻
Department Pending Items My Item status Ten D.Dux Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complete distance Image: Complet	WORKDESK Navigate To (1)	DAK	OFFICE NOTE	Files	IBPS PROCESS	RTI
Note DAK File Inter Inter <td></td> <td></td> <td></td> <td>My item status</td> <td></td> <td></td>				My item status		
Note DAK File Inter Inter <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
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Note DAK File Inter Inter <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Image: Complete in the state in t		test1: 100.00%				
L2 7.0.0.13080/ggov/BPS/office.jsp?regov/D=7650095569318387614# CCCOV GO TO - Reports - A Welcome Director, test3 COPICE NOTE NAMAGETE TO 0 MY Desk Department Pending Items My item status Swel Ave				Note	DAK	File
COV Go To - Reports - I Velcome Director, test3 Image: Cover and the second of the se				Pending	Completed Received	
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Department Pending Items My item status	My Desk					
SwinLane	Department Pending Items			My item status	IESTOFQUEUE	
					s	WIMLANE

2) When a user clicks on queue then it opens the list of workitems in it.

Cothe	er Proc	esses	•	6 WORKDESK NAVIGATE TO	N	DAK DAK		OFFICE NOTE NAVIGATE TO ③	Navigati	1 Files E To ①	
		:	8	Process_Instance_ID	Locked_By	Checklist_Complete	Introduced_By	✓Received_On	Submitted_On	Assigned_To	Processed_By
	2	4		WFDT-0000000015-process		N		2016-09-07 13:00:43.513	2016-09-07 13:00:43		test1
	1	1		WFDT-0000000012-process		N		2016-09-01 14:26:04.82	2016-09-01 14:26:04		test1
	1	+		WFDT-000000008-process		N		2016-09-01 14:23:19.477	2016-09-01 14:23:19		test1
	1	÷		WFDT-000000007-process		N		2016-09-01 14:22:41.813	2016-09-01 14:22:41		test1
	1			WFDT-000000006-process		N		2016-09-01 14:22:12.04	2016-09-01 14:22:12		test1
	1	+	8	WFDT-000000013-process	test1	N		2016-09-07 12:58:33.903	2016-09-07 12:58:33	test1	test1
	1	1	8	WFDT-0000000011-process	test1	N		2016-09-01 14:25:40.337	2016-09-01 14:25:40	test1	test1
	1	:	8	WFDT-000000009-process	test1	N		2016-09-01 14:24:10.893	2016-09-01 14:24:10	test1	test1
				WFDT-000000004-process	test1	N		2016-09-01 14:21:06.84	2016-09-01 14:21:06	test1	test1

3) When a user click on Process_Instance_ID then it opens the iBPS screen.

127.0.0.1:8080/webdesktop/components/workitem/view/workde	sk_default.jsf
StartEvent1 : WFDT-000000016-process	Edit Layout Operations Search Document Save Introduce Hold Close
Form	Document
	File Edit Zoom Transform Annotate
	Customer Application Form WLL Service
gfdgdg	Compare Information (2010) 11 (2010) 11 (2010) 11 (2010) 10 (2010) 10 (2010)
	2 1974
21	Notation Section Constraint Constraint Constraint Constraint Constraint Constraint
	Product Product <t< td=""></t<>
Submit	The an advance of the tree and tree or the tree of the control of
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On this screen a user can perform all operations of iBPS.

13 Change Password

A user except supervisor user can change the password by clicking on change password option. User has to follow the below steps to do this :-

1. Clicks on Change Password option in header bar.

EGOV	Go To 🗸 Reports 🗸 🚔 🛓 Welcome Colonel, test 1	Ŧ
	Change Password Change Password G DAK OFRICE NOTE NARGATE TO OFRICE NOTE NARGATE TO OFRICE NOTE	*
My Desk		
Department Pending Items	My item status	
	20	

2. After this below window opens.

	Change Password
	issword. Please specify your old password and the new password. your password frequently. Also, make sure that you do not keep easy to guess ommend that you have a judicious mix of alphabets and numbers in your password.
Logged in User :	test1
Old Password :	
New Password :	
Confirm Password	

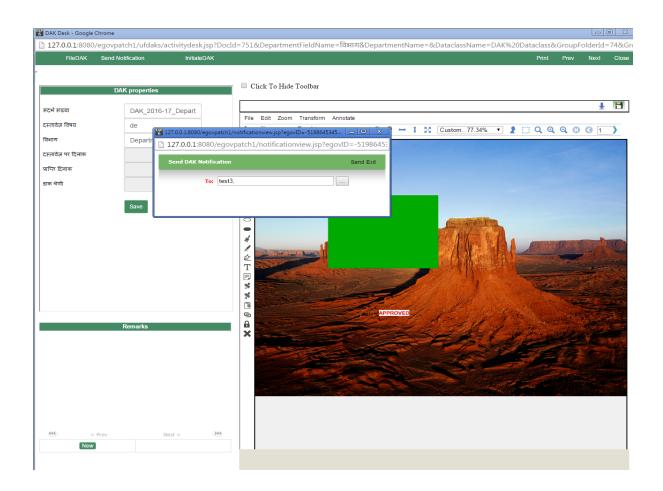
3. In this window, user can fill the old and new password, to successfully change the password. Old and new password should be different and new password and confirm password values must be same.

14 CC DAK

From eGov interface, user can send CC DAK notification and track sent notification.

14.1 Send DAK Notification

- Open Unfiled DAK, click on option Send Notification below screen appears.
- Select user(s) to whom you want to send notification.
- Click on **Send** button to send the notification.
- Notification has been send to selected users.



14.2 Sent CC Notification

- Mouse hover on Workdesk button, for the Sent CC Notification.
- Click on Sent CC Notification, for the Sent CC screen.
- User can track the details of DAK notification send to other user(s).

	0	0	— 0	Go To + Reports +	¢- ≡ 0	Welcome DG, test1
NAVIGATE TO	Workdesk ① Nat	DAK Mgate To ③	Оггісе Note Navigate To ①	NAWGATE TO	Files	Сомм & Мее Navigate To 💽
nt CC Notification						
Do	ocumentName	Subject		♥Sent On		Sent
esert		de	2017-01-10 10:15:23.0			test3
ाइड्रॅजिया - Copy		हाइड्रॅजिया	2017-01-04 12:01:34.0			test3
इइँजिया - Copy		हाइड्रेजिया	2017-01-04 11:58:08.0			test3
इट्रेंजिया - Copy		हाइट्रॅजिया	2017-01-04 11:57:06.0			test3
इट्रेजिया - Copy		हाइट्रॅजिया	2017-01-04 11:42:22.0			test3
ulips		tulips	2017-01-04 11:37:12.0			test3
ulips			2017-01-04 11:35:07.0			test3
ulips			2017-01-04 11:30:50.0			test3
ulips			2017-01-04 11:30:21.0			test3
ulips			2017-01-04 11:28:10.0			test3
ulips			2017-01-03 16:59:01.0			test3
ulips			2017-01-03 16:47:19.0			test3
ulips			2017-01-03 12:00:11.0			test3
ulips			2017-01-03 11:44:19.0			test3
ulips		abc	2017-01-03 11:34:21.0			test3

14.3 CC

- Mouse hover on Workdesk button, for the CC option.
- Click on CC, to open the CC screen.
- User can track the DAK notification send by other user (as shown in Fig. CC screen)
- User can open the CC to see the DAK or delete the DAK notification (as shown in Fig. CC)

eGov			Go To 👻 Reports 👻 🗘 🗸	🞽 🐥 Welcome DG, test3 🗸
Wor	6 DE EK	OFFICE NOTE NAVIGATE TO ③	10 File Namate To ③	
Subject	∨ Receiver	i On	Received From	Department
e	2017-01-10 10:15:23.0	te	est1	Department1
इइंजिया	2017-01-04 11:58:08.0	t	test1	Department1
इडेंजिया	2017-01-04 11:57:06.0	te	est1	Department1
इड्राजया				
	2017-01-04 11:42:22.0	te	est1	Department1
इट्रेंजिया	2017-01-04 11:42:22.0 2017-01-04 11:30:21.0		est1	Department1 Department1
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हईजिया lo Subject) lo Subject) lo Subject)	2017-01-04 11:30:21.0 2017-01-04 11:28:10.0		test1	Department1 Department1
इड्राजना as Subject) lo Subject) lo Subject) lo Subject) lo Subject)	2017-01-04 11:30:21.0 2017-01-04 11:28:10.0 2017-01-03 16:59:01.0	5 5 5 5 5	test1 test1 test1	Department1 Department1 Department1

Fig. CC Screen

