

eGov Office 11.1

Reference Manual

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INDIA

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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

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- 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:

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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

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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

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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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Address	
Newgen Software Technologies Limited A-6, Satsang Vihar Marg, Qutab Institutional Area New Delhi - 110 067. INDIA Tel: +91-11-268154671-79	
<input type="checkbox"/>	Fax: +91-11-268154672
<input type="checkbox"/>	E-mail: helpdesk@newgen.co.in

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

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		2003 Server, 2008 Server
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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.

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



- Enter User Name and Password.

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- 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

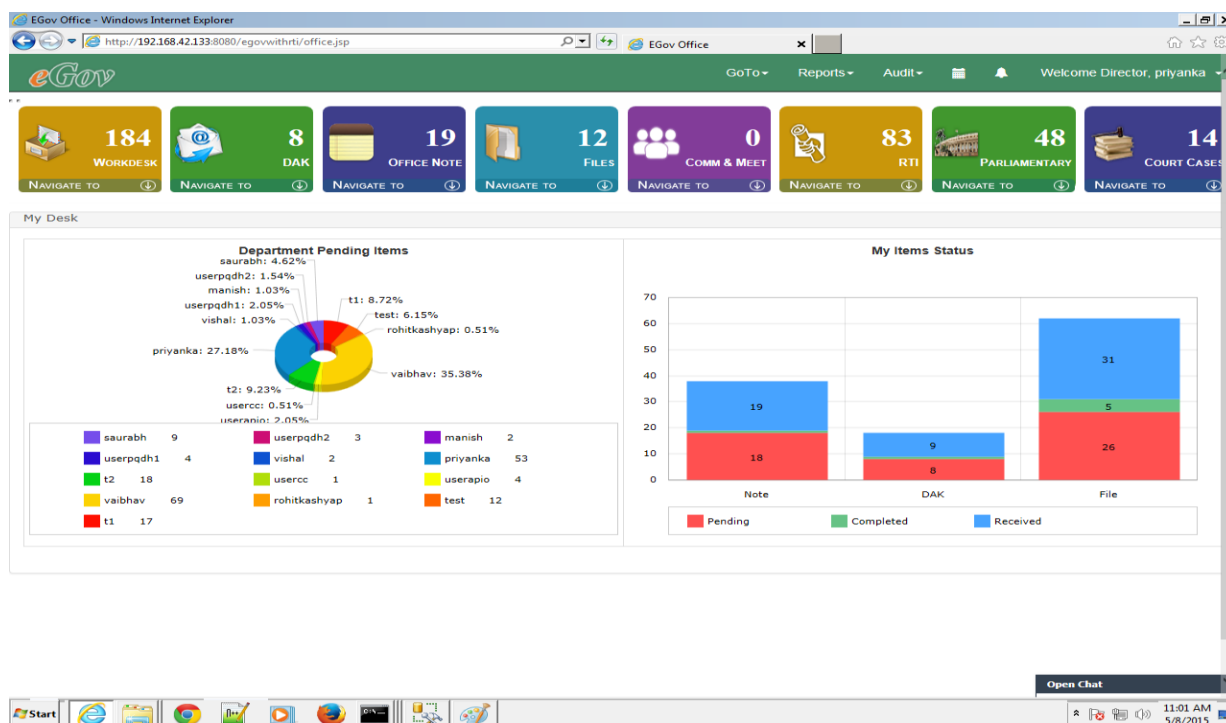


Figure – Home Screen

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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.

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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

The screenshot shows the eGov Office web application interface. At the top, there is a navigation bar with the eGov logo and user information: "Welcome Director, priyanka". Below this is a dashboard with eight colored tiles representing different categories: WORKDESK (184), DAK (8), OFFICE NOTE (19), FILES (12), COMM & MEET (0), RTI (83), PARLIAMENTARY (48), and COURT CASES (14). Each tile has a "NAVIGATE TO" button.

The main content area is titled "Unfiled DAK" and contains a table with the following columns: Name, Modified Date, ReferenceNo, DocumentSubject, Department, DateOnDocument, ReceivingDate, and Dak Category. The table lists several documents, including "Desert", "Lighthouse", "Koala", "Hydrangeas", and "Chrysanthemum".

Name	Modified Date	ReferenceNo	DocumentSubject	Department	DateOnDocument	ReceivingDate	Dak Category
Desert	2015-04-07 12:53:18.67	DAK_2015-16_Department1_011	rrr	Department1			
Lighthouse	2015-04-02 11:45:33.92	DAK_2015-16_Department2_001		Department2			
Koala	2015-03-31 19:59:40.857	DAK_2014-15_Department1_131		Department1			
Desert	2015-03-31 19:58:09.753	DAK_2014-15_Department1_130	12232423432	Department1			
Desert	2015-03-31 19:45:00.317	DAK_2014-15_Department1_129	1223234234				
Hydrangeas	2015-03-31 19:42:46.177	DAK_2014-15_Department1_128	1234545				
Hydrangeas	2015-03-31 19:40:48.433	DAK_2014-15_Department1_127	12345667				
Chrysanthemum	2015-03-31 19:39:21.363	DAK_2014-15_Department1_126	1234		2015-03-31 00:00:00.0	2015-03-11 00:00:00.0	
Chrysanthemum	2015-03-31 19:36:36.677	DAK_2014-15_Department1_125	12345				
Chrysanthemum	2015-03-31 19:36:10.17	DAK_2014-15_Department2_021					

At the bottom of the page, there is a taskbar with the Start button and various application icons. The system tray shows the time as 11:04 AM on 5/8/2015.

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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.

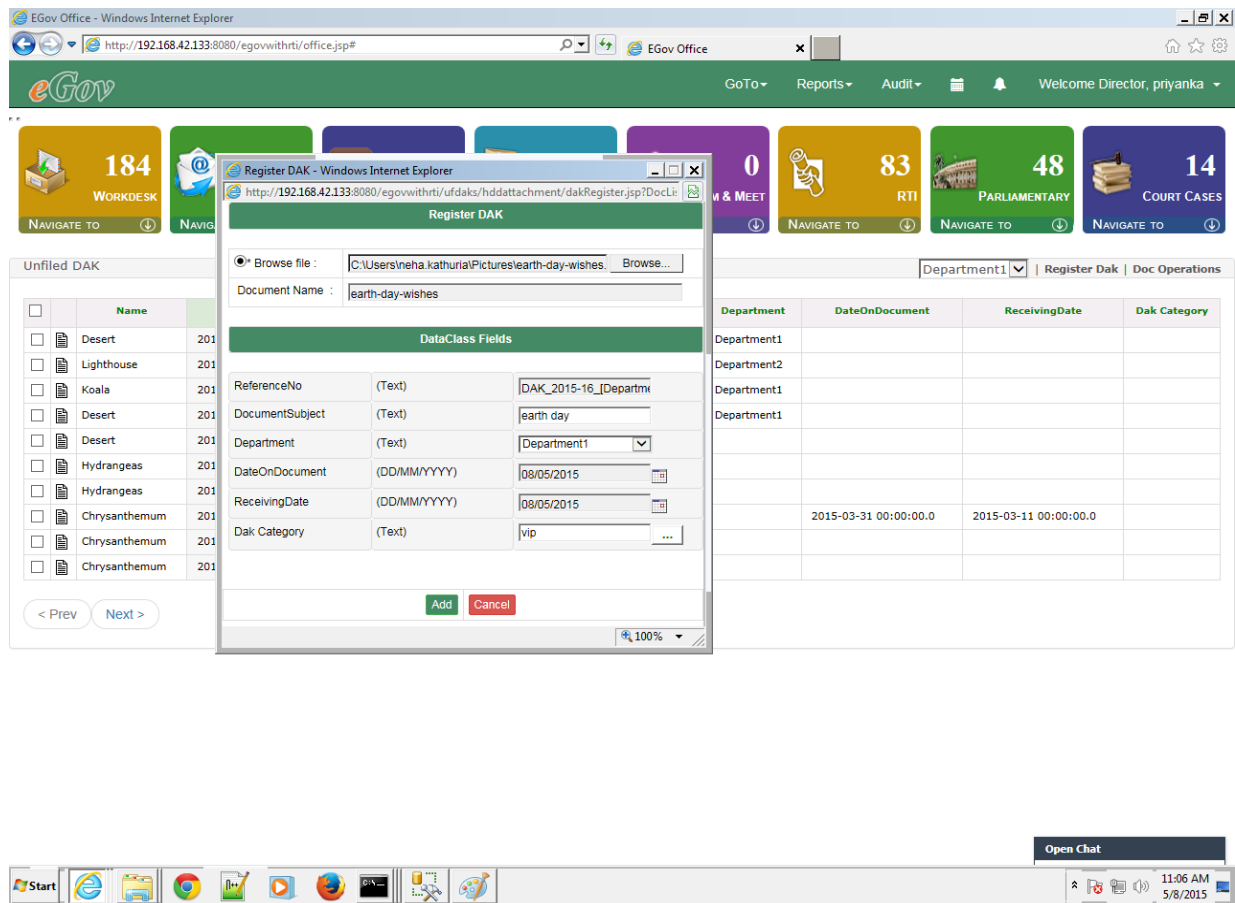
There is a checkbox provided with every DAK. We can select a particular DAK and perform operations. These operations are listed in Doc Operations link.

- **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.

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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.

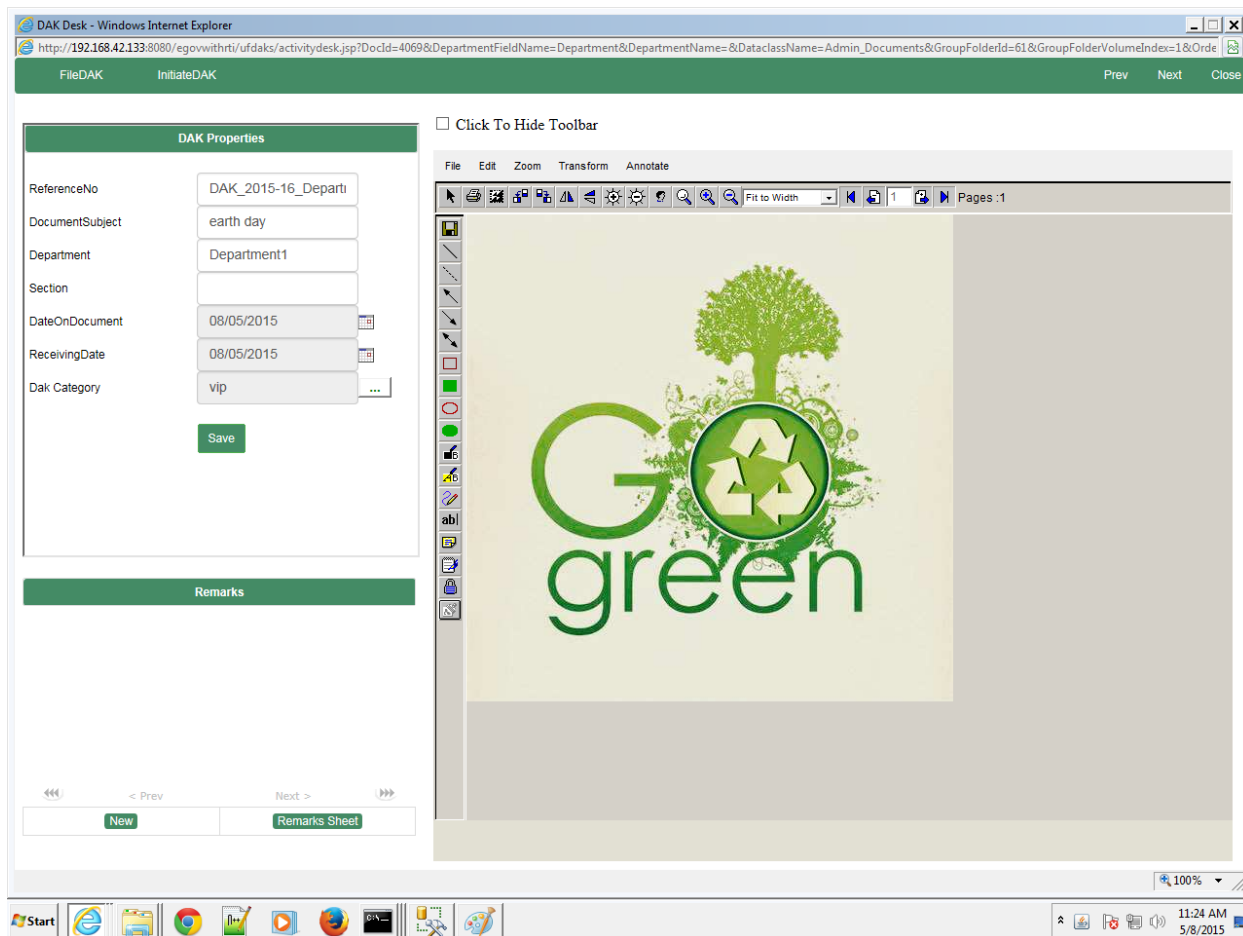


3.3 DAK View

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

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remains in the Un-Filed folder.

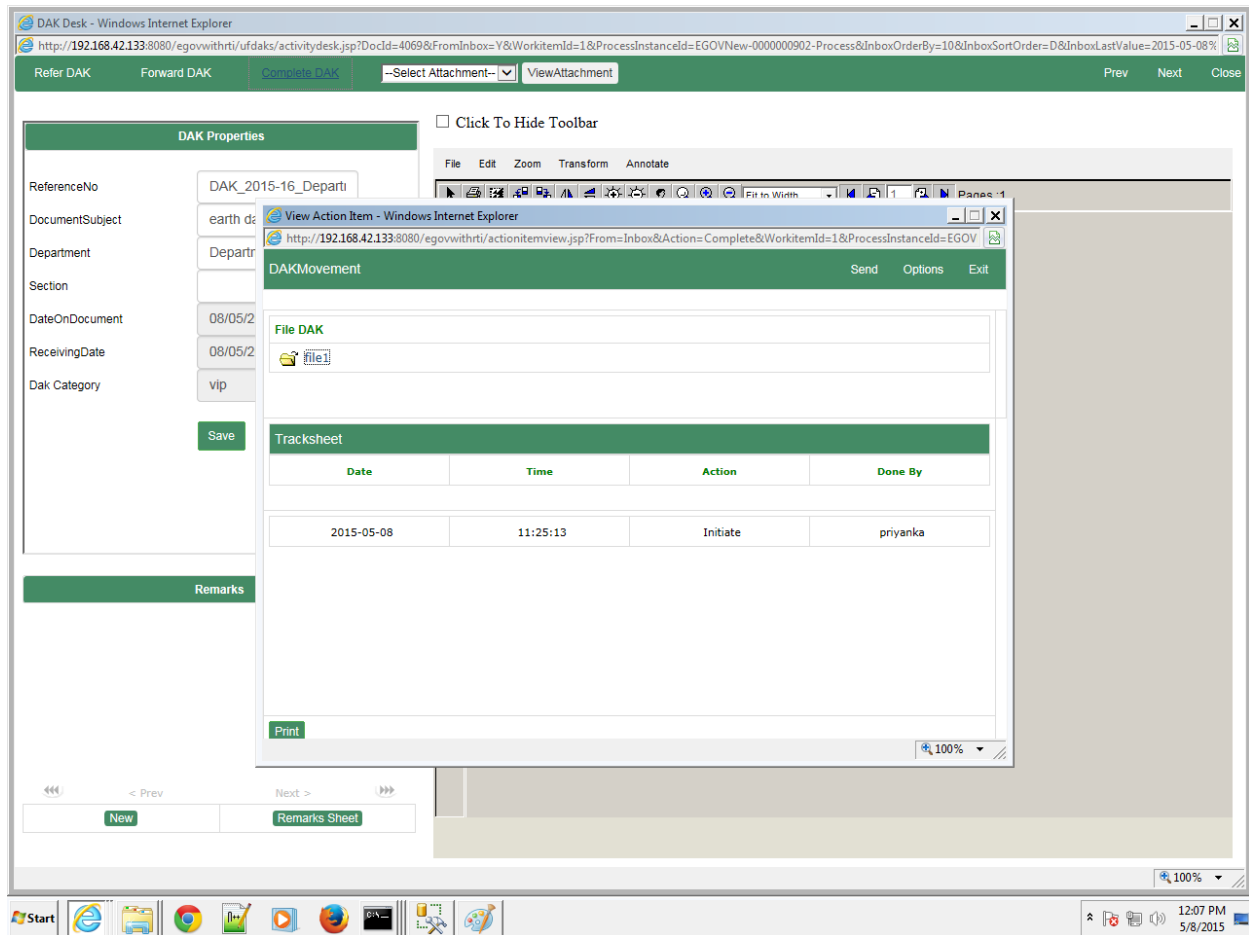


- DAK information can be checked for the correctness
- Annotation can be applied on the image using the tool bar on image viewer
- Some short note / comment can be associated with the DAK

3.4 DAK Filing

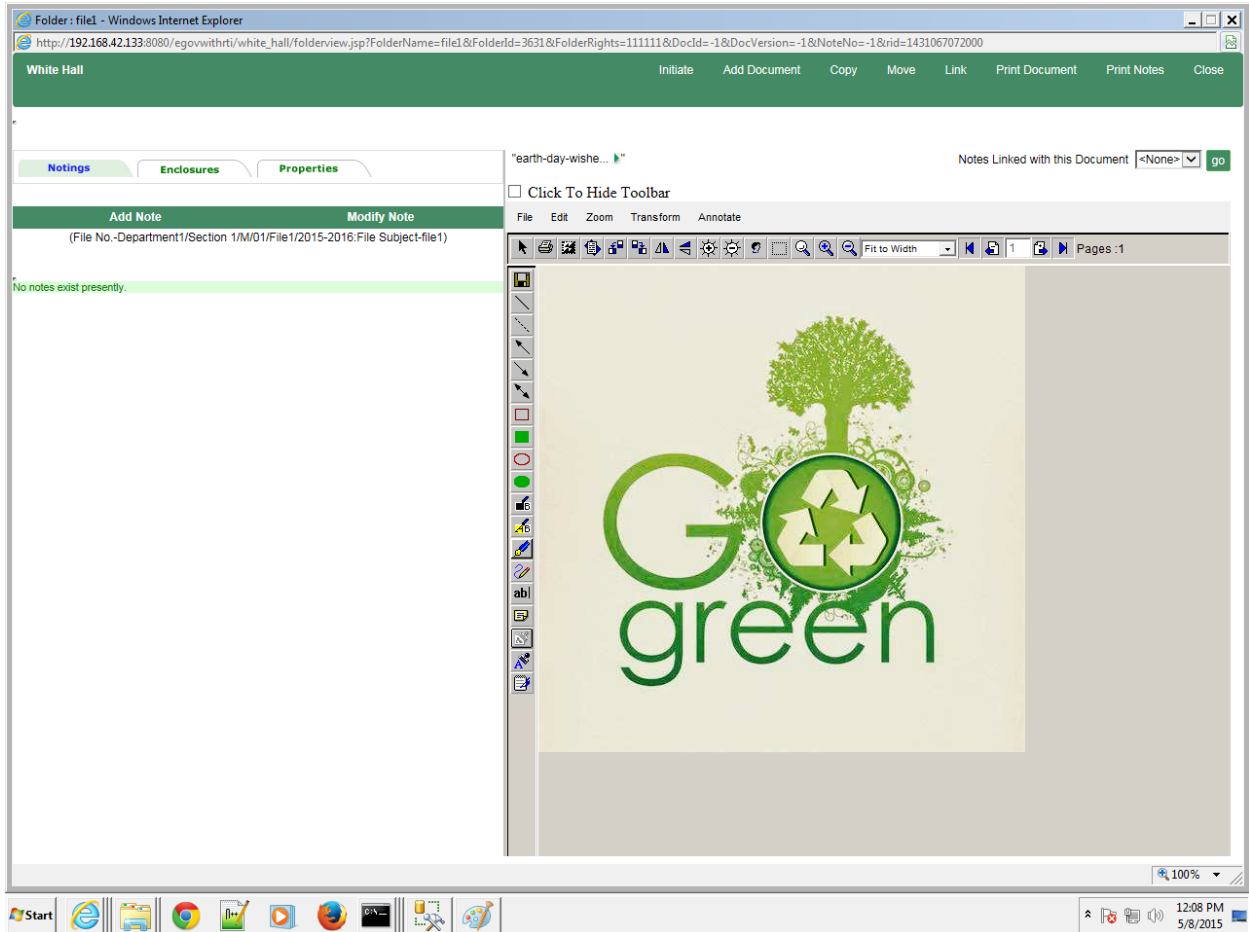
- It means filing or saving the DAK in some file in the E-Gov Office.
- When user clicks on File DAK link a screen is displayed which asks user to select a file in which he wants to file this particular DAK.

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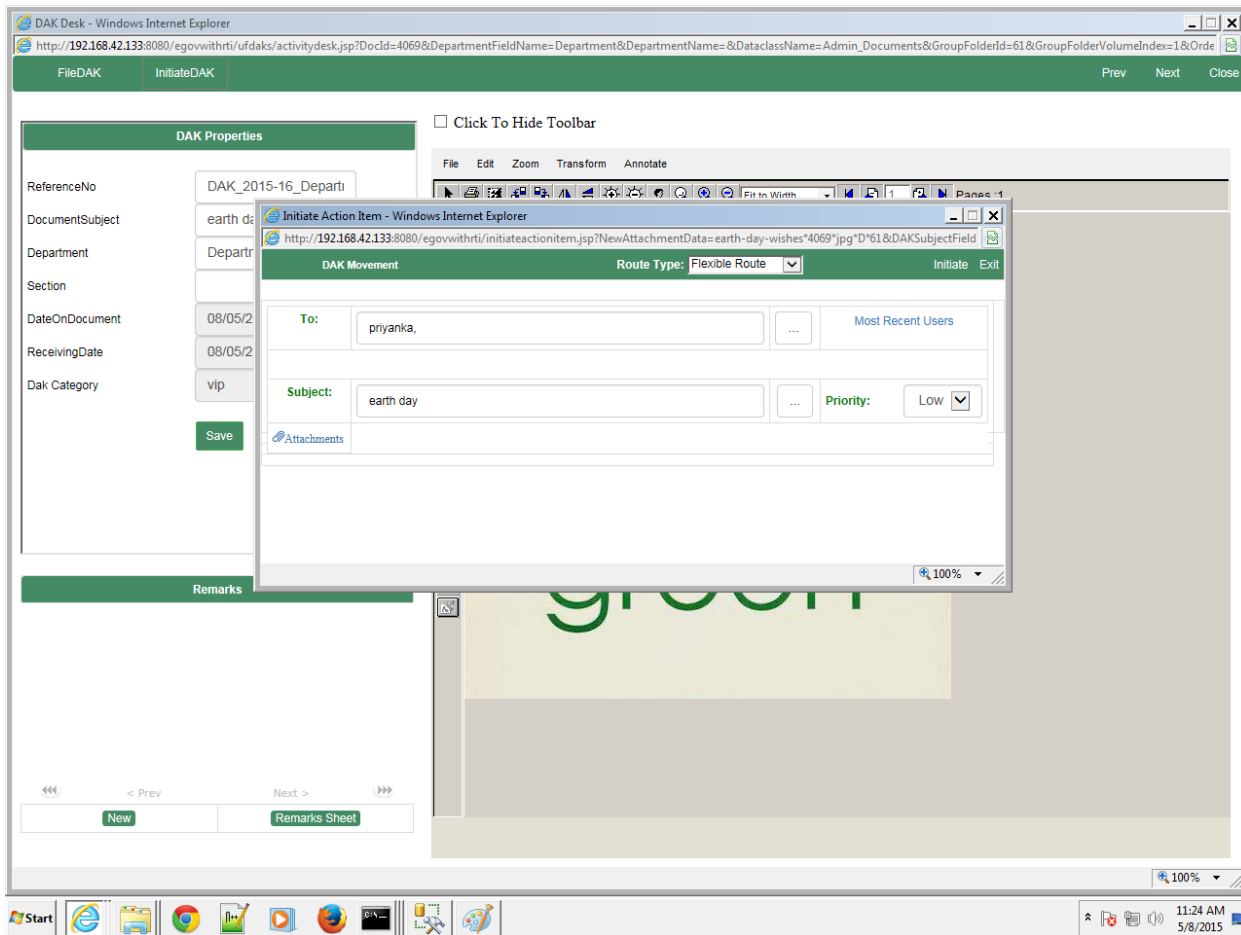
- After selection of same, DAK gets filed.
- After successful filing, dialog box appears on screen asking user if he wants to view DAK in Whitehall.
- Following screen appears in white hall view

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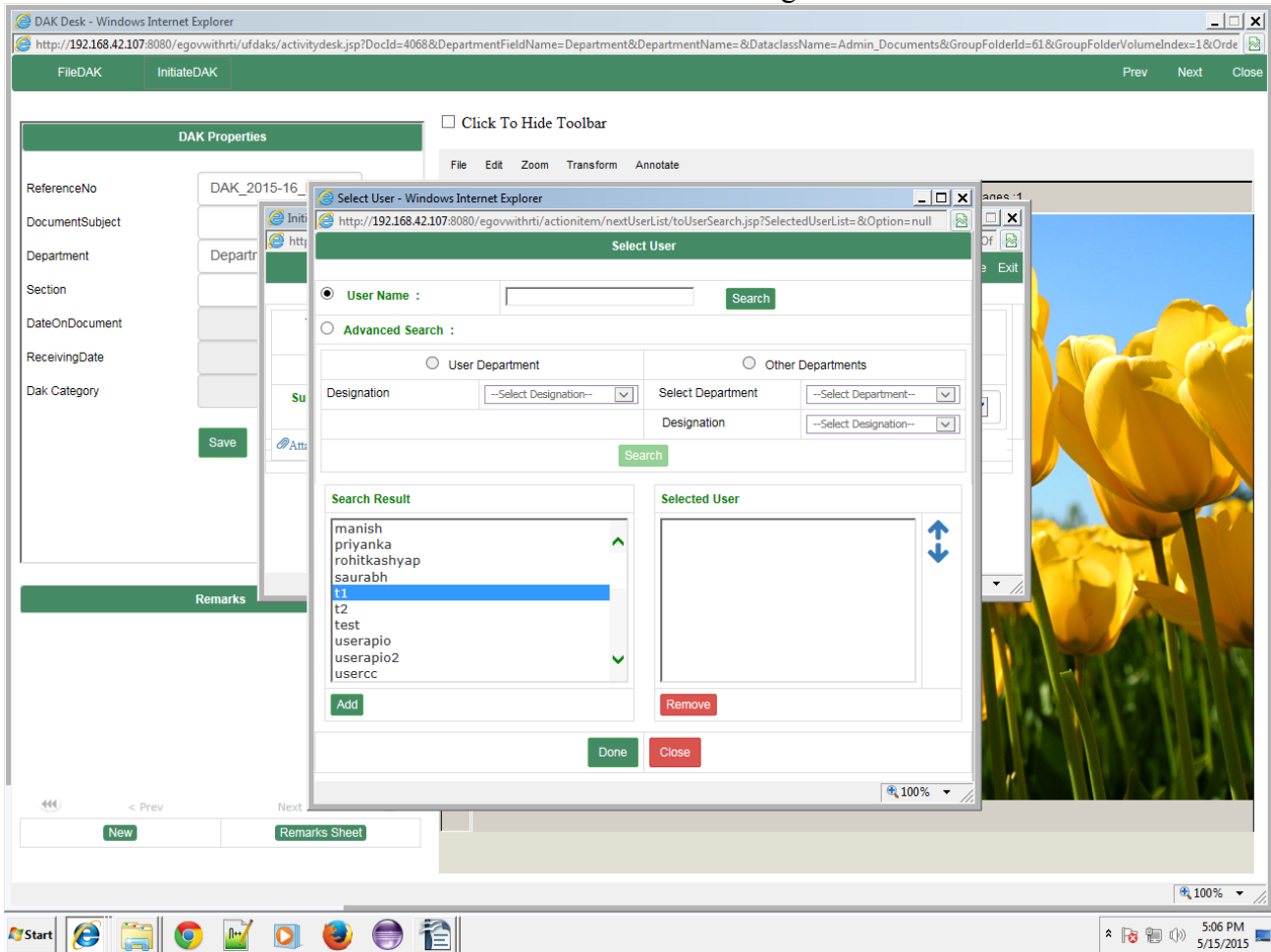
User then clicks on initiate to start workflow of this filed DAK

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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.

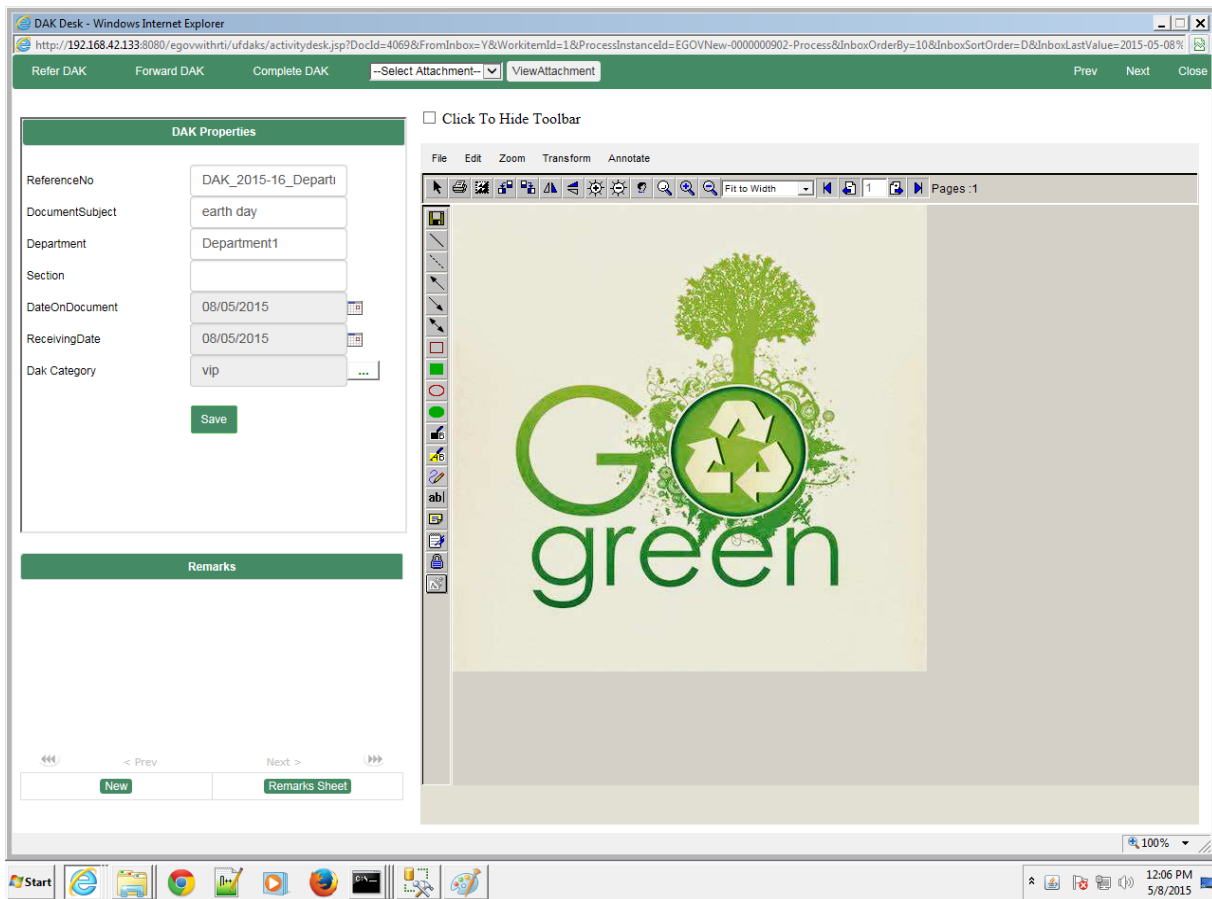


- Select user and click ‘Add’ to add the user in the ‘final list’ of user.
- To select more user again perform same above steps
- Click “Done” when all the users have been selected.
- User can then fill other required fields and initiate

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.

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- 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 through '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:

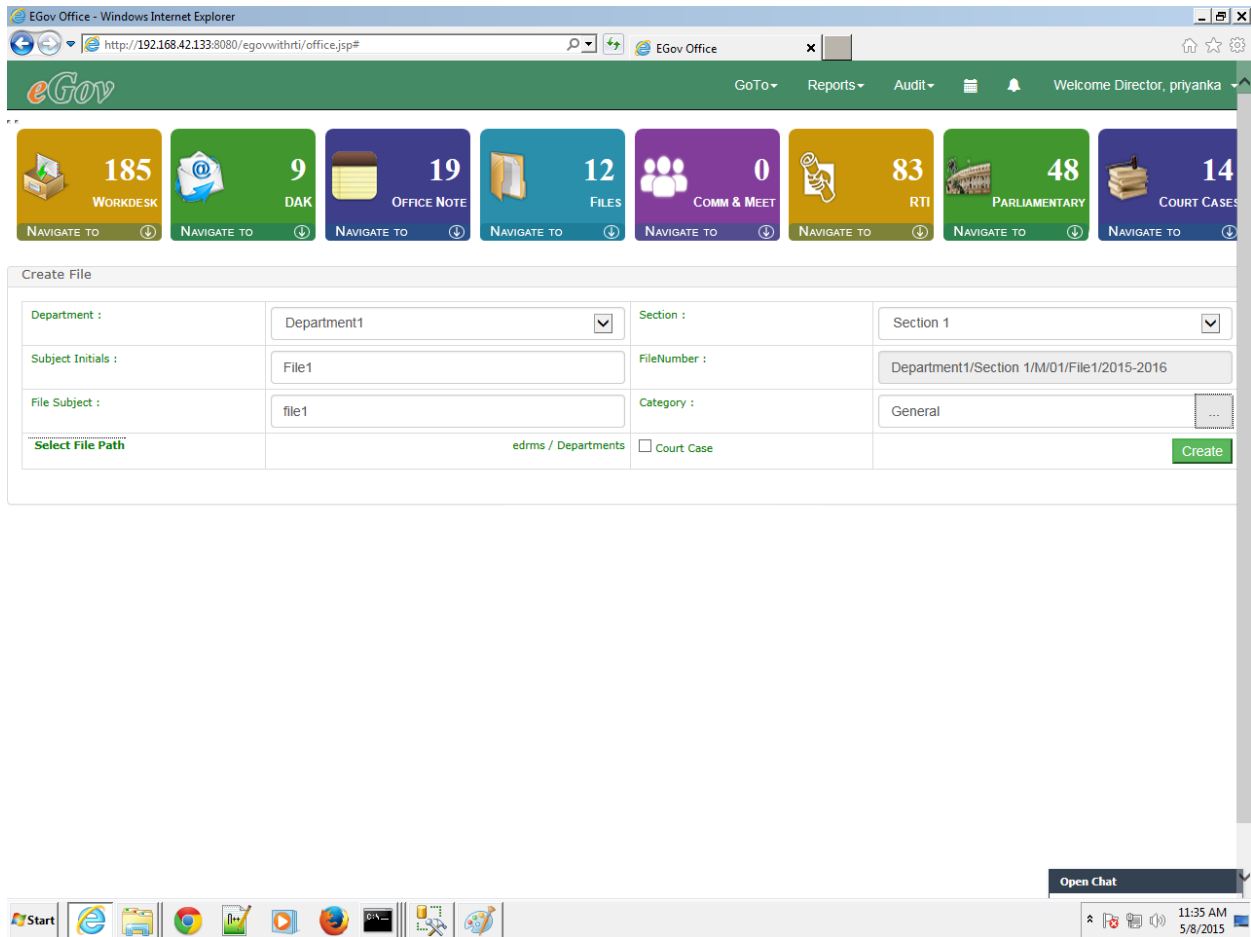
- File Creation
- File Register

4.1 File Creation

General Subject Files

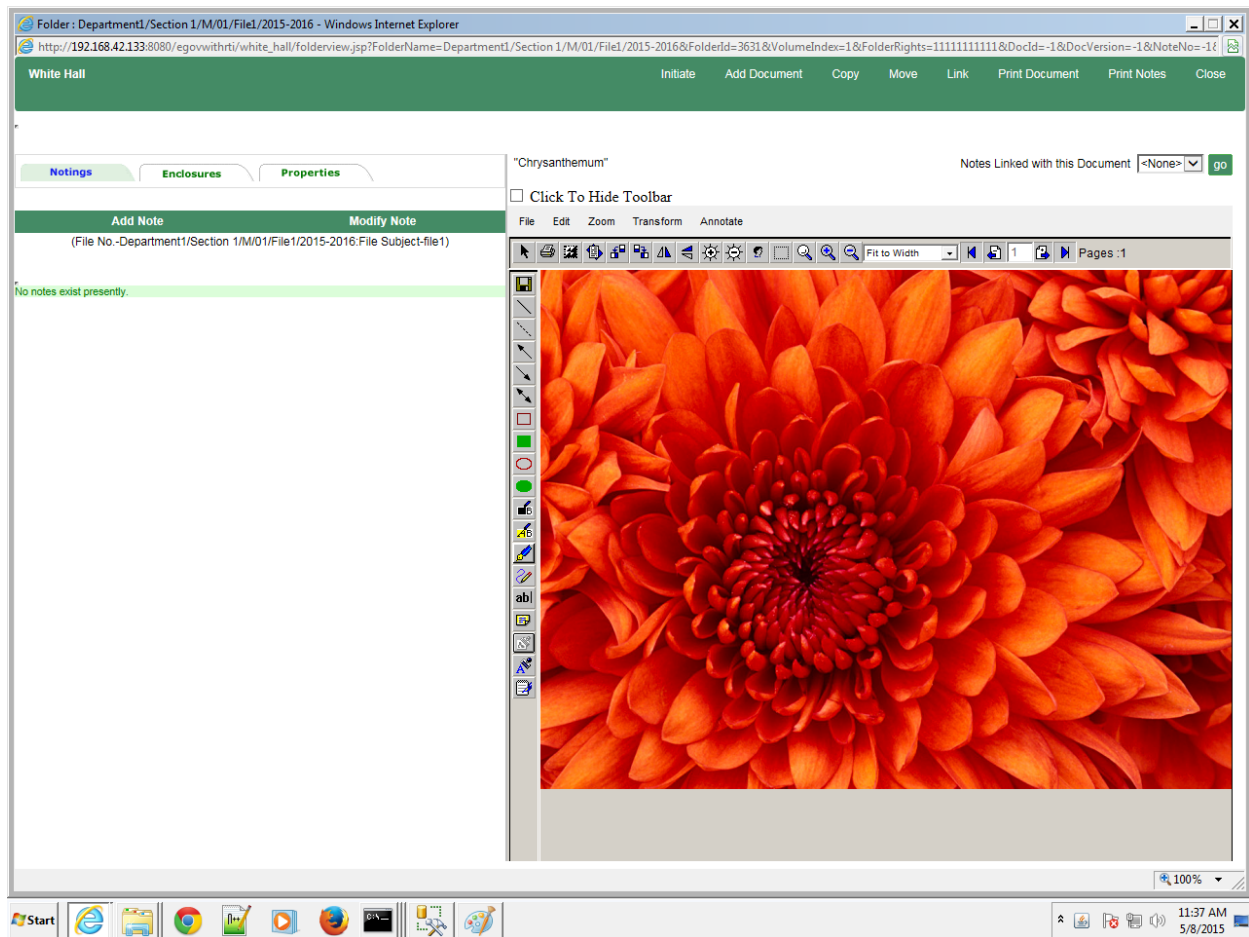
- Click on 'Open File' link from Home Screen >> FILES >> Create File.
- Enter File Number.
- Enter File Name or Subject
- Enter Department
- Enter Section (If the department doesn't have a section then just type 'None')
- Enter Subject Initial
- Enter Category
- Click on "Select folder" link to select 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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White Hall view of a file is shown below:

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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

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EGov Office - Windows Internet Explorer
 http://192.168.42.133:8080/egovwithrti/office.jsp#

EGov Office

GoTo Reports Audit Welcome Director, priyanka

185
WORKDESK

NAVIGATE TO

9
DAK

NAVIGATE TO

19
OFFICE NOTE

NAVIGATE TO

12
FILES

NAVIGATE TO

0
COMM & MEET

NAVIGATE TO

83
RTI

NAVIGATE TO

48
PARLIAMENTARY

NAVIGATE TO

14
COURT CASES

NAVIGATE TO

File Register

	File Number	File Name	Folder Path
	/ab/2013-2014		/ Templates / /ab/2013-2014
	/ab/2013-2014		/ /ab/2013-2014
	/ab/2013-2014		/ /ab/2013-2014(2015_3_19_9_44_18_87)
	/abc/2013-2014		/ Departments / /abc/2013-2014
	/as/2013-2014		/ Templates / /as/2013-2014
	/court/2014-2015	cases	/ Departments / /court/2014-2015
	/e/2013-2014		/ Templates / /e/2013-2014
	/fds/2013-2014		/ Templates / /fds/2013-2014
	/fgdf/2013-2014		/ Templates / /fgdf/2013-2014
	/fgjg/2014-2015	qjgj	/ Departments / /fgjg/2014-2015

< Prev Next >

Open Chat

Start

11:39 AM 5/8/2015

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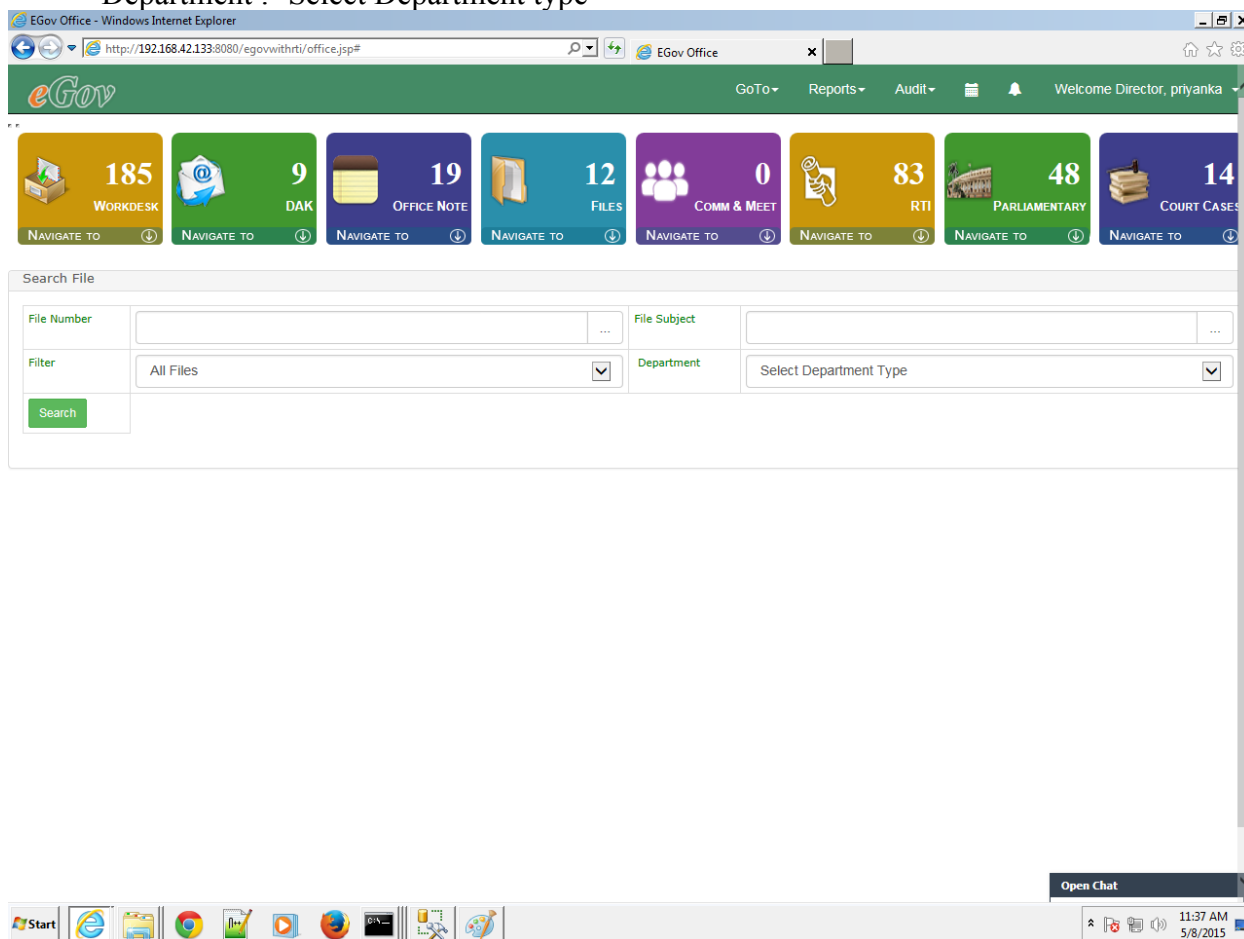
5. Search

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



eGov Office 11.1

Search File Back | File Operations

	Folder Name	File Number	File Subject	Department	Section	Creation Date	Owner
<input type="radio"/>	/ab/2013-2014	/ab/2013-2014		Department 2	Section 5	23/09/2013 04:0...	test
<input type="radio"/>	/ab/2013-2014	/ab/2013-2014		Department1	Section 5	27/01/2015 02:4...	priyanka
<input type="radio"/>	/ab/2013-2014(2015_3_19_9_44_18_87)	/ab/2013-2014		Department 2	Section 5	19/03/2015 09:4...	priyanka
<input type="radio"/>	/abc/2013-2014	/abc/2013-2014		Department 2	Section 5	23/09/2013 04:0...	test
<input type="radio"/>	/as/2013-2014	/as/2013-2014		Department 2	Section 5	23/09/2013 04:2...	test
<input type="radio"/>	/court/2014-2015	/court/2014-201...	cases	Department2	Section 3	13/02/2015 10:3...	priyanka
<input type="radio"/>	/e/2013-2014	/e/2013-2014		Department 2	Section 3	23/09/2013 04:4...	kanika
<input type="radio"/>	/fds/2013-2014	/fds/2013-2014		Department 2	Section 5	23/09/2013 04:2...	test
<input type="radio"/>	/fgdf/2013-2014	/fgdf/2013-2014		Department 2	Section 3	23/09/2013 02:1...	kanika
<input type="radio"/>	/fgjg/2014-2015	/fgjg/2014-2015	gjjg	Department1	Section 1	27/02/2015 10:4...	priyanka

< Prev Next >

Open Chat

11:38 AM
5/8/2015

- 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.

eGov Office 11.1

Search File

	Folder Name	File Number	File Subject	Department	Section	Creation Date	Properties
<input type="radio"/>	/ab/2013-2014	/ab/2013-2014		Department 2	Section 5	23/09/2013 04:0...	Properties Move / Copy Alarms Audit Log Sharing Order Movement Slip Documents
<input type="radio"/>	/ab/2013-2014	/ab/2013-2014		Department1	Section 5	27/01/2015 02:4...	
<input type="radio"/>	/ab/2013-2014(2015_3_19_9_44_18_87)	/ab/2013-2014		Department 2	Section 5	19/03/2015 09:4...	priyanka
<input type="radio"/>	/abc/2013-2014	/abc/2013-2014		Department 2	Section 5	23/09/2013 04:0...	test
<input type="radio"/>	/as/2013-2014	/as/2013-2014		Department 2	Section 5	23/09/2013 04:2...	test
<input type="radio"/>	/court/2014-2015	/court/2014-201...	cases	Department2	Section 3	13/02/2015 10:3...	priyanka
<input type="radio"/>	/e/2013-2014	/e/2013-2014		Department 2	Section 3	23/09/2013 04:4...	kanika
<input type="radio"/>	/fds/2013-2014	/fds/2013-2014		Department 2	Section 5	23/09/2013 04:2...	test
<input type="radio"/>	/fgdf/2013-2014	/fgdf/2013-2014		Department 2	Section 3	23/09/2013 02:1...	kanika
<input type="radio"/>	/fgjg/2014-2015	/fgjg/2014-2015	gjjg	Department1	Section 1	27/02/2015 10:4...	priyanka

< Prev Next >

Open Chat

5:11 PM
5/15/2015

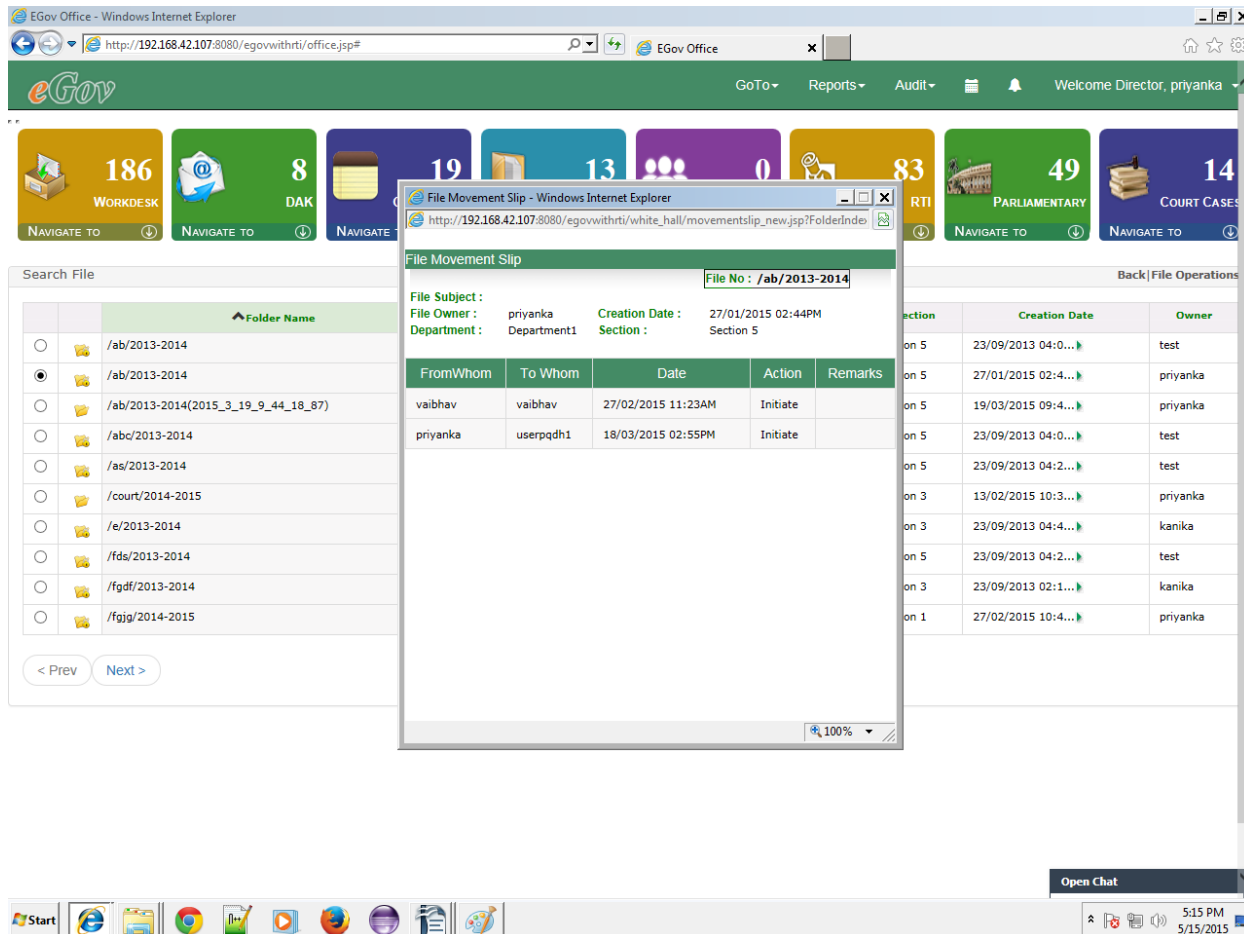
- **File Operations :**

- **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

eGov Office 11.1

to access this folder.

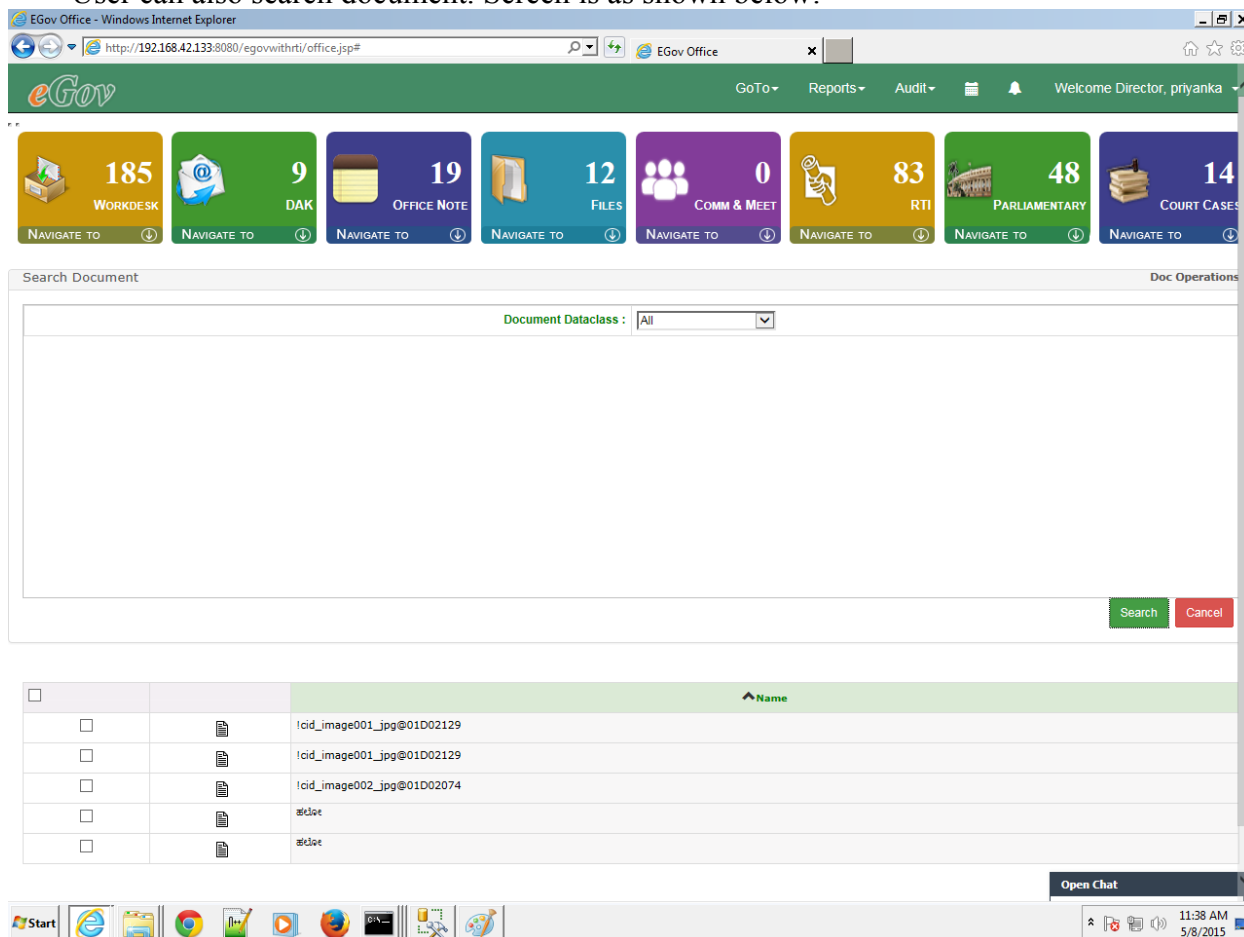
- **Order:** If user wants to order the enclosures of file, this link is used. It opens a new window where user can order the enclosures according to requirement.
- **Movement slip:** It opens a new window displaying movement slip. As shown in screen shots.



eGov Office 11.1

5.2 Document Search

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

eGov Office 11.1

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.

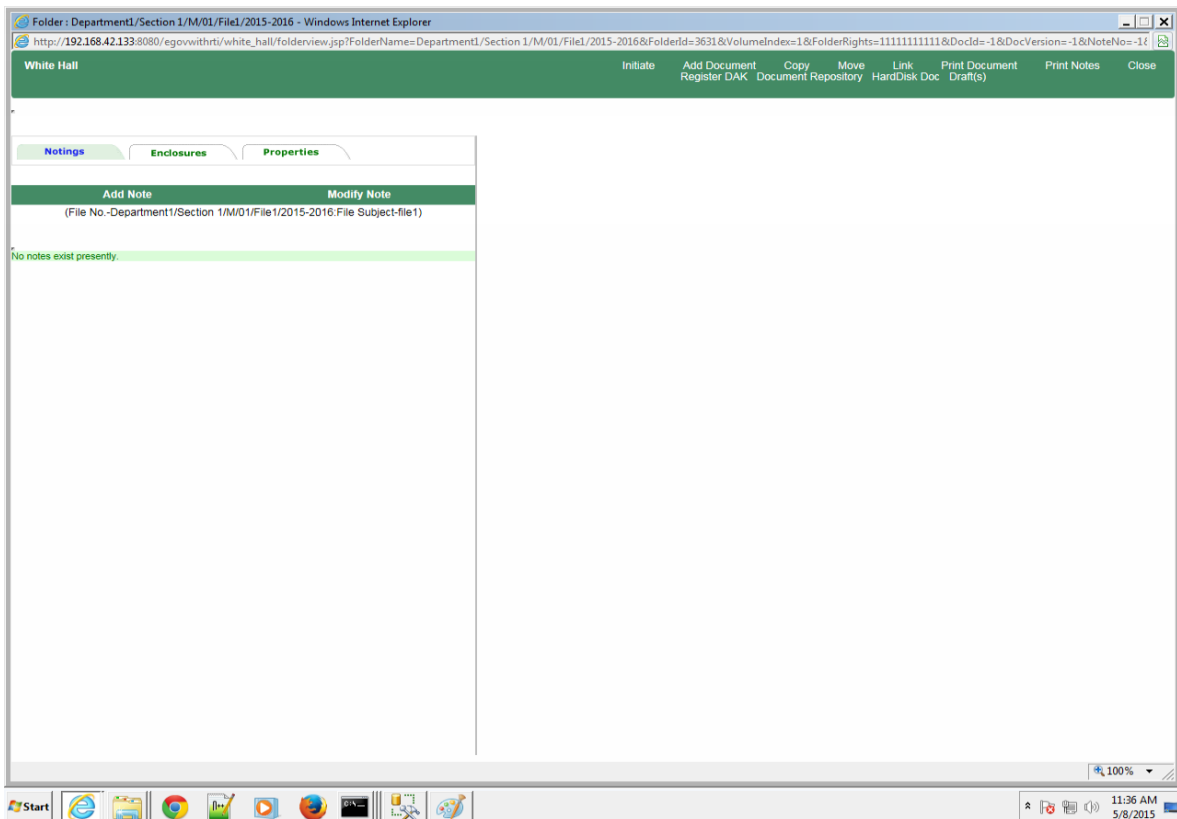
6 File Movement & Tracking

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.

eGov Office 11.1

- 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.

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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

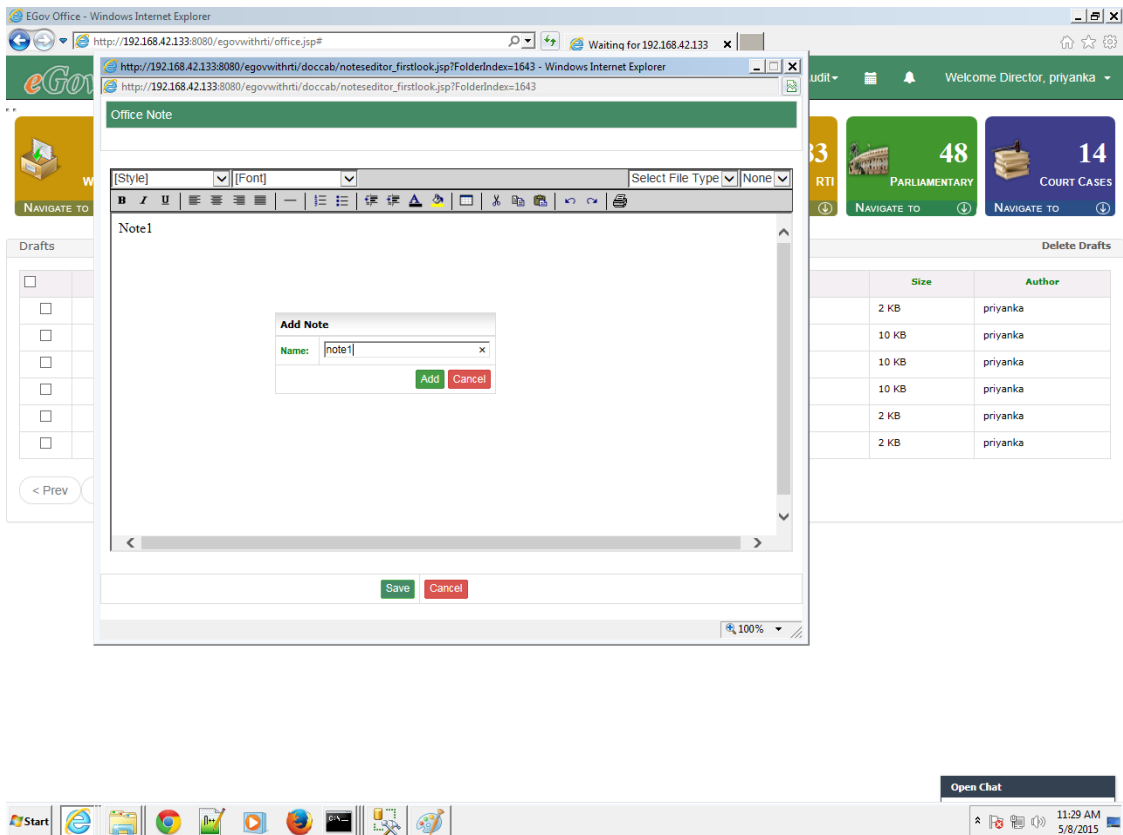
- User, who has to complete the workflow, receives the file in the inbox, open the file either directly or from the Action Item.
- Click on the “Complete” icon located on the top toolbar of the Whitehall.
- Action Item completion screen gets open. Check the radio button “ Complete” and click on “Send”
- 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

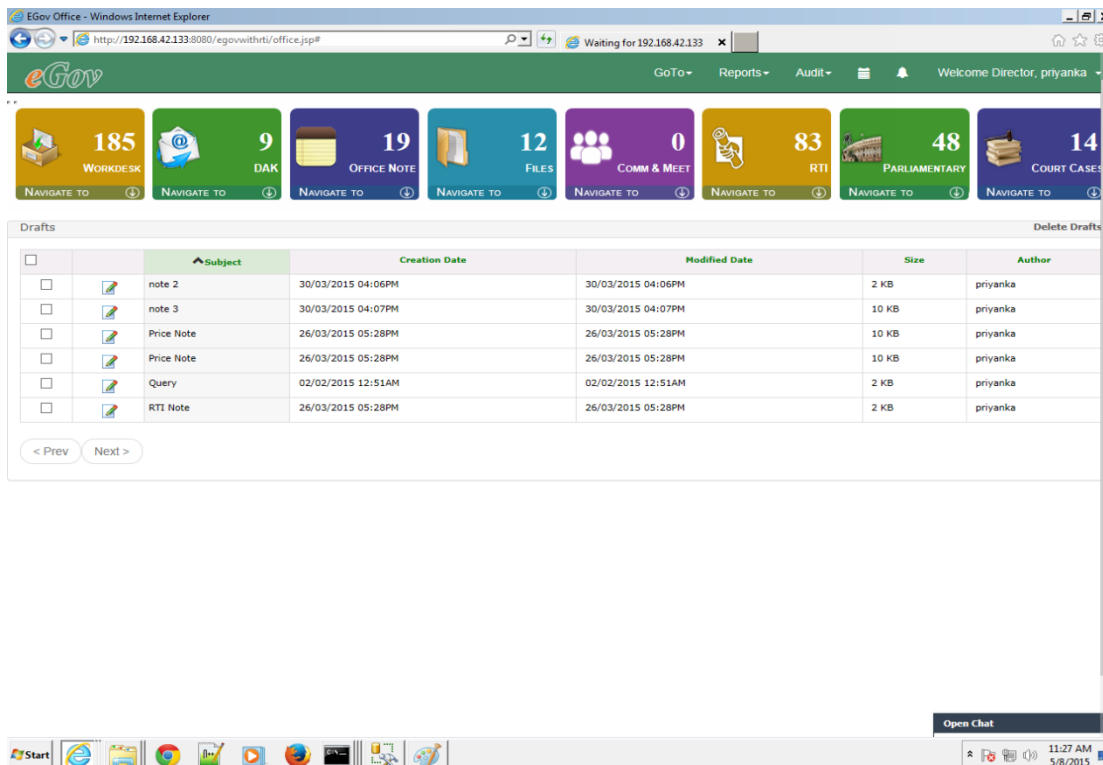
- To create a new Office Note click on “Create New” link located in Home Screen >> Office Note.
- Web based editor for creating Office Note will be opened.

eGov Office 11.1



- 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

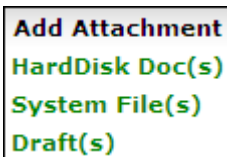
eGov Office 11.1



- 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

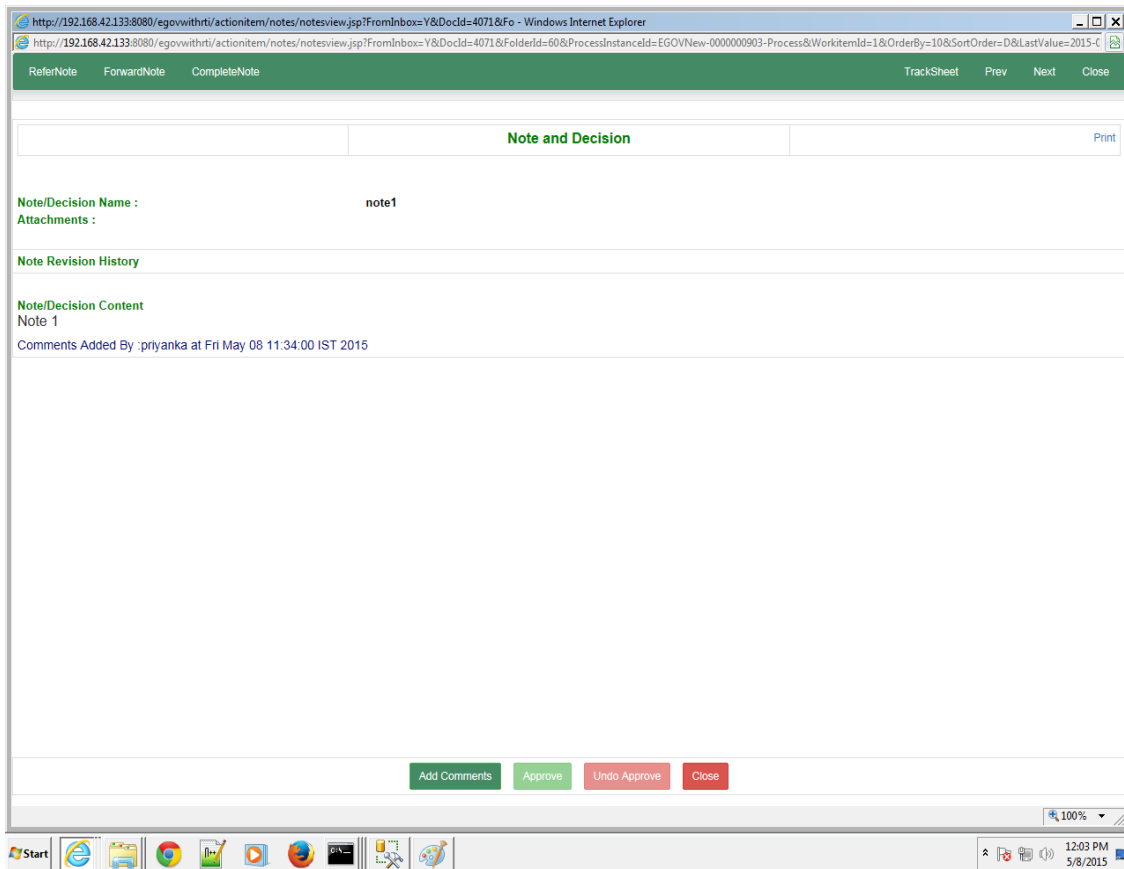


appear.

- 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

eGov Office 11.1

- 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’



- Comment will be appended with the comment written by the previous users and “Add comment” will become “Edit Comment”

eGov Office 11.1

The screenshot displays a web browser window with the URL `http://192.168.42.107:8080/egovwithrti/actionitem/notes/notesview.jsp?FromInbox=Y&DocId=4078&Fo`. The browser shows a navigation bar with options: ReferNote, ForwardNote, CompleteNote, TrackSheet, Prev, Next, and Close. A modal window titled "TrackSheet" is open, containing a table with the following data:

Date	Time	Action	Done By
2015-05-15	16:53:40	Initiate	priyanka

Below the table is a "Cancel" button. The background page shows sections for "Note/Decision Name", "Attachments", "Note Revision History" (Notes Checked By: priyanka / priyanka / at Fri May 15 16:55:18 IST 2015), "Note/Decision Content" (Note 1), and "Comments Added By :priyanka at Fri May 15 16:54:06 IST 2015" (hii) and "Comments Added By :priyanka at Fri May 15 16:55:17 IST 2015". At the bottom of the page are buttons for "Edit Comments", "Approve", "Undo Approve", and "Close". The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the date and time: 5:17 PM, 5/15/2015.

eGov Office 11.1

- 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

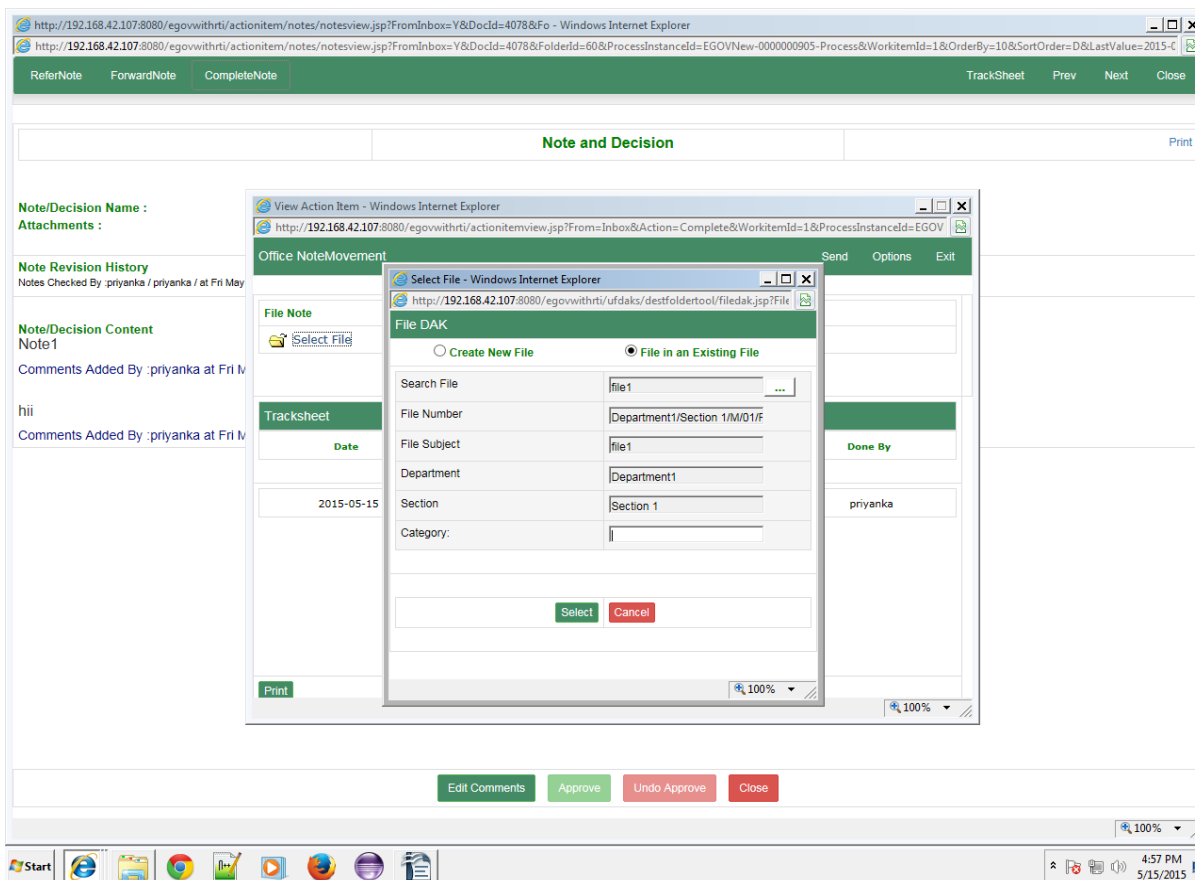
eGov Office 11.1

The screenshot displays the eGov Office 11.1 web application interface. The main window shows a "Note and Decision" page with a sidebar containing "Note/Decision Name", "Attachments", "Note Revision History", and "Note/Decision Content". A modal window titled "View Action Item - Windows Internet Explorer" is open, displaying an "Office NoteMovement" form with fields for "To:" (test), "Subject:" (Note1), and "Attachments". Below the form is a "Tracksheet" table with columns "Date", "Time", "Action", and "Done By". The table contains one entry: Date: 2015-05-15, Time: 16:53:40, Action: Initiate, Done By: priyanka. The modal window also has a "Print" button and a zoom level of 100%. The main window has buttons for "Edit Comments", "Approve", "Undo Approve", and "Close" at the bottom. The browser's address bar shows the URL: http://192.168.42.107:8080/egovwithrti/actionitem/notes/notesview.jsp?FromInbox=Y&DocId=4078&Fo...

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 Action 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.

eGov Office 11.1

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

The screenshot displays the eGov Office 11.1 interface. At the top, there is a navigation bar with the eGov logo and user information: "GoTo", "Reports", "Audit", and "Welcome Colonel, test1". Below the navigation bar is a row of eight colorful icons representing different modules: WORKDESK (1), DAK (1), OFFICE NOTE (0), FILES (0), COMM & MEET (0), RTI (0), PARLIAMENTARY (0), and COURT CASES (0). Each icon has a "NAVIGATE TO" button below it.

The main content area is titled "My Calendar" and shows a calendar for April 2015. The calendar is in month view, with tabs for "month", "week", and "day". The calendar grid shows the following dates:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

At the bottom of the screenshot, there is a taskbar with various application icons and a system tray showing the time as 9:40 AM on 6/3/2015. An "Open Chat" button is visible in the bottom right corner of the interface.

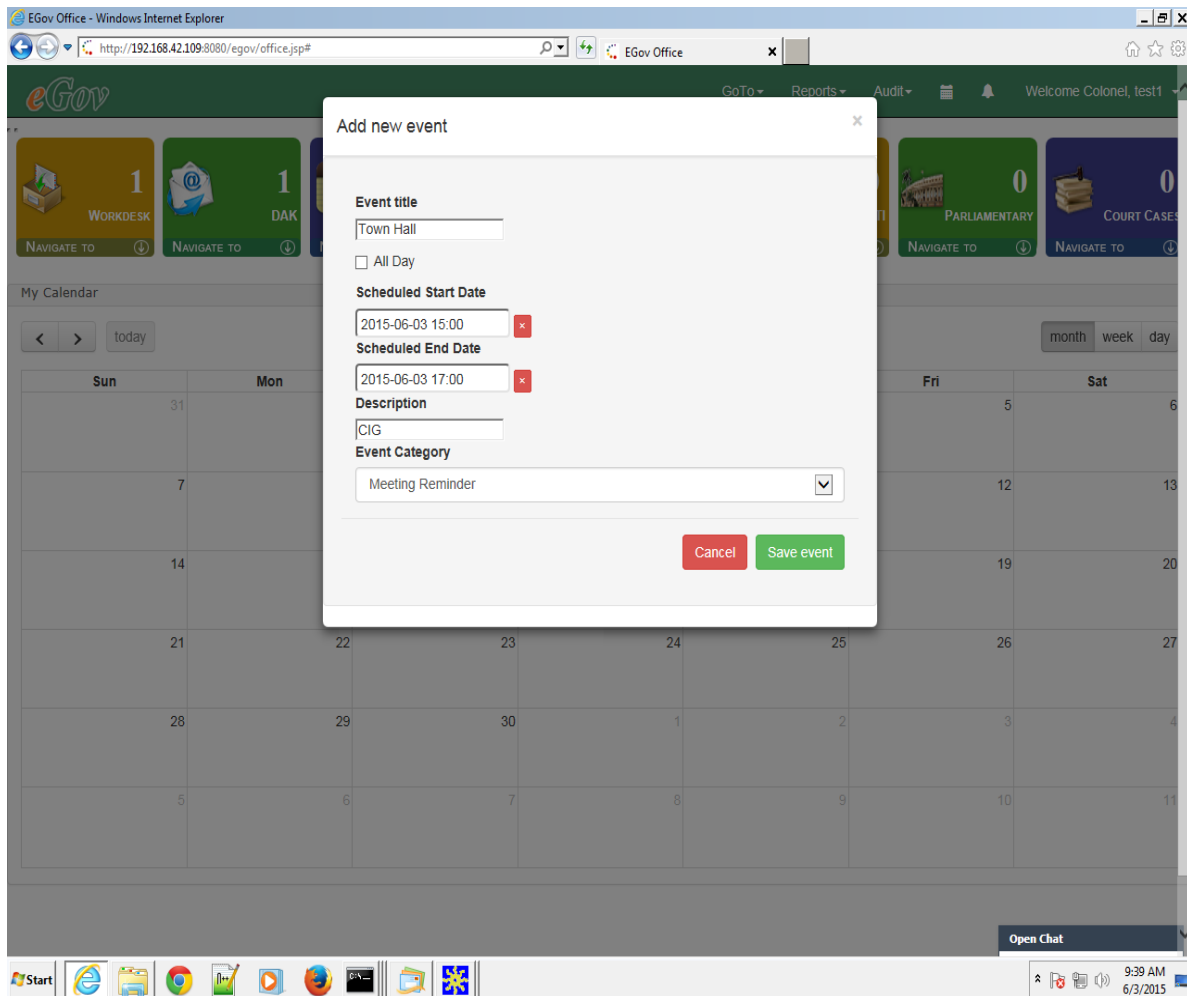
By clicking on the date “Add New Event” pop-up opens.

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

eGov Office 11.1

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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EGov Office - Windows Internet Explorer
http://192.168.42.109:8080/egov/office.jsp#

EGov Office

Welcome Colonel, test1

WORKDESK 1
NAVIGATE TO

DAK 1
NAVIGATE TO

OFFICE NOTE 0
NAVIGATE TO

FILES 0
NAVIGATE TO

COMM & MEET 0
NAVIGATE TO

RTI 0
NAVIGATE TO

PARLIAMENTARY 0
NAVIGATE TO

COURT CASES 0
NAVIGATE TO

My Calendar

June 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3 15 Town Hall	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Open Chat

9:40 AM 6/3/2015

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8.2 Week View

The screenshot displays the eGov Office 11.1 interface in a Windows Internet Explorer browser window. The browser address bar shows the URL <http://192.168.42.109:8080/egov/office.jsp#>. The page header includes the eGov logo and navigation links: GoTo, Reports, Audit, and a user greeting: Welcome Colonel, test1.

Below the header is a row of eight navigation buttons, each with a count and a 'NAVIGATE TO' link:

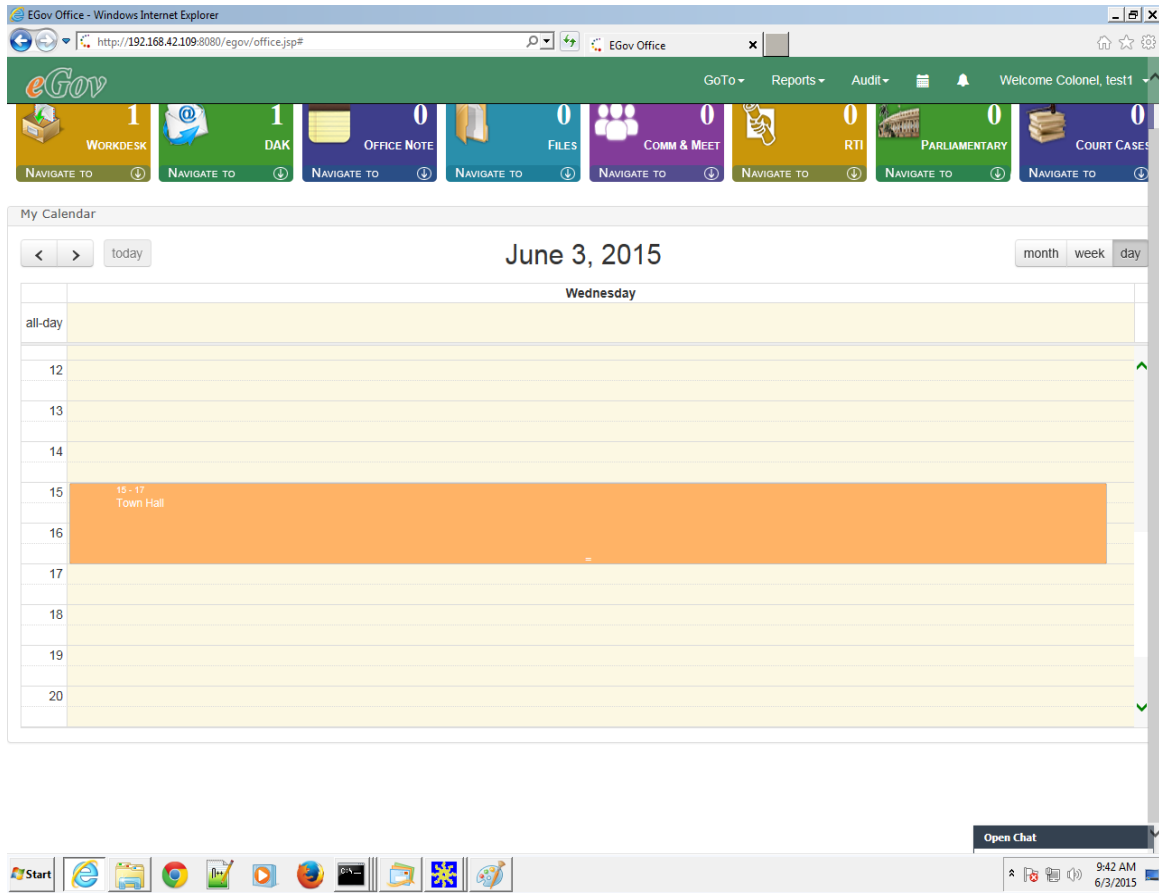
- WORKDESK: 1
- DAK: 1
- OFFICE NOTE: 0
- FILES: 0
- COMM & MEET: 0
- RTI: 0
- PARLIAMENTARY: 0
- COURT CASES: 0

The main content area is titled 'My Calendar' and shows a week view for 'May 31 - Jun 6, 2015'. The calendar grid has columns for each day from Sunday (5/31) to Saturday (6/6) and rows for each hour from 'all-day' to 19:00. A single event, '15 - 17 Town Hall', is scheduled for Wednesday, June 3rd, from 15:00 to 17:00. The event is represented by an orange block in the calendar grid.

At the bottom of the browser window, the Windows taskbar is visible, showing the Start button, several application icons, and the system tray with the date and time: 9:42 AM, 6/3/2015. An 'Open Chat' button is also present in the bottom right corner of the browser window.

eGov Office 11.1

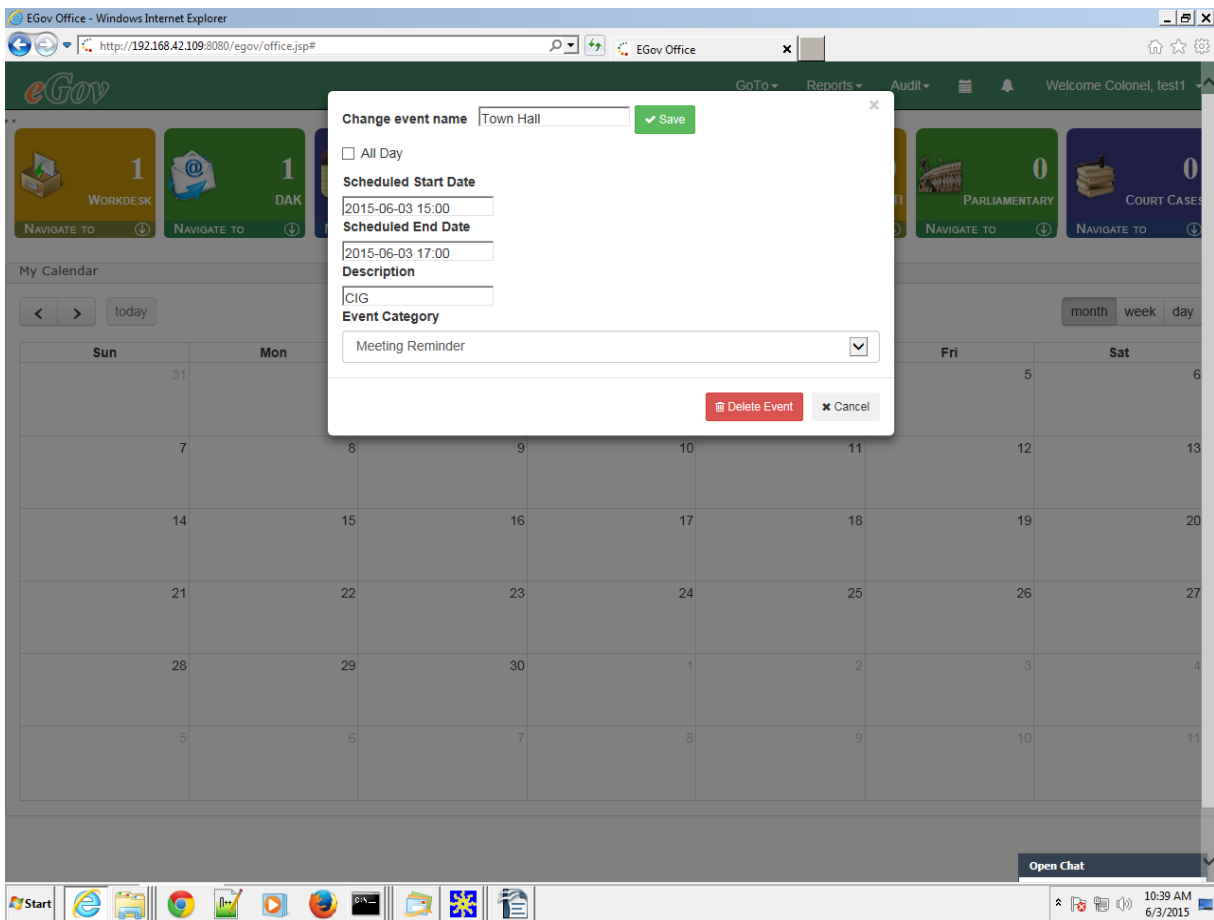
8.3 Day View



8.4 Delete Event

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

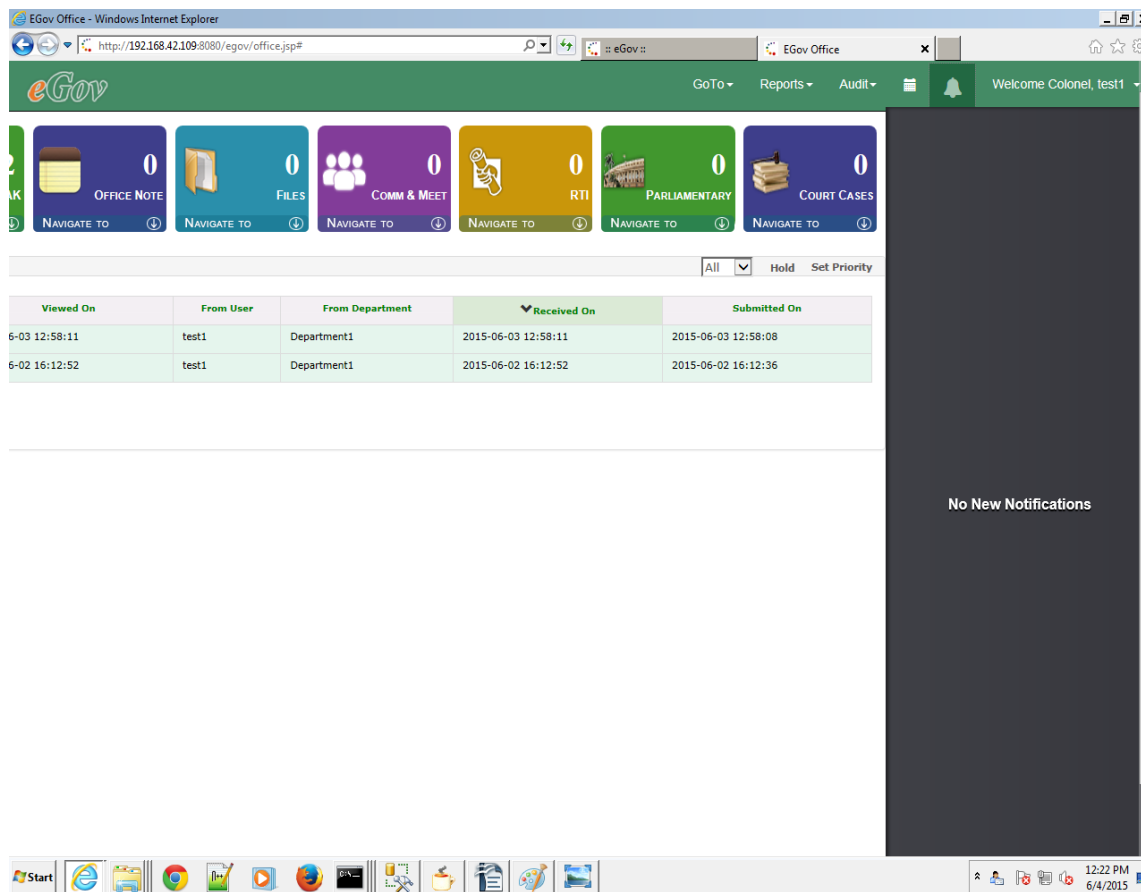
eGov Office 11.1



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.

eGov Office 11.1



10 Reports

10.1 Dashboard Report

Dashboard of eGov has two sections:-

- Department Pending Items
- My Item Status

Department Pending Items

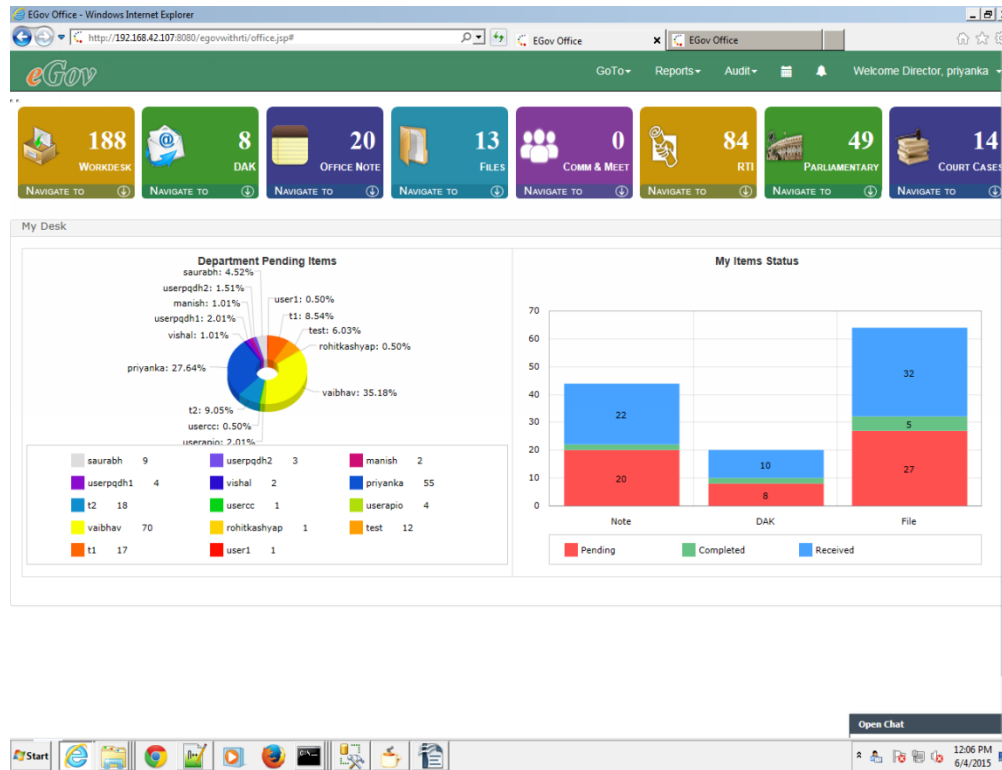
This is a pie-chart report of pending items of all users in the same department as logged in user. Different users have different colors so that they can be easily identified. We can select or deselect specific users as per choice to have a specific pie-chart comparison.

My Item Status

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

eGov Office 11.1

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.



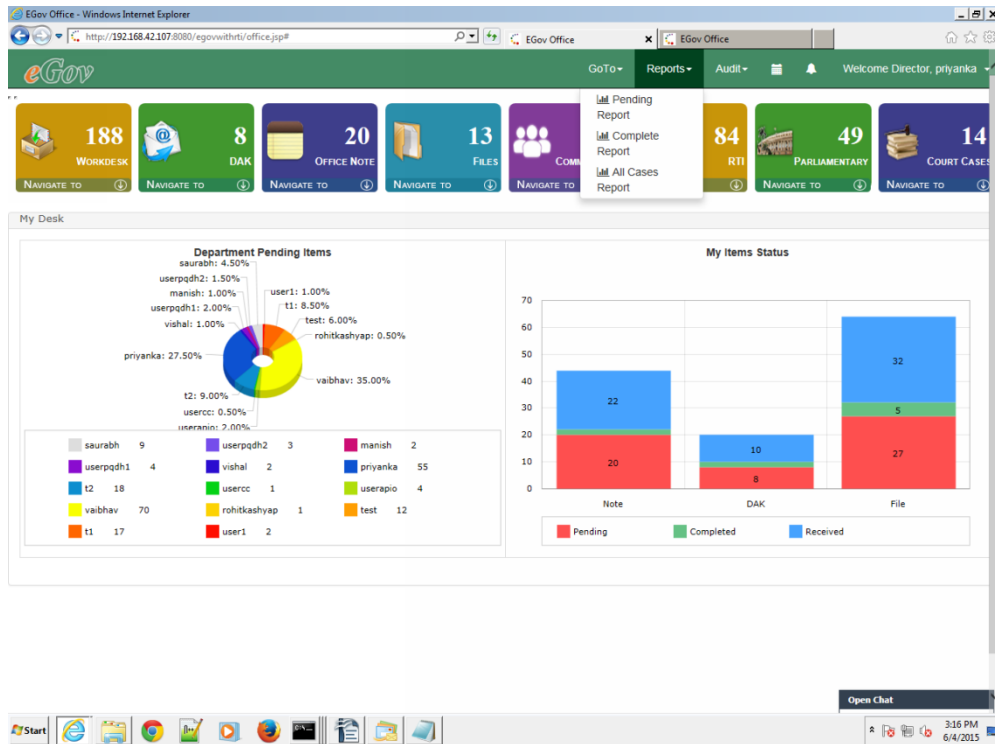
10.2 eGov BAM Reports

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 test reports are provided. More reports can be customized as per user requirement. Reports addition is configurable in eGov.

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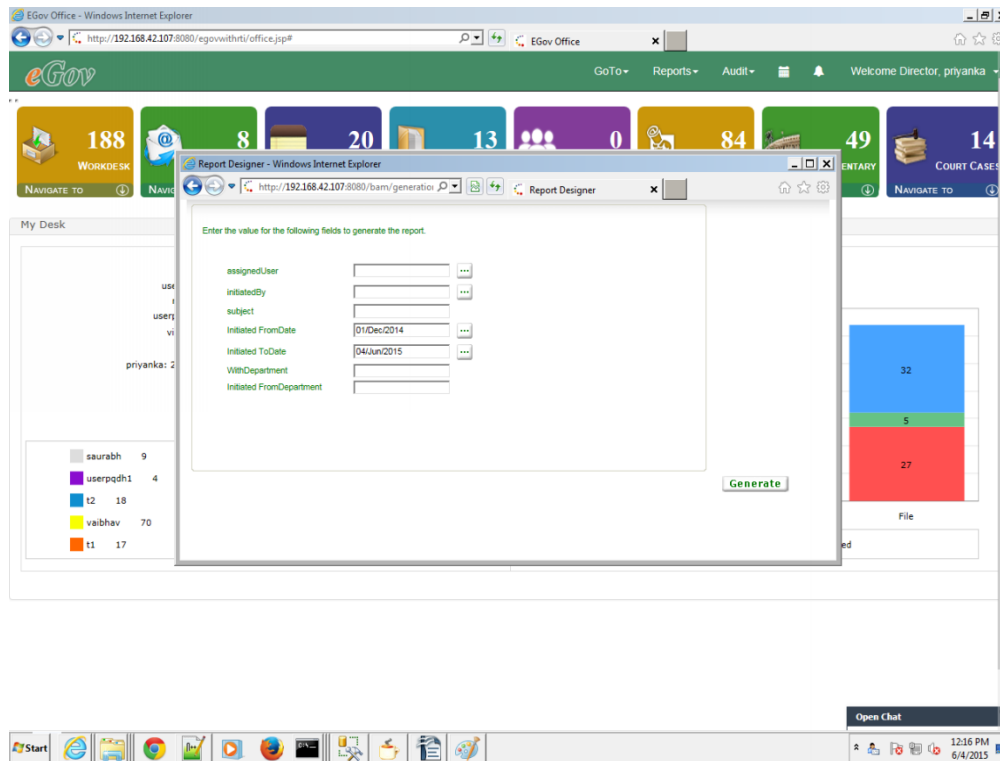


10.2.1 Pending Report

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)

eGov Office 11.1



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

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The screenshot shows the eGov Office 11.1 interface. The main window displays a 'Report Designer' window with a table of workflow items. The table has columns for S.No., Type, Initiated By, Initiated On, Subject, Status, With User, With Department, and Elapsed Time(in Days). The table contains 11 rows of data. To the left of the table is a 'My Desk' sidebar with a list of users and their counts: saurabh (9), userpqdh1 (4), t2 (18), vaibhav (70), and t1 (17). To the right of the table is a 'My Desk' sidebar with a bar chart showing counts for 'MENTARY' (49) and 'COURT CASES' (14). The top navigation bar includes 'GoTo', 'Reports', 'Audit', and 'Welcome Director, priyanka'. The bottom taskbar shows the Windows Start button, various application icons, and the system tray with the date and time (12:17 PM 6/4/2015).

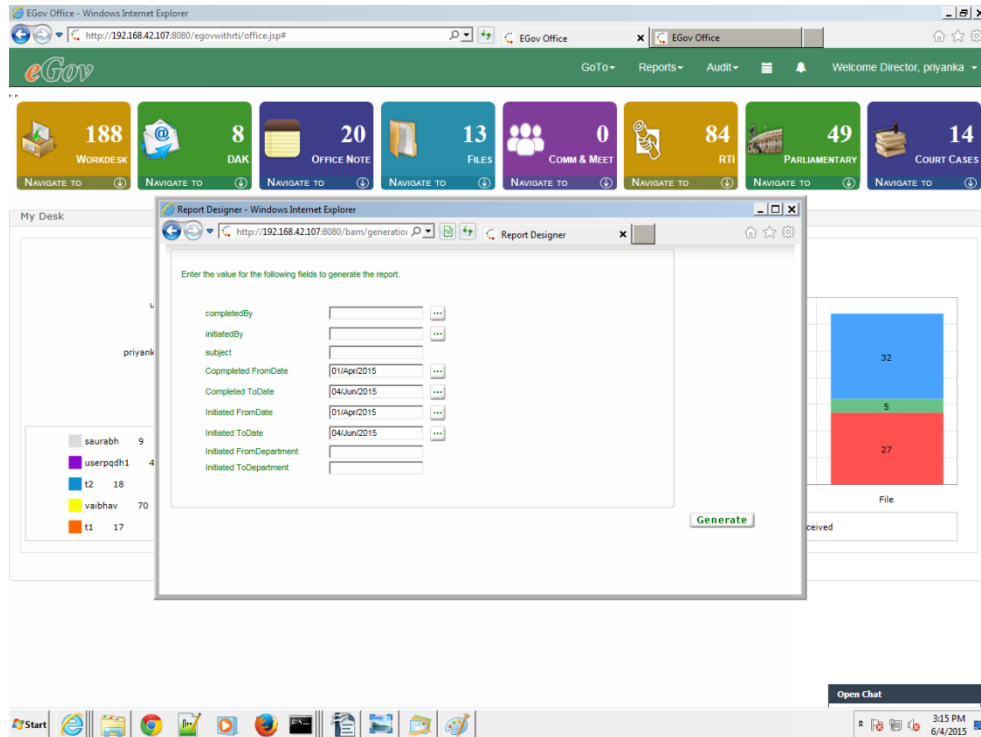
S.No.	Type	Initiated By	Initiated On	Subject	Status	With User	With Department	Elapsed Time(in Days)
1	Note	priyanka	23/Jan/2015 10:11:45	hi	InProcess	priyanka	Department1	132
2	Note	priyanka	04/Feb/2015 15:34:00	gh	InProcess	priyanka	Department1	120
3	DAK	vaibhav	18/Feb/2015 11:31:39	abcd	InProcess	vaibhav	Department1	106
4	Note	saurabh	30/Mar/2015 12:04:52	3	InProcess	saurabh	Department1	66
5	Note	vaibhav	23/Jan/2015 15:49:04	fgggg	InProcess	vaibhav	Department1	132
6	DAK	priyanka	22/Dec/2014 11:03:02	deseegg	InProcess	userapiro	Department1	164
7	File	userpio	05/Jan/2015 15:59:10	FileNo	InProcess	userapiro	Department1	150
8	DAK	userccd	19/Jan/2015 17:00:54	newDAK1111	InProcess	priyanka	Department1	136
9	Note	priyanka	23/Jan/2015 10:20:29	hi*	InProcess	userapiro	Department1	132
10	Note	siddharth	09/Feb/2015 11:51:35	siddharth*	InProcess	siddharth	Department2	115
11	DAK	salony	17/Feb/2015 11:48:48	hgfhgh	InProcess	test1	Department2	107

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.

eGov Office 11.1

The screenshot displays the eGov Office 11.1 interface. At the top, there is a navigation bar with 'GoTo', 'Reports', 'Audit', and a user profile 'Welcome Director, priyanka'. Below this is a dashboard with eight widgets: WORKDESK (188), DAK (8), OFFICE NOTE (20), FILES (13), COMM & MEET (0), RTI (84), PARLIAMENTARY (49), and COURT CASES (14). A 'My Desk' sidebar on the left shows a list of users: saurabh (9), userpqdh1 (4), t2 (18), vaibhav (70), and t1 (17). The main content area features a 'Report Designer' window with a table of workflow data and a chart on the right.

S.No.	Type	Initiated By	Completed By	Subject	Status	Initiated On	Completed On	Total Time(In Days)
1	DAK	priyanka	priyanka	earth'	Complete	08/May/2015 11:25:14	08/May/2015 12:07:49	0
2	File	userccc	userccco	FileNo'	Complete	01/Apr/2015 11:38:39	01/Apr/2015 12:37:29	0
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

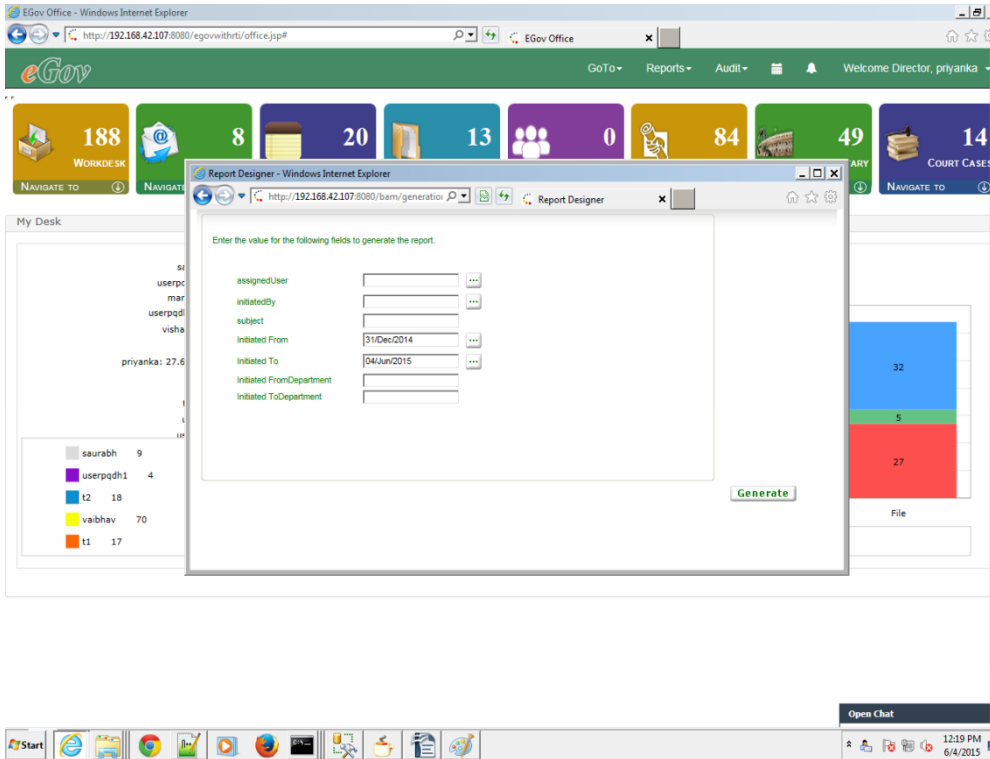
The chart on the right shows a stacked bar with a blue section (32), a green section, and a red section (27) labeled 'File Pending:27'.

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)

eGov Office 11.1



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

eGov Office 11.1

The screenshot shows the eGov Office 11.1 interface. At the top, there is a navigation bar with 'GoTo', 'Reports', 'Audit', and a welcome message for 'Director, priyanka'. Below this is a dashboard with several widgets: 'WORKDESK' (188), '8', '20', '13', '0', '84', '49', and 'COURT CASES' (14). A 'My Desk' section on the left lists users: saurabh (9), userpqdh1 (4), t2 (18), vaibhav (70), and t1 (17). The main window is 'Report Designer', which displays a table of workflow items. The table has columns for S.No., Type, Initiated By, Completed By, Subject, Status, Initiated On, Completed On, With User, and With Department. The table contains 10 rows of data. A bar chart on the right shows counts for different categories: 32 (blue), 5 (green), and 27 (red). The system tray at the bottom shows the Start button, taskbar icons, and the system clock (12:19 PM, 6/4/2015).

S.No.	Type	Initiated By	Completed By	Subject	Status	Initiated On	Completed On	With User	With Department
1	Note	priyanka		hi	InProcess	23/Jan/2015 10:11:45		priyanka	Department1
2	Note	priyanka		gh	InProcess	04/Feb/2015 15:34:00		priyanka	Department1
3	DAK	vaibhav		abcd	InProcess	18/Feb/2015 11:31:39		vaibhav	Department1
4	DAK	saurabh	vishal	by	Complete	24/Feb/2015 13:05:42	24/Feb/2015 13:15:56		
5	Note	saurabh		3	InProcess	30/Mar/2015 12:04:52		saurabh	Department1
6	DAK	priyanka	priyanka	earth	Complete	06/May/2015 11:25:14	06/May/2015 12:07:49		
7	Note	vaibhav		fgggg	InProcess	23/Jan/2015 15:49:04		vaibhav	Department1
8	File	userpio		FileNo	InProcess	05/Jan/2015 15:59:10		userpio	Department1
9	DAK	userccd		newDAK1111	InProcess	19/Jan/2015 17:00:54		priyanka	Department1
10	Note	priyanka		hi	InProcess	23/Jan/2015 10:20:29		userpio	Department1

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) Dispatch Users - They can generate dispatch request and can work on dispatch requests.

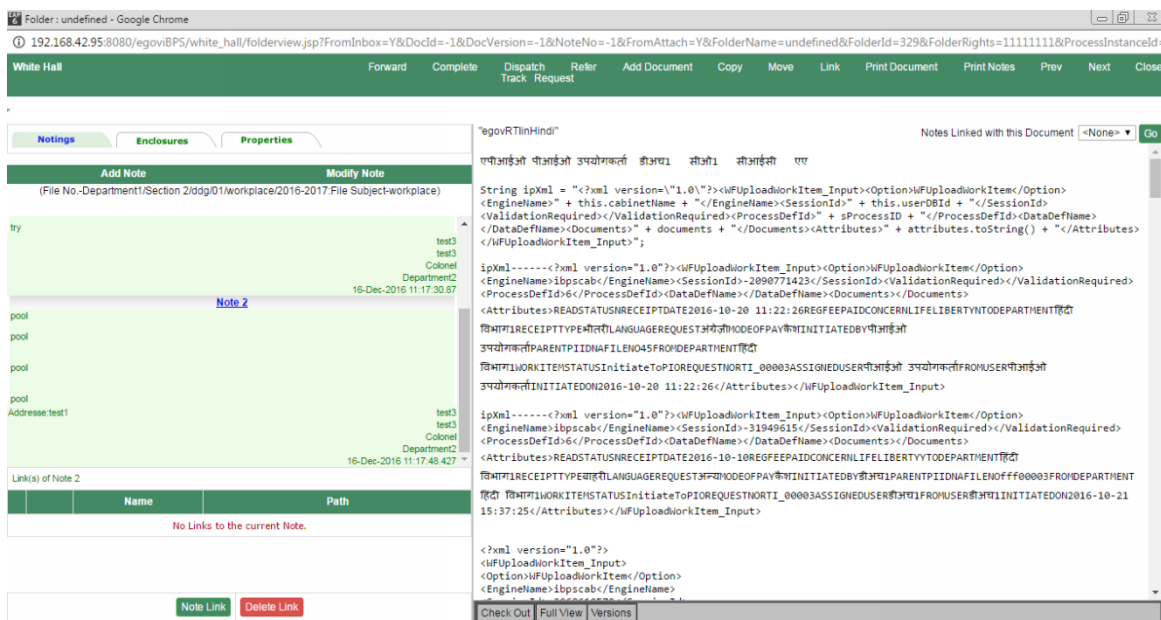
11.2 User Types

a) Normal Users(Non-Dispatch User)

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

1. From File.
2. From DAK.

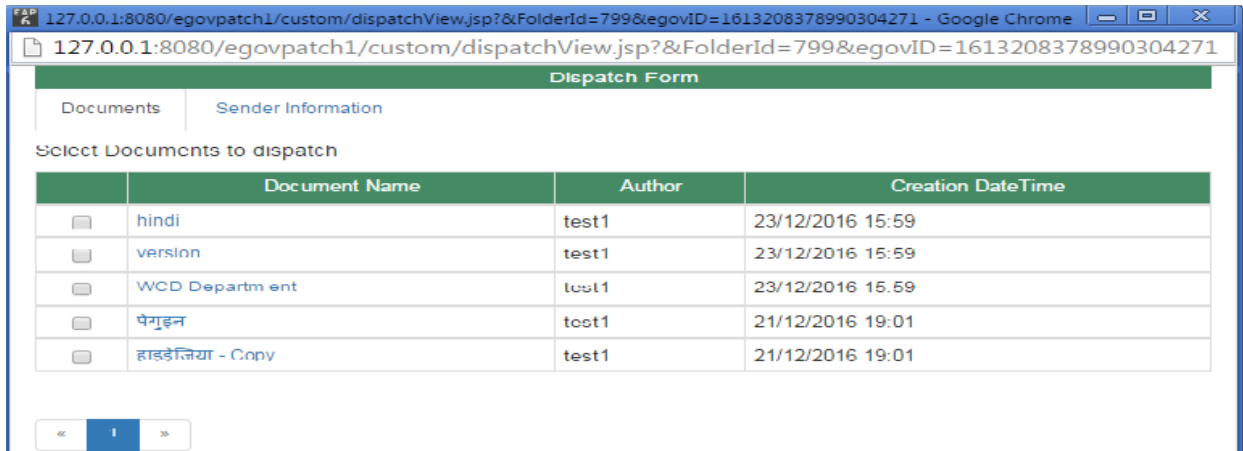
1) From File



User can click on Dispatch link in order to generate a dispatch request.

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

eGov Office 11.1

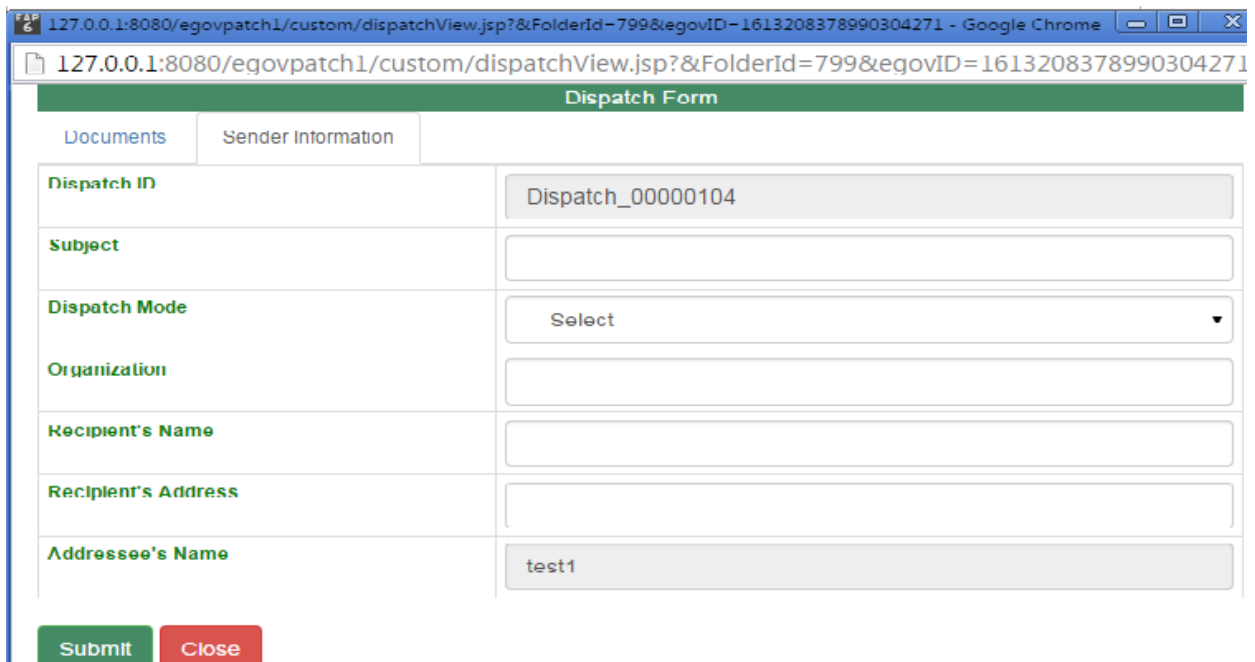


The screenshot shows a web browser window with the URL `127.0.0.1:8080/egovpatch1/custom/dispatchView.jsp?&FolderId=799&egovID=1613208378990304271`. The page title is "Dispatch Form". There are two tabs: "Documents" (selected) and "Sender Information". Below the tabs, the text "Select Documents to dispatch" is displayed. A table lists the following documents:

	Document Name	Author	Creation DateTime
<input type="checkbox"/>	hindi	test1	23/12/2016 15:59
<input type="checkbox"/>	version	test1	23/12/2016 15:59
<input type="checkbox"/>	WCD Department	test1	23/12/2016 15:59
<input type="checkbox"/>	पेगुइन	test1	21/12/2016 19:01
<input type="checkbox"/>	हाइड्रोजन - Copy	test1	21/12/2016 19:01

At the bottom of the table, there are navigation buttons: a left arrow, a blue button with the number "1", and a right arrow.

Under Sender Information 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



The screenshot shows the same web browser window, but the "Sender Information" tab is selected. The form contains the following fields:

- Dispatch ID:** Dispatch_00000104
- Subject:** (empty text input)
- Dispatch Mode:** Select (dropdown menu)
- Organization:** (empty text input)
- Recipient's Name:** (empty text input)
- Recipient's Address:** (empty text input)
- Addressee's Name:** test1

At the bottom of the form, there are two buttons: "Submit" (green) and "Close" (red).

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)

eGov Office 11.1

Organization

Recipient's Name

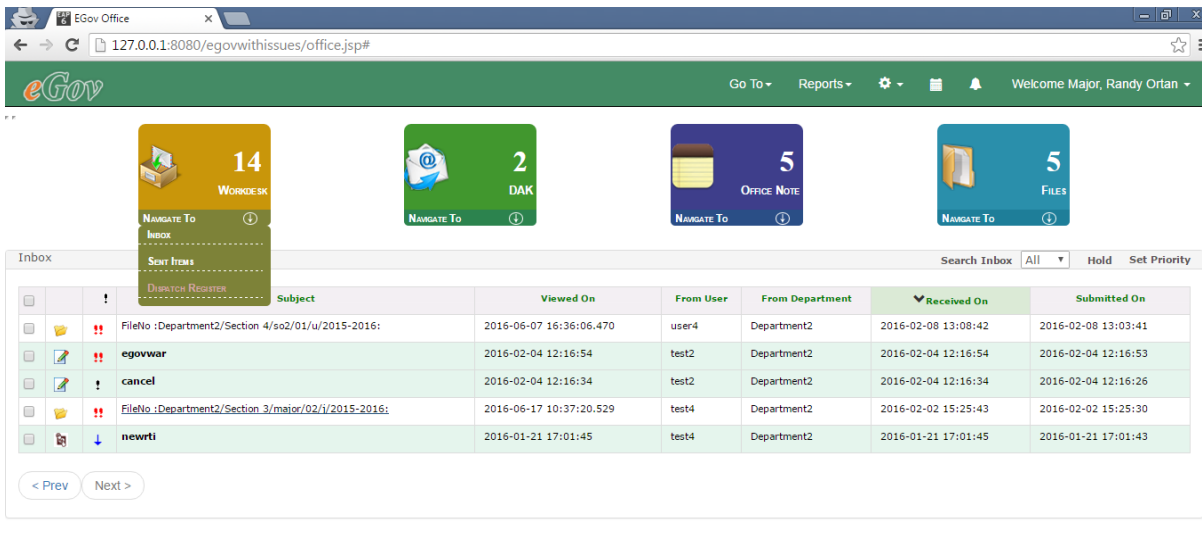
Recipient's Address

Addressee's Name

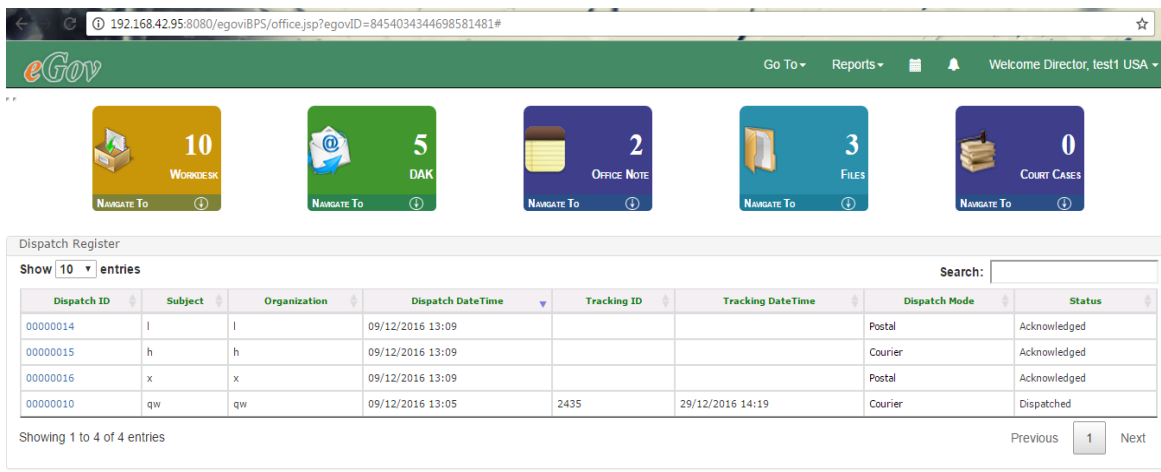
After filling all these details, user clicks on submit to submit dispatch request having a

Unique Dispatch Id like **Dispatch_0000008**.

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



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



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

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Field	Value
Dispatch ID	00000015
Subject	h
Dispatch DateTime	2016-12-09 13:09:32.0
Organization	h
Organization's Address	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

Field	Value
Dispatch ID	00000031
Subject	
Dispatch Mode	--Select--
Recipient's Name	
Organization	
Organization's Address	
Requestee's Name	test1 USA

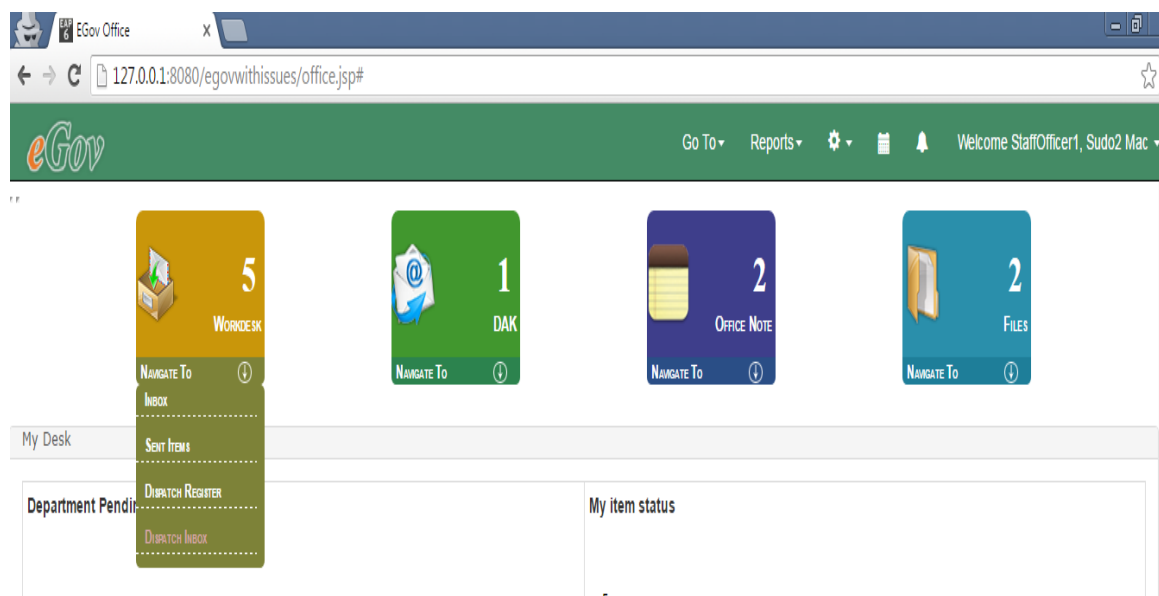
Then he can fill all this information, submits it and this dispatch also goes to Dispatch Register of the user.

b) Dispatch User

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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.

Dispatch user can access Dispatch Register and Dispatch Inbox 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.

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Dispatch ID	Subject	Organization	Dispatch DateTime	Tracking ID	Tracking DateTime	Dispatch Mode	Status
00000030	प्रकाश घर आयुष्याचे ध्येय प्रतीक आहे	प्रकाश घर आयुष्याचे ध्येय प्रतीक आहे	23/12/2016 11:30			Postal	Initiate
00000029	ध्येय, प्रतीक/ आहे	ध्येय, प्रतीक/ आहे	22/12/2016 18:25	हुशार निर्णय	26/12/2016 15:06	ByHand	Dispatched
00000028	जेठी, मासा/	जेठी मासा	22/12/2016 18:03			Courier	Initiate
00000027	ध्येय, प्रतीक, आहे,()	ध्येय प्रतीक आहे	22/12/2016 17:58			Courier	Initiate
00000026	जेठी मासा	जेठी मासा	22/12/2016 17:46	96	31/12/2016 17:48	Courier	Dispatched
00000025	एक वाहतूक 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
00000023	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 Documents tab, it has name of documents.

Dispatch Details

Documents Dispatch Details

Document Name(s)

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.

eGov Office 11.1

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

Dispatch Details ×

[Documents](#) [Dispatch Details](#)

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


[Close](#)

And after acknowledging it, dispatch user can update its status

eGov Office 11.1

Dispatch Details ×

Documents Dispatch Details

Dispatch ID	00000027
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	<input type="text"/> 
Status	<input type="text"/>
<input type="submit" value="Submit"/>	

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

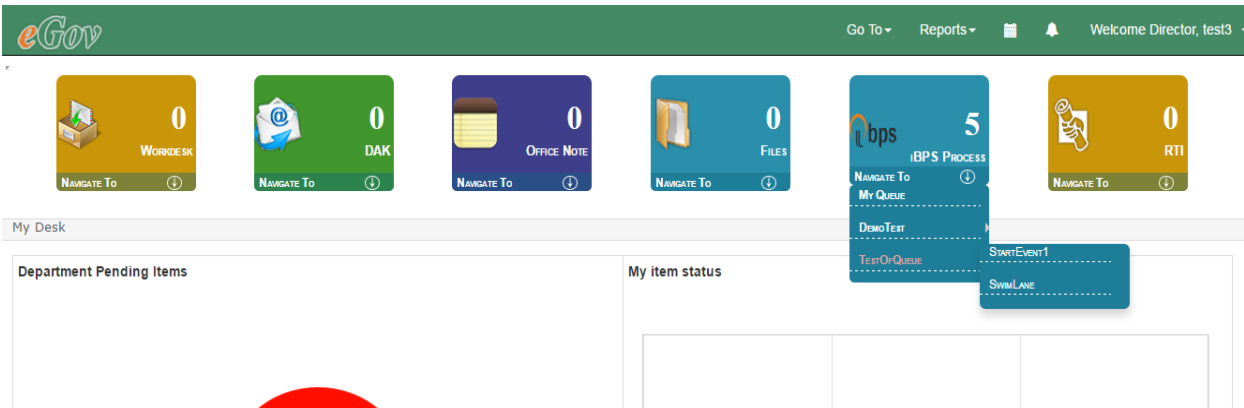
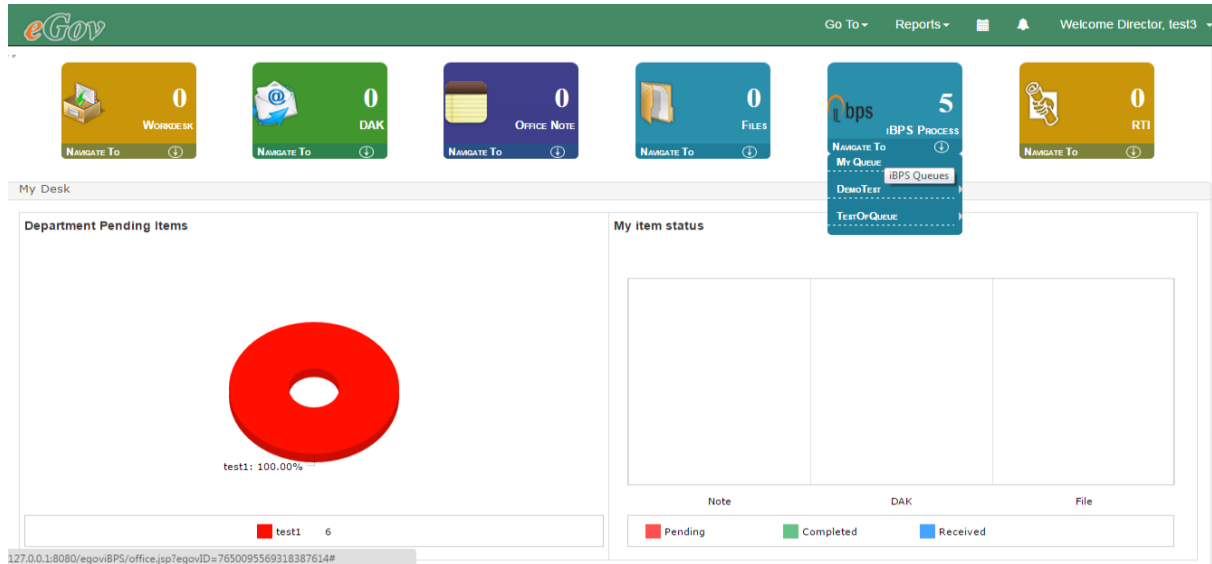
A Notification will be sent to the User who requested the dispatch of the documents on each change of status of the Dispatch request.

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.

eGov Office 11.1



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

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		Process_Instance_ID	Locked_By	Checklist_Complete	Introduced_By	Received_On	Submitted_On	Assigned_To	Processed_By
<input type="checkbox"/>	↓	WFDT-000000015-process		N		2016-09-07 13:00:43.513	2016-09-07 13:00:43		test1
<input type="checkbox"/>	↑	WFDT-000000012-process		N		2016-09-01 14:26:04.82	2016-09-01 14:26:04		test1
<input type="checkbox"/>	↓	WFDT-000000008-process		N		2016-09-01 14:23:19.477	2016-09-01 14:23:19		test1
<input type="checkbox"/>	↓	WFDT-000000007-process		N		2016-09-01 14:22:41.813	2016-09-01 14:22:41		test1
<input type="checkbox"/>	↑	WFDT-000000006-process		N		2016-09-01 14:22:12.04	2016-09-01 14:22:12		test1
<input type="checkbox"/>	↓	WFDT-000000013-process	test1	N		2016-09-07 12:58:33.903	2016-09-07 12:58:33	test1	test1
<input type="checkbox"/>	↑	WFDT-000000011-process	test1	N		2016-09-01 14:25:40.337	2016-09-01 14:25:40	test1	test1
<input type="checkbox"/>	↑	WFDT-000000009-process	test1	N		2016-09-01 14:24:10.893	2016-09-01 14:24:10	test1	test1
<input type="checkbox"/>	↓	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.

On this screen a user can perform all operations of iBPS.

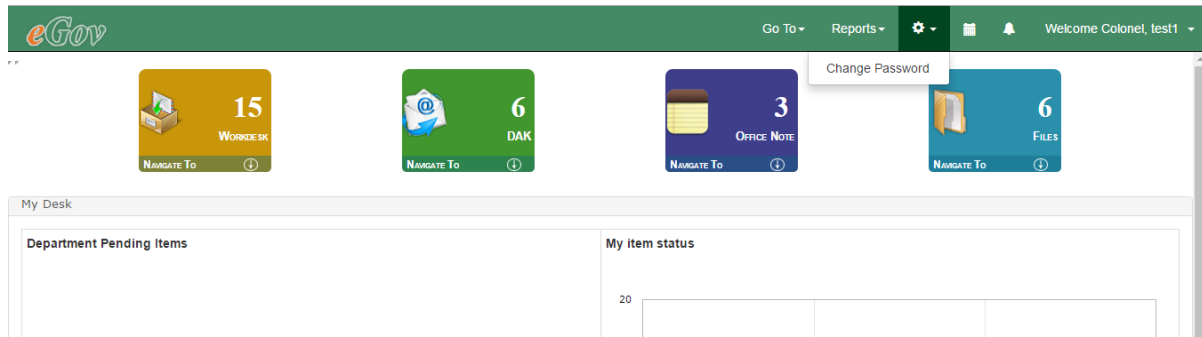
13 Change Password

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 Office 11.1



2. After this below window opens.

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.

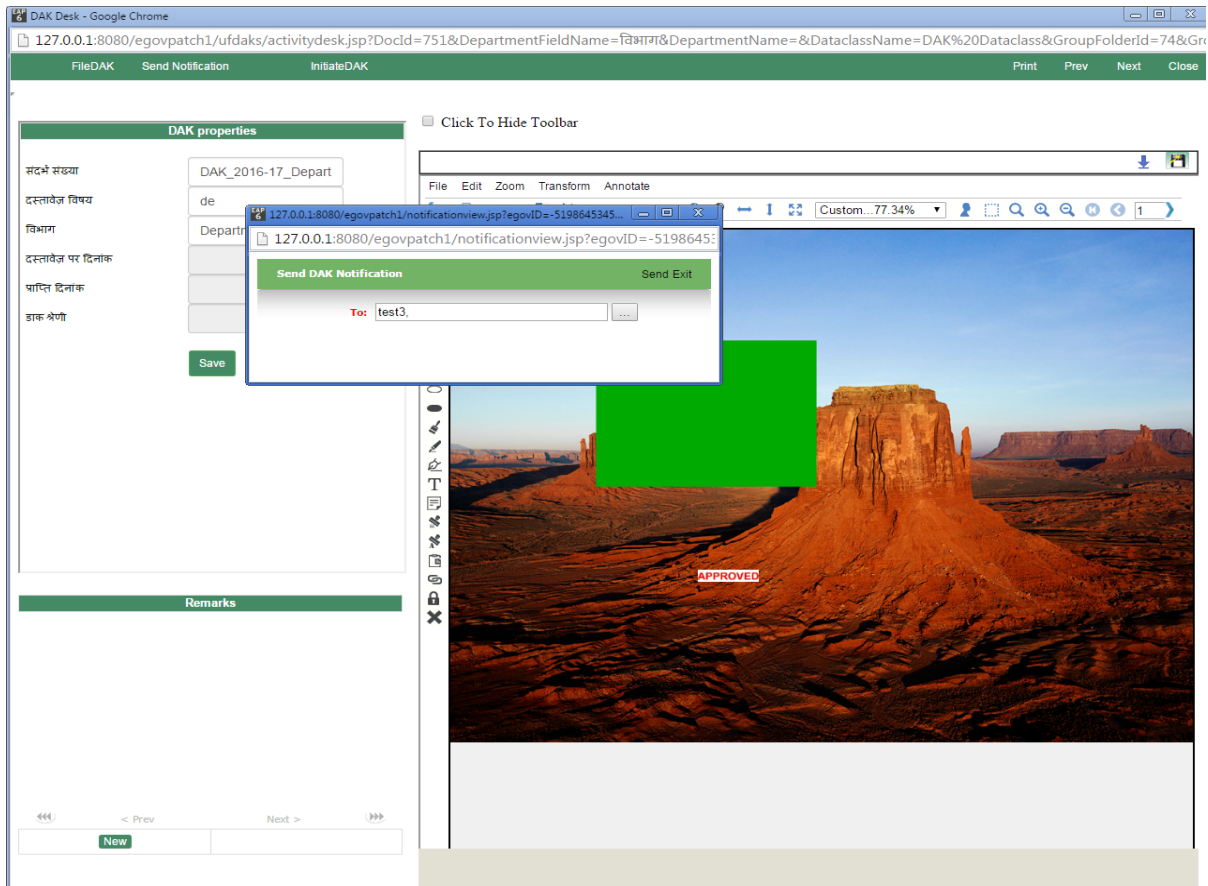
14 CC DAK

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.

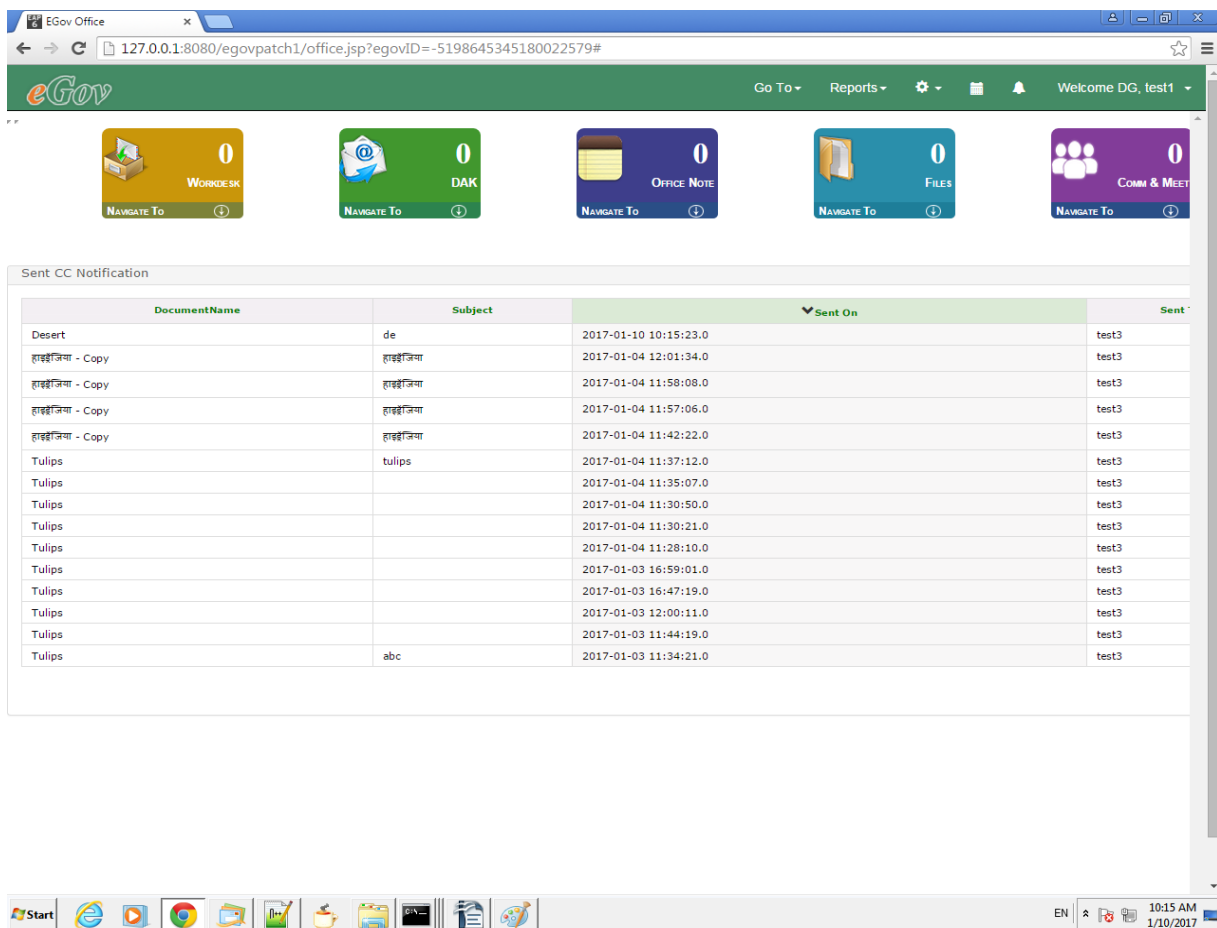
eGov Office 11.1



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).

eGov Office 11.1



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 Office 11.1

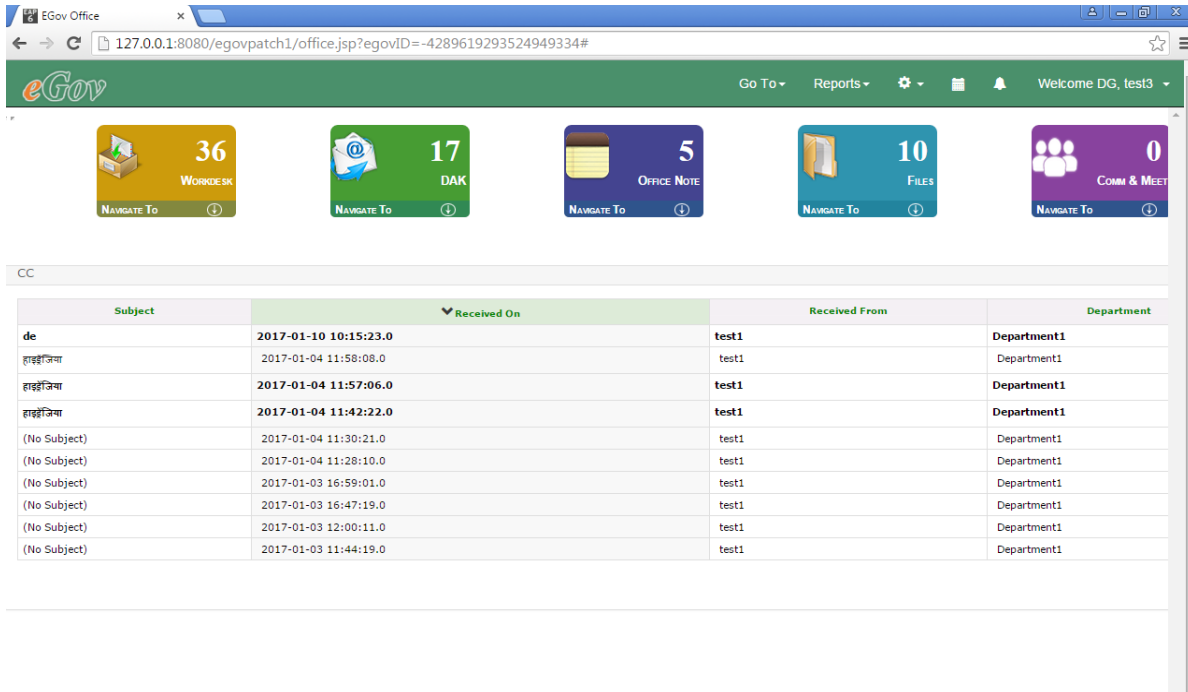


Fig. CC Screen

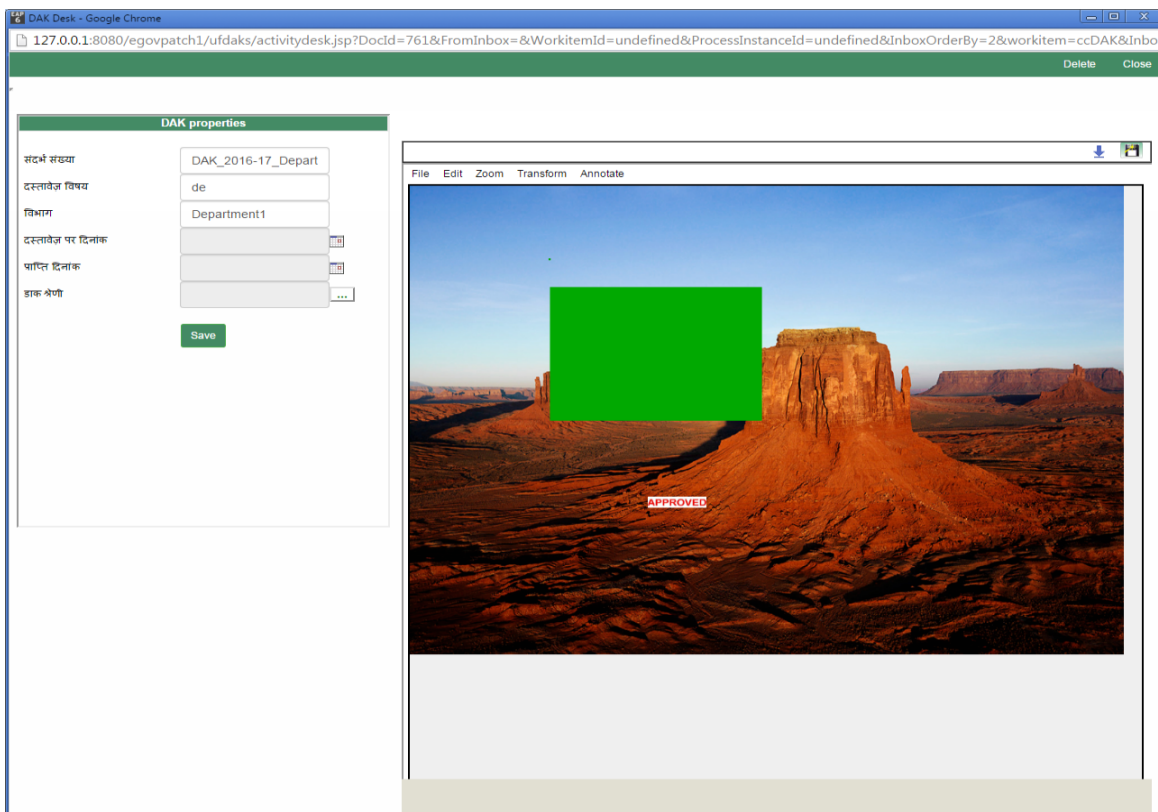


Fig. CC