

**GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT**

**ITEC Department – Implementation of e-Office in the State – Introduction of Single-File-System (SFS) between HoDs and Secretariat – Orders issued.**

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**INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS (eGov) DEPARTMENT**

**G.O.MS.No. 26**

**Dated: 19-11-2016  
Read the following**

- 1. GO. RT.No.47 dated 11-3-2016 of ITEC (eGov) department**
- 2. Minutes of the Committee meeting held on 30-7-2016**

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**ORDER**

1. **Introduction:** e-Office system was launched by the Hon'ble Chief Minister on 20-12-2014, initially in the Secretariat Departments. The use of e-Office has been extended to the Heads of Department (HoDs) and the District offices in a phased manner. Currently, 1338 employees working in 33 Secretariat departments and 3718 employees working in 89 Heads of Department are using e-Office. Besides this 516 employees working in 20 Corporations and Societies are also using e-Office. All these Organizational Units are being served by a single instance of the e-Office installed in the State Data Centre.

e-Office is also installed in districts with separate instances. The districts of Krishna and West Godavari have implemented e-Office in a full fledged manner i.e. they have stopped manual files. Other districts have started e-Office in majority of the departments, but manual files have not been stopped completely.

The use of e-Office has resulted in enhancing the efficiency of disposal of business in the Secretariat, HoDs and District offices.

**2. Single File System (SFS):**

- a. **Current System:** At present, the offices are using e-Office system for internal purposes only. Any communication that has to be sent to other offices is being printed out, ink-signed, affixed with the necessary attachments and being sent physically. These papers are being scanned by the receiving office, converted into an e-File and being processed further. Final Orders on the proposal are again printed and sent as hard copy to the concerned office. This procedure is resulting in avoidable delays and unproductive work and partially defeating the purpose of introducing e-Office. Accordingly, the concept of introducing a Single File System (SFS) in e-Office has been contemplated. The Committee constituted for the purpose recommended that SFS may be implemented in 2 compartments namely (i) HoD to Secretariat and (ii) Mandal to Division to District Offices.
- b. **Single File System:** Single File System or SFS is the process of sending an electronic file created and processed in one office under the e-Office, to another Office (Superior or

subordinate office, as the case may be) as an e-File only, for further processing, and receiving back reply, response or orders on the same e-File.

3. **Introduction of SFS between HoDs and Secretariat Departments:** Single File System as defined in para 2(b) above shall be introduced initially between all the HoDs using e-Office system and the Secretariat Departments. Separate Guidelines will be issued for introduction of SFS from Mandal to Division to District Offices.

4. **Objectives of SFS:** The following objectives shall be achieved by introducing SFS from HoDs to Secretariat Departments:

- i. Paper-based correspondence between HoDs and the administrative departments of Secretariat **shall be eliminated**. All proposals and other correspondence from HoDs to the Secretariat departments shall be through e-Office only.
- ii. Introduction of SFS will enhance the efficiency of communication between HoDs and Secretariat departments.
- iii. The HoDs shall be able to get visibility into the status of the proposal they have sent to Secretariat.
- iv. SFS will pave the way for performance measurement of various departments.

5. In this context, committee constituted Vide GO.Rt.No.47 dated:11-3-2016 of ITE&C Department have attended the meeting on 30-7-2016 to examine and finalize the changes / improvements on the draft guidelines on Single File system and recognized that there is a need to formally amend **instruction no. 60** of Secretariat Business Rules to implement Single File System. The Committee also recognized the expediency and urgency of introducing SFS at the earliest and deliberated upon introducing SFS through an executive order pending formal amendments.

6. In view of the above, Government after careful consideration hereby issues the below guidelines to implement Single File system in i) Secretariat Departments – Head of Departments and ii) Districts.

7. **File routing protocols for Single File System:** The following protocols shall be strictly observed for routing of files between HoD and Secretariat Department:

- a. HoD i.e Commissioner or Director may send an e-File **ONLY** to the Spl CS, Prl Secretary or Secretary of the concerned Administrative Department or of any department of the Secretariat as required.
- b. The Spl CS, Prl Secretary or Secretary of any department of the Secretariat may send e-File to **ONLY** a HoD of that Department or to HoD of any other Department.
- c. Same as (a) and (b) above, e-Files **shall not be sent** from Secretariat to HoD or *vice versa* from/to any other levels.

8. **Amendments to Business Rules:** The General Administration Department shall issue necessary amendments to the relevant Business Rules in line with the above, for implementing the SFS.

9. **Enhancements to the e-Office:** ITE&C Department shall take steps to bring out the following enhancements to the e-Office application to facilitate implementation.

- a. The line items of SFS files shall be displayed in GREEN Font in the Inbox and Sent Files folders, to begin with.

- b. Eventually separate folders shall be created for normal files and SFS files in the Inbox and Sent categories.
- c. A separate set of MIS reports shall be created to monitoring the implementation of SFS system.
- d. The nomenclature of SFS files currently used in e-Office to designate scanned files converted to e-Files, may be changed to “Scanned Files”, to avoid ambiguity.

10. **Immediate Implementation:** Pending the amendments and enhancements specified in paras 8 and 9 above, the Single File System shall be implemented by all the Secretariat departments, initially in respect of the HoDs already using e-Office w.e.f issue of this order and in respect of other HoDs within a period of 3 months.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**SATYA PRAKASH TUCKER**  
**CHIEF SECRETARY TO GOVERNMENT**

To

All the Special Chief Secretaries/Principal Secretaries/Secretaries of all the departments of Secretariat

All the Heads of Department

The Personal Secretaries of all Ministers and Advisors to Government

The SIO, NIC, Andhra Pradesh Unit

Copy to

The PS to Chief Secretary to Government of Andhra Pradesh

//FORWARDED :: BY ORDER //

SECTION OFFICER