

**GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
RAILWAY BOARD**

No. 2020/Tele Dev/e-office implementation

Dated: 12.05.2020

**TELECOM CIRCULAR No. 06/2020**

The General Managers, All Indian Railways & PUs, NF(Con), CORE  
The DG/RDSO/Lucknow, DG/NAIR/Vadodara & CMD/RailTel

**Sub: Implementation of e-Office over Zonal Railways.**

**Ref: (i) GM/CORE's letter G-6/13 (e-office) dated 23.04.2020.**

**(ii) Item 6(i) of items for improvement of operational efficiency**

**(iii) Railway Board's letter No-E(G)2017/Misc/Status of AEBAS dated 04.10.2018**

With reference to GM/CORE's letter at (i) above and item No- 6(i) (*E-filing: E-Office application to be introduced at all units and avoid physical movement of files. Also, provide for inter-unit movement of letters and files on e-Office platform*) for improvement of operational efficiency over IR, Board (MST, FC & CRB) have approved the following:

1. RailTel to implement e-Office over CORE under the project, Implementation of e-Office over Zonal Railways (Phase-1) in accordance with the earlier direction to cover all Zonal Railways (reference (iii)).
2. Mandatorily use of electronic mode of file processing (e-filing) on e-Office from July 01, 2020, wherever e-Office has been provided. Exception for e-filing would be for D&AR, Vigilance, Court Cases and Top Secret/Secret Files/Cases.
3. Maximize the usage and also enroll the balance subordinate offices of the units, wherever mandated, like Sheds, Depots, Hospitals, etc of the Divisions.
4. Use of e-office platform for movement of files and letters from one unit to another unit as per the extent rules (From Railway Board to Zonal HQ/PUs & vice-versa, from Divisions/Workshops to HQs & vice-versa, One Zonal Rly/PU to another Zonal Railway/PU, one Division to another Division, etc).
5. Dashboard for monitoring e-Office to be created by RailTel and viewing by senior officials under their jurisdiction. It needs to be operationalised by June 30, 2020.
6. Extensive training in e-Office application by RailTel.
7. Other extant instructions/guidelines issued from Board on the subject(s) shall remain unchanged or as modified from time to time.

Kindly acknowledge the receipt and ensure compliance.

  
12.05.2020

(Umesh Balonda)

Executive Director (Tele Dev)

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**Copy to:**

1. PS to MR, MOSR
2. CRB, FC, MTR, ME, MRS, MT, MM, MST, Secretary/RB, DG(RHS), DG(RPF) & DG/HR
3. All AMs/PED and ED, Railway Board