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1) What are the Hardware and Software requirements to open the E-Office?

- 1. Minimum 2GB RAM (4GB RAM is recommendable) required.
- 2. Scanner is required to scan the DAK or Letter or File.
- 3. Windows 7 and above Operating System (Windows XP also supports but the application is very slow) required.
- 4. Mozilla Firefox web browser which supports java, fast and easy access to the E-Office Application (Don't use any other web browser).
- 5. Java Runtime environment for the Purpose of Digital Signature.
- 6. Adobe Acrobat Reader DC for the purpose of reading the PDF documents which contains the Digital Signature.
- 7. ePass Token software for the recognition of Digital Signature Certificate Token.
- 8. Emaild, UserID and Password (will be given by the National Informatics Center, New Delhi) is required to open the E-Office Application.
- 9. Digital Signature Certificate Token is required for Digital Signature purpose.

2) What is Digital Signature Certificate Token?

Digital Signature Certificate Token is used to sign on the file or proceeding letter electronically. The Digital Signature Certificate Token looks like as below.



The above DSC Token will be supplied by the State Government IT & C department by authenticating aadhaar number and finger prints of the concerned person, which will cost Rs. 800(which may increase in future) for the first time and will be renewed every two years. This DSC Token has the Password security to Login.

3) How to install Software?

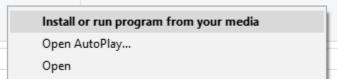
ePass 2003 Software:Insert DSC Token to the System and open the My Computer/This PC folder on the Desktop.



ePass2003 Software drive will be displayed as below.



Right click on the ePass2003 drive and click on the "Install or run program from your media".



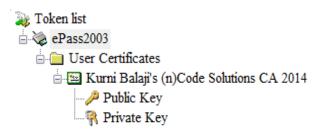
Proceed further by clicking on the next button till the software installation completed. After installation completed, a DSC Key icon will be displayed on the Task bar. Double click on the key, ePass 2003 software window will be opened as shown below.



To Check DSC key signature of concerned person. Click on the ePass2003 and click on the Login Button available in the Right side of the window.



The Password is "12345678". Please don't change the password of the DSC Token. It will show the concerned person's name to who's the DSC Token belongs to as shown below.

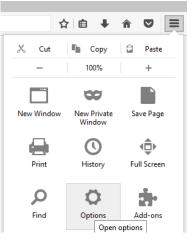


ePass 2003 Software Process Completed. Please don't enter the password wrong. The same will be blocked after ten times wrong entry.

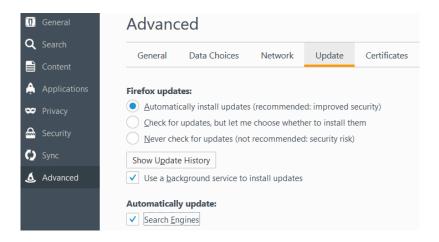
Mozilla Firefox web Browser:

Install the Mozilla firefox web browser version will be below 51.1 only. Please use the software which is kept in the "RTCWAN" eoffice -> Sofwares folder. After installing the browser, open the browser.

Go to the Options tab by clicking the three lines on the right corner of the browser which are shown as below.



Click on the "Advanced Tab" then click on the Update Tab



Click on the "Never check for updates" and uncheck the "Use background service to install updates" and "Search Engines" as shown below.

Firefox updates:				
 <u>A</u>utomatically install updates (recommended: improved security) 				
Check for updates, but let me choose whether to install them				
Never check for updates (not recommended: security risk)				
Show Update History				
Use a <u>b</u> ackground service to install updates				
Automatically update: Search Engines				

Mozilla Firefox installation process completed.

Java Environment installation:

Install the Java by downloading the software from "RTCWAN" eoffice -> Sofwares folder. (For the 64 bit and 32 bit system install the 64 bit and 32 bit any java software respectively.)

After java installation, go to Control panel. Click on the "Programs" tab.



Programs

Uninstall a program

Ì

APSRTC

Click on the "Java" button.



.

It will open the following window.

🛃 Java Control Panel	_		Х
General Update Java Security Advanced			
About			
View version information about Java Control Panel.		About	
Network Settings			
Network settings are used when making Internet connections. By default, Jav settings in your web browser. Only advanced users should modify these setti		e the netwo	ork
	Network	Settings	
Temporary Internet Files			
Files you use in Java applications are stored in a special folder for quick exect advanced users should delete files or modify these settings.	ution late	r. Only	
Settings		View	
Java in the browser is enabled.			
See the Security tab			

Click on the Update tab and uncheck the "Check for the updates Automatically".



Click on the Java tab and click on the View button. It will show all the java versions which are installed in your system. Check all the java Versions, so that some versions will be used for the some other programs or application purpose.

🛃 Java Runtime Environment Settings

er Sy	stem					
Pla	Product	Location	Path	Runtime Parameters	Enabled	Archite
1.8	1.8.0_141	http://java	C:\Program			x86_64
1.6	1.6.0_14	http://java	C:\Program			x86

Go to Security tab and check the "Enable Java content in the browser".

🛓 Java Control Panel	_		\times		
General Update Java Security Advanced					
Enable Java content in the browser					

Click on the "Edit Site List" button and click on the "Add" button. Type the <u>https://eoffice.ap.gov.in</u> and click on the "Add" button and click on the "Ok" button.

4	Ex	ception Site List	\times
		cations launched from the sites listed below will be allowed to run after the appropriate security pts.	
		Location	
	0	https://eoffice.ap.gov.in https://www.example.com/dir/ or https://www.example.com/app.html	
	•		

Go to "Advanced" tab and check the same options which are shown below.

🛃 Java Control Panel	_	\times
General Update Java Security Advanced		
Debussies		<u>^</u>
Debugging		
Enable logging		
Show applet lifecycle exceptions		
Java console		
•••• Show console		
Hide console		
Do not start console		
Default Java for browsers		
Microsoft Internet Explorer		
Mozilla family		
Shortcut Creation		
····· Always allow		
Always allow if hinted		
···· O Prompt user		
···· O Prompt user if hinted		
Never allow		
JNLP File/MIME Association		
Always allow		
Prompt user		
Never allow		
Application Installation		
Install if hinted		
Install if shortcut created		
Install if hinted and shortcut		
Never install		

🛓 Java	Control I	Panel							_		\times
General	Update	Java	Security	Advanced							
Everut	ion Enviro	oment (Security Se	attings							~
· ·				ions to sign	ed cont	ent					
		-	arning bar	-							
			-	security req	jests						
. –				ificate selec		en no ce	rtificates	or only o	ne exist	s	
				s not match				, .		-	
				erver even							
Mixed				d) security (
			arning if ne								
ŏ	Enable - I	hide wa	rning and i	run with pro	tection	s					
	Enable - I	hide wa	rning and (don't run un	trusted	code					
- ŏ	Disable v	erificati	on (not red	commended)						
Perform	n signed c	ode cer	tificate rev	vocation che	cks on						
O	Publisher	's certifi	icate only								
0	All certific	ates in	the chain	of trust							
	Do not ch	neck (no	ot recomme	ended)							
Check	for signed	code c	ertificate r	evocation u	sing						
O	Certificat	e Revo	cation Lists	s (CRLs)							
O	Online Ce	rtificate	e Status Pr	otocol (OCS	SP)						
· ···· ()	Both CRL	s and O	CSP								
Perform	n TLS cert	ificate r	revocation	checks on							
O	Server ce	ertificate	e only								
			the chain								
	Do not ch	neck (no	ot recomme	ended)							



Check for signed code certificate revocation using Certificate Revocation Lists (CRLs) Online Certificate Status Protocol (OCSP) Both CRLs and OCSP
Perform TLS certificate revocation checks on
Server certificate only
All certificates in the chain of trust
Do not check (not recommended)
Check for TLS certificate revocation using
····· Certificate Revocation Lists (CRLs)
Online Certificate Status Protocol (OCSP)
Both CRLs and OCSP
Advanced Security Settings
Enable the operating system's restricted environment (native sandbox)
Enable blacklist revocation check
·····√ Use SSL 2.0 compatible ClientHello format
Use TLS 1.0
Use TLS 1.1
Use TLS 1.2
Miscellaneous
Store user settings in the roaming profile
Suppress sponsor offers when installing or updating Java

Click on the "Apply" button and press ok "button". Java Environment Installation and settings completed.

Adobe acrobat reader DC: Download the Adobe acrobat reader DC from "RTCWAN" eoffice -> Sofwares folder and install it.

4) How to Open the E-Office Application?

Double Click on the Mozilla Firefox Browser which is installed in system and icon available in the Desktop.



We need to remember two websites

- 1) <u>https://mail.gov.in</u>
- 2) <u>https://eoffice.ap.gov.in</u>

As per the message received from the "NICSMS" which contains Email-ID, User-ID and Password for the E-Office purpose.

Ex: Email-ID : srinivasarao-apsrtc@ap.gov.in

```
APSRTC
```

```
User-ID : srinivasarao-apsrtc
Passwd : ********
```

For the first time go to the <u>https://mail.gov.in</u> web site and login with the User-ID and Password, received from the NICSMS to mobile number. Website will be shown as under.

र्थे सत्यमेव जयते @GC	OV.IN	SAFE Email	es FAQ QuickSMS
	viewed in Firefox 3.5 and above ,IE 9 and above,chrome 18 ove. To check your browser version <u>click here</u>	Enter your user id and password to k	og-in
	LOG.A	srinivasarao-apsrtc	
Profile & Last login Allows users to view/update their accounts profile.	••••••		
	0 • 0 0 0	Forgot ID / Password ? Download Forms Contact Us 1	Sign In How to get a @gov.in account

Login and it will be taken to update profile page, which will be used to change the password and update the changed password. In case of any deletion of the message received from the "NICSMS", Email-ID and User-ID will be available with the Head office IT department and the same will be intimated the same to the needed.. Password for the same User-ID will be reset by concerned. The process of resetting the password will be as follows.

Resetting the Email-ID password

After opening the <u>https://mail.gov.in</u> website, click on the "Forgot ID/Password?" option and click on the "PASSAPP" hyperlink.



Enter the Email-ID and the Captha word displayed.



Click on the Submit button and it will send the OTP to registered mobile number.

RASS-APP	
	Enter your Random Number and Captcha value to begin
Your Email Address: kbalaji-apsrtc@ap.gov.in Your Mobile No. : ******208.	345895
Please enter the code that was sent to your mobile number.	QQ8sry
If you want to resend code to your mobile number then click here: Resend Code	QQ8s (N) 💦

Click on the Submit button. It will ask to enter the New Password and fill New password and submit the details.

PASS-APP	
Enter Password according to NIC-Email Change Password Policy. Password Policy: Must contain Uppercase, lower case, number, Special Characters and the password should be atleast 8 characters Long and must not contain	Enter your New Password and Captcha value: Enter Password Re-Enter Password Enter the contents of the image below
dictionary word. You cannot enter your old password.	CH3VMH

Now the password will be updated. Now login into the <u>https://mail.gov.in</u> website. This is the just act as the Email services(like Gmail) and which is the given to every person, which is useful to send or receive Emails from any one and to any one.

@gov.in						Welcome E	ALAJI KU	RNI Themes Help
	Inbox							0.000 M
Messages	🕼 Get Mail	🚜 Write 📮 Reply 👻 🖳 Forward 👻 🏭 Move 👻 🚔 Print 🔕 Delete	-		Q.	Subject or Sender		inal
↓ - ⊚ - ∠ 🔕		Subject	From	Date		Size !	10	
🕾 kbalaji-apsrtc@ap.gov.in		Application for Password Reset	noreply@nic.in	03:45 PM		2kB	^	सल्पनेव जन्मे
🖂 Inbox (11)		Highlights of Mann Ki Baat October 2017	Prime Minister's Office	10/31/17 09:38 PM		29kB		Sam
F SMS 前 Trash		Global Conference on Cyberspace 2017 - Webinar Register Now	MyGov	10/30/17 11:40 PM		25kB		P
		File closure intimation	eoffice@nic.in	10/27/17 11:47 AM		2kB		
Drafts		File closure intimation	eoffice@nic.in	10/27/17 11:45 AM		2kB		sampark.g
		File closure intimation	eoffice@nic.in	10/27/17 11:45 AM		2kB		
		File closure intimation	eoffice@nic.in	10/27/17 11:45 AM		2kB	~	>> Email Carr

Proceeding to the Second website <u>https://eoffice.ap.gov.in</u>, website will be used for the File management System. Type the above mentioned URL in the address bar and it will be shown below.



Login with the User-ID and Password which are used in <u>https://mail.gov.in</u> website. By resetting the password in the <u>https://mail.gov.in</u> website, the same password will work in the <u>https://eoffice.ap.gov.in</u> website after 1 hour. Logging into the <u>https://eoffice.ap.gov.in</u> website as shown below.



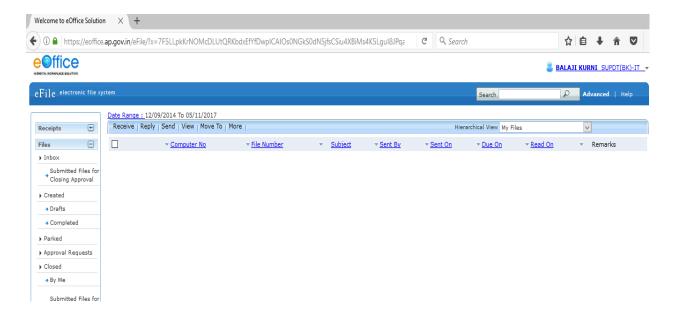
Press the Login button and it will be directed to the E-Office Home page.

n 🔞 Directory Who	m to Contact Employee Services Divisions	Quick Links		BALAJI KURNI 🔻 Logou
MY SPACE	Notice Board		आज का शब्द	
Dashboard Messages Shared Documents			Air Freight-हवाई माल भाडा, हवाई माल HELP ME TO	
Alerts			» Download Manuals » Apply for MHA ID Card	
File Management System Knowledge Management System			DOWNLOAD FORMS	
HR SERVICES				
Employee Master Details				

Click on the "File management System" which is available under the "Files and Document Services" Tab.

FILE & DOCUMENT SERVICES
File Management System
Knowledge Management System

The Home page of the E-Office File management system website, by default, shows the inbox files.



5) What are the Menus in E-Office?

Receipts	+	
Files	(
Migrate File	÷	
Dispatch	Ð	
DSC	+	
Reports	+	
Settings	+	
Notification	+	

We use the Receipts, Files, Dispatch, DSC, Reports and Settings only.

Receipts means the DAK or any Letter received from others. Based on the receipts received, we can decide whether to open the Note file or not. These receipts are the folios we attach at the right side of the Note File.

Files mean Note files which we use in the office in daily proceedings.

Dispatch contains the dispatch of all the proceedings.

DSC is used to register DSC Token to our E-Office ID. Mapping will be done in this menu.

Reports contain pendency status of all the files at the department level and at the person level also.

Settings which contains general SMS, Mail, Authentication and Signing settings.

After logging into the E-Office first time, we have to do the DSC Registration and Settings.

6) DSC Registration and Settings

Go to the "DSC" Menu and Click on the "DSC Registration" option and Click on the "Signing Certificate" tab in the Page available on the top right corner. Before clicking on the Signing Certificate insert the DSC Token to the System.

sc 🗆	Signing Certificate
DSC Registration	

By default it will load the java which is already installed in the system. A dialog box asking us to run the java. Check the check box and press on the "Run" button which is shown below.

🔬 Java Console	-		×	- 0
che: Create from verifier: JarSigningData{hasOnlySigned	Entries=tru	ie, hasSir	gleCo 🔨	
twork: Cache entry found [url: https://eoffice.ap.gov.in/ che: Adding MemoryCache entry: https://eoffice.ap.gov.	eFile/apple	t/dsc-1.0	jar, v	
che: Resource https://eoffice.ap.gov.in/efile/applet/dsc-	-1.0.iar has	s expired.	101.04	ORKbdxEfYfDwpICAIOs0NGkS0dN5ifsCSiu4XBiMs4K5Lau18JI C Q Search 🔂 🖨 💺 🎓 😎
twork: Connecting https://eoffice.ap.gov.in/eFile/applet				
twork: Connecting https://eoffice.ap.gov.in/eFile/applet, twork: ResponseCode for https://eoffice.ap.gov.in/eFile,	dsc-1.0.jar	r with coo	de "X	BALAJI KURNI. SUPDT(BK)-IT
etwork: Encoding for https://eoffice.ap.gov.in/eFile/apple	t/dsc-1.0.i	ar : null		
etwork: Disconnect connection to https://eoffice.ap.gov.ir	n/eFile/appl	let/dsc-1.		
ache: registerReference: com.sun.deploy.cache.MemoryC ache: registerReference: com.sun.deploy.cache.MemoryC				Search Advanced Help
ecurity: blacklist: check contains 5oVRjPv/3cI01nKZ7n3oH5	SYT+ikpMO	nkrhu/WG	oller	
ecurity: blacklist: not_found in cache				
ecurity: Trusted libraries list file not found ache: Create from verifier: JarSigningData(hasOnlySigned	Entrine - In		darea	
ecurity: Grant connect perm for https://eoffice.ap.gov.in/				I Certificate Information
"java.net.URLPermission" "https://eoffice.ap.gov.in:443"				
("Java.net.URLPermission" "https://eoffice.ap.gov.in:443/-				
				🖽 Refresh 🛛 ƏHelp 👰 Bi
ecurity: Loading Deployment certificates from C:\Users\@al	laji\AppDat	a\Roamin	sun	
			× 1	
			,	a l'internet a la construction de la constr
Clear Copy Cl	lose			
Settings 🛨				

	Security Warning					×
	Do you want to	o run this a	applicat	ion?		
		Name:	eOffice	DSC		
	<u> </u>	Publisher:	UNKNOWN			
		Location:				
	Running this appl	lication may	be a sec	curity risk		
	Risk: This application will run with unrestricted access which may put your computer and personal information at risk. The information provided is unreliable or unknown so it is recommended not to run this application unless you are familiar with its source More Information Select the box below, then click Run to start the application I accept the risk and want to run this application.					
DSC Enrollment	t					
#	Serial No	Issued To	D	Issued By	Туре	Expiry Date
1	1400309886	CN=Kurni	Balaj	CN=(n)Code S	Digital Signing	Sun Jul 21 11:
			Reg	ister		

It will show the details which are present in the DSC Token and asking us for the registration. Click on the row where details are displayed and press the "Register" button. It will ask for the pin to enter. By default DSC Token pin is "12345678" and press the "Login" button and press "Ok" as shown below.

DSC Enrollmer	nt				
#	Serial No	Issued To	Issued By	Туре	Expiry Date
1	1400309886	CN=Kurni Balaj	CN=(n)Code S	Digital Signing	Sun Jul 21 11:
		Reg	ister		
	Verifie Here DIN				- I
	Verify User PIN			×	
	A Now	verify your User	PIN:		
	User PI	IN:			
		Enable s	oft keyboard		
				-	
	Change Us	er PIN	Login	Cancel	
DSC Enrollmen	t Message			×	
#					Expiry Date
1	🖣 🍙 dsc	R12 : The DSC has	s been registered	l successfully.	Sun Jul 21 11:
	-	0	к		

A row is displayed which means DSC Token is activated and mapped the same account. DSC Registration process completed for the first time. This process is done only once. **Don't do this process again and again for the same user, which will lead to blocking of User ID or DSC Token.**



One more Settings are required for the first time. Go to the Settings Menu and click on the "Preferences" option.

Settings 🖃
Preferences

General Settings	
Max # of records/page Choose One 🗸	
Auto Save Duration(In Sec)	
Alert Settings	
○ Email	Enter Phone Number 9966185208
List View Settings	
Mode Default 🗸	
Scope Default 🗸	
DSC Settings	
O Authentication O Signing O Both	

In the Alert Settings we can give our Email or Mobile number used to mail or get sms whenever we receive the File or receipt into our account. In the DSC Settings Tab check the **"Signing"** and save the preferences.

Preferences saved successfully.	
General Settings	
Max # of records/page	Choose One 🤝
Auto Save Duration(In Sec)	

Now Signout from the account. Again Signin to activate all the first time settings.



APSRTC

7) How to create a receipt?

Click on the Receipts and it display options shown below.

Receipts 😑
Browse & Diarise
 Physical
→ Electronic
▶ Inbox
Email Diarisation
▶ Created
▶ Sent
▶ Closed
→ By Me
Acknowledgement
→ Created
→ Sent
▶ Recycle Bin
Initiated Action

The Options which mostly used are

Browse & Diarise(Electronic) which is used to create the Receipt.

Inbox will contain the receipts sent by the others to our account.

Created contains the receipts created by ourselves.

Sent contains the details of the files/receipts sent to others.

Closed(By me) contains the closed receipts.

Go to Browse & Diarise - Electronic option which will displays as follows.

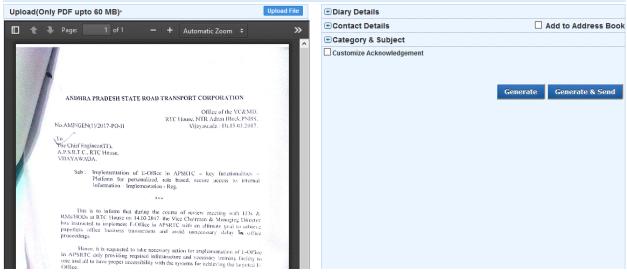
APSRTC

Receipts 🖃	Upload(Only PDF upto 60 MB)*							
Browse & Diarise	Upload(Only PDF upto 60 MB)*		Diary Details					
 Physical 	🔲 🛧 🖡 Page: 1 of 1 - + Automatic Zoom 🗧 🚿		Classified	Choose one	\sim	Sender Type	Choose one	\sim
+ Electronic			Delivery Mode*	By Hand	\sim	Language	English	\sim
▶ Inbox			Mode Number			Letter Ref. No		
▶ Email Diarisation			Type*	Letter	\sim	File Number		
▶ Created			Received Date	05/11/2017	17	Letter Date		17
▶ Sent	°.C.		VIP	Choose one	\sim	Diary Date	05/11/2017	_
▶ Closed			VIP Name	Choose one	~	Dealing Hands	Choose One	~
→ By Me		-	Contact Deta	ails			Add to Addre	ess Book
Acknowledgement		-	Ministry	Choose one				
→ Created			-					
+ Sent			Department	Choose one				\sim
Recycle Bin			Name*			Designation*		
▶ Initiated Action			Organization					
Files +			Address 1 *					
Migrate File +			Address 2					
Dispatch +			Country	INDIA		 State 	Choose one	\sim

The above page at the left side of the showing the "Electronic" like water mark will be used to create the receipt to upload the pdf file. The DAK or the Letter we receive will be used at the time of making notefile. The uploading DAK or Letter should be in the PDF format and should be less than 60 MB size (Please Scan the Document or Letter or DAK in the black and white only. If required scan the document in the color but should be less than 60 MB Size). Upload the file using the "Upload File" option. By clicking on the "Upload File" option it will open the Open dialog box of the system. We can select the Document or Letter or DAK in the PDF format.

Upload(Only PDF upto 60 MB)*	Upload File

On Uploading the file which shows the preview of the uploaded document and on the right side corner we can see the **Diary details**, **contact details** and **Category & subject** options.



Diary details means the Delivery Mode, Type and which Language of the Document received. Fill the Mandatory fields (*) which are in the red color.

Diary Details					
Classified	Choose one	\sim	Sender Type	Choose one	\sim
Delivery Mode*	By Hand	\sim	Language	English	\sim
Mode Number			Letter Ref. No		
Type*	Letter	\sim	File Number		
Received Date	05/11/2017	17	Letter Date		17
VIP	Choose one	\sim	Diary Date	05/11/2017	
VIP Name	Choose one	\sim	Dealing Hands	Choose One	\sim

Contact Details means from which person and from where it was received.

Contact Deta	ils	[Add to Address Book
Ministry	Choose one		~
Department	Choose one		~
Name*	SK Aslam Ansari	Designation*	CPM
Organization			
Address 1 *	RTC House Vijayawada		
Address 2			
Country	INDIA ~	State	Choose one 🗸 🗸
City		Pincode	
Mobile		Landline	
Fax		Email	

Category and Subject, select the Category to which the received document belongs to and Type the Subject of the Document.

Category & Subject		
Main Category*	General	\sim
Sub Category	Choose One	\sim
	E-Office Implemention in APSRTC	
Subject*		
		.::
Enclosures		
Customize Acknowledgement		

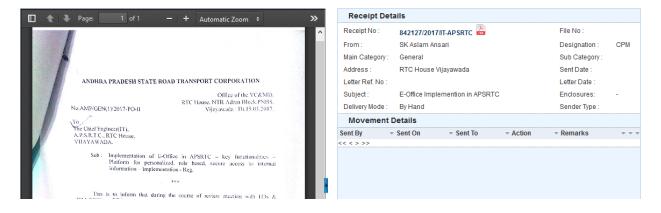
Generate means the generated receipt will be present in the Created tab.

Generate and Send means send Dialog box will be opened to which person the receipts to send and which will be available in the sent tab after sending the receipt.

After filling the details Click on the Generate Button



Receipt will be generated and system will give us automated receipt number which is as shown below.



This generated receipt can be seen by clicking on the created tab.

Date Ran	Date Range : 12/09/2014 To 05/11/2017							
Send	Send Put in a File Copy Dispatch View Generate Acknowledgement Hierarchical View My Receipts							
	▼ <u>Computer No</u>	Ŧ	Receipt No.	v	Subject	▼ Subject Category	▼ <u>Created On</u>	•
	E 842127	X	842127/2017/IT-APSRTC		E-Office Implemention in APSRTC	General	05/11/17 06:53 PM	

8) How to send a receipt?

By clicking on the created tab in the Receipts menu, it will show the created receipts. Check (select) the check box of the sending receipt and click on the "send" button.

<u></u>		-,		
Send F	Put in a File Copy Dis	spatch	iew Generate Acknowledgement	
	▼ <u>Computer No</u>	•	Receipt No.	Ŧ
\checkmark	E 842127	茵	842127/2017/IT-APSRTC	

Receip	t Number
9 🖬 🗹 🔽	342127/2017/IT-APSRTC
_	
To	
<u>Cr</u>	
	(Use semicolon(;) to seperate recipients.)
	Note : CC copies are non-editable (both pdf and metadata). Any change in the
	Main receipt will be reflected in the CC copies, till the time not put inside the file
Set Due Date	17
Action	
Action	Forward
Priority	Choose one
	Total 1000 1000 characters left.
Remarks	
Remarks	
	Send

To: By clicking on the "To" which will open the preferred list by default.

Contacts Preferred List	Groups	× • • • • • • • • • • • • • • • • • • •
		Search
Name	Marking Abbr	Organisation Unit
A VENKATESWARA RAO	ED(AVR)	O/o EXECUTIVE DIRECTOR (A,P & H,M)-APSRTC
RAJASEKHAR M	DYCME2IT(RM)	IT SECTION-APSRTC
SK.ASLAM ANSARI	CPM(SKAA)	PERSONNEL SECTION -APSRTC
SRINIVASA RAO YENIKAPATI	DYCME1IT(YSR)	IT SECTION-APSRTC
SUDHAKAR VASA	DYCTMO(SV)	OPERATIONS SECTION-APSRTC
UENKATA NAGESWARA RAO	OSD(VNRO)	O/o VICE CHAIRMAN AND MANAGING DIRECTOR-APSRTC
		<< < 1 > >
emove from: Preferred List		

For the first time no list will be present in the preferred list, manually we need to add the persons into the preferred list. Press the Contacts Tab which will show the all the contacts who are registered in the E-Office(all other AP Govt Departments also).

Contacts	Preferred List	Groups	1	×
			Search	^
Name		Marking Abbr	Organisation Unit	
AADIL S	HAIK	JA(AS)	H SECTION-DTA	
	SHNU NAGA ARAYANA	DYCTMM(ANS)	OPERATIONS SECTION-APSRTC	
A. AMAL	A	ASO(AA)-INFRA III	INFRA SECTION-INDS	
A. AMAL	A	ASO2(AA)	POLICY & INVESTMENT SECTION-INDS	
A. AMAL	A	ASO1(AA)	COORDINATION SECTION -INDS	
A. ANAN	D	SUPDNT(AA)	TAPPAL-DME	
	PRAKASH	SA(AAP)	HEALTH OFFICE TIRUMALA-TTD	
	ULLAH RAZZI	PC(AR)	BRAVO SECTION-OCT	
A.BALA	VEERANNA	SUPDT(BV)	A SECTION-CCT	
ABBAYI	KANIKELLA	ASSTPM(AK)	CAPACITY BUILDING SECTION-SSAAT	
			<< < <u>1 2 3 4 5 6 7 8 9 10 > >></u>	
Add to: Pre	forred List			\sim

By searching the Name/Designation/Department which will be filtered and select the Officer/Supervisor/Staff and add to the preferred list by clicking on the "Add to: Preferred list" option below of the contacts. The selected contact will be added to the preferred list as shown below.

Contacts Pret	ferred List	Groups	×
			Search aramal
Name		Marking Abbr	Organisation Unit
ANITHA NARAN	MALLA	RINSPTR(ANL)	VIGILANCE SECTION-DMG
ANITHA NARAMALLA		RINSPTR(ANL)-MR	MINERAL REVENUE SECTION-DMG
KARAMALA BABU ACHARI		PC(KBA)	SB OFFICE-SPTPT
KOTESWAR RAO ARAMALLA		ED(KRA)-E&IT	O/o EXECUTIVE DIRECTOR-ENGINEERING & INFORMATION TECHNOLOGY-APSRTC
KRISHNUDU Y	ARAMALA	SA(YK)	PLANNING & ACCOUNTS SECTION-DOI
ARAMALLA	WARA RAO	AM(NMRA)	O/o ASST. MANAGER 2(F&A) - APSBCL
	WARA RAO	AM(NMR)	O/o ASSISTANT MANAGER - APBCL
			<< < 1 > >>
Add to: Preferred	List		
Contacts Prefe	rred List	Groups	[×
			· · · · · · · · · · · · · · · · · · ·
			Search
Name		Marking Abbr	Organisation Unit
	RA RAO	ED(AVR)	O/o EXECUTIVE DIRECTOR (A,P & H,M)-APSRTC
KOTESWAR RAC	ARAMALLA	ED(KRA)-E&IT	O/o EXECUTIVE DIRECTOR-ENGINEERING & INFORMATION TECHNOLOGY-APSRTC
		/	

Select the contact in the preferred list and which will be displayed in the To field and close the contacts dialog box by pressing the close button.

To	SRINIVASA RAO YENIKAPATIDY	CME1IT(YSR)IT SECTION	
	Contacts Preferred List (Groups	×
			Search
Cc	Name	Marking Abbr	Organisation Unit
	A VENKATESWARA RAO	ED(AVR)	O/o EXECUTIVE DIRECTOR (A,P & H,M)-APSRTC
	KOTESWAR RAO ARAMALLA	ED(KRA)-E&IT	O/o EXECUTIVE DIRECTOR-ENGINEERING & INFORMATION TECHNOLOGY-APSRTC
Set Due Date	RAJASEKHAR M	DYCME2IT(RM)	IT SECTION-APSRTC
	SK.ASLAM ANSARI	CPM(SKAA)	PERSONNEL SECTION -APSRTC
Action	🗹 SRINIVASA RAO YENIKAPATI	DYCME1IT(YSR)	IT SECTION-APSRTC
Priority	SUDHAKAR VASA	DYCTMO(SV)	OPERATIONS SECTION-APSRTC
	UENKATA NAGESWARA RAO OBULASETTY	OSD(VNRO)	O/o VICE CHAIRMAN AND MANAGING DIRECTOR-APSRTC
			<< < 1 > >>

CC: By clicking it will open the same contacts dialog box to select the Officers/Supervisors/Staff to send the Copy.

Remarks: We can write remark if any.

	Total 1000	1000	characters left.
Remarks			
Kemarks			
	-		

Click on the Send button to send.

If we sent the receipt wrongly to another Officer/Supervisor/Staff, we can pull back the receipt till receiver reads it.

9) How can we pull back receipt?

Go to the sent tab in the receipts menu and we can see the all sent receipts and on the right side corner of the row we can see the pull back option.

1	iew Copy Gen	erate Acknowledgement							
		Receipt No.	Subject	▼ <u>Sender</u>	▼ <u>Sent to</u>	▼ <u>Sent On</u>	▼ <u>Due On</u> ▼	-	
	E 842127	842127/2017/IT-APSRTC	E-Office Implemention in APSRTC	SK Aslam Ansari	SRINIVASA RAO YENIKAPATI, IT- APSRTC	05/11/17 07:50 PM	-	Initiate Action	Ð
	E 791448	791448(1)/2017/IT-APSRTC	eoffice test File	-	A PHANI BHUSHAN, TRNG-RGDEPT	05/10/17 03:15 PM	-	Initiate Action	
	E 791448	791448/2017/IT-APSRTC	eoffice test File	-	SK.ASLAM ANSARI, PERSONNEL- APSRTC	05/10/17 03:15 PM	-	Initiate Action	
	E 765168	765168/2017/IT-APSRTC	Hard Disk Drive Requisition to store the Monthly B	Balaji	VENKATACHALA SIVA KUMARA SARMA YADAVALLI,IT-APSRTC	15/09/17 12:43 PM	-	Initiate Action	•Ľ
	E 756664	556664/2017/ED(A,P&H,M)-APSRTC	TEST	Balaji	SRINU NAIK LAKAVATHU, IT-APSRTC	11/09/17 04:53 PM	-	Initiate Action	
	E 718595	718595/2017/IT-APSRTC	E-Office: Implementation of "E-Office" , a paperle	-	HARI BABU SINGAM, OPERTNS-APSRTO	31/08/17 06:28 PM	-	Initiate Action	
	E 717625	717625(2)/2017/IT-APSRTC	E-Office - Implementation of e-office, a paperless	-	A PHANI BHUSHAN, TEST-ITE&C	10/08/17 03:40 PM	12/08/17	Initiate Action	
	E 717625	717625(1)/2017/IT-APSRTC	E-Office – Implementation of e-office, a paperless	-	SRINIVASA RAO YENIKAPATI, DCME1- IT-APSRTC	10/08/17 03:40 PM	12/08/17	Initiate Action	
	E 717625	717625/2017/IT-APSRTC	E-Office – Implementation of e-office, a paperless	-	SK.ASLAM ANSARI,CPM-PERSNL- APSRTC	10/08/17 03:40 PM	12/08/17	Initiate Action	

Init	iate Action	2
Init	Pull Back	
Init	iate Action	

By Clicking the pull back option it will open the remarks window to type the pull back remarks and press "Ok" button. The receipt will come back to our Receipts Inbox.

Alert	Receipts 🖃
Reason For Pull-Back	Browse & Diarise
Wrongly Sent	Physical
Remarks *	-> Electronic
	▶ Inbox (1)
OK Cancel	Email Diarisation

Click on the Receipts Inbox it shows the same receipt in inbox which we have pulled back.

Receive Rep	oly Send Put in	n a File View Move To Copy	Close Dispatch		Hierarchical View My Rece	ipts	~	
	 <u>Computer</u> <u>No</u> 	• <u>Receipt No.</u> •	Subject	▼ <u>Sender</u>	▼ <u>Sent By</u>	▼ <u>Sent On</u>	≖ <mark>Due</mark> ≖	Remarks
	E 842127	<u>842127/2017</u> //IT-APSRTC //	E-Office Implemention in APSRTC	SK Aslam Ansari	SRINIVASA RAO YENIKAPATI,IT- APSRTC	05/11/17 07:59 PM	-	P

10) How to Create a File?

Click on the Files menu and it will show the options like Inbox, Created (Completed), Parked, Closed (By me), Sent, Electronic File(Create New – Non SFS, Create New – SFS).

Inbox which contains all the received files.

Created(Completed) contains all the created files.

Parked contains the files which are parked by us.

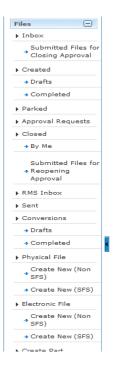
Closed(By me) contains the files which are closed by us.

Sent contains files sent by us.

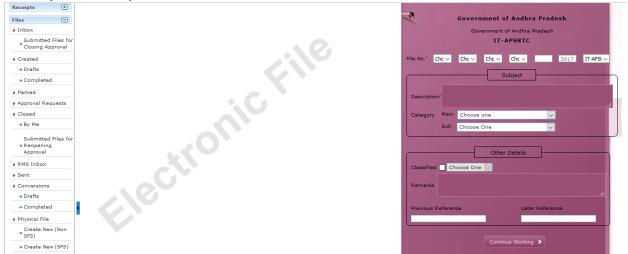
Electronic File- Create new Non SFS, Non SFS File means, a file whose number will be automatically generated by the E-Office Application itself. We have tol select only the heads of the filing.

SFS Files means, the file whose number will be given manually like the method in the existing system. This could be used to continue the existing files in the e-office. File no

is unique in the E-Office. Once the file no is given, the same file not will not be accepted second time.



Go to the Electronic File Create New (Non SFS) option in the Files menu to create the file. It will open a window which asks to select the file heads and Subject. On the left side of the window we can see the water mark as "Electronic", which means it is a "Electronic File". The Same options are available in the Physical File Tab also, don't use the Physical File option. The window is shown below.



In the File number we select the options that are available as the file heads. E-Office application will generate the file number automatically. First Select Box, is our organization, second select box, is the department in the Head Office and Unit name for

E-Office Manual

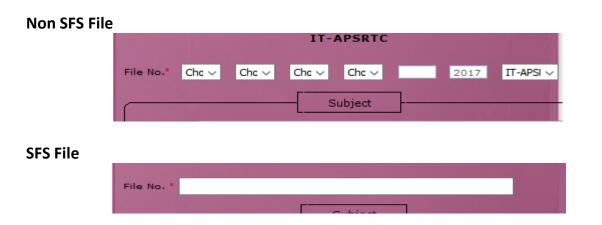
the other units. Third select box, is the Subject Head for the Head Office and Department names for the other units. Fourth option, is the Sub Subject for the Head Office and Subject Head for the other units. Other options are automatically filled by the E-Office Application itself.



File No.* APS ~	21 · 🗸 21 · 🗸 Chc 🗸	2017 IT-APSI ~
	Choose one	
	11 - MECHANICAL	
	12 - INDUSTRIAL ENGINEERING	
Description*	13 - MEDICAL	
	14 - PERSONNEL	
Category Main	15 - COMMERCIAL	
Sub	16 - VIGILANCE AND SECURITY	
<u></u>	17 - OPERATIOINS	
	18 - FINANCE	
	19 - CIVIL ENGINEERING	
Classified Cho	20 - ACCOUNTS	
	21 - Information Technology	
Remarks	22 - STORES AND PURCHASE	
	23 - LEGAL	
	24 - SRT AND SRRS	

File No.* APS ~ 21 · ~	21 · ✓ Cha ✓ 2017 IT-APSi ✓	
A CONTRACTOR OF A	Choose one	^
	21 - e-Office	
	22 - OPRS	
Description*	23 - PAAS	
	24 - APCFSS	
Category Main Choose of	25 - REFILLS	
Sub Choose C	26 - TOPUP	
	27 - SMS	
	28 - VOICE SMS	
	29 - CIS	
Classified Choose One	30 - NETWORK	
	31 - INTERNET	

The difference between the Non SFS and SFS will be shown below.



Let's fill the file no and description which are mandatory to create the file and click on the "continue working" and which will ask to create the file or not confirm box and press "ok".

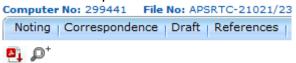
	Continue Working >
	Confirm
•	File Number will be generated (Number generated will be final and cannot be edited). Do you wish to proceed?
	OK Cancel

After confirming, this will open the file by giving the file no automatically as shown below.

Noting Correspondence Draft References Link Details Movements Edit Send Attachment More Quick Vie Image: Correspondence Image: Cor
Add Green Note
There is no correspondence attached with this file.

On the right side of the window, we will attach the receipts created by us or available in the receipts inbox, like the folios in the physical file. On the left side we can create note

file. Now we will attach the receipt which is present in our receipts inbox. Select the Correspondence tab, present at the top of window.



On Clicking on the Correspondence tab attach dialog box will be popped up at the right side of the window.

ToC Recent All	₽⁺ 🎞 🖺
List of Correspondences and Issues	
	Choose One 🗸
Receipt/Issue No. Subject Type Attached On	▼ <u>Pages</u> ▼ <u>Action</u> ▼▼
Attach	

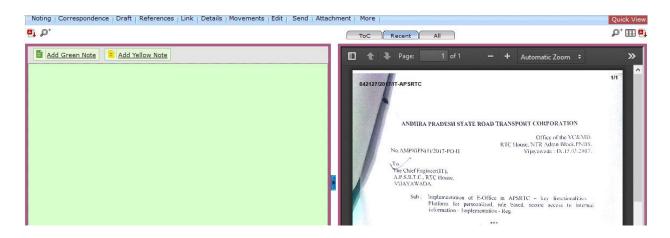
Click on the Attach button which in turn opens the Receipts dialog box to select all the available in receipts inbox, both received and created. By selecting the one of the receipts and press the attach button the respective receipt will be attached at the right side of the window as shown below.

List of Correspondences and Issues							
			Choose One 🗸				
-	Receipt/Issue No. Subject	▼ <u>Type</u> ▼ <u>Attached</u> <u>On</u>	• Pages Action				
E E	E-Office 842127/2017/IT-APSRTC Implem APSRTC	ention in PUC1 05/11/17 09:30 PM	1-1 Keopen I				
	Atta	ch					

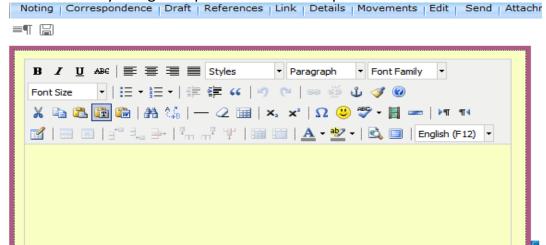
By clicking on the Receipt/Issue No, receipt will be displayed in the right side of the window to check whether the Correct Receipt attached or not. If not correct we can detach the receipt by clicking on the TOC (Table of Contents) tab, check(select) on the check box and select the Choose One Drop down list box, Select the Detach. The selected Receipt will be detached.

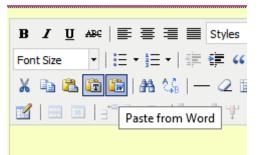


List of Correspondences and Issues							
				Choose One 🗸			
	Receipt/Issue No.	Subject	▼ <u>Type</u> ▼ <u>Attache</u> <u>On</u>	d Pages Action			
E E	0 842127/2017/IT-APSRTC	E-Office Implemention in APSRTC	PUC1 05/11/1 09:30 P	1-1 Reopen			
		Attach					



We can write the note file on the left side of the window. There are two options which are available in the left window are "Add Green Note" and "Add Yellow Note". Green note means if we create the note in the green and forward to another Officer/Supervisor/Staff, they cannot edit the note which we have written. Yellow note means received Officer/Supervisor/Staff can edit the note file and the versions are saved. Now we will proceed with the "Add Yellow Note" which is editable window on the left side. Here we can type the note file or can copy the already written note file from the MS Word by using the "paste from word" option.

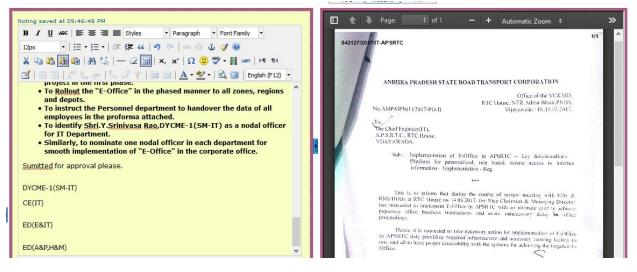




It will open a window where we can paste the copied note file by pressing the Control + v option in the key board and click on the "Insert" button. It will be inserted into the left side of the window and set the font size as 12px so that the format will not be changed and save the note file by clicking on the save button.

Paste from Word	×
Paste from Word Use Ctrl+V on your keyboard to paste the text into the win Similarly, to nominate one nodal off each department for smooth implementation of "E-Office" in the corporate office. Sumitted for approval please.	
DYCME-1(SM-IT)	
CE(IT)	
ED(E&IT)	
ED(A&P,H&M)	~
<	>
Insert	Cancel

The note file is shown below.



After saving the note file, version of file is displayed along with the "Edit" "Discard" and "Confirm" Options is as shown below.

Edit – By clicking on the Edit option we can edit the note file.

Discard - The changes will be discarded.

Confirm - The "Yellow note" will be converted into the "Green note".

ED(E&IT)			
ED(A&P,H&M) Edit Version	Discard	Confirm	
Version	Created On	<u>CreatedBy</u>	
<u>1.0</u>	05/11/17 10:15 PM	BALAJI KURNI	~

11) How to send the file?

After creating the note file, the note file will be under the Created (Completed) tab of Files . By Clicking the Created (Completed) tab note files list will be shown.

Date Rai	Date Range : 12/09/2014 To 05/11/2017							
Send	View Create Volu	ime	Hierarchical View My Files	~				
	Computer No	▼ <u>File Number</u>	v	Subject	 Subject Category 	▼ <u>Created On</u>	• <u>Remarks</u>	
	E 299441	APSRTC-21021/23/2017-IT-APSRTC		E-Office Implementation in APSRTC	-	05/11/17 09:17 PM	-	
	E 262962	APSRTC-17039/1/2017-IT-APSRTC		Testing	General	03/09/17 12:42 PM	-	

Sending the file is same as the sending of receipts. By selecting the details of the Officer/Supervisor/Staff in the preferred list of the send dialog box and click on the "Send" button. The Note file will be sent, and the details can be seen in the sent tab. The Pull back option is available to the Note files also.

Send				
	File Nu	mber		
	🗄 🗀 APS	RTC-21021/23/2017-IT-APSRTC		
Note : E	Bulk signing r	naximum allowed characters- 1000000		
To		SRINIVASA RAO YENIKAPATIDYCME1IT(YSR)IT SECTION Notif	fy Through : 🗌 Email	SMS
Set Due Da	te	17		
Action		Forward		
Priority		Choose one		
Remarks		Total 1000 1000 characters left.		
		Send		

In the above send dialog box we are able to see only "Send" option because it is the Yellow note file. We can see the "DSC Sign and Send" option also while sending the Green note. The Yellow Note file sent to the Officer for the corrections. In the receivers inbox to differentiate the Yellow and Green note, on the Computer no(which is automatically generated by the E-Office Application) a Yellow color highlighter is displayed which is shown below.

Receive Rep	ly Send Viev	w Move To More			Hierarchical V	iew My Files		~		
		▼ <u>File Number</u>	•	Subject	▼ <u>Sent Bv</u>	▼ <u>Sent On</u>	⇒ <u>Due</u> <u>On</u>	▼ <u>Read On</u>	Ŧ	Remarks
	E 299441	APSRTC-21021/23/2017- IT-APSRTC		E-Office Implementation in APSRTC	BALAJI KURNI, IT-APSRTC	05/11/17 10:3 PM	³¹ -	-		
	E 292874	ATM-II(M-IT)OPRS(8)/17		pROPOSAL TO IMPLEMENT pROOF OF cONCEPT(poc) FORbUS	VENKATESWARA RAO CHENNA, IT-APSRTC	02/11/17 11:1 AM	7_	02/11/17 11:1 AM	7	7

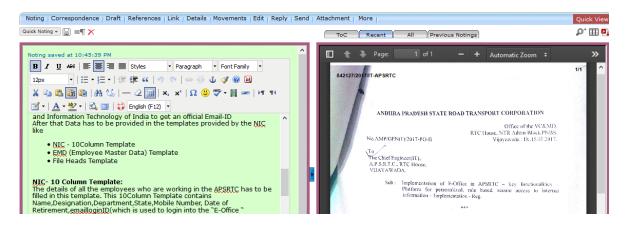
We cannot a detach a receipt after sending a green note

12) How to Convert the Yellow Note File to Green Note File?

Whenever there are no corrections have to do, the Officer/Supervisor/Staff can Confirm this note. It turns into green color(Non Editable). By clicking on the "Confirm" button the Yellow Note file will be converted into Green note file on asking the confirmation dialog box and press "Ok" button to convert.

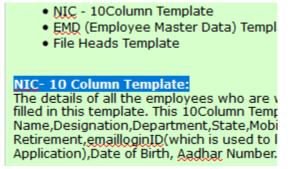
DYCME-1(CE(IT)	SM-IT)				
ED(E&IT)					
ED(A&P,H	3.M)				
Edit		Discard		Confirm	
<u>Version</u>	Created On		<u>CreatedBy</u>		
<u>1.0</u>	05/11/17 10:15 PM	1	BALAJI KURNI		
<u>1.1</u>	05/11/17 10:38 PM	1	SRINIVASA RAO	YENIKAPATI	~

After Converting the Green note file the left side of the window displayed in Green color and the Green note file auto saved.



13) How to keep the flags in the Green note?

The flags are used to go directly and refer the page. In the Same way we can keep the flags in the E-Office in Green note. Select the Text to which need the explanation in the right side folios.



Click on the reference icon on the top right of the Folios which is shown below and give the input as reference page no of the right side folios. We can see the hyperlink on the selected text and this can be seen by the received Officer/Supervisor/Staff.

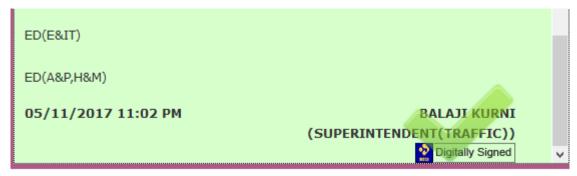
Quick View	Refer Correspondence	• File neads remplate <u>NIC- 10 Column Template:</u> The details of all the employees w
Reference	Ok Cancel D,	filled in this template. This 10Colu Name,Designation,Department,St Retirement, <u>emailloginID</u> (which is Application),Date of Birth, <u>Aadhar</u>

14) How to Sign Digitally in the Note File?

By sending the Green note and send dialog box will be opened which contains the "DSC Sign & Send" option and which is shown below.

	File Nur	nber				
	🗄 🗀 APS	RTC-21021/23/2017-IT-APSRTC				
Note : Bulk signing maximum allowed characters- 1000000						
To		SRINIVASA RAO YENIKAPATIDYCME1IT(YSR)IT SECTION Notify Through : Email SMS				
Set Due Dat	e					
Action		Forward				
Priority		Choose one V				
Remarks		Total 1000 1000 characters left.				
		Send DSC Sign and Send				

Click on the DSC Sign and Send button which will load the java and ask to run the java which was already seen while DSC Registration. Enter the Login Pin of the DSC Token and click on the "Login" button. The Green not will be sent. The Digital Signature will be seen in the "Sent" tab by clicking on the sent file. The Digital Sign is shown below.

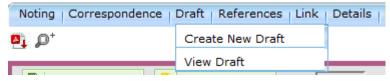


The file is forwarded to the next higher/respective Officer. Now Officer can give their notings by click on "Add Green Note". Then send to the next higher/respective officer by clicking on "send".

Noting Correspondence Draft References Link Details Movements Edit Reply Send
a₁ p⁺
Add Green Note Add Yellow Note A 1-1 of 1 Note(s) > >>
Hence ED (E&IT) is requested to recommend the following for the approval of Vice Chairman and Managing Director please.
 To implement the "E-Office" in the Corporate Office as a pilot project in
the first phase.

15) How to create the Proceeding Letter (Final Order)?

After getting the sanction of the note file, a proceeding letter (Final order) will be communicated to all. The Final Order will be created as click on the "Draft" Button and Click on the "Create New Draft" Option.



It will open the Draft creation window.

Noting Correspondence Draft References Link Details Movements Edit Reply	Send Attachme	ent More				Quick View
	e i					
New Draft Choose from Template(s) or Upload	^{ile} Dra	ft Details	5			
B I ∐ ABC ≡ ≡ ≡ ≡ I · Styles · Paragraph · Font Family ·	Draft	Type*	New/Fresh	✓ Classified	Choose one	; v
Font Size 🔹 🗄 = 🏣 = 🚎 🚝 🕊 🦘 🍋 👓 👾 🖉 🕹 🛷 🔞 🖼	Draft	Vature	Choose One	✓ Prefix	Choose One	e 🗸
🔏 🗈 🛍 🛍 AA 🕼 — 📿 🏣 ×, 💉 Ω 🙂 💝 • 🗮 📼 >1 10	Langi	lage*	English	\sim		
📝 🗸 🛓 = 🕎 = 🚉 🗐 English (F12) =			E-Office Implementation	in APSRTC		
	Subje	ct *				
			Total 1000 967 ch	aracters left.		
	Col	nmunica	tion Details			
	Minist	ry	Choose one			\sim
	Depa	rtment	Choose one			\sim
	Name	*		Design	nation*	
	Organ	nization				

Here we can upload the MS word file or we can type the Proceeding letter or we can use the "paste from word" option, which is already used in the note file. After Uploading or typing or pasting the letter, need to fill the Draft details and communication Details as shown in the above right side window. Fill only the Mandatory fields. Save the Draft. We can know the note file which contains a Final order or Proceeding letter by seeing the file no with the green symbol as shown below.



16) How to Sign on the Proceeding Letter (Final Order)?

After sending the note file with the final order or proceeding letter we can see the Final order by clicking on the "Draft" button and click on the "View Drafts" option which will open the View Draft Dialog Box as shown below.

Draft List							
		Ch	hoose One 🗸				
	Draft No.	Subject		Status	Approved By		
	DFA/274769	E-Office Implementation in APSRTC		DFA			
		Draft Version List					
DFA/2	74769	Draft Version List					
	74769 <u>Version</u>	Draft Version List	Created By		Status		

We can see the final order or proceeding letter by clicking on the "Draft No" which is given by the E-Office Application Automatically. We can see the version of the Final Order, if the received Officer/Supervisor/Staff edits, the version of the Final order will be changed to 1.1 same as in the Yellow Note File. We can use the Short cut annotations in the Final Order, by copying the" #ApprovedDate#" etc in the Final Order.

Note :

- Use #ApprovedBy# For Approver Info.
- Use #ApprovedByName# For Approver +s Name
- Use #ApprovedByDesignation# For Approver�s Designation.
- Use #ApprovedBy SectionName# For Approver Section Name.
- Use #ApprovedDate# For Date of Approval.

APSRTC::RTC HOUSE. SUB: E-Office – Implementation of e-office, a paperless office business transactiv APSRTC::No: Notes file no. Dycema[SM-IT]/soffice[1]/2017, dated 27.03.20 2] Lr. No. AMP/GEN[10]/2017-PO-II, dated 16.03.2017. Through the reference cited VC&INU had accorded approval for implementation of e-office in the Corporate Office as a pilot project in the first phase and at other zon phased manner. SI.no. Department Name of the Nodal Officer Designation 1 PD Sri.IAVA SANKAR PO[COMP] 2 SPD Sri S.T.P.RAGHAVA KUMAR COS-CII 3 BOT Sri. ch. SIVARAMA RAUU EE[COMM] 4 CED Sri. N.S.C. BOSE AD[V&S] 5 V&S Sri. M.S.C. BOSE AD[V&S] 6 MEDICAL Dr. APPA RAO SMO/VIA 7 LEGAL Srt. SUDMALAVANI SLO 8 OPD Sri. SUDHAKAR DYCTM[O] 9 IED Sri. VUAYA RATINAM DYCME[ED]
APSRTO – Nominating Nodal Officers – Reg. REF: 1) This Office Note file no. Dycme1(SM-rT)/eoffice(1)/2017, dated 27.03.20 2) Lr. No. AMP/GEN(10)/2017-Po-II, dated 16.03.2017. Through the reference cited VC&MD had accorded approval for implementation of e-office in the Corporate Office as a pilot project in the first phase and at other zon phased manner. SI.no. Department Name of the Nodal Officer Designation 1 PD Sri. JAVA SANKAR PO(COMP) 2 SPD Sri S.T.P.RAGHAVA KUMAR COS-CII 3 BOT Sri. C. SIVARAMA RAU EE(COMM) 4 CED Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. M.S.C. BOSE AD(V&S) 6 MEDICAL Dr. APPA RAO SMO/VIA 7 LEGAL Srit. SUDHAKAR DYCTM(O) 9 IED Sri. SIJUHAKAR
APSRTC - Nominating Nodal Officers - Reg. REF: 1) This Office Note file no. Dycme1(SM-IT)/eoffice(1)/2017, dated 27.03.20 2) Lr. No. AMP/GEN(10)/2017-Po-II, dated 16.03.2017. Through the reference cited VC&MD had accorded approval for implementation of e-office in the corporate Office as a pilot project in the first phase and at other zon phased manner. SI.no. Department Name of the Nodal Officer Designation 1 PD Sri. JAYA SANKAR PO(COMP) 2 SPD Sri S.T.P.RAGHAVA KUMAR COS-CII 3 BOT Srl. C. SIVARAMA RAU EE(COMM) 4 CED Sri. KNISTA CHARI EE(P&D) 5 V&S Sri. M.S.C. BOSE AD(V&S) 6 MEDICAL Dr. APPA RAO SMO/VIA 7 LEGAL Srit. SUDHAKAVANI SLO 8 OPD Sri. SUDHAKAVANI DVCVM(IC) 9 IED Sri. VIAYA RATHNAM DVCVM(IED)
2) Lr. No. AMP/GEN(10)/2017-PO-II, dated 16.03.2017. Through the reference cited VC&MD had accorded approval for implementation of e-office in the Corporate Office as a pilot project in the first phase and at other zon phased manner. Si.no. Department Name of the Nodal Officer Designation 1 PD Sri. JAYA SANKAR PO(COMP) 2 SPD Sri. S.T.P.RAGHAVA KUMAR COS-CII 3 BOT Sri. Ch. SIVARAMA RAJU EE(COMM) 4 CED Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. M.S.C. BOSE AD(V&S) 6 MEDICAL Dr. APR ARAO SMO/VIA 7 LEGAL Smt. PADMAJAVANI SLO 8 OPD Sri. SUDHAKAR DYCME(ICD) 9 IED Sri. VIAYA RATHNAM DYCME(IED)
Image: Construction of the construction of the corporate Office as a pilot project in the first phase and at other zon phased manner. Sl.no. Department Name of the Nodal Officer Designation 1 PD Sri. JAYA SANKAR PO(COMP) 2 SPD Sri S.T.P.RAGHAVA KUMAR COS-CII 3 BOT Sri. C. SIVARAMA RAU EE(COMM) 4 CED Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. M.S.C. BOSE AD(V&S) 6 MEDICAL Dr. APA RAO SMO/VIA 7 LEGAL Sri. SUDHAKAR DYCTM(O) 8 OPD Sri. SI. UHAKARAT DYCTM(O) 9 IED Sri. VIAYA RATHINAM DYCME(IED)
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3 BOT Sri. Ch. SIVARAMA RAJU EE(COMM) 4 CED Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. KRISTA CHARI EE(P&D) 6 MEDICAL Dr. APA RAO SMO/VIA 7 LEGAL Smt. PADMAJAVANI SLO 8 OPD Sri. SUDHAKAR DYCTM(O) 9 IED Sri. VUAYA RATHNAM DYCME(IED)
4 CED Sri. KRISTA CHARI EE(P&D) 5 V&S Sri. M.S.C. BOSE AD(V&S) 6 MEDICAL Dr. APPA RAO SMO/VIA 7 LEGAL Smt. PADMAJAVANI SLO 8 OPD Sri. SUDHAKAR DYCTM(O) 9 IED Sri. VUAYA RATHNAM DYCME(IED)
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6 MEDICAL Dr. APPA RAO SMO/VIA 7 LEGAL Smt. PADMAJAVANI SLO 8 OPD Sri. SUDHAKAR DYCTM(O) 9 IED Sri. VUAYA RATHNAM DYCME(ED)
7 LEGAL Smt. PADMAJAVANI SLO 8 OPD Sri. SUDHAKAR DYCTM(O) 9 IED Sri. VUAYA RATHNAM DYCME(IED)
9 IED Sri. VIJAYA RATHNAM DYCME(IED)
10 MED Sri. NAGESWARA RAO DYCME(O)
11 MED Sri. M.SRINIVASA RAO DYCME(C&B)
12 COMM-1 Sri. T.V.RAMAM DYCTM(COMM-1)
13 COMM-II Smt. VIJAYALAKSHMI DYCTM(COMM-II)
14 BUDGET & FINANCE Sri. LAKSHMI NARAYANA DYCAO(B&F)
15 ACCOUNTS Smt. DEEPIKA DYCAO(MA)
16 IT Sri. Y.SRINIVASA RAO DYCME-1(SM-IT)
15 ACCOUNTS Smt. DEEPIKA DYCAO(MA)

Click on the "Approve" Button to approve the Final order. After gets approved the Short cut annotations will be changed and displays the approver details. The Draft status will be changed to Approved.



After getting the approval, the DSC Sign will be done. DSC Sign and Custom Sign are the two options which are used to sign on the Final Order. If we use the DSC Sign option by default the Sign will be displayed at the left bottom of the Final Order. If we use the Custom Sign option we can select the area where the signature is required.

Note :							
Use #ApprovedBy# For Approver Info.							
Use #ApprovedByName# For Approver �s Name							
Use #ApprovedByDesignation# For Approver �s Designation.							
Use #ApprovedBy SectionName# For Approver Section Name.							
Use #ApprovedDate# For Date of Approval.							
Dispatch By Self Dispatch By CRU DSC Sign Edit Custom Sign							

L

On Clicking on the Custom Sign button, a custom Sign dialog box will be opened for the Signing purpose.

Custor	m Sign				3
	Lr.No.	.Dy.cme1(SM-IT)/eoff	ice(2)/2017	Dated: #ApprovedDate#	
	То				
		Head of the Departm C::RTC HOUSE.	ents,		
		APSRTC – Nor REF: 1) This Office I	lementation of e-office, a paperless of minating Nodal Officers – Reg, Note file no. Dycme1(SM-IT)/eoffice(1) /GEN(10)/2017-PO-II, dated 16.03.201 * * * * * *)/2017, dated 27.03.2017.	
		Through the reference	ce cited VC&MD had accorded approv	al for implementation of	- H
	e-offic	-	fice as a pilot project in the first pl		
		d manner.			
					— II
	Sl.no.	Department	Name of the Nodal Officer	Designation	
1	1	PD	Sri. JAYA SANKAR	PO(COMP)	
	2	SPD	Sri S.T.P.RAGHAVA KUMAR	COS-01	
	3	BOT	Sri. Ch. SIVARAMA RAJU	EE(COMM)	
	4	CED	Sri. KRISTA CHARI	EE(P&D)	
	5	V&S	Sri. M.S.C. BOSE	AD(V&S)	
	6	MEDICAL	Dr. APPA RAO	SM0/VJA	
1	7	LEGAL	Smt. PADMAJAVANI	SLO	

Drag the area where Custom sign need to be displayed.

15	ACCOUNTS	Smt. DEEPIKA		DYCAO(MA)	1
16	IT	Sri. Y.SRINIVASA RAO		DYCME-1(SM-IT)]
			#2	#ApprovedByName ApprovedByDesignation	

Click on the "DSC Sign" button which will be available on the Top of the Custom Sign window.



E-Office Manual

Java will be loaded and ask for the java to run and use the DSC Token pin to DSC Sign. Now observe the Status of the Draft, which shows the Signed.

Draft No. : DFA/274769 - V 1.0 Draft Status : Signed

After Final Order gets signed can be downloaded by clicking on the "Tools" button and click on the Download Option. Final order will be downloaded and open the Document with Adobe acrobat reader DC to view the DSC Sign on the Final Order as shown below. We can take the print out of the Final Order(If required).



17) How to Dispatch the Final Order or Proceeding letter?

After Final Order gets signed, open the View Drafts Option, it shows the "Dispatch by Self" or "Dispatch by CRU". Select the Dispatch by Self option.



It shows the Dispatch options dialog box. Select the Email details and give the Email address to whom the final order need to be sent. Select the "Send without followup" option. The Details of the final order will be stored in the "Dispatch" Menu "Sent" option. If we open the sent option the details of all dispatched Final Orders will be shown.

Dispatch Opt		
Email Details		
To*	kurni.balaji@gmail.com	
Cc		
	(Use comma(,) to separate recipients.)	
Bcc		
	(Use comma(,) to separate recipients.)	
Subject	E-Office Implementation in APSRTC	
	DFA/274769_299441.pdf	
Email Body		

Print Envelope Creat	e Rem	inder	View Reminders						
□ ▼ Dispatch <u>Number</u>	•	•	Address	▼ <u>Sent On</u>	▼ <u>Sent Through</u>	▼ <u>File Number</u>	• <u>Receipt Number</u>	▼ <u>Issued</u> ▼ <u>Status</u>	▼ <u>Dispatch</u> ▼ Mode
E <u>I/51606/2017</u>	Issue	2	CPM, RTC House Vijayawada	06/11/17 12:32 AM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/23 /2017-IT-APSRTC	842127/2017 /IT-APSRTC	Issued & Dispatched	Ű
E <u>I/47080/2017</u>	Issue	• 0	TA, Vijayawada	05/10/17 04:06 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/21 /2017-IT-APSRTC	791448/2017 /IT-APSRTC	Issued & Dispatched	Ű
E <u>I/44844/2017</u>	Issue	2	Balaji, RTC House VJA	■ 16/09/17 04:32 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/19 /2017-IT-APSRTC		Issued & Dispatched	Ű
E <u>I/40260/2017</u>	Issue	• 0	TA, Guntur	10/08/17 04:37 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/8 /2017-IT-APSRTC	717625(1)/2017 /IT-APSRTC	Issued & Dispatched	Ũ
E <u>I/40163/2017(1)</u>	Issue	• 0	balaji, Guntur	10/08/17 12:04 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/7 /2017-IT-APSRTC	716387/2017 /IT-APSRTC	Issued & Dispatched	Ũ
E <u>I/40163/2017</u>	Issue	• Ø	SRINU, Vijayawada	10/08/17 12:04 PM	SUPERINTENDENT(TRAFFIC) (Self)	APSRTC-21021/7 /2017-IT-APSRTC	716387/2017 /IT-APSRTC	Issued & Dispatched	Ũ

18) How to Download the Note File?

When Click on the file no in the Inbox, it will shows the 3 options on the right side top of the receipts/Folios page. Zoom option, Reference Option and Download Option(pdf file icon). When we click on the download option, it will show options, like Correspondance, Complete Files, notings and DFA. Select the option and Click on the Ok button to download the respective file into the our System.

₽⁺	000	01
	"	

Generate/Vie	w PDF		×
O Comple O Notings O Corresp O DFA	;		
	ок	Cancel	

19) How to Park and Unpark the File?

We can park the files which are present in our inbox. If action for a particular file is delayed, such file could be parked. Select the File by checking on the Check box in the Inbox files, Click on the "More" tab and select "Park File Option". It will ask for the Parking Due Date (Till What time the action is delayed), Parking remarks are to be filled up and Click on the Ok button.

Date Range :	13/09/2014 To 06/	11/2017		
Receive Re	eply Send View	Move To	More	
	Computer	- File Number	Park File	-
	<u>No</u>	▼ <u>File Numbe</u>	Park File History	51
\checkmark	E 299441	APSRTC-21 IT-APSRTC	Close File History	E-' AF
			Create Volume	

Parking Confirmation								
Do you want to park the following file(s)?								
Computer No	File No.	Subject						
299441	APSRTC-21021/23/2017- IT-APSRTC	E-Office Implementation in APSRTC						
Parking Du Parking Re		: OK						

The Parked files will be available under the "Parked" option in the "Files" Menu.

<u>U</u>	<u>npark</u>						
	Computer No	▼ ▼ <u>File Number</u>	▼ <u>Subject</u>	▼ <u>Parking Due Date</u>	• Parking Remarks	v	•
	299441	E APSRTC-21021/23/2017-IT-APSRTC	E-Office Implementation in APSRTC	07/11/2017	E-Office	Edit Due-Date	

Select the Check box on the file to "Unpark" and Click on the "Unpark" option and write the unpark remarks in the unpark confirmation box and will be sent to Files inbox.

<u>Un</u>	<u>park</u>	
	Computer No	-
\checkmark	299441	E

	will be sent to thes mook.
Unp	arking Confirmation
Remarks *	
	OK Cancel

20) How to close and reopen the File?

Go to File inbox and open the file by clicking on the File no. On the top of the window we can see the "More" tab. Click on the More tab and place the cursor on the "Close" option and Click on the "Close File". It will ask for the Closing remarks to enter and Click on the "Close" button. It will ask the confirmation to close then press "ok".

Attachment	More						Qui	ck View
ToC	Close File		Close				_	🎮
	Park File Park File History		Close File History	ic Zoom	÷		»	
1/51606/20	Merge Details		IRTC-21021/23/2017-IT-/	APSRTC			2/2	
		A	re you sure to close the file	e?				
			OK Cance	el				

The Closed files are available under the "Closed (By me)" Option in the File menu. Click on the Closed(By Me) Option, all the closed files will be displayed.

Search for Closed F	iles (By Me)				
Department	ANDHRA PRADESH STATE ROAD T \smallsetminus	Section IT SECTION-APSRTC	Classified	Select Classified	\sim
Computer No		File No			
Subject		Closing Date			
File Heads	Select Basic Head 🗸	Select Primary Head v Select Secondary H	ead 🗸	Select Tertiary Head	~
		Search			
Showing 1 to 15 of 19	9				<< < 1 <u>2 > >></u>
Computer No * * E	File Number	▼ <u>Subject</u>	▼ <u>Closed on</u>	Closing Remarks	• ••
299441 E	APSRTC-21021/23/2017-IT-APSRTC	E-Office Implementation in APSRTC	06/11/17 08:31 AM	Final Order Dispatched	<u>Re-open</u>
256496 E	APSRTC-21021/13/2017-IT-APSRTC	Implementation of "E-Office" , a paperless office	27/10/17 11:46 AM	Action Completed	Re-open

We can reopen the File by clicking on the "Reopen" hyperlink available to the every row of the file. If we click on the Reopen hyperlink, it will ask to enter the Reopen Remarks and press "ok". It will be moved from Closed Files to File Inbox.

			Remark				
		Remarks *					
OK Cancel OK Cancel Receipts • New My Files							
Receipts +	Receive Reply Send View N	Move To More		Hierarchi	ical View My Files	~	
Files -	Computer T	File Number 👻	Subject	▼ <u>Sent By</u>	▼ <u>Sent On</u> ▼ Du	^a ▼ <u>Read On</u> ▼	Remarks
Submitted Files for Closing Approval		APSRTC-21021/23/2017- IT-APSRTC	E-Office Implementation in APSRTC	SRINIVASA RAO YENIKAPATI,IT- APSRTC	05/11/17 11:12 PM -	05/11/17 11:12 PM	

21) How to view the Movements of the File?

Go to the File Inbox, open the file by clicking on the File no. On the top of the row will see the "Movements" button. Click on the Movements button, it will show the file movement history, file closing history and file dispatch history with date and time and remarks also. By viewing the movements we can know the exact location of the File.

			Detail	s Movements E	Edit		
Noting	Correspondence	Draft Refere	nces Link Details Movements Edit	Reply Send Attachment More			Quick Vi
File Num	iber:	AP	SRTC-21021/23/2017-IT-APSRTC	Subject :		E-Office Implementation in APSRTC	
Opening	Date :	05	/11/17 09:17 PM	Remarks :			
Aain Cat	legory :			Sub Category :			
Previous	Reference :			Later Reference :			
File N	lovement Hist	tory					🖲 <u>Print Histo</u>
ender			▼ <u>Sent on</u>			▼ <u>Action</u> ▼ <u>Remarks</u>	
INIVASA	A RAO YENIKAPAT	I,IT-APSRTC	05/11/17 11:12 PM	BALAJI KURNI, IT-APSRTC		Pulled Back:Wrong	gly sent
LAJI KU	RNI, IT-APSRTC		05/11/17 11:02 PM	SRINIVASA RAO YENIKAPATI, IT-	APSRTC	Forward -	
INIVASA	A RAO YENIKAPAT	I,IT-APSRTC	05/11/17 10:40 PM	BALAJI KURNI, IT-APSRTC		Forward -	
laji ku	RNI, IT-APSRTC		05/11/17 10:31 PM	SRINIVASA RAO YENIKAPATI, IT-	APSRTC	Forward -	
File C	lose History						
tion	Action By		▼ <u>Action On</u>	Action Remarks	▼ <u>Approved By</u>	Approved On Approve	d Remarks
ose	BALAJI KURNI	I SUPDT(BK)-IT	06/11/17 08:31 AM	Final Order Dispatched	-		
open	BALAJI KURNI	I SUPDT(BK)-IT	06/11/17 08:36 AM	To Issue Another Letter	-	-	
File D	ispatch Histo	ry					
spatch M	Number	▼	* <u>Subject</u>	▼ <u>Address</u>	1	▼ Dispatch Date	
51606/2	017	Issue	E-Office Implementation in APSRTC	null, RT	C House Vijayawada	06/11/17 12:3	2 AM

22) How to View the Reports?

Click on the "Reports" tab in the main menu. It will open the all options like File reports, Receipt reports etc. We can see the pendency of the Files at the Corporate Level, Depot Level and Person Level also. Click on the "File Summary Report" option.

E-Office Manual

IT Department

PLACE BOLUTION					-
electronic file sy	rstem			Search	Advanced Help
pts (+)	File	Receipt	Miscellaneous		Dispatch
	FileRegister	Classified Receipt Report	Age Wise Pendency Report		Dispatch(Section Wise)
+	FilesForward	Diary Register	Departmental Summary		Dispatch No Wise Dispatch Repo
te File 🛨	FilesReceived	Forwarded	Dispatch Register (Postal And Peon Book No. Details)	Report	Receipt No Wise Dispatch Repor
tch 😐	Parked Files	Received	PMO VIP Reference Reports		
÷	Closed Files	Receipt category	Receipt Pendency Report (MoPR)		
ts 🖃	File Summary Report	VIP Details	Received File(s) Pending Report		
		Closed Receipts	Received Receipt(s) Pending Report		
igs 🛨		Receipt Summary Report	Reminder (Diary for Active follow ups) Report		
cation 🛨		Vip Reference Report (Hierarchy Wise)	Reminder (Diary For Active Or Closed Follow Ups) Re	port	
		Vip Reference Report	Reminder (Diary for Closed follow ups) Report		
			Reminder (Follow Ups For After Reply Due Date) Repo	rt	
			Reminder(Follow Ups For Before Reply Due Date) Rep	ort	
			Reminders Due		
			Reminders Due - Active cases for which reminders iss	ued within date range	
			My Files Pending With Others		
			Revenue Report		
		Fil	e		
		Fi	leRegister		
			-		
		Fi	lesForward		
		Fi	lesReceived		
		Pa	arked Files		
		ci	losed Files		
		Fi	le Summary Report		
			a sammary report		

It will ask from date, to date and days of pendency to look for. Press the "Submit" button. It will open the file summary report at the State Government Department level. Go to the "Andhra Pradesh state Road transport Corporation" hyperlink. It will display the Department level in the APSRTC. Click on the department level, it will open the report at person level in the department.

Corpo	ration	Level
-------	--------	-------

										Ba	ack	PDF
From	Date: 01/11/2017		To Date :					17				
				Disposed			Pendency at the end of the Pe				eriod	
S.No	Department	Opening Balance	Received	Closed	Forwarded	Parked	7Days	15Days	30Days	60Days	>60Days	Total Pendency
31	ANDHRA PRADESH STATE FILM TELEVISION AND THEATRE DEVELOPMENT CO	<u>81</u>	<u>0</u>	<u>0</u>	Q	<u>0</u>	٥	<u>0</u>	<u>0</u>	Q	<u>81</u>	<u>81</u>
32	ANDHRA PRADESH STATE FINACIAL CORPORATION	<u>29</u>	<u>24</u>	<u>0</u>	<u>22</u>	<u>0</u>	<u>23</u>	2	<u>3</u>	<u>3</u>	<u>0</u>	<u>31</u>
33	ANDHRA PRADESH STATE HOUSING CORPORATION LIMITED	5	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1	<u>3</u>	5
34	ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION	<u>310</u>	<u>276</u>	<u>28</u>	221	<u>0</u>	<u>130</u>	<u>83</u>	<u>29</u>	<u>67</u>	<u>25</u>	<u>334</u>
35	ANDHRA PRADESH TECHNOLOGY SERVICES	<u>256</u>	<u>308</u>	<u>0</u>	<u>269</u>	<u>7</u>	<u>114</u>	<u>30</u>	<u>61</u>	<u>26</u>	<u>49</u>	<u>280</u>
36	ANDHRAPRADESH TOURISM AUTHORITY	<u>761</u>	<u>23</u>	<u>0</u>	<u>14</u>	<u>1</u>	<u>11</u>	<u>19</u>	<u>17</u>	<u>33</u>	<u>689</u>	<u>769</u>
37	ANDHRA PRADESH TOURISM CULTURE AND HERITAGE BOARD	<u>63</u>	<u>6</u>	<u>0</u>	<u>9</u>	<u>0</u>	<u>5</u>	<u>Z</u>	<u>11</u>	<u>12</u>	<u>25</u>	<u>60</u>
38	ANDHRA PRADESH TOWERS LIMITED	<u>25</u>	<u>19</u>	<u>0</u>	<u>18</u>	<u>0</u>	<u>12</u>	2	<u>0</u>	1	<u>11</u>	<u>26</u>
39	ANDHRA PRADESH TRANSMISSION CORPORATION	<u>1871</u>	<u>6</u>	<u>0</u>	3	<u>0</u>	Z	<u>0</u>	<u>0</u>	<u>2</u>	<u>1865</u>	<u>1874</u>
40	ANDHRA PRADESH TRIBAL WELFARE RESIDENTIAL EDUCATIONAL INSTITUTI	<u>416</u>	<u>46</u>	<u>0</u>	<u>43</u>	<u>0</u>	<u>31</u>	<u>27</u>	<u>41</u>	<u>131</u>	<u>189</u>	<u>419</u>
41	ANDHRA PRADESH URBAN FINANCE AND INFRASTRUCTURE DEVELOPMENT COR	<u>172</u>	<u>38</u>	<u>0</u>	<u>37</u>	<u>0</u>	<u>22</u>	<u>16</u>	<u>17</u>	<u>17</u>	<u>101</u>	<u>173</u>
42	ANDHRA PRADESH URBAN GREENING AND BEAUTIFICATION CORPORATION LI	<u>320</u>	<u>96</u>	<u>0</u>	<u>92</u>	<u>0</u>	<u>33</u>	<u>33</u>	<u>26</u>	<u>15</u>	<u>217</u>	<u>324</u>
43	ANDHRA PRADESH VAIDYA VIDHANA PARISHAD	2	<u>0</u>	<u>0</u>	<u>0</u>	Q	Q	<u>0</u>	Q	1	1	2
44	ANDHRA PRADESH VIGILANCE COMMISSION	<u>14</u>	1	<u>0</u>	2	<u>0</u>	<u>1</u>	1	<u>1</u>	<u>0</u>	<u>10</u>	<u>13</u>
45	ANDRA PRADESH TOURISM DEVELOPMENT CORPORATION	<u>658</u>	<u>113</u>	<u>0</u>	<u>108</u>	<u>0</u>	<u>47</u>	<u>66</u>	<u>148</u>	<u>70</u>	<u>332</u>	<u>663</u>

Department Level

	Section			Dis	posed		Pe	ndency a	t the end of the Period			
S.No			Received	Closed	Forwarded	Parked	7Days	15Days	30Days	60Days	>60Days	Total Pendency
1	ACCOUNTS SECTION-APSRTC	2	<u>1</u>	<u>0</u>	Q	<u>0</u>	1	<u>0</u>	1	1	<u>0</u>	<u>3</u>
2	CIVIL ENGINEERING SECTION-APSTRC	<u>26</u>	<u>34</u>	<u>12</u>	<u>25</u>	Q	<u>9</u>	4	<u>0</u>	2	2	<u>21</u>
3	COMMERCIAL SECTION-APSRTC	<u>13</u>	<u>3</u>	<u>0</u>	3	<u>0</u>	<u>0</u>	<u>4</u>	1	2	<u>0</u>	<u>13</u>
4	FINANCE SECTION-APSRTC	<u>8</u>	<u>21</u>	<u>0</u>	<u>11</u>	<u>0</u>	<u>14</u>	1	2	1	<u>0</u>	<u>18</u>
5	INDUSTRIAL ENGINEERING-APSRTC	<u>12</u>	<u>19</u>	<u>11</u>	<u>16</u>	<u>0</u>	1	<u>0</u>	Q	<u>0</u>	<u>3</u>	<u>4</u>
6	IT SECTION-APSRTC	<u>45</u>	<u>50</u>	<u>4</u>	<u>39</u>	<u>0</u>	<u>19</u>	<u>5</u>	2	<u>18</u>	<u>4</u>	<u>51</u>
7	MECHANICAL SECTION-APSRTC	<u>11</u>	2	<u>0</u>	<u>0</u>	<u>0</u>	2	2	1	<u>6</u>	1	<u>13</u>
8	O/o ASSISTANT TRAFIC MANAGER2-IT-APSRTC	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1
9	0/o CHIEF ACCOUNTS OFFICER-APSRTC	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1
10	O/o CHIEF CIVIL ENGINEER-APSRTC	1	Q	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1
11	O/o CHIEF ENGINEER -INDUSTRIAL ENGINEERING-APSRTC	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1
12	O/o CHIEF MECHANICAL ENGINEER-OPERATIONS-APSRTC	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>
13	O/o DEPUTY CHIEF MECHANICAL ENGINEER -CHASIS & BODY-APSRTC	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	<u>0</u>	1

Persons Level

From	Date :	01/11/2017					To Dat	e:	06/11/20	17			
Depar	tment :	ANDHRA PRADESH STATE ROAD	TRANSPORT CORPORAT	TION			Section : IT SECTION-APSRTC						
					Disposed		Parked	Pe	ndency a	t the end	of the P	eriod	
S.No	User	User		Received	Closed	Forwarded		7Days	15Days	30Days	60Days	>60Days	Total Pendency
1	ARUNA KUMAR	I MALLELA	2	<u>3</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1
2	BALAJI KURNI		<u>0</u>	<u>Z</u>	<u>0</u>	<u>4</u>	<u>0</u>	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1
3	BALAJI KURNI		<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	1
4	GOVINDA RAJ	Ј МОКА	1	1	<u>0</u>	1	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1
5	GOVINDA RAJ	Ј МОКА	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	1
6	MAHENDRUDU	GEDALA	3	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>1</u>	<u>0</u>	<u>0</u>	3
7	RAJASEKHAR I	N	<u>0</u>	<u>21</u>	<u>0</u>	<u>11</u>	<u>0</u>	<u>10</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>10</u>
8	RAVI SHANKER	R SK	<u>5</u>	<u>6</u>	<u>0</u>	<u>10</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1
9	SRINIVASA RA	O EDARA	<u>5</u>	<u>6</u>	<u>0</u>	<u>Z</u>	<u>0</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>4</u>
10	SRINIVASA RA	O YENIKAPATI	<u>o</u>	<u>3</u>	<u>0</u>	2	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1
11	SRINIVASULU	REDDY TALAMATI	<u>6</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>6</u>	<u>0</u>	<u>6</u>
12	SRINIVASULU	REDDY THOTA	2	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	2	<u>0</u>	2
13	SRINU NAIK L	AKAVATHU	<u>6</u>	<u>0</u>	<u>0</u>	<u>o</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	1
14	SUDHAKAR KU	IRMAYYAGARI	1	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	1
15	SYED ZAMEER	AHMED	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	1