

DIRECTORATE GENERAL OF PERFORMANCE MANAGEMENT

CBIC e-Office

Recommendation for assigning roles to users for File Management System

With regard to the implementation of e-Office in Central Board of Indirect Taxes and Customs (CBIC), the nominated EMD Managers are advised to assign following roles to the users at various levels with respect to File Management System (eFile) application –

Note –

- 'Role_Administrator' and 'Role_Admin' and any other role not mentioned below shall not be assigned to any of the users without specific approval of the Super Admin in DGPM.
- No user should be assigned 'ROLE_Officer', 'Role_CRU' together, unless the user has two posts, for example, one/primary as personal assistant (Role_Officer) and additional as Diarist/Dispatcher (Role_CRU) i.e. a user can have both roles only for two different posts (primary and additional) respectively.

1. **Officials/Heads at various levels of functionaries:** All Gr. A officers and Gr. B Gazetted officers -
 - a) **ROLE_Officer**
 - b) **ROLE_APPROVER**
 - c) **ROLE_DRAFT_APPROVER**
2. **Dealing Hands:** The staff in 'sections', 'branches', 'groups', such as, Inspectors, Tax Assistants etc. and equivalent, who puts up a draft and green notes on her/his own behalf and work under the guidance / supervision of Gr. B Gazetted officers -
 - a) **ROLE_Officer**
 - b) **ROLE_CLOSING**
3. **Personal Staff of the senior officers:** Staff that assist an officer in routine work, i.e. preparing schedules, dictation, handling work etc. such as Staff Officer, Senior Principal Private Secretary/ Private Secretary/Personal Assistant/ Stenographer, OSDs, PRO etc.
 - a) **ROLE_Officer**

*Note: The '*Personal Staff*' may also be given '*ASSISTANT*' level of '*Delegation*' of their reporting officer with the necessary consent of the officer concerned, in case the officer(s) requires assistance from the personal staff for preparing Drafts (DFAs), notings etc on his/her eFiles. This feature gives access to officers account without having to share credentials (which is not recommended) and restricts the delegated employee to move any

files from officers account (hence for assistance only). To facilitate this provision, the field formation's nominated EMD Managers may be contacted.

4. **Nominated EMD Manager / Local Administrator:** In addition to other roles assigned to the nominated EMD manager as mentioned in the document with respect to his/her nature of duty, EMD Manager must have below mentioned role additionally, to perform eFiles and eReceipts handover related activities in case scenarios of Transfer/Promotion/Superannuation of employees of his/her own field formation -
 - a) **ROLE_TRANSFER_WITHIN_DEPARTMENT**

5. **Diarists & Dispatchers in Central Registry Unit/ Diary & Dispatch section/ Receipt & Issue section:**

A unit within the field formation charged with the responsibility of, inter-alia, receiving, registering DAK/letter and distributing the receipts. Also responsible for dispatching issued letters. If not created, all EMD Managers may create such a unit as a section. Employee(s) working as diarist and/or dispatcher in addition to his/her primary post, must be given an additional charge in this section and following role is to be assigned to the additional post of the individual -

- a) **ROLE_CRU**

6. **Other privileges :** The additional roles mentioned below must be assigned as per requirement basis -

- a) **ROLE_DOWNLOADER** - Enables the user to download the 'eFiles' in the 'PDF' document format. This role must be assigned to heads of organizations and a user below the head of the organization provided that user is at least a Gr A officer.
 - b) **ROLE_HIERARCHY_CLOSED_VIEWER** - Enables the user to view closed 'Files/Receipts' of all the users coming under the hierarchy of his/her own office.
 - c) **ROLE_ESIGNER** - This role allows user to 'eSign' Receipts, Approved Draft letters and eFiles.
 - d) **ROLE_FILE_SIGN_MANDATORY** - This role mandates the user to digitally sign an electronic file to send it to any other user.
 - e) **Role_Instance_Sender** - Enables the user to send file(s) to the employee(s) of external / other organization(s) or ministries on two different eOffice instances.
 - f) **Role_Instance_Receiver** - Enables the user to receive file(s) from the employee(s) of external / other organization(s) or ministries on two different eOffice instances.

Roles Description

Note:

The following is the description of the standard roles provided to access 'File Management System' -

1. **ROLE_Officier** -

Upon assigning 'ROLE_Officier', user can perform actions such as,

- a) Creation of files and diarization of inward letters / dak.
- b) Forwarding and receiving files and receipts.
- c) Adding notes to the green note sheet in the file.
- d) Preparation and editing of 'Draft communications / DFAs' put up in file for further dispatch.
- e) Preparing Yellow Note, meant for draft note or dictations.
- f) Adding annexure, flags for references and linking files, and etc.

Note:

- All users (Officers / Dealing Hands) working on files must have this role.
- Users assigned with '**ROLE_Officer**' **should not be assigned** with '**ROLE_CRU**' **to a user for the same post.**

2. **ROLE_CRU –**

- a) This role is for the diarists and the dispatchers of the organization who neither work/assist on files nor write notes on green note sheets.
- b) It enables the user to function as a 'Central Registry Unit' who receives the inward letters on the behalf of the organization, and then diarizes them to further distribute to the concerned officials.
- c) The concerned officials of the organization can further dispatch official communications via users assigned with '**ROLE_CRU**'.

Note:

- Users assigned with the responsibilities of diary and dispatch only must be assigned this role.
- Users assigned with '**ROLE_CRU**' **should not be assigned** with '**ROLE_Officer**'.
- **If one person is to be given role officer and role CRU, then he/she can be given additional charge in CRU section.** (refer example on Note section point 2 on page 1)

3. **ROLE_DRAFT_APPROVER –**

- a) Enables the user to approve the 'Draft for Approvals' (DFAs) submitted with 'eFile(s) / eReceipt(s)'. This approved letter can then be signed by the signing authority for further dispatch to the intended recipients.
- b) This role should be assigned in addition to the '**Role_Officer**' only but limited to the set of users who have the authority to approve 'DFAs' put up in the file/receipt for necessary approval.

Note:

- This role is generally assigned to the head of Offices/Sections.
- This role is not meant for the dealing hands, diarists, dispatchers and personal assistants since they do not have the authority on approving DFAs.

4. **ROLE_CLOSING –**

- a) Enables the user to initiate closing/re-opening request on 'file(s)' of one's own dealing section/office.
- b) The request is forwarded to the user(s) who has '**ROLE_APPROVER**' of the respective dealing section/office only.
- c) Only after the approval is given on the request submitted, the user who has initiated the

closing request may then close/re-open the file.

Note:

- This role is assigned to dealing hands/staff that work on files and seek approval on its closing/re-opening from head of their own section/office.
- This role is generally assigned to users in addition to '**ROLE_Officer**'.
- The role based approval process is for closing/re-opening of eFiles only. Receipts can be closed by one without requiring any approval.
- User can not initiate a request for closing a file that is not dealt with his/her section/office.

5. ROLE_APPROVER –

Enables the user to Approve/Reject, the Closing/Re-opening requests, on files forwarded by other users of the same section/office having '**ROLE_CLOSING**'.

Note:

- This role is generally assigned to head of offices / sections.
- The user receives closing/re-opening requests for the files of one's own dealing section/office only.
- Users with this role can close/re-open files dealt in his/her own Office/Section without requiring any further approval.
- This role is generally assigned to users in addition to '**ROLE_Officer**'.

6. ROLE_DOWNLOADER –

Enables the user to download the 'eFiles' in the '**PDF**' document format.

Note:

- This role must be assigned to heads of organizations and a user below the head of the organization provided that user is at least a Gr A officer.

7. ROLE_ESIGNER

This role allows user to '**eSign**' Receipts, Approved Draft letters and eFiles.

Note:

- The '**eSign**' facility is available only if the eSign service is availed by the user organization from eSign Service Provider and user is assigned '**ROLE_ESIGNER**'.

8. ROLE_FILE_SIGN_MANDATORY –

This role mandates the user to digitally sign an electronic file to send it to any other user.

Note:

- The '**Send**' option is not available while sending an eFile which would allow the user to forward an eFile without digital signature.
- The '**DSC Sign and Send**' option is available only if the user's DSC is registered with 'File Management System'.
- The '**eSign and Send**' option is available only if the eSign service is availed by the user organization from eSign Service Provider and the user is assigned with '**ROLE_ESIGNER**'.

9. ROLE_HIERARCHY_CLOSED_VIEWER –

- a) Enables the user to view closed 'Files/Receipts' of all the users coming under the hierarchy of his/her own office.
- b) User can view these files/receipts in '**By Others (Hierarchy)**' under '**CLOSED**' folder of the respective module (file/receipt).

10. ROLE_TRANSFER_WITHIN_DEPARTMENT –

This enables the user to transfer 'files/receipts' from one individual to the other within her/his own field formation only. This is useful in handing over of files and receipts in the scenarios of 'Transfer' / 'Promotion' / 'Superannuation' of employees.

Note:

- 'Transfer' option is available under '**Settings**' module.
- This role must be assigned to a user to administrate the files and receipts handover activities limited to user's own field formation only.

11. Role_Instance_Sender –

Enables the user to send file(s) to the employee(s) of external / other organization(s) or ministries.

Note:

- Users will be able to send files to the users of other department who are assigned with '*Role_Instance_Receiver*'.
- Technical pre-requisites at server level are to be met for enabling movement of files between two organizations on two different eOffice instances.

12. Role_Instance_Receiver –

Enables the user to receive file(s) from the employee(s) of external / other organization(s) or ministries.

Note:

- Users will be able to receive files from the users of external organization(s) who are assigned with '*Role_Instance_Sender*'.
- Technical pre-requisites at server level are to be met for enabling movement of files between two organizations on two different eOffice instances.

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Implementation of e-Office in CBIC
On behalf of DGPM