

**GOVERNMENT OF NCT OF DELHI**  
**DEPARTMENT OF FOOD SAFETY**  
8<sup>th</sup> Floor, Mayur Bhawan,  
Connaught Place, New Delhi - 110001

No. F 12(89)/FS/EDP/E-Office/2015

Dated: 13/6/2025

**OFFICE ORDER**

**Subject:** *Comprehensive Implementation of e-Office System in the Department of Food Safety.*

In pursuance of this Department's order of even number dated 27.11.2015 (*copy enclosed*), which issued directions for the implementation of eOffice in adherence to the decision of the Council of Ministers, GNCTD, dated 25.08.2015, approving the roll-out of the e-Office system across all departments of GNCTD, it is hereby stated that the worthy Chief Secretary held a meeting on 03.06.2025 and directed that the e-Office platform shall be operationalized in its full functionality across all Departments with effect from 01.07.2025 (*the minutes of said meeting is enclosed*). Accordingly, it is explicitly reiterated that no physical files shall be entertained for processing or movement post the said date.

2. In order to facilitate seamless transition, ensure administrative continuity, and enforce uniform compliance with the digital governance framework, the following directions are issued for strict compliance by all Officers and staff members:

**I. Email and e-Office Credential Compliance of users.**

- i. All officers/officials shall mandatorily ensure possession of a functional and active delhi.gov.in or gov.in or nic.in email ID, as the same shall serve as their authenticated login credential for accessing the e-Office portal.
- ii. All officers/officials shall also mandatorily ensure possession and functionality of their mobile number that is linked with their Aadhaar Card, as the OTP for their eSign shall be received on the same mobile number in the e-Office portal.
- iii. In the event of a transfer or posting or joining of any officer/official to this Department from another GNCTD entity, the following protocol shall be followed without exception:
  - a) Upon initiation of the above, the Admin branch shall intimate the EMD manager of EDP/IT Branch of this Department for the mapping and activation of the respective Officer/Official e-Office credentials.
  - b) The official shall independently liaise with the previous Department to initiate the transfer of their e-Office user account to the Department of Food Safety.
- iv. Only upon successful execution of the aforementioned steps shall access to e-File/e-DAK functionalities be granted.

**II. Diary and Dispatch Management**

- i. All inward communications received in the Receipt & Issue (R&I) Section shall be scanned and diarised into the e-Office system, and thereafter forwarded digitally to the concerned officer/branch.

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- ii. Pursuant to the scanning of the received documents the R&I branch shall ensure the safe custody of all original documents in a dedicated storage space.
  - iii. Emails received in individual sections or branches shall be diarised in e-Office and routed via the digital workflow mechanism by the concerned branch itself.

### III. Electronic Processing of Bills

- i. All utility and miscellaneous bills (such as LTC claims, TA claims, electricity, telephone, newspaper bills, AMC bills, procurement bills etc.) shall be scanned and initiated by the Receipt & Issue (R&I) Branch in the e-Office system with the exception of the medical bills and FBO bills which are to be processed as per existing system.
- ii. Thereafter, the e-Receipts, physical documents along-with original bills, shall be forwarded to the concerned branch for necessary action at their end. All concerned branches shall process all bills via e-Office in accordance with the extant provisions.
- iii. Upon obtaining the required digital approvals, the original bills along-with the hard copy of the duly signed sanction order shall be forwarded to the Accounts branch for onward submission of the same to the Pay and Accounts Office (PAO) for disbursement.

### IV. Digitisation of Legacy and Active Files

- i. All active files currently under process shall be identified and taken up for priority scanning and digitisation. A circular No. F 12(89)/FS/EDP/E-Office/2015/808 dated 30.05.2025 (*copy enclosed*) has already been issued in this regard.
- ii. The consolidated reply from all branches entailing total no. of estimated pages has been forwarded to the Caretaking branch vide letter No. F 12(89)/FS/EDP/E-Office/2015/967-969 dated 12.06.2025 asking them to engage the dedicated vendor(s) assigned for the purpose of scanning of files, in adherence to the Circular A-13/2015/Dir (DeGS)-SECY (IT)-PART1 File/CD No-042701434/4292-4351 dated 06.06.2025 (*copy enclosed*) and further ensure that the scanning process of all files is completed by 01.07.2025.
- iii. However, the responsibility for complete digitisation of all files, proper indexing shall rest with the respective dealing-hand.
- iv. Post digitisation, physical files shall be catalogued, indexed, and archived in a secure storage space.
- v. All files must be scanned and migrated to e-Office by the specified deadline i.e., 01.07.2025. Branch In-charges shall ensure the same within their respective units and shall furnish a certificate in this regard along-with the no. pages digitised to caretaking Branch.

### V. Monitoring, Review, and Capacity Building

- i. The training of the Officers/Officials of the department has already been completed by the IT branch in 3 sessions. An online training was also facilitated by the IT Department, GNCTD.

- ii. Moreover, the hands-on training programme for officers/officials of the department is lined-up on 24<sup>th</sup>-25<sup>th</sup> June, 2025 at the UTCS training institute in compliance of Information Technology Department's circular No. A-13/2015 Dir(DeGS)-SECY(IT)-Part 1 File/2869-2928 dated 06.05.2025 (*copy enclosed*).
- iii. Any further troubleshooting support, if required, shall be facilitated by the EDP/IT Branch upon requisition.

**VI. Procurement of Specific Technical Infrastructure**

- i. The procurement process for requisite IT infrastructure and peripheral equipment, necessary for optimal functioning of the eOffice ecosystem, is currently underway through the caretaking branch in compliance with the applicable procurement guidelines.
- ii. The caretaking branch is directed to ensure that the requisite procurement process is completed by the specified deadline i.e., 01.07.2025.

**All officers and staff are directed to comply with the above instructions in letter and spirit to ensure successful implementation of the e-Office Mission Mode Project in this Department.**

**Enclosures:**

- I. Department's order No. F 12(89)/FS/EDP/E-Office/2015 9059-60 dated 27.11.2015.
- II. Minutes of the meeting chaired by the Chief Secretary on 03.06.2025.
- III. Department's circular No. F 12(89)/FS/EDP/E-Office/2015/808 dated 30.05.2025.
- IV. Information Technology Department's circular A-13/2015/Dir (DeGS)-SECY (IT)-PART I File/CD No-042701434/4292-4351 dated 06.06.2025.
- V. Information Technology Department's circular No. A-13/2015 Dir(DeGS)-SECY(IT)-Part 1 File/2869-2928 dated 06.05.2025.

  
(Vinod P. Kavale)

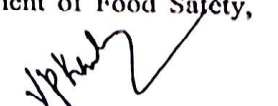
Commissioner, Food Safety (Link Officer)

To,

All branches In-Charges of the Department of Food Safety, GNCTD.

**Copy to:**

- I. Special Secretary (IT), IT Department, GNCTD, 9<sup>th</sup> Level, B-Wing, Delhi Secretariat, New Delhi - 110002.
- II. PS to Commissioner, Department of Food Safety, GNCTD.
- III. Head of the Office (HOO)/Dy. Commissioner, Department of Food Safety, GNCTD.

  
(Vinod P. Kavale)

Commissioner, Food Safety (Link Officer)