

**CHENNAI METROPOLITAN WATER SUPPLY AND SEWERAGE BOARD**  
**Personnel and Administration (R&A) Department**  
**No.1, Pumping Station Road, Chintadripet, Chennai-600 002.**

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**Cir.No.CMWSSB/P&A/RA5/37014/2024**

**Dated: 29.07.2024**

**CIRCULAR**

**Sub:** CMWSSB - R&A – Implementation of E-Office application in CMWSS Board-Common Instructions to be followed by E - Office users – Orders issued-Reg.

**Ref:** 1. G.O.(Ms.).No.12 Information Technology(e.Gov.II) Department dated: 24.09.2019  
2. Letter No:29103/Finance(BPE)/2023, dated 25.09.2023  
3. Letter No.29103/Finance(BPE)/2023, dated 29.01.2024

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E-Office is a tool of applications for conducting office procedures electronically. The E-Office would enable electronic file management system for speedy disposals of files, resulting in better utilization of manpower thereby avoiding delays leading to better governance.

In the reference 2<sup>nd</sup> cited, the Principal Secretary to Government instructed to implement e-Office application developed by NIC with immediate effect through Tamil Nadu e-Governance agency, the state nodal agency for e-Governance initiatives which will provide necessary support and hands on training on e-office application to all the officials in the e-office work flow in co-ordination with NIC. In accordance with the above instruction e-office application is implemented in CMWSSB by TNeGA.

Accordingly,the IDs for all the staffs to work in E-Office application have been shared by TNeGA. Necessary training to work in E-Office has been given by TNeGA for CMWSSB staffs. The staffs of CMWSSB started using E-Office application from 02-05-2024.

In order to effectively use the E-Office application in CMWSSB, the following instructions may be followed by the E-Office users.

- i) While creating receipts, the E-Office user should select electronic mode instead of Physical mode.
- ii) The E-Office users should avoid sending files as receipt.
- iii) Files from Area/Unit Offices shall be sent to the concerned section directly through E-File but communications/requests/reports/letters/Proposals with annexure should be sent through Tapal Section.
- iv) Attachments should be avoided in Note file.
- v) Referencing (Hyperlink) should be done in the note file wherever necessary.
- vi) Blank note should not be sent in E-File to the next level officer.
- vii) Note file should not be repeated for every correction. Every correction in the note file shall be continued as Note continued in the note file.
- viii) Designation of officers through whom the file is to be routed through shall be mentioned at the end of the note file by the file creator.
- ix) Only the final approving authority designation should be mentioned in the Draft.
- x) Hash tags for Date and approval authority should be used in Draft.
- xi) For SFS, DR number and the corresponding Electronic number of the receipt should also be maintained.
- xii) File creator should keep the entire hard copy document in a separate wrapper with concerned file number until further orders.
- xiii) Avoid sending note as file to officers. Instead a letter communication may be sent.

RAJAKIRUBAKARAN R  
GENERAL MANAGER

To  
All Officers of the Board  
Copy to: T.O. to MD/TA to Exe.Dir./PC to FD /T.O to EDi/c / PC to GM

/t.c.f.b.o./

  
STAFF MANAGER i/c