MINUTES OF THE STANDING ADVISORY COMMITTEE MEETING
HELD ON 15-03-2018 at 3-00 PM

Present:
1. Sri Neerabh Kumar Prasad, IAS,
   Special Chief Secretary to Govt.,
   TR&B Department
   .... Chairman
2. Sri S.S.Rawat, IAS,
   Principal Secretary to Government,
   SW&TW Department
3. Sri Gopal Krishna Dwivedi, IAS,
   Principal Secretary to Government,
   AHDD&F Department
4. Sri N.Srikanth,
   Secretary to Government (Political),
   General Administration Department
5. Sri Kona Sashidhar, IAS,
   District Collector, Guntur
6. Sri D.K.V.V.Prasada Rao,
   SIO, NIC., Vijayawada

Minutes:

QUALITY OF DISPOSAL

1. Life cycle SLA:
   - Life cycle approach shall be followed for monitoring file disposal in any office. Each cycle shall begin with opening or re-opening a file.
   - Each cycle shall end with closing after final disposal or parking after interim disposal.
   - When a file is parked, the date when it has to reopen should be asked mandatorily by the System.
   - All files shall be classified into three categories viz., Category A, Category B, Category C files.
   - Category A shall comprise of routine files in establishment and office management. It will also comprise of simple functional files.
   - Each category shall have an SLA. Ex. 3 days, 5 days, 14 days.
   - Each department should suggest the files to be in Category A, B and C, and the SLA needed.
   - The focus of monitoring shall be on Functional files.

2. File Journey Analysis:
   - ‘File Journey Analysis’ shall be done to assess the adherence to SLA.
   - The SLA break-up for the functionaries handling files shall be as follows.

<table>
<thead>
<tr>
<th>Category A</th>
<th>Category B</th>
<th>Category C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing Assistant (ASO / SO/ Desk officer)</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Supervisory Officer</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Decision making Functionary</td>
<td>24 hours</td>
<td></td>
</tr>
<tr>
<td>Total SLA</td>
<td>3 Days</td>
<td>5 Days</td>
</tr>
</tbody>
</table>

Contd.2.,
3. Dashboard:

- The e-Office after logging in should first popup the secretary dashboard.
- The dashboard should consist of the following reports.
  - Category wise pendency beyond SLA

<table>
<thead>
<tr>
<th>Category</th>
<th>Pending beyond SLA</th>
<th>Total Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Functionary wise pendency beyond SLA

<table>
<thead>
<tr>
<th>MLO/ SO/ ASO</th>
<th>Name</th>
<th>Pending beyond SLA</th>
<th>Total Pending</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Files parked files beyond SLA

<table>
<thead>
<tr>
<th>Section</th>
<th>Parked files</th>
<th>Parked beyond SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SINGLE FILE

4. One level up/down:

The following movements shall be permissible:

- A file may be moved between HOD and Secretariat.
- Files may be moved between District offices and HODs.
- Files may be moved up to the Collector from field level (Mandal / Division).
- A proposal from Collector can also be moved from Collector to HOD/ Secretariat as e-file.

5. Endorsement on external files:

- Files created by external offices (HODs/ Collector’s offices) shall be sent to the Secretariat.
- At the Secretariat, a shadow file shall be opened and decision obtained from the competent authority after consultations.
- The decision of the Government can be communicated through any of the currently allowed modes of external communication viz., GO, Memo, Letter etc. In addition to these modes, a new mode of outward communication of Government viz., ‘U.O. Note to Head of the Department’ may also be notified. This shall be in the form of an endorsement made on the external file of the HOD/collector directly. This mode should be used for interim communication and not for important decisions which require issue of GOs.

ARCHIVES

6. Department record rooms:

- The record rooms in the e-Office for the departments should be immediately operationalised.
- Global best practices on e-archival should be studied.
- The issue of shelf life of electronic storage device should be resolved.

Contd.3.
SECURITY

7. Hacking:
- The IT&C department shall create an exclusive ‘Security Division’ with trained, skilled, antecedents verified and reliable manpower, preferably under responsible in-house technical supervisors. The Security Division should handle the security of e-Office.
- The security at data centre should be monitored 24x7 for external hacking.
- All devices should be screened and authorised before accessing the e-Office.
- The access to e-Office from outside the secretariat systems should be limited to the authorised devices.
- The access to e-Office from outside the country should be from VPN alone.
- ITE&C Department should draft a ‘Password policy’ for e-Office.
- ITE&C Department should engage a security agency for preparing a security framework. A manual should be prepared on the e-Office security protocols.

8. Sabotage:
- The Local Administrators of ‘Global Organisations’ i.e. the departments should be
  - **Secretariat level**: The Section Officer or Assistant Secretary or MLO dealing with OP in secretariat departments (notified through GO Rt by Secretary concerned).
  - **HOD level**: The Office Superintendent or above in the head offices of Heads of Departments (Notified by HOD proceedings).
  - **District level**: The Office superintendent or above in the district offices (notified by District Collector proceedings).

- The Super Administrators shall be:
  - **Secretariat Instance**: Officer not below the rank of MLO, notified by GAD.
  - **District Instances**: Officer not below the rank of Deputy Collector notified by District Collector.

- The Administrators should be technically supported by security cleared staff deployed by IT&C department. All the external support staff should be placed under continuous surveillance.
- A protocol should be laid for making any changes through the admin logins.

9. Authorised users:
- All Secretaries, HODs and District Collectors should list out the staff who are authorised to initiate/ note on the files for each of their offices, under the Secretariat Office Manual or District Office Manual.
- Only the authorised users should be retained in the e-Office and unauthorised persons should be deleted.

NEERABH KUMAR PRASAD,
SPECIAL CHIEF SECRETARY TO GOVERNMENT(TR&B) &
CHAIRMAN, STANDING ADVISORY COMMITTEE.