

FILE MANAGEMENT SYSTEM

Standard Roles and associated Utilities

Objective

The objective of this document is to provide the description of various roles available to access 'File Management System' application which will further contribute to the knowledge to understand the importance of these roles so that they could be assigned to the necessary user as per the scope of his/her tasks and permissions in the system.

Purpose

The roles mentioned in the document are the standard privileges provided to access the system ('File Management System'). The purpose is to distinguish the standard roles provided from the ones which are not generic in definition (usually the ones created by the administrators of the respective organization(s)). The user organization is liable for any changes in the definition of the standard roles or/and creation of new roles and their subsequent impact.

Description

The following is the description of the standard roles provided to access **File Management System**:

S. No.	Roles	Role Description
1.	OFFICER	Provides access to ' Receipts ', ' Files ', ' Dispatch ' modules. User may perform actions such as, ' files/receipts ' creation, forwarding, receiving, ' DFA ' creation and other associated functions except for certain role specific actions mentioned further in this document. Note: All users working on files must have this role.
2.	CRU	Enables the user to function as a ' CRU ' of the department by giving access to ' RECEIPTS ' and ' DISPATCH ' modules only (' Files ' module is restricted). It is also available as a CRU when employees choose ' DISPATCH BY CRU ' while dispatching an approved letter.
3.	DRAFT_APPROVER	Enables the user to Approve 'DFAs' attached with ' eFile/eReceipts '. Note: This role is generally given to Head of Sections/Offices.
4.	SIGNER	Enables the user to Upload the scanned copy of physically signed Draft (Ink Sign)
5.	ROLE_APPROVER	Enables the user to Approve/Reject the Closing/Re-

		opening requests forwarded by other users in the same section/office for files of her/his own dealing section/office. The files of own dealing section lying with the user having this role can be closed/reopened by her/him directly without any other approval. Note: This role is generally given to Head of Section(s)/Office(s).
6.	HIERARCHY_CLOSED_FILE_VIEWER	Enables the user to view closed 'Files/Receipts' of all the users coming under the hierarchy of his/her own office. User can view these files/receipts in 'By Others (Hierarchy)' under 'CLOSED' folder of the respective module (file/receipt).
7.	DOWNLOADER	Enables the user to download 'eFiles' in PDF format which can be - 'Complete File', 'Notings', 'Correspondence' and 'DFA'. Note: This role must be strictly assigned to authorized personnel only.
8.	ACTION_INITIATOR	Enables the user to initiate and then track a set of actions on a 'file(s)' and/or 'receipt(s)', taken by other users in its channel of submission, on the basis of remarks provided in 'Action Details' of the respective module. Note: May please refer to the user manual for details of the feature.
9.	DEPARTMENT_RECEIVER	Enables the user to receive file(s) from employee(s) of external/other Department(s) within the same Office instance. Note: Users from other department who are assigned with 'DEPARTMENT_SENDER' role are the only authorized users to be able to forward the file to the intended receiver.
10.	DEPARTMENT_SENDER	Enables the user to forward file(s) to employee(s) of external/other Department(s) within the same eOffice instance. Note: Users from other department who are assigned with 'DEPARTMENT_RECEIVER' role are the only authorized users to receive the file from the intended sender.
11.	INSTANCE_RECEIVER	Enables the user to receive file(s) from employee(s) of external/other organization(s) or ministries i.e. from other Office instance. Note: Users from external instance who are assigned with 'INSTANCE_SENDER' role are the only authorized users to forward the file to the intended receiver in other instance. Web-services have to be enabled for transfer of files between two instances.

12.	INSTANCE_SENDER	Enables the user to forward file(s) to employee(s) of external/other organization(s) or ministries i.e. toothereOfficeinstance. Note: Users from external instance who are assigned with INSTANCE_RECEIVER role are the only authorized users to receive the file from the intended sender in other instance. Web-services have to be enabled for transfer of files between two instances.
13.	ADMIN	Provides administrator privileges of 'File Management System' to the User which are namely - to , 'Transfer' of file(s)/receipt(s), 'Section Assignment' - re-assigning dealing section rights on file(s)-receipt(s), setting 'SearchPrivilege for user, 'Folder permissions' to the user of the folders migrated to FTP server for migration of physical files) Note: These features are available under 'Settings' module.
14.	LOCAL_ADMIN	Provides the user Mange the below activities at department level Post Role Mapping Manage Contact and Groups Manage User Group
15.	ROLE_MDM_ADMIN	Provides user to manage drop down data management at instance level
16.	ROLE_MDM_LOCALADMIN	Provides user to manage drop down data management at instance department level
17.	INTRA_DEPARTMENT_TRANSFER	This enables the user to transfer 'files/receipts' from one individual to the other within her/his own department (local administration). This is useful in handing over of files in the scenarios of 'Transfer' / 'Promotion' / 'Superannuation' of employees. Note: "Transfer" is available under 'Settings' module. 'TRANSFER' in 'ROLE_Administrator' handles the transfer of files/receipts at instance level.
18.	ROLE_MIS_ADMIN	The MIS report(s) and its scope has to be mapped to any/some role, for eg. 'ROLE_Officer', which is then further assigned to the users of the organization. As per the standard practice, the scope is generally set to 'Hierarchy' and all the users mapped with 'ROLE_Officer' would be able to generate reports based on their hierarchy in the organization. However, if there is a requirement where the scope of reports has to be extended to Global say for the top management or the head of the

		organization, then, this role may be mapped with ' ALL ' scope in ' <i>MIS Report</i> ' by the ' <i>administrator</i> ' and then assigned to the specific user(s).
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Recommendations for assigning various Roles -

On the basis of the description of the roles provided in the previous section and from the experience gained by implementing '*eOffice*' project in various '*Central*' / '*State*' '*Ministries*' , '*Organizations*' / '*Autonomous*' '*Bodies*', the following is suggested on assigning roles / privileges for various user levels -

1. **Various levels of functionaries/heads:** The heads of the '*Departments*' / '*Divisions*'/ '*Offices*' / '*Sections*' *etc.* (such as officers of the rank of Secretaries, Additional Secretaries, Joint Secretaries, Directors, General Managers, Deputy General Managers, Chief Managers, Under Secretaries, Section Officers etc.) and equivalent -
 - a) OFFICER
 - b) ROLE_APPROVER
 - c) DRAFT_APPROVER
 - d) DRAFT_SIGNER
 - e) SIGNEER
2. **Dealing Hands:** The staff in '*section(s)*', '*branches*', '*group(s)*', which work under the orders and supervision of the Officer (such as, Assistant Section Officers, Sr. Secretarial Assistants, Engineers etc. and equivalent), who puts up a draft and/or prepares green notes on her/his own behalf -
 - a) OFFICER
3. **Personal Staff Members of Officers :** The staff that supports the officer by keeping him free from routine nature of work, by making appointments, taking dictation, and etc. The staff such as Staff Officer, Senior Principal Private Secretary / Principal Private Secretary / Private Secretary / Personal Assistant / Stenographer.
 - a) OFFICER

**Note:*The '*Personal Staff Members*' may also be given '*ASSISTANT*' level of '*Delegation*' of their officer with necessary consent, in case the officer(s) requires assistance of personal staff to '*receive/send*' physical files/receipts in her/his account, taking dictation for notings/drafts in file(s) and etc. To facilitate this provision the Department's nominated EMD administrator may be contacted.
4. **Application Administrator (eFile Admin) :** The person or set of people who facilitate the administrative tasks with respect to the application (eFile). Such people are generally from '*Administration Section/Branch*', '*HR Department*', or any department official entrusted with such privileges.
 - a) ADMIN or LOCAL ADMIN
 - b) INTRA_DEPARTMENT_TRANSFERRER

***Note:** It is suggested that both the roles need not be assigned to the same user as 'INTRA_DEPARTMENT_TRANSFERRER' *is assimilated within* 'TRANSFER' in 'ADMIN'.

5. **Central Registry Unit/ Diary & Dispatch section/ Receipt & Issue section** :A unit within a department charged with the responsibilities of inter-alia receiving, registering dak meant for that department and distributing the receipts. Also, responsible for dispatching of issue letters.
 - a) CRU
6. **Other privileges** : The roles mentioned below must be assigned as per organization's/Nodal committee's discretion -
 - a) DOWNLOADER
 - b) HIERARCHY_CLOSED_FILE_VIEWER
 - c) ACTION_INITIATOR
 - d) INSTANCE_RECEIVER
 - e) DEPARTMENT_RECEIVER
 - f) DEPARTMENT_SENDER
 - g) INSTANCE_SENDER