

Government of NCT of Delhi
Information Technology Department
9th Level, B-Wing, Delhi Secretariat, New Delhi-110002
<https://it.delhi.gov.in/>

A-13/2015/Dir (DeGS)-SECY (IT)-PART1 File/CD No-042697614 *15303-5372*

Date: *30/06/2025*

All ACSs/Pr. Secretaries/Secretaries/HODs/ Academic Bodies /All Local Bodies/
 Boards/Commissions, Govt. of NCT of Delhi

**Subject: Time bound implementation of e-Office across all
 Departments/Autonomous/ Local/ Academic Bodies of Govt. Of NCT of Delhi- Reg.**

Madam/Sir,

With reference to subject cited above, kindly refer to the meeting held on 03/06/2025 under the chairmanship of worthy Chief Secretary and the circular issued by IT Department vide No. A-13/2015/Dir (DeGS)-SECY (IT)-PART1 File/2869-2928 dated 06/05/2025.

2. Vide above mentioned meeting & circular, HODs/ representative of HODs are directed to implement e-Office w.e.f. 01/07/2025 without fail. All physical DaK received in department/ government office to be e-processed at the reception/R&I Branch w.e.f. 01/07/2025 and no physical movement of any dak/file will be entertained.

3. In this context, IT Department has set up an exclusive help desk for the e-Office implementation in room no 130, first floor, Delhi Secretariat. This Help desk will initially function Monday to Saturday from 8.00 am to 8.00 pm with effect from 1st July 2025, for smooth implementation of e-Office.

4. A helpdesk calling Number has also be obtained and is as under:

e-office Helpdesk contact no- 011-23392457

5. The departments may call the help desk to register the complaint. The help desk will issue a ticket number to the complainant. The solution to the problem will be addressed by the help desk.

6. This issues with the approval of Secretary (IT).


(Santulan Chaubey)
 Joint Director (IT)

Copy for information:

1. Secretary to Hon'ble Chief Minister, GNCTD.
2. Secretary to Hon'ble Minister (IT), GNCTD.
3. SO to Chief Secretary, GNCTD.
4. PS to Secretary (IT), GNCTD.
5. Website In-charge to upload the circular on Web-portal of IT Department, GNCTD
6. Guard File.