

Prasar Bharati
(India's Public Service Broadcaster)
Prasar Bharati Secretariat (IT Division)
Akashvani Bhawan, Sansad Marg, New Delhi – 110001

No. 7(151)/2019-20 (O/S-DLI)/IT/PBS

Date : 07-06-2020

8/06/2020

Subject : **Guidelines for raising an issue in eOffice**

eOffice is now under operation at many offices of Prasar Bharati. The regular updation of data and providing functional support are essential requirements for proper functioning of eOffice. The task of updation is carried out through the Local Administration account in eOffice, which has been delegated to some of the stations but for most of the stations it is still being carried out by IT Division. The updation in Leave Workflow and section / station change is done as per the request received from the officer concerned / HOO / Nodal Officer of the Kendra / Station in prescribed forms available in eOffice Portal.

(2) In order to raise an issue in eOffice or for updation in Post Mapping / Leave Workflow, eOffice users / Nodal Officer of the Kendra / Station has to send an email to **eoffice@prasarbharati.gov.in**, mentioning the desired changes.

(3) In many cases, it is observed that eOffice users / Nodal Officer send email / raise an issue without mentioning the most essential data required for solving the issue e.g. Name of Employee, Designation, Emp. Code, Name of Station etc. and IT Division has to send back the email asking for the essential data, thereby causing delay in solving of issues.

(4) Therefore, it is requested that the following guidelines may be followed by eOffice users / HOO / Nodal Officer of the Kendra / Station, while sending an email to **eoffice@prasarbharati.gov.in**, for raising an issue in eOffice :

(i) The support email - **eoffice@prasarbharati.gov.in** caters to issues related to eOffice only. For other issues like Email related, Sparrow, CAS, their respective support system may be contacted / emailed.

(ii) All issues in eOffice may kindly be raised through Nodal Officer of the Kendra / Station, to the extent possible.

(iii) **Email should be sent from Name Based Govt. Mail ID only**. In case, if any eOffice user is not able to access his / her Govt. Mail ID, he / she may raise an issue in eOffice through Nodal Officer of the Kendra / Station.

(iv) Subject of the email should start with **Support eoffice : Name of issue**.

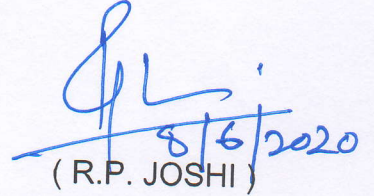
(v) Email should contain the following details of the Employee, who is facing an issue in eOffice.

- (a) Name of Employee
- (b) Emp. Code (HRIS No.)
- (c) Designation
- (d) Name based Govt. email address
- (e) Mobile No.
- (f) Name of Kendra / Station
- (g) Brief description of eOffice issue being faced
- (h) Supporting Document / Concerned duly filled-in form (wherever applicable).

(vi) The email should also contain the following details of the sender, who is sending the email, even though the sender and the employee facing the issue are the same.

- (a) Name of Email Sender
- (b) Post / Designation
- (c) Name of Kendra / Station
- (d) Mobile No.

(5) It is requested that the above guidelines may be followed for early solving of eOffice issues.


(R.P. JOSHI)

Dy. Director General (IT)

All Prasar Bharati Offices
(Through Prasar Bharati Website / Prasar Net / eOffice KMS)

Copy for kind information to :

Addl. Director General (IT) / Addl. Director General (Admn.) /
Addl. Director General (HR), Prasar Bharati Sectt.