Dated-4.9.2020

Press Release

e-files of South Eastern Railway Offices up 6 times in 5 months
e-Office helped SER work faster and provide better service to Passengers

The lockdown and efforts of minimizing human/physical contacts in work place has pushed up the digital platform usage of South Eastern Railway (SER) replacing the manual filing system. This has helped SER officials continue working remotely even during lockdown and provide better service to passengers.

The number of digital files of South Eastern Railway offices on NIC e office platform, implemented by RailTel, has increased more than 6 times during the past 5 months (April-August 2020). Before lockdown the number of e-files generated by SER was 4449 and by end of August the number of e files created by users of SER has increased to 28557. The number e-receipts generated by users of SER have also increased 15 times during this period. With usage of digital filing increasing rapidly, South Eastern Railway is in a fast track of adapting paperless office culture which will not only save operational cost but also reduce the carbon foot print.

The work of implementing e-office at Zonal HQ and Ranchi Division were completed before lockdown. e office at Adra, Chakradharpur and Kharagpur Divisions were completed remotely in April 2020 which helped officers work remotely and with minimal human contact during the lockdown period. A total number of 2529 of new users were added in the past four months for ease of work.

Due to availability of e-office, majority of file work in South Eastern Railway now can continue smoothly without physical presence in offices which is a boon in a time of crisis. RailTel has also provided Virtual Private Network connections to Railway officials for enabling them to process the file works remotely. Quick disposal of files and systematic, timely monitoring of pending files are some of the other immediate advantage of NIC e Office.

RailTel, a Miniratna PSU under Ministry of Railways, is implementing the NIC e-office suite for Indian Railways in a phased manner. All over IR, currently there are 109569 users in 106 units of Indian Railways (Zone HQ, Divisions, PU, CTI etc) and by end of August 2020, a total number of 2173582 e receipts and 655625 e files had been created.

Railway officials have also been provided with rigorous training by RailTel teams to handle e-office platform efficiently, we have made training videos and uploaded them on Youtube also so that the users can get a grip on the usage of e-office. The officials have been conditioned to give up the habit of using manual file system. We also have a helpdesk to assist any Railway users in case of any trouble in using the system.

NIC e-Office is a cloud enabled software developed by National Informatics center (NIC) that is being deployed/hosted from RailTel Tier III UPTIME USA certified data centres at Secunderabad and Gurgaon.

About RailTel

RailTel Corporation a "Mini Ratna (Category-I)" PSU is one of the largest neutral telecom services providers in the country owning a Pan-India optic fiber network covering all important towns & cities of the country and several rural areas. Along with a strong a reliable network of 57000+ RKM of Optic fibre, RailTel has two tier III data centers as well, RailTel is at the forefront of providing nationwide Broadband Telecom & Multimedia Network in all parts of the country in addition to modernization of Train operations and administration of network systems for Indian Railways. With its Pan India high capacity network, RailTel is working towards creating a knowledge society at various fronts and has been selected for implementation of various mission-mode Govt. of India projects in the telecom field. RailTel offers a bundle of services like, MPLS-VPN, Telepresence, Leased line, Tower Co-location, Data center services etc, RailTel is a pioneer in transforming Railway stations into Digital hub by providing public Wi-Fi at major Railway stations. Currently 5710+ stations are live with RailTel's RailWire Wi-Fi.

For more details please contact-
Sucharita@railtelindia.com