



OFFICE OF THE CHIEF COMMISSIONER,
GOODS & SERVICE TAX, CHANDIGARH ZONE
CENTRAL REVENUE BUILDING, PLOT NO. 19, SECTOR-17 C,
CHANDIGARH-160017

C. No. 151/Zone-14/Admn/e-office/2018/10482-10495 Dated: 30.11.2018

CIRCULAR

Subject: Confidentiality of files in e-Office application.

With the process of implementation of e-office in its final stages, some of the officers have expressed concern with respect to confidentiality of files in e-Office application inasmuch that a file opened by an officer in one section, may be seen or accessed by other officers who are otherwise not authorized to access the file. Therefore, it was apprehended that the possibility of confidential information being leaked on using e-Office application couldnot be ruled out.

2. The issue was discussed with NIC personnel who have informed that the only way an e-File can be seen by a person is to have the file in his account, in his inbox. Thus, an e-File has to be necessarily sent to that person or he has to *Pull-up* that file from someone's account, using the pull up feature of the e-Office application. It is reiterated that the *Pull-up* feature of the application allows one to *Pull-up* a file only after entering comments and a log is kept of the officer who has accessed the file, which can be seen in Movement of the file. Thus, if an officer were to use *Pull-up* feature, when he was not authorized or required to see the file, a record would be maintained of that act and action can be initiated against such officer based on this evidence. For this reason, there is a little possibility of anyone mis-using this feature. The officer and staff have been made aware of this feature and consequences of its mis-use in the training sessions held from time to time.

3. Nevertheless, in order to avoid concern of this kind at this initial stage, the *Pull-up* feature has been disabled in the application. Hence, now an e-File cannot be accessed by others, if it is not sent to them. Nevertheless, if a person is absent and his file is required, in absence of the *pull up* feature, that person can be requested to send it to other officer. This poses no difficulty as the application itself can be accessed from any place and any device and an officer's physical presence in office is not at all necessary to send the file.

4. It is requested that this Circular may be brought into the knowledge of staff working in your jurisdictions.

(Rajan Datt)
Additional Commissioner (CCU)