

एम. अजित कुमार  
अध्यक्ष  
*M. Ajit Kumar*  
Chairman



भारत सरकार  
वित्त मंत्रालय  
राजस्व विभाग  
केन्द्रीय अप्रत्यक्ष कर एवं सीमा शुल्क बोर्ड  
नॉर्थ ब्लॉक, नई दिल्ली-११०००१  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Indirect Taxes & Customs  
North Block, New Delhi-110001  
Tel. No.: +91-11-23092849, Fax : +91-11-23092890  
E-mail : ajit.m@gov.in

D.O.No.73/CH(IC)/2020

Date: 15<sup>th</sup> June 2021

*Dear Colleague*

Today i.e. 15.06.2021 marks the completion of one year of launch of e-Office across the formations in our Department. It was on this day last year, CBIC had launched its ambitious reform of implementing e-Office as a part of our long standing commitment in achieving 'One department, one interconnected e-Office'.

You would recall that the application was made available to approximately 50,000 users working in all offices of the CBIC. The timely implementation of the programme has changed the way we have worked. It has stood us in good stead during the two phases of the pandemic when lockdowns and restrictions were imposed on the movement of people. We could continue with our trade facilitation measures without disruptions in office work. It also helped in keeping our officers by and large safe as per Covid protocol requirements during the pandemic. The availability of e-Office came as blessing in disguise during these difficult times, enabling officers to work from home.

I am happy to inform you that the offices of the Board and the Ministry too has been functioning on e-Office, right upto the office of the Hon'ble Finance Minister. I had reviewed the usage of e-Office in the formations and it is heartening to see the shift from the use of physical files to electronic files in e-Office in all formations, in a very short time.

The efforts made by the then Member (IT), Shri Sandeep M. Bhatnagar, DG, DGPM and his team and support from NIC within a short timeline was truly remarkable. I must also congratulate the formations, officers and staff who have been instrumental in creating reference resources like tutorials; handbooks etc. which became very useful to handhold fellow colleagues and smoothen the transition. I am sure that we would continue to improve upon our usage and enhance our productivity with the help of e-Office.

This environment friendly and ambitious reform has truly become a cornerstone of our office administration and would in the years to come showcase our commitment to provide uninterrupted service to the public.

*with regards*

Yours sincerely

*Ajit*  
(M. Ajit Kumar)

To,  
All Officers and Staff of Central Board of Indirect Taxes and Customs