



**GOVERNMENT OF KERALA**

No: IT Cell-2/142/2021-ITD  
Electronics & Information Technology (IT Cell) Department  
Thiruvananthapuram,  
Dated:18-10-2022

**CIRCULAR**

Sub:- E & IT Department – Implementation of e-Office in the State – Mechanism for reporting various issues related to e-Office – Instructions issued – reg

The file management system 'e-Office', developed by National Informatics Centre (NIC) and hosted in the State Data centre is functional in Government Secretariat, Directorates, and various field offices in the State. e-Office application was fully / partially down in Secretariat and certain Directorates / Collectorates for last few days due to technical issues. Technical team of NIC and Kerala State IT Mission are taking earnest efforts to resolve these issues at the earliest. The users of e-Office are likely to encounter some difficulties while accessing e-Office in the next few days. Any issues noted by the user has to be reported to the technical team for resolving, at the earliest.

Hence, following instructions are issued.

1. The e-Office users of Secretariat shall report any issues related to e-Office to the Secretariat Helpdesk Number 7333.
2. The e-Office users of Directorates, Commissionerates, Collectorates and other offices shall report the unresolved issues related to e-Office through ticketing system (<http://eofficesupport.kerala.gov.in>) or inform the Call Centre Toll Free Number of Kerala State IT Mission (0471155300).
3. The Technical Team of Secretariat and Kerala State IT Mission shall try to resolve the issues reported at their level and the unresolved issues shall be reported to NIC through <http://eofficesupport.kerala.gov.in>.
4. The NIC shall resolve all the issues based on the priority of the issues reported.

DR RATHAN U KELKAR I A S  
SECRETARY

Forwarded / By order,

Section Officer.

To:

All Departments in Secretariat  
All Heads of Departments / Institutions  
The Director, Kerala State IT Mission, Thiruvananthapuram  
The Web & New Media, Information & Public Relations Department  
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