



**GOVERNMENT OF ASSAM**  
**GENERAL ADMINISTRATION (SECTT.-ESTT.) DEPARTMENT**  
**DISPUR ::: GUWAHATI-6.**  
**Block-A, Ground Floor, Janata Bhawan, sad.assam@gov.in, gad.assam.gov.in**

ECF No.524563/14

Dated Dispur, the 7<sup>th</sup> Sept......, 2024

**Standard Operating Procedure for All State Government Officers/Staffs Users regarding usage of DSC in eOffice Application**

**In event of DSC dongle of the user is lost or stolen:**

- The user has to file F.I.R. in the nearest police station regarding the lost/stolen DSC dongle.
- In addition, the USER should also intimate the same to General Administration Department with F.I.R copy and application copy as attachments and register for a new DSC token.

**In event of expiry of DSC validity:**

- In case the DSC of a user is about to expire, the same has to be intimated to General Administration Department prior to one month of the expiry date.
- The details have to be shared in the link given below:
  - o [https://docs.google.com/forms/d/e/1FAIpQLSecBU8rwd0k-oyyqwWAT-tQgvbYzIP7GnQpf7Bcugm6JOCLbZQ/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSecBU8rwd0k-oyyqwWAT-tQgvbYzIP7GnQpf7Bcugm6JOCLbZQ/viewform?usp=sf_link)

**In event of superannuation/retirement of USER:**

- When a USER superannuates/retires, he/she is required to deregister the token from the eOffice portal.
- The retired USER shall deposit their dongle to the General Administration Department to avoid being misused post superannuation.

**In event of a USER gets transferred:**

- When a USER is transferred to a new office, if the new office has eOffice implemented the user can use the same DSC.
- The user has to contact the eOffice team and get the account transferred to the new office.

**In event of a new officer joins:**

- When a new officer joins, if he has an existing DSC, he can use the same in the eOffice application.

**Contd.../2**

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- Post joining, he has to contact the eOffice team to the account created. Once the account is created the user has to register the DSC in the eOffice application.
- Incase the user does not have a DSC; he has to apply for a new DSC to the General Administration Department.
- Also, the user details have to be submitted in the link shared below:
  - o [https://docs.google.com/forms/d/e/1FAIpQLSecBU8rwd0k-oyyqwWAT-tQgvbYzIP7GnQpf7Bcugm6JOCLbZQ/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSecBU8rwd0k-oyyqwWAT-tQgvbYzIP7GnQpf7Bcugm6JOCLbZQ/viewform?usp=sf_link)

**In event of a USER is suspended:**

- When a USER is suspended, USER must de-register the digital signature from the EOffice and get his eOffice account deactivated for the suspension period.
- Local admin of the concerned department must ensure the above and report back to this department accordingly.

**In event of a USER is expired:**

- In case, a user expires, the family member of the expired user must handover the DSC to the General Administration Department within the next 45 days.
- Local admin of the concerned department must ensure the above and report back to this department accordingly.

**In event of a DSC Dongle is locked/User pinlocked:**

- When a DSC Dongle is locked, the user has to inform the same to the General Administration Department.
- After verification, it will be forwarded to the concerned vendor. The cost for the same will have to be borne by the concerned user and will not be reimbursed by the General Administration Department.

**\*\*\*The Administrative Departments will be responsible for procurement of DSCs for its respective Commissionerates/ Directorates, etc offices.\*\*\***

Signed by

M S Manivannan

Date: 07-09-2024 14:17:34

Commissioner & Secretary to the Govt. of Assam,  
General Administration Department

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Memo ECF No. 524563/14-A

Dated Dispur, the <sup>7<sup>th</sup></sup>.....<sup>Sept.</sup> 2024

Copy for information and necessary action to:

1. The P.P.S. to Hon'ble Chief Minister, Assam, J Block, Lok Sewa Bhawan, Janata Bhawan, Dispur, Guwahati-781006.
2. The Secretary Co-ordination to Chief Secretary, Assam J Block, Lok Sewa Bhawan, Janata Bhawan, Dispur, Guwahati-781006.
3. The P.S. to All the Senior Most Secretaries to the Govt. of Assam, Janata Bhawan, Dispur, Guwahati-06.
4. The P.S. to Commissioner & Secretary to the Govt. of Assam, GA Department, Janata Bhawan, Dispur, Guwahati-06.
5. e-Office Nodal Officers, All Departments.
6. E-Office Team, GAD.

By order etc,

Signed by

Satyajyoti Baruah

Date: 07-09-2024 15:57:23

Joint Secretary to the Govt. of Assam,  
General Administration Department