



GOVERNMENT OF PAKISTAN
NATIONAL INFORMATION TECHNOLOGY BOARD



No.NITB/EOFFICE/DEV-CM/2026-P-001-0002

Islamabad, the 13th July, 2026

MEMORANDUM

SUBJECT: IMPLEMENTATION OF NEW FEATURES/CONTROLS IN E-OFFICE APPLICATION ON THE DIRECTIONS OF PRIME MINISTER'S OFFICE.

Reference is invited to the Prime Minister's Office letter No. 2163/APM/2026 dated 9th July 2026 on the subject cited above.

2. In pursuance of the above, the following additional features and system controls have been incorporated into the e-Office application:

- **DFA Approval Control:** DFA cannot be issued unless approved by the designated Approving Authority.
- **DFA Issuance Control:** Only an approved DFA can be issued.
- **DFA Signatory Restriction:** Only the approved signatory is authorized to issue the DFA.
- **Document Signatory Restriction:** Users are restricted from issuing PUCs on behalf of other users.
- **Summary Decision Options:** The options *Approved*, *Query & Observation*, and *Returned* have been introduced.
- **Compliance to Directives:** Ministries/Divisions are required to record compliance against each approved Summary before it can be considered as completed.
- **Time-Bound Summary:** The Prime Minister's Office may assign implementation timelines against directives. Summaries exceeding the prescribed timeline shall be automatically flagged as delayed.
- **Summary Reminder Feature:** Automated reminders shall be generated upon expiry of the prescribed implementation timeline.
- **Active DFA Access:** Active DFAs are accessible directly from the file noting page.
- **File Editor Optimization:** The file noting interface has been enhanced to improve usability.
- **Executive Dashboard:** The Executive Dashboard is enhanced for performance and visibility.
- **Dynamic Search:** New enhanced search is provided.

A detailed User Guide covering the above-mentioned features is enclosed herewith as **Annex-I**

3. The implementation of the above enhancements may require minor operational adjustments during the initial transition phase. Ministries/Divisions are requested to extend their full cooperation to facilitate smooth implementation. NITB Support Teams deployed in all Ministries/Divisions shall provide the necessary guidance, training, and technical assistance for the effective adoption and utilization of these features.

2. This issues with the approval of the Chief Executive Officer, NITB.

D.G.H.R
D.G.I.T
Dir: I.T

DIARY
No. 33428
Date 15-7-26

[Signature]

Faqir Ullah
Director General (PMO)

**CONSOLIDATED LIST OF ISSUES RELATED TO E-OFFICE IDENTIFIED BY
PRIME MINISTER'S OFFICE TILL DATE, AS OF 08-07-2026**

S#	Issue
1.	DFA should only be issued after approval by the competent authority; officers should not be able to issue DFA before approval.
2.	Officers should not be able to specify another signatory and issue a letter.
3.	Provide a Search File/Document facility to the Special Secretary to the Prime Minister (SSPM) and Additional Secretaries for easier retrieval of records.
4.	Application cache should refresh automatically; manual cache clearing should not be required.
5.	Provide " Query " and " Partial Approval " options for summaries in addition to the existing " Approve " option.
6.	Enable PMO to monitor compliance of approved summaries and allow Ministries/Divisions to upload compliance documents after approval.
7.	Provide a Timeline/Deadline option to specify implementation or re-submission dates.
8.	Provide a Reminder feature for summaries awaiting implementation or response.
9.	Provide a button for direct access to active DFAs from the file noting page without requiring users to scroll.
10.	Remove the visibility of PMO internal noting from the sending Ministry in the Document Search window.
11.	Further optimize the file editor, including formatting tools and increasing the size of the Previous Paras pane.
12.	Display a warning before session expiry to prevent loss of draft noting.
13.	Provide visibility of all pending files/cases, including pending correspondence, supervisory dashboards and pop-up notifications.
14.	Enhance search to support full-text search across letters, note sheets, documents and attachments rather than subject/title only.
15.	Introduce a centralized file opening register with automatic file numbering based on a standardized coding mechanism.
16.	Provide quick access to previous records by creating a searchable repository of historical summaries, files and scanned records organized by subject and time.
17.	The prompt for DFA approval should lead directly to the Approval/Remarks dialogue box instead of requiring additional navigation.
18.	A feature may be provided to allow CC of summaries to internal users within the Prime Minister's Office.
19.	The Prime Minister's Office should determine the accessibility of high-level/strategic summaries to lower-level users, and the implementation mechanism should be finalized accordingly.

20.	Provide an option to open attachments in separate windows while adding notes to files/documents and summaries to facilitate simultaneous viewing and noting.
21.	Further improve the GUI of the e-Office system, including the login page, to enhance usability and user experience.
22.	Fix the session expiry time to a reasonable duration (e.g., 20-30 minutes) to improve user convenience while maintaining security.

ANNEX-I

Detail of New Features Implementation in E-Office Application

A consolidated reference for the Summary Process, DFA Process, Enhanced Search, and dashboard capabilities recently introduced across the E-Office platform for Ministries and the PM Office.

DOCUMENT TYPE Process & Feature Guide	AUDIENCE Ministries, Secretaries, PM Office
MODULES COVERED 6 Feature Areas	STATUS Live / Implemented
VERSION 2.0	LAST UPDATED 13 July 2026

How to use this guide: Each feature area is broken into numbered options and step-by-step flows exactly as implemented in the application.

Table of Contents

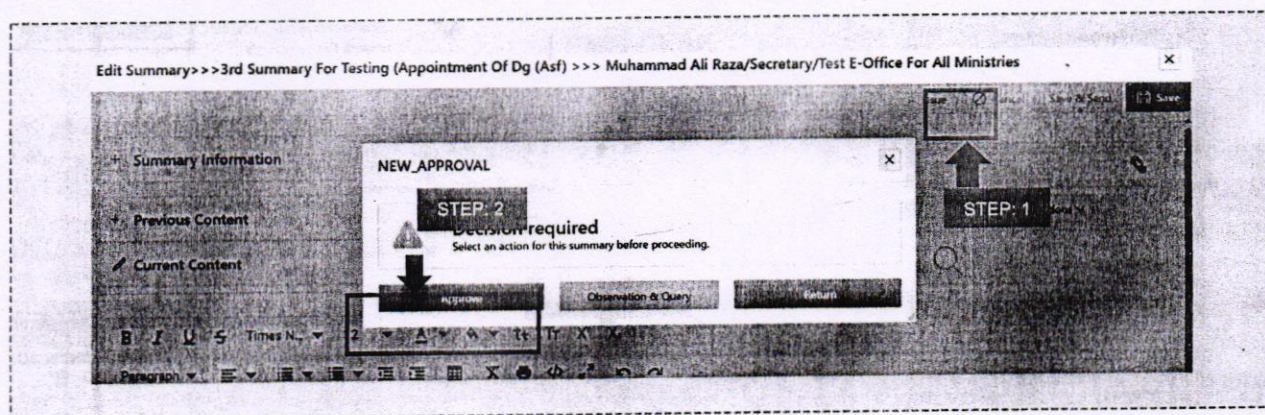
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1. Summary Process 5 NEW FEATURES

The Summary Process has been enhanced with five major features to improve progress tracking and work efficiency across ministries.

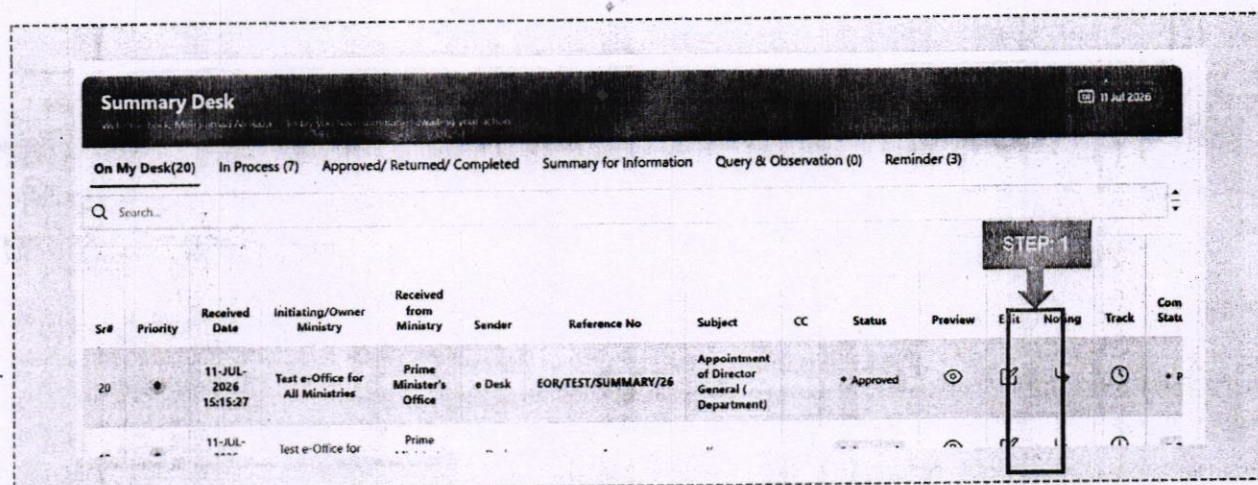
Option 1 Summary Approval (FOR PM Office)

1. Summary is submitted for approval.
2. The approving authority reviews the summary.
3. Based on the review, the summary is either approved or returned with observations.



Option 2 Compliance Report Submission (By Originating Ministry)

1. After approval of the summary, the originating ministry must submit a Compliance Report.
2. Submission of the Compliance Report is mandatory with remarks or attachments.
3. The compliance status shall be recorded for monitoring and evaluation purposes. Ministries/Divisions shall record the action taken against the approved directives by uploading relevant documentary evidence and/or providing appropriate remarks substantiating the compliance.



1-3

On My Desk(20) In Process (7) Approved/ Returned/ Completed Summary for Information Query & Observation (0) Reminder (3)

Q Search...

Received Date	Initiating/Owner Ministry	Received from Ministry	Sender	Reference No	Subject	CC	Status	Preview	Edit	Noting	Track	Compliance Status	Time Bounce Smry Delay Days
11-JUL-2026 15:15:27	Test e-Office for All Ministries	Prime Minister's Office	e Desk	EOR/TEST/SUMMARY/26	Appointment of Director General (Department)		Approved					Completed	

PMO DESK

14084

Summary Desk 11 Jul 2026

On My Desk(1) In Process (5) **Approved/ Returned/ Completed** Compliance Pending (2) Reminder (3)

Query & Observation Overview(0)

Q Search...

Sr#	Received Date	Initiating/ Owner Ministry	Received from Ministry	Sender	Reference No	Subject	Marked by Officer	Marked Date	Appr Date	On Desk Officer
16	11-JUL-2026 15:14:12	TEOR	TEOR	Muhammad Ali Raza	EOR/TEST/SUMMARY/26	Appointment of Director General (Department)	e Desk/E-Desk	11-JUL-2026 15:15:27	11-JUL-2026 15:15:27	Muhammad Raza/Secret

Option 3 Query & Observation

1. If the summary is not approved, it is returned to the concerned ministry.
2. The approving authority provides Queries and Observations.
3. The ministry reviews the observations and updates the summary accordingly.
4. The revised summary is resubmitted for approval within the prescribed time frame.

Edit Summary>>>3rd Summary For Testing (Appointment Of Dg (Asf) >>> Muhammad Ali Raza/Secretary/Test E-Office For All Ministries

NEW_APPROVAL STEP: 1

Decision required
Select an action for this summary before proceeding.

Approve Observation & Query Return

X

Time bound

Days:
1

Enter the Time Bound (days) within which summary must be returned.

STEP 3

→ Observation & Query

SECRETARY DESK

eOffice

Muhammad Ali Raza
Welcome Back

Help Reminders Chat Notification Muhammad Ali Raza (Secretary)

FILE

6
Files On Desk

2
Priority Files

6
Files Delayed

0
Unseen Files

SUMMARY

21
Summary On Desk

3
Reminder

1
Query Observation

DOCUMENT

89
Documents On Desk

22
Priority Documents

85
Documents Delayed

69
Unseen Documents

Option 4 Reminder Management

1. When a summary is returned with queries and observations, a response timeline is assigned.
2. The timeline is communicated to the concerned ministry.
3. If no action is taken before the deadline:
 - The system automatically generates a reminder.
 - The reminder intimation is sent to the concerned authorities at PM Office and the concerned Ministry's Secretary.
 - The summary appears in the Reminder section on both the sender's and recipient's desks.

Muhammad Ali Raza
Welcome Back

Help Reminders 1 Chat Notification Muhammad Ali Raza (Secretary) 3

6 Files On Desk

2 Priority Files

6 Files Delayed

0 Unseen Files

21 Summary On Desk

3 Reminders

1 Query Observation

89 Documents On Desk

22 Priority Documents

85 Documents Delayed

69 Unseen Documents

Summary Desk

11 Jul 2026

On My Desk(1) In Process (6) Approved/ Returned/ Completed Compliance Pending (1) **Reminder (4)** Query & Observation Overview(0)

Reminder (4)

Sr#	Priority	Reference No	Received Date	Initiating/Owner Ministry	Received from Ministry	Sender	Subject	CC	Status	Return Date	Marked By	On Desk Ministry	On Desk Officer
4		123	02-JUL-2026 11:45:05	Test e-Office for All Ministries	Test e-Office for All Ministries	Muhammad Ali Raza	Appointment of Mr. XYZ		* Queried	02-JUL-2026 11:42AM	e Desk/E-Desk	TEQR	Muhammad Ali Raza/Secretary
3		234	01-JUL-2026 17:50:14	Test e-Office for All Ministries	Test e-Office for All Ministries	Muhammad Ali Raza	Test summary general flows		* Queried	01-JUL-2026 05:50PM	e Desk/E-Desk	TEQR	Muhammad Ali Raza/Secretary
			29-JUN-	Test e-Office for All Ministries	Test e-Office for All Ministries	Muhammad Ali Raza				29-JUN-	e Desk/E-Desk		Muhammad Ali Raza/Secretary

Option 5 Return Process

- Upon the request of the summary-originating ministry, the summary is returned to the concerned ministry without any action.

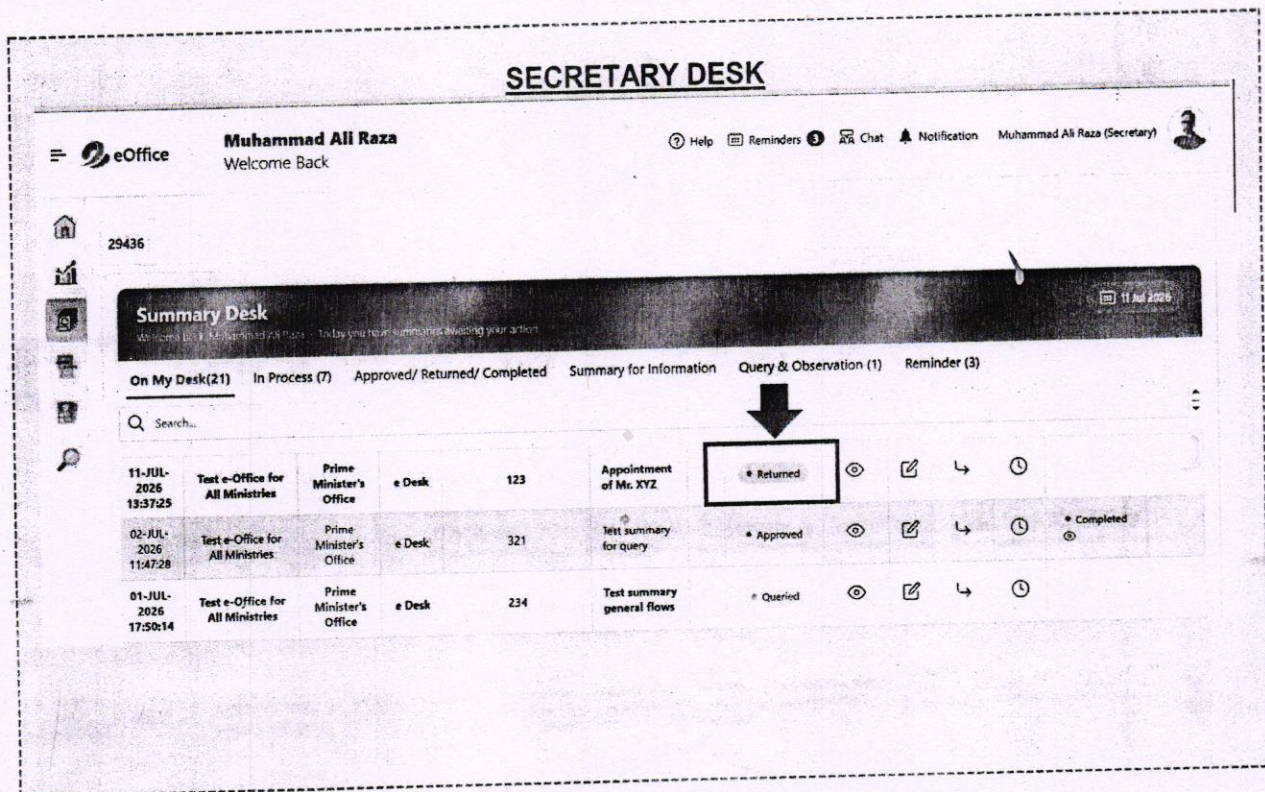
NEW_APPROVAL

Decision required
Select an action for this summary before proceeding.

Approve

Observation & Query

Return



2. DFA Process 4 NEW FEATURES

The DFA (Draft for Approval) Process has been enhanced with four major features to strengthen content authorization and approval controls.

Option 1 View DFA

1. User selects the View DFA option.
2. If there is only one DFA, it opens directly. If there is more than one, a pop-up window displays all unapproved DFAs.
3. The user can:
 - Preview the DFA content.
 - Edit the DFA before approval.

STEP 1

Current Para # (10) File (Ref. No: 30-5-2025 / Subject: Minutes of meeting for the e-office upgradation)

+ Attachments

My Para

Approved

Previous Para

DFA submitted for approval

STEP 2

View DFA

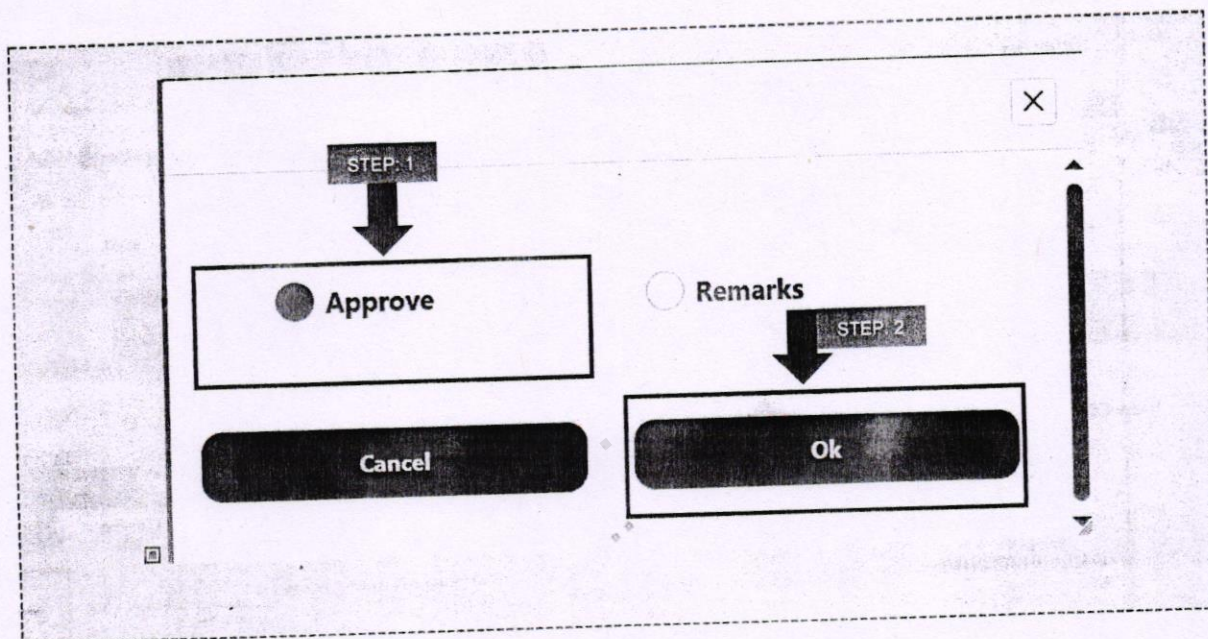
Sr#	Ref No	Subject	Desg Name	Creation Date	View DFA
2	NITB/TEST/FEAT/EOFFICE-006	FINAL DFA FOR REVIEW (TEST)	Saif Ur Rehman / ERP Architect-I (e-Office)	20-JUN-2026	
1	NITB/TEST/FEAT/EOFFICE-005	DFA having same Signatory and approving authority	Saif Ur Rehman / ERP Architect-I (e-Office)	20-JUN-2026	

1 - 2

Option 2 Approve or Submit Remarks

1. The approving authority opens the DFA for review.
2. Two options are displayed: Approve and Remarks.
3. If Approve is selected: a single DFA is approved directly; if more than one DFA exists, a pop-up displays unapproved DFAs for approval.
4. If Remarks is selected: the user is redirected to the file's Notes section, where remarks are entered and submitted to the initiator.

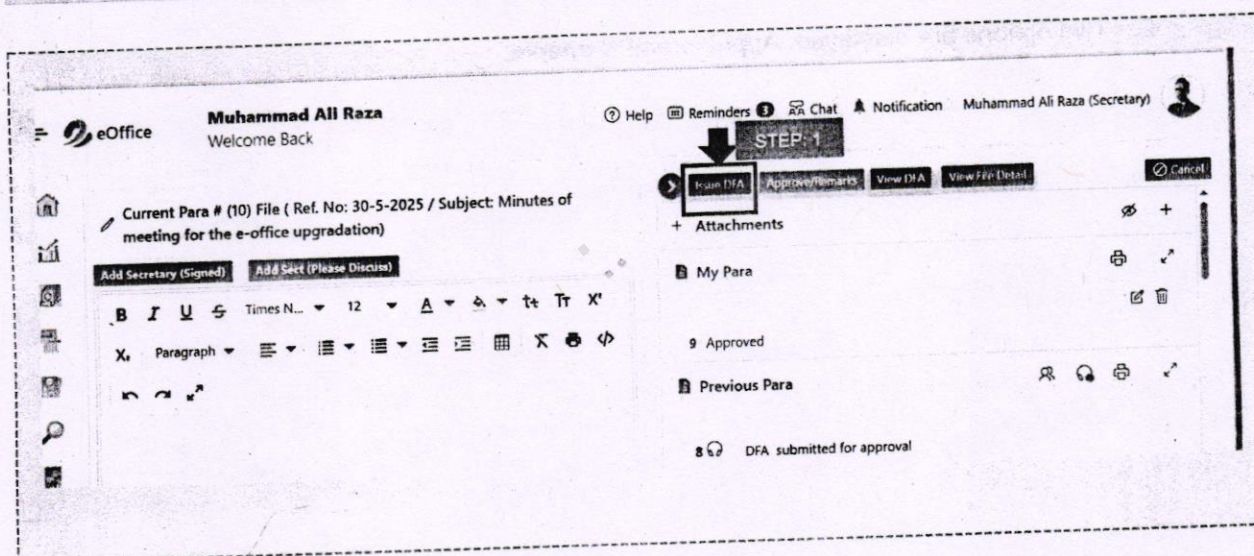
Rule: The approving authority cannot forward the file until one of these options is selected.



Option 3 Issue DFA

1. After DFA approval, the designated signatory accesses the Issue DFA option.
2. The approved DFA is formally issued.

Rule: The issuing authority cannot forward the file until the DFA has been issued.



STEP: 2

Issue DFA

Sr.#	Reference#	Subject	Issuer Name	Creation Date	Issue Date	Issue DFA
3	NITB/TEST/FEA*/EOFFICE-0001	Lahore City	Muhammad Wajahat / Master Trainer-I (e-Office)	11-JUL-2026		
2	NITB/TEST/FEAT/EOFFICE-005	DFA having same Signatory and approving authority	Muhammad Wajahat / Master Trainer-I (e-Office)	20-JUN-2026		
1	NITB/TEST/FEAT/EOFFICE-001	Development of New Features and Implementation of DFA	Shabir Ali Shah / Project Coordinator-III (e-Office)	20-JUN-2026		

1 - 3

Option 4 View File Details

1. Users can review the complete history and status of the file from a single interface.
2. The system displays complete file information, including:

✓ File Details	✓ Notings
✓ Audit Trail	✓ Attachments
✓ Correspondence	✓ Part Files
✓ DFA Records	✓ Summary Records
✓ Additional Remarks	

Current Para # (11) File (Ref. No: 30-5-2025 / Subject: Minutes of meeting for the e-office upgradation)

Add Secretary (Signed) Add Sect (Please Discuss)

B I U S Times N... 12 A ▼ ▼ tt Tr X'

X, Paragraph ▼ ▼ ▼ ▼ ▼ ▼ ▼ ▼ ▼ ▼

10 mm

Issue DFA Approva/Remarks View DFA **View File Detail** Cancel

+ Attachments

My Para

10 mm

E-Office Application — Process & Feature Guide

eOffice

Muhammad

Welcome Back

Current Para # (17) File (R...)

Office New Feature Implem...

B I U S Times N...

X Paragraph

Without issue

>> Kashif Chaudhry - Coord...

File Summary

NITB/TEST/FEAT/EOFFICE (E-Office New Feature Implementation)

Noting

Edit

Transfer

Assign

Close

Suspend File

File Detail

Notings

Audit Trail

Attachments

Correspondences

Part Files

DFA

Summary

Additional Comments

On Desk ↑	Ref. No	Subject	Creation Date	On Desk Designation	On Desk Since	Owner Designation
Muhammad Wajahat	NITB/TEST/FEAT/EOFFICE	E-Office New Feature Implementation	Jun 20, 2026 12:19	Master Trainer-I (e- Office)	Jul 11, 2026 12:40	Master Trainer-I (e- Office)

Attachments - 1

Correspondence - 1

DFA - 7

Notings - 16

Page 12 of 16

3. Enhanced Search 2 NEW FEATURES

Two new search features have been introduced to speed up retrieval of Summaries, Files, and Documents.

◆ Dynamic Search

Enables organization-wide search across Summaries, Files, and Documents.

- Secretaries & Heads of Organizations

◆ Section Search

Enables section-wise search across Summaries, Files, and Documents.

- Available to all users

DYNAMIC SEARCH

Executive Dashboard

Home | File | Document | Summaries

File Search

Start Date File End Date Search Subject Enter complete word from Summaries

< 1,001 - 1,050 of 11,549 >

Priority Q	File Ref No Q	Subject Q	Marked By Q	On Desk Person Q	On Desk Since Q	Marked By Orgn Q	File Status Q	Created Date Q
Normal	3(3)/H/Admn-2023	Sell Hiring of House No 436/D-1-A Mohalla Adra, Tench Bhatta Rawalpindi Cant by Syed Nayyer Abbas APS	Ahmad Arbab Abid / Deputy Secretary (Admin)	Mansoor Ahmad / Section Officer (Admin)	06-mar-2026	PMO	CLOSED	16-jan-2025
Normal	3(13)/H/ADMIN-2024	HIRING OF HOUSE NO 1809 BLOCK E MULTI GARDEN B17 ZONE II ISLAMABAD HIRED BY MR SAQIB UL NAJAF DCO	Ahmad Arbab Abid / Deputy Secretary (Admin)	Mansoor Ahmad / Section Officer (Admin)	05-may-2026	PMO	CLOSED	22-jan-2025
Normal	3(20)/H/Admn-2023	HIRING OF HOUSE NO. 05 STREET NO.03 C-1 RESIDENCIA BAHRIA ENCLAVE ISLAMABAD BY	Mansoor Ahmad / Section Officer	Mansoor Ahmad / Section Officer	18-apr-2026	PMO	CLOSED	22-jan-2025

Search

Dynamic Search

Section Search

File Worked by Me

SECTION SEARCH

eOffice **E Desk**
Welcome Back

Home

Executive Dashboard

Queues

Create New

Diary / Register

Search

Dynamic Search

Section Search

File Worked by Me

Search...

From: [Date] To: [Date] Go

Total Document Count 4 Refresh

Priority	Document Ref No	Subject	File Ref No	Marked To	Marked Date	Current on Desk	Section	Stat
Normal	GAI-29 / 4594	Misc		Private Secretary(JS FSA)	20-JAN-2022	Abdul Razaque Memon (Private Secretary(JS FSA))	Communication Foreman Office Extra	Recor
Immediate	DRI-03 / 6346	CONTACT DETAILS		Private Secretary(JS FSA)	12-JAN-2022	Abdul Razaque Memon (Private Secretary(JS FSA))	Communication Foreman Office Extra	Recor
	1-1-SECY-	1) ROLL OUT LATEST VERSION OF			12-	E Desk		

4. Resize Previous Noting Pane

◆ Improved Note-Drafting Workspace

In the File Note section, the Previous Noting pane has been resized to occupy half of the page, providing improved readability and a better workspace for drafting notes.

Current Para # (10) File (Ref. No: 30-5-2025 / Subject: Minutes of meeting for the e-office upgradation)

Add Secretary (Signed) Add Sect (Please Discuss)

Rich Text Editor: B I U S Times N... 12 A [Icons] X

Paragraph [List Icons]

0 / 500000

Muhammad Saud Khan [Quick Forward] Add Next Para [Normal]

Attachments

My Para

9 Approved

Previous Para

8 DFA submitted for approval

7 MOM submitted for approval

[Signature]

5. Enhanced Executive Dashboard

◆ Organization-Wide Oversight

A new enhanced dashboard has been introduced for Secretaries and Heads of Organizations to provide a comprehensive overview of organizational activities. The dashboard enables effective monitoring of summaries, files, PUCs, and pending matters through key indicators and real-time information — supporting timely decision-making and improved administrative oversight.

• Secretaries & Heads of Organizations

