File Tracking System(FTS)

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National Informatics Centre (NIC)

File Tracking System

(Version 4.0)

Guidelines and FAQs

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Guidelines for creation of Receipt/File

- Users are mainly categorised into three levels for the purpose of file/receipt entry: Officer Level, Section Level and CRU.
- Files are created / closed by Section level users only.
- When officers initiate a note that is to be sent for approval, it is to be created as a "Receipt". Once the note is approved, it is then sent to the concerned section and it is here that the "File" is created.
- For eg: when an officer level user requires the approval for a system, the note for approval is to be created as a "receipt" and not as a "file". After the approval, the note is send to the section where a main/part file is created/opened by the section concerned.
- However, in few exceptional cases, some officers (officer level users) are given the privilege to open new files under the section under them. Before creating files on behalf of the section, it should be ensured that their officer account be mapped to the concerned section
- If an officer level user creates a file without mapping to a section, then the file created by the officer will not be visible.

*Only the characters like A(a)-Z(z), 0-9, . : , ' ! @ # * ( ) / - _ = are allowed in Subject, Remarks, Address and File No.*

Best Practices

- On the top of every file cover, the file number must be written as **NIC-FTS N0______**. This number is the one that will be generated by the system when the file details are created in the system.
- Like the files, details of every receipt (letter/fax/bill/correspondence) needs to be entered in the system and the diary number that is generated by the system needs to be written on top of the letter/fax/bill/correspondence physically as:
  NIC-FTS No. ________________/2009
- When the receipts merge into a file, this No. will help in tracking the receipts as well. This is important, as many times notes submitted by various groups/ Divisions are merged into different files by the corresponding administrative sections such as Admin, Purchase, etc. No individualized diary no. needs to be generated by respective groups/ Divisions/ sections.
- When a file is created by a Section/or Officer, it is important that all the receipts (letter/fax/bill/correspondence) are linked to the corresponding file. This will ensure that proper linkage is maintained in the system which will help to retrieve the results faster with the query option.

FAQs Related to File

Q1. What is a File?

Ans. File is a collection of papers on a specific subject matter assigned with a file number and that consists of one or more of the following parts:

1. Correspondence
2. Notes
3. Appendix to Correspondence
4. Appendix to Notes

Q2. What is SFS and Non-SFS?

Ans. These are two types of files based on the File Numbering System as follows:

1. SFS (Single File System)-
2. Non - SFS

Let's learn about these types one by one.

SFS- Files created under SFS do not follow a pre-defined standard format and the file No. can be entered in a free format up to 35 characters.
For example: **C404/90/fin**

Non-SFS- Non-SFS files are the files that follow a standard format.
For example: **AV.11012/001/09-Admin**. Here,
AV: represents Group Head
11: Main head
012: sub head
001: srl. No
09: year
Admin: section

Q3. Who can create a new file?

Ans. Files are created by Section level users only. However, in some exceptional cases, some higher officers (officer level users) are given privilege to open new files under the section they lead. Before creating files for their section they should ensure that their account is mapped to the concerned section also.

Q4. Who can close a file?

Ans. Files can be closed by section level users only.

Q5. What is Class in the "New" File Creation option?

Ans. Class represents the classification for retention period of the file after the action on the issues considered on the file has been completed.

A is the highest while C is the lowest.

Q6. How to change the file number if entered wrongly?

Ans. The system does not allow changing a file number once created. The best practice is to "Close" the said file with the remarks stating the reason for why it has been closed and the start/ create a fresh file.

Q7. Who can edit file and what?

Ans. File can be edited by the creator only, if and only if the file is available in Inbox. Once the file is moved it cannot be edited. All fields such as Subject, Class, Category, Previous Reference, Next Reference, Remark except type, file no and opening date can be edited.

Q8. How do I attach / detach a receipt from a File?

Ans. To attach a receipt with a File, certain points should be fulfilled:

1. Both the file and the receipt should be present in inbox.
2. It is necessary to enter the details of Dealing assistant and Section Received date for the receipt to be attached with file.

If the file has been created prior to diarisation of a receipt, then the diarist can select computer file no, followed by Main/Part File, at the time of diarisation.

If the file is created later, in order to attach a receipt with file, perform the following steps:

1. Select Inbox -> Receipt -> Select Receipt - > Click on Send ->Set Dealing Assistant, Section received date, Computer file no, File Type-> select Sent to self - > Submit.
   With the above steps one can attach receipt with file and sent the same to self.

   To detach a receipt from a File:

1. Click on Receipt Entry -> edit -> give computer no -> press tab key -> detach file from computer File option followed by Submit.

Q9. What should I do once the action over the file / receipt is completed?

Ans. Change the status of file/receipt to closed, put some remark, if any. You can also specify the receipt closed date.

Q10. What is "Review on" feature in the File Movement option?

Ans. This is for setting the Month and Year for a file to be reviewed.
If a File is to be reviewed later, then first set the status of the file set to: Closed or Recorded. The review date can be then set for a particular month and year.

Q11. Can I Close a File with a purpose to review it after a set period?

Ans. Yes. At the time of closing the File set the Review Month and the Year

Q12. What is current file?

Ans. 'Current file' means a file, action on which has not been completed.

Q13. Do I need to receive file / receipt in system if the same is not reached physically?

Ans. No

Q14. What do I do if a file/receipt has been wrongly sent to me and also received in system, although it was not received physically?

Ans. The same can be sent back with appropriate remarks.

Q15. What is a closed file?

Ans. File on which action has been taken (completed) ready for being closed.

Q16. What is File-Precedent Book?

Ans. The files having precedence value and important policy issues, after getting closed will be entered in the precedent book. The decision taken will be fed in the system along with the decision date. This would help in making policy decisions. Also the relevant file numbers and where the file may be accessed may be indicated

Q17. Who maintains the File-Precedent Book?

Ans. File-Precedent Book is maintained at section.

Q18. How to close a File?

Ans. Those Files, on which the action has been taken, can be closed. To Close a File follow these steps:

1. Inbox->Click on the File no.->Click File Move->Change the "Status" to Closed and select your name in the "Sent To" list and Submit.

OR

1. Inbox-> Search-> File No->Search->Click File Move->Change the "Status" to Closed and select your name in the "Sent To" list and Submit.

OR

1. File Entry->File Movement ->Give the File No-> Change the "Status" to Closed and select your name in the "Sent To" list and Submit.

The File which has to be closed should be in your Inbox.

Q19. How to open a closed File?

Ans. To open a Closed File, follow the following Steps:

File Entry->File Movement->Give the Comp. File No. ->Select Status as "Current"->Select your name in "Sent to"->Submit.

Q20. What is Linking of Files?

Ans. If the issues raised in two or more current files are so inter-connected that they must be dealt with together simultaneously, the relevant files will be linked. Such linking may also be resorted to, if a paper on one current file is required for reference purpose while dealing with another current file unless a copy of the paper can be conveniently placed on the first file.

Q21. Can a linked file get delinked?

Ans. Yes

Q22. What is Part file?

Ans. If the main file on a subject is not likely to be available for some time and it is necessary to process a fresh receipt or a note without waiting for its return, a part file may be opened to deal with it. This device may also be resorted to where it is desired to consult simultaneously two or more sections or officers and it is necessary for each of them to see the receipt noted upon.
A part file will normally consist of:
(a) receipt or note dealt with; and
(b) notes relating thereto.
Where two or more part files are opened, each will be identified by a distinct number, e.g., part file I, part file II and so on.

Q23. What is File register?

Ans. A record of files opened during a calendar year will be kept in a file register, to be maintained by the diarist.

Q24. How to remove unwanted Files/Receipts from Inbox?

Ans. You can change the status of the file to Deleted with the necessary remarks and mark it to yourself. Deleted means that you have not destroyed the file physically, only a flag has been set. At any point of time you can reopen the deleted file.

Q25. How to reopen a file having the status "Deleted"?

Ans. Go to File Entry-->File Movement-->Enter the Computer file No.-->Press Tab Key-->Change the status to "Current". And mark to yourself and -->Submit

Q26. Who will be able to see the Movement details of Files/Receipts?

Ans. The persons who either received or sent the File at any point during the Movement OR those people who have been granted special permissions are able to see the Movement Details.

Q27. How to search for a File that has been linked with another File?

Ans. Suppose a File A is linked to File B. The File A that is linked with File B will not be displayed in the Inbox. To see the File A, Go to "File Movement" and write the Computer File No of File A. The message that appears is "This file with Computer File No :< of A > is already linked with computer file no: < of B >. So, first delink, and then move."

Q28. Can I Move a File say "A" that is already linked with a File say "B"?

Ans. No, for that you have to first Delink the File A from B.

Q29. How to Link / Delink a File?

Ans. Follow the steps to link a File A to file B:

1. Select File B and click on "File Move".
2. Click on "Link File" and enter the Computer File No., File No. of File A and Submit.

   Follow these steps to Delink a File:
   From the same option, check on the File to be Delinked and click "Delink", then Submit.

Q30. How can I cancel the last movement of a file which has been sent to the wrong recipient?

Ans. A file sent wrongly can be brought back if and only if the recipient has not yet received/taken any action on the file.
This can be done in the following two ways:

1. Cancellation option in Sent Items:
   The procedure is as follows:
   Go to Sent Item >> Click on File >> Select the appropriate file >> Click Cancel Last Movement
2. Cancel Last Movement option through Query option:
   The procedure is as follows:
   Go to File Entry >> Click on Query >> Query the File by giving File Details >> Select the appropriate file >> Click Cancel Last Movement.

Q31. How can we pull a file forcibly from a recipient?

Ans. Perform the following steps to pull back the file:

1. Click the File link in the FTS main menu. A drop down menu appears.
2. Click the Pull File link. The Pull File screen appears.
3. Enter the value for the Computer File No. field or File No. field that you have sent for processing.
4. Click the Submit button. The Pull File screen appears.
5. Click the Receive (Receive) button to receive the pull backed file.

Q32. How a file is received back from outside the organization or department?

Ans. Perform the following steps to receive back the file:

1. Click the Receive Back link in the FTS main menu.
2. Click the File link. The Get File From Outside screen appears.
3. Type the values for the Computer File No. or File No. fields for the file that is forwarded out.
4. Click the Submit button. The Get File From Outside screen appears containing all the details for the file that is sent out.
5. Click the Receive button to receive the file.

Q33. How a user can forward multiple files to a recipient?

Ans. Perform the following steps to forward multiple files:

1. Select the files that you want to forward.

2. Click the **Multiple Forward** button. A message box appears.
3. Click the **OK** button in the message box. The **Multiple Files(s) Forward** screen appears.
4. Enter the necessary values for the different fields.
5. Click the **Forward** button to forward the files.

Q34. How a user can close multiple files?

Ans. Perform the following steps to close multiple files:

1. Select the files that you want to close.
2. Click the **Multiple Close** button. A message box appears.
3. Click the **OK** button in the message box. The **Multiple Files(s) Close** screen appears.
4. Enter the value for the **Remark** field.
5. Click the **Submit** button to close the files.

FAQs Related to Receipt

Q35. What is Receipt / Case in Diarist screen in diary entry?

Ans. 'Case' means a current file or a receipt together with other related papers, (come for the first time) or the first letter for which a file is to be opened.
Receipt: All subsequent letters to case are called as Receipt.

Q36. Who can edit receipt?

Ans. Owner (with whom the receipt is currently present) of the receipt can edit receipt.

An officer can edit a receipt if and only if no dealing assistant is assigned to the receipt.

Q37. Can the creator of receipt edit the receipt, once it has been moved / sent?

Ans. No

Q38. Who can Set Due Date and for whom?

Ans. Set Due date can be set by officers for either those below or of equal rank in hierarchy.

Q39. What is Receipt "Type" in Report Pending Receipts?

Ans. **Dealt**: If a receipt is attached with a file then it is considered to be "dealt"
Not Dealt: If the receipt is not attached with file, then it is considered as "Not dealt".

Q40. What is the structure of Computer Diary No, Computer File No, and Computer Dispatch Number?

Ans. Computer Diary No and Computer Dispatch No is system generated unique number year wise and initialized to 1 on the beginning of every year whereas the Computer file no is a system generated unique continuous number.

Q41. How can I see the Movement of receipt?

Ans. To see the Movement of the Receipts Sent by You:
Go to Sent -->Receipts-->Select Receipt-->Click on the Movement link on the top of the Receipt

To see the Movement of the Receipts currently with You:
Go to inbox -->Receipts-->Select Receipt-->Click on the Movement link on the top of the Receipt

Q42. How to close a Receipt?

Ans. To Close a Receipt, follow these steps:

a. Select the Receipt from the Inbox and click on "Edit/Attach with File/Update Status".
b. Change the "Status" to Closed and Enter "Closing Date". You can enter the closing remarks also.

An officer level user cannot close a receipt, if any dealing assistant is associated with it.

Q43. How to open a closed Receipt?

Ans. To Open a Closed Receipt, follow these Steps:

Receipt Entry->Edit->Give the Receipt Comp. No. ->Change the Status to "Current" and remove the Closing Date->Submit

Q44. When to use the despatch option?

Ans. The despatch option is to be used only when the receipt is being sent outside the organization. Despatch option is not meant for letters which are sent within the organization but at a different location. For eg: SIO of any State does not have to despatch a letter that has to be sent to the Headquarters.

Q45. How to Despatch a Letter?

Ans. Firstly ensure that the Letter to be despatched has already been diarised and has a FTS number. The "Receipt Computer No." and "Year" have to be entered. If the Letter is associated with a file, then mention the File No. or else write "nil". Fill the other necessary despatch details and Submit.

Q46. What should I do if I the same receipt to be sent to more than one person?

Ans. A receipt can be sent to more than one person, with a different Receipt Comp. No. being generated for every recipient.

The Procedure is given as follows:

Receipt Entry->New Receipt->Enter the Details of the receipt and select the name of one of the recipients in "Sent to"->Submit->Copy->Select the name of the other user from "Sent to" and follow the same procedure.

Q47. If same copy of the letter has been sent to two or more sections/officers and the same letter gets diarised in all places with different diary nos and all the letters have been sent to a third user for further action. Now what the Recipient has to do?

Ans. Since the system does not provide the facility of attaching one receipt with another or of merging. Either one of the two identical receipts can be closed with appropriate remark or else, one of the two can be sent back to the originator with a remark to close it.

Q48. I am unable to close a receipt that is currently present in my inbox. Kindly suggest how can I close it?

Ans. This happens only in the case of officer level users. For officer level users, if the receipt has the dealing assistant details only the section level user has the privilege to close it.

Q49. How can I cancel the last movement of a receipt which has been sent to wrong recipient?

Ans. A receipt sent wrongly can be brought back if and only if the recipient has not received/taken any action. This can be done in the following three ways:

1. Instant cancellation of a receipt at the time of diarisation.
   The procedure is as follows:
   Once the letter gets diarised and the user realizes the wrong movement and wishes to cancel the last movement, he/she can do so by clicking the button Cancel Last Movement.
   2. Cancellation through Sent Items.
   The procedure is as follows:
   Go to Sent Item >> Click on Receipt >> Select appropriate receipt >> Click Cancel Last Movement.

   3. Cancel Last Movement through Query option.
   The procedure is as follows:
   Go to Receipt Entry >> Click on Query >> Query the Receipt by giving Receipt Details >> Select appropriate receipt >> Click Cancel Last Movement.

Q50. How a receipt is received back from outside the organization or department?

Ans. Perform the following steps to receive back the receipt:

1. Click the Receive Back link in the FTS main menu.
2. Click the Receipt link. The Get Receipt From Outside screen appears.
3. Type the values for the Receipt No. and Year fields for the receipt that is forwarded out.
4. Click the Submit button. The Get File From Outside screen appears containing all the details for the receipt that is sent out.
5. Click the Receive button to receive the pulled back receipt.

Q51. How a user can forward multiple receipts to a recipient?

Ans. Perform the following steps to forward multiple files:

1. Select the receipts that you want to forward.
2. Click the **Multiple Forward** button. A message box appears.
3. Click the **OK** button in the message box. The **Multiple Receipt(s) Forward** screen appears.
4. Enter the necessary values for the different fields.
5. Click the **Forward** button to forward the receipts.

Q52. How a user can attach multiple receipts with in a file?

Ans. Perform the following steps to attach multiple receipts with in a file:

1. Select the receipts that you want to attach.
2. Click the **Multiple Attach** button. A message box appears.
3. Click the **OK** button in the message box. The **Multiple Receipt(s) Attach** screen appears.
4. Enter the necessary values for the different fields.
5. Click the **Submit** button to attach the receipts with the file whose number is entered in the **Multiple Receipt(s) Attach** screen.

Q53. How a user can close multiple receipts?

Ans. Perform the following steps to close multiple receipts:

1. Select the receipts that you want to close.
2. Click the **Multiple Close** button. A message box appears.
3. Click the **OK** button in the message box. The **Multiple Receipt(s) Close** screen appears.
4. Enter the value for the Remark field.
5. Click the **Submit** button to close the receipts.

FAQ's Related to Reports

Q54. What are reports?

Ans. Reports are documents which give specific information of the work done.

Q55. How can I see a report?

Ans. Go to Reports option in the left panel of the screen and choose the desired report.

Q56. What is Diary Register?

Ans. Diary Register is a report which contains all the information about the receipt diarise during a particular period.

Q57. What are numerical cases?

Ans. This report gives a summary of all cases pending for more than one month on the basis of given month, year & category.

Q58. What is VIP report?

Ans. VIP Report gives you the statistical information regarding receipt & disposal of VIP letters.

Q59. What is Inbox Pendency report?

Ans. Inbox Pendency report gives the no of file or receipt pending in the inbox for a particular period of time.

Q60. What is Despatch Report?

Ans. Despatch report gives details of all the letters despatched by the user.

Q61. How can I check the status of sent receipt and files?

Ans. To see whether a sent file/receipt is received electronically or not Sent receipt/file report can be used.

Other FAQs

Q62. What is Address Book?

Ans. Address Book is used for maintaining address of organisation(s)/person(s), which is used frequently in diary and despatch. It is a section level address book. Using this option you can add a new address to the system or you can edit the existing address of a person/Organisation.

Q63. What is time bound files and receipts?

Ans. Time bound files and Receipts are those which are bounded in time period. During this period the task on them is to be completed.

Q64. What can I do if the View combo in the Inbox does not display my marking name?

Ans. In this case, your marking list has not been created. Kindly contact the FTS Administrator for more details.

Q65. What can I do if my name does not come in the View combo as default after login, although it is displayed in the dropdown?

Ans. In this case, your portal login entry is missing. Kindly contact the FTS Administrator for more details.

Q66. Does the system have a Multiple Forward option?

Ans. Yes, multiple forward option is present in the Inbox, to mark multiple files/receipts to a single recipient.

Q67. What is My List?

Ans. My List can be used to create your own customized marking list, which will have the name of the users to whom you frequently mark papers.

Q68. How to create My list?

Ans. Perform the following steps to create My List:

a) After logging in to FTS, click on Preferred List in the left panel to go to Preferred Marking List Creation Screen.

b) There are two columns, namely Marking List and Preferred Marking List.

c) Select the frequently marked recipient from the Marking List column.

d) Click on the Right Arrow button to transfer the entries to Preferred marking List column.

e) Click on Save Data to update the Preferred Marking List.

Use 'Ctrl' key in key board to select more than one recipient.

Q69. How to remove recipient from My list?

Ans. To remove any recipient from My list perform the following steps:

a) After logging in to FTS, click on Preferred List in the left panel to go to Preferred Marking List Creation Screen.

b) Select the recipient(s) whom you want to remove from Preferred List
c) Click on Left Arrow button to transfer the recipient to the Marking List column.
d) Click on Save Data to update the Preferred marking List.

Use 'Ctrl' key in key board to select more than one recipient.

Q70. Can a user be Incharge of more than one section / office?

Ans. Yes, this is possible in the application. Kindly contact the FTS administrator to get this feature enabled.

Q71. What is Switch User?

Ans. Switch User facility has been given to those users, who have more than one account in FTS. It helps the user to toggle between different accounts without logging out.