

**NO.A.45011/1/2022-DP&AR(GGC)
GOVERNMENT OF MIZORAM
DEPARTMENT OF PERSONNEL & ADMINISTRATIVE REFORMS
GOOD GOVERNANCE CELL**

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Dated Aizawl the 23rd March, 2023

Compendium on Frequently Asked Questions (FAQs) on Digital File Tracking System-DFTS (ENGLISH VERSION)

Disclaimer

This compilation of Frequently Asked Questions (FAQs) has been published for general guidance, information, and assistance of users. The information contained herein is general in nature and is by no means exhaustive, and is not in the nature of legal or statutory opinion, advice, interpretation, or authority on the issues involved. The Process, Procedures, etc cited herein may be changed or modified over time, and any clarification made by the Competent Authority i.e., DP&AR(GGC) may be referred to.

1. What is DFTS?

Ans: Digital File Tracking System is a platform on which File Movement is digitally recorded and tracked.

2. How do we initiate the use of DFTS ?

Ans: Firstly, you have to go to the DFTS link <https://filetracking.msegs.in> and log in with the e-mail and password that is pre-set by the System Administrator i.e. (DP&AR GGC) which has been disseminated to each implementing Department. The DA/ Diarist will click on **Register File** in the Dashboard and then click on **File Registration**, a worksheet will be displayed on the screen where the required information viz File Number, Subject, etc. will be filled. After all the required information is filled in the worksheet, **Confirm** button may be clicked. Upon clicking the **Confirm** option, **QR Code** will be generated which is to be printed and pasted on the Physical File Cover. The registered file complete in all respect will be stored in the **Received** window on the Dashboard. When the registered file is to be forwarded to another Office or Officer, the DA will locate the appropriate file from the **Received** window, then **Forward** option will be given on each file, upon clicking on the **Forward** option, the list of officers will be listed in the dropdown, the sender will click on the name of the officer to which he intends to forward the file, then proceed with **Confirm** to forward the file to its destination. The forwarded file will be received by the Officer to whom the file is sent. The received file will land inside the **Incoming File** on the Dashboard of the recipient, the recipient will open his **Incoming File** window, and, receive the file by clicking on the **Received** option, the received file will be stored inside the **Received** window. The same procedure mentioned above will be followed if the file is intended for forwarding to the next/higher officer, or from the officer in the higher echelon to the lower.

3. How do we know where a file is proceeding/going/forwarded ?

Ans: Click on **Track File** at the bottom of the Dashboard and enter the file number which you wish to track in the search engine or otherwise by scanning the **QR Code** pasted on the received file cover. Alternatively, you can search by clicking on the three lines in the right upper corner of the file number in **My Office Files**.

4. Do the registered files in DFTS needs to be re-entered in the New File on every occasion when that file is to be Forwarded/initiated again from the Dealing Assistant?

Ans: No, once a file is registered on the system it is not necessary to re-registered in the system. The same file will be forwarded to the intended destination from where it is located.

5. What if a QR code is damaged due any reason? Do i need to assign a new QR Code?

Ans: No. If the QR code pasted on the File cover is damaged due to any reason, the Diarist/DA may reprint the same OR code from the system and paste it on the File Cover again.

6. What is the use of QR Code? I can forward/receive/track my file without QR code

Ans: QR Code is integrated with the system for users' convenience

For example: A scan on the QR code is more convenient than entering the number in the search engine to Track/Receive files.

7. How will I receive the files if the QR code cannot be scanned?

Ans: Even if the QR code is not working you can still receive the files. There is another option being integrated within the system. In the **Incoming Files** you will find three lines in the upper right corner of the file number, click on the three lines and a **Receive** option will pop up. The **QR Code** that has been printed out, and pasted on the Physical File cover should be the size of what has been pasted under.



8. Where will the returned files be located and where can I locate those returned file in case I need those file for re-processing a new subject?

Ans: When the Files are returned to the Dealing, they will be located in the **Received Files**. In case you need the returned file for processing a new case, the concerned file located in the Received Files will be forwarded to the concerned officer.

9. Can files be sent to other Departments?

Ans: Yes, as already mentioned, there will be three lines at the upper right corner of each file number in the Received Files. We will find an option called **Despatch** by clicking the three lines. Upon clicking the Despatch option will be provided, an option to choose to which department you wish to forward the file. Further, there is are dedicated locations in the D/A Dashboard viz **Despatch Files** and Incoming Files (Office) at the bottom of the Dashboard where the despatched files from your Department and incoming files from other Departments are stored.

10. Can File numbers and Subjects be edited in case of any typo occurs during file registration? If Yes, How? Can the existing Files be deleted? If yes, what is the procedure?

Ans: Yes, you can edit file numbers and subjects. You will be provided an edit option by clicking on the three lines at the right upper corner of file numbers in **My Office Files**. However, one must generate a QR code (afresh) and replace the QR code being generated for the edited file. As far as the deletion of existing files in the system, this could be taken up, only by the System Administrator (DP&AR GGC) at this juncture.

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