GOVERNMENT OF JAMMU AND KASHMIR
GENERAL ADMINISTRATION DEPARTMENT
Civil Secretariat, J&K

Subject: Advisory regarding use of SMS service and OTP in Parichay.

Reference: IT-Gen/41/2025-O/o Clerical Section-IT Department (7621301)

In an effort to streamline real-time processing of e-office files, the SMS service has been activated on the e-Office platform. Initially, this service is available for e-Office Secretariat instance, where notification messages are sent to users when a file or receipt is received in their e-Office account. Further, in order to receive notifications for Files/Receipts, the following steps are required to be followed :-

1. Update Mobile Number: Ensure that Mobile number is updated in Employee Profile in PIMS. This can be done by the respective Admin.
2. Log into e-Office: Log in to the e-Office application and navigate to 'File Management System '.
3. Set Notification Preferences:
   - Click **Preferences** link under **Settings** (Second Last Option in Left Menu Bar) from left navigation panel.
   - Next, click on **Alert Setting.**
   - Officer can set **Mobile SMS alert notification** for receiving any Physical/Electronic File, Receipt or Dispatch. These settings shall be applicable to all Files and Receipts for receiving alerts.

Note: Forceful Alerts to respective officers can also be triggered while sending the receipts / files (NOTIFY option), irrespective of preference settings in STEP 3.

Besides, in view of the outage of SMS service by some of the operators on PARICHAY due to authentication reasons, users of e-office may download and install **PARICHAY AUTHENTICATOR APP**, available on both IOS and Android, thereby obviating dependency on generation of OTP for logging into e-office. Instead, users can leverage **TAP Authentication** and **TOKEN Authentication** to access PARICHAY integrated services. Steps to set up **PARICHAY AUTHENTICATOR APP** are as under:

1. Download **PARICHAY AUTHENTICATOR APP** from your respective app store (iOS or Android).

2. Login into https://parichay.nic.in.
3. Click on your name abbreviation (Circle) in top right corner.
4. Select **Settings** from the dropdown menu.
5. Click on **Account Settings** from the Left Menu.
6. Choose the **Authentication** option.
7. Ensure **Multi Factor Switch** is ON.
8. Click on **Multi Factor Settings** (gear icon).
9. Pop Window shall appear.
10. Add a device.
11. Scan QR code through your mobile.
12. Authenticator App will be setup on your mobile.

Accordingly, all concerned employees are advised to take note of the above instructions for compliance.

Sd/-
(M. Raju) IAS
Commissioner/Secretary to the Government

No. GAD-IT/12/2025-09-GAD

Dated: 24.04.2025

Copy to the:

1. All Financial Commissioners (Additional Chief Secretaries).
2. Additional Chief Secretary to the Hon'ble Chief Minister.
3. Director General of Police, J&K.
4. All Principal Secretaries to Government.
5. Principal Secretary to the Hon'ble Lieutenant Governor,
6. Joint Secretary (Jammu, Kashmir and Ladakh), Ministry of Home Affairs, Government of India.
7. All Commissioner/Secretaries to the Government.
8. Chief Electoral Officer, J&K.
9. Divisional Commissioner, Kashmir/Jammu.
10. Director, J&K Institute of Management, Public Administration and Rural Development,
11. Chairperson, J&K Special Tribunal.
12. Secretary, J&K Public Service Commission.
13. All Heads of the Department/Managing Directors.
14. All Deputy Commissioners.
15. Director, Estates, Kashmir/Jammu.
16. Director, Archives, Archaeology and Museums, J&K.
17. Director Information, J&K,
18. Concerned Officers,
19. Secretary, J&K Services Selection Board.
20. Private Secretary to Hon'ble Chief Minister.
21. General Manager, Government Press, Jammu/Srinagar.

22. Private Secretary to Hon'ble Deputy Chief Minister.
23. Private Secretaries to all Hon'ble Ministers.
24. Private Secretary to Advisor to Hon'ble Chief Minister.
25. Private Secretary to the Chief Secretary.
26. Private Secretary to Commissioner/Secretary to the Government, General Administration Department.
27. Stock file / Website, GAD.

"Hindi and Urdu versions shall follow".

(Roopali Arora) JKAS,
Under Secretary to the Government.