Paperless Office in Mantralaya and Sindhudurg District

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Why eOffice?

Project Description

Snapshot:

- Digital Workplace Solution based on CSMoP developed by NIC

- Web-based application accessible from anywhere through VPN

Project Description

eOffice Roll-out:

- Unfortunate accidental fire in Mantralaya
- Digital Workplace Solution based on CSMoP developed by NIC
- Web-based application accessible from anywhere through VPN
- Modules for filing, leaves, tours, personal information, SMS alert & knowledge management
- Migration from physical to electronic records
- Phase wise implementation for smooth rollout

Project Description

Scope of Work in Sindhudurg:

- District Collector Office
- Sub divisional Magistrate offices
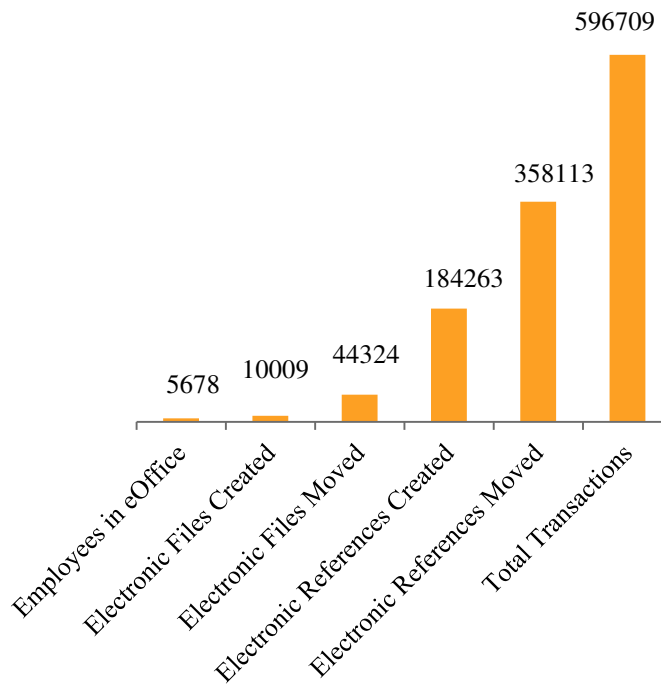- Tehsil offices

Scope of Work in Mantralaya:

- Phase-wise Implementation in 39 departments
- Phase 1: 19 Departments
- Phase 2: 10 Departments
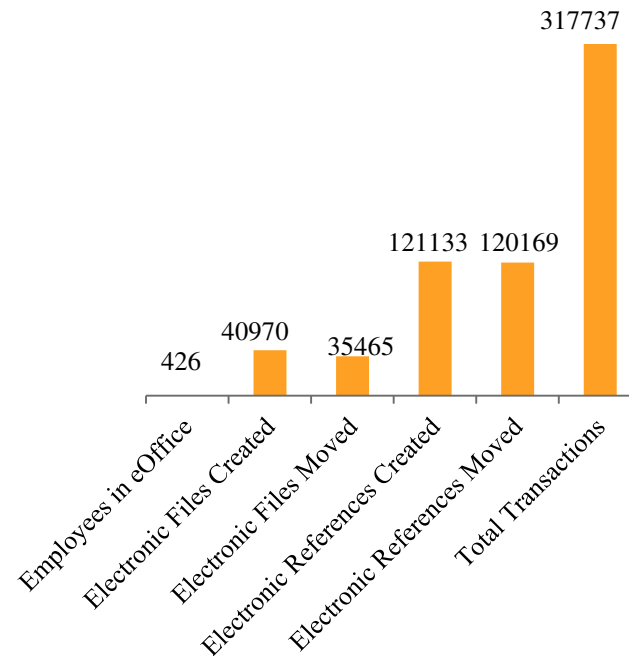- Phase 3: 10 Departments

Project Description

eOffice Status:

Mantralaya

Bar chart for Mantralaya:
- Employees in eOffice: 5678
- Electronic Files Created: 10009
- Electronic Files Moved: 44324
- Electronic References Created: 184263
- Electronic References Moved: 358113
- Total Transactions: 596709

Sindhudurg

Bar chart for Sindhudurg:
- Employees in eOffice: 426
- Electronic Files Created: 40970
- Electronic Files Moved: 35465
- Electronic References Created: 121133
- Electronic References Moved: 120169
- Total Transactions: 317737

Project Description

Value Addition to Stake Holders:

- Bring efficiency and transparency in the administrative system
- Time bound delivery of services to Citizens
- Reduce the drudgery for employees
- Hassle free permanent storage of records
- Business Process Re-engineering
- Create a repository of knowledge
- Administration from Anywhere
- Standardization

Project Description

Challenges/Lessons:

- Change Management
- Continuous Training
- Business Process Re-engineering
- Infrastructure Management
- Human Resource Management
- Time management
- Application management
- Continuous Process of up-dation

Scope for Improvement

- Continuous Process Up-dation for making a more user friendly interface

- Discourage simultaneous movement of physical files & electronics files

- Almost discard use of printers

- Optimize use of scanners

- Improvise IT infrastructure to reduce the response time of application

Scope for Replication

- Sindhudurg- First to implement eOffice
- Already replicated in NRHM, Jalna, MCGM
- Issued GR dated 20th Aug 2013, providing First Step eOffice Preparatory Guidelines
- MSAMB, MSRDC, PCMC, etc. already in pipeline
- Requests for implementation received from other States

| IT Infrastructure Survey & Gap Analysis | Gap Filling | Initial Orientation & Overview Training | DSC Token Issuance & Email Creation | Handholding for Real-Time Implementation |

Sustainability

- Independent of Decision-making bodies after stabilization stage

- Robust institutional mechanism

- Rigorous Study of Issues that can hamper progress

- Continuity of Capacity Building initiatives like Tech Saturday, Training Resource Pool, etc.

- Perceptible Reduction in Unproductive Work

- BPR & Training Manuals

- Financial provision for IT Infrastructure up gradation through SETU funds

Conclusion

Roll-out has led to:

- Total Transparency and Accountability
- Effective Monitoring, tracking and Quick disposals of Cases
- Information availability of exact locations of Files and Receipts
- Permanent Preservation of knowledge (KMS) and Records
- Better work environment and efficiency

Awards

- 'Best Green IT initiative of the Year' at the first Express IT Awards
- Best G2G initiative of the year by eMaharashtra
- Order of Merit and Platinum Award at Skoch Digital Inclusion Awards Ceremony
- Featured as Case Study in the PC Quest Magazine.
- Best G2G initiative of the year by eMaharashtra
- Paperless Sindhudurg has won CSI Nihilent Excellence Award

A Comparison

Before e-Office implementation   *After* e-Office implementation

A Comparison

Before e-Office implementation   *After* e-Office implementation

Thank You & Go Green…