

Streamlining Governments' Social Benefit Programs with Newgen's BPM



Overview

The governments introduce various social welfare schemes for the benefit of citizens. To ensure effectiveness of these schemes, it's vital that benefits reach the intended beneficiaries. This is the reason the governments launch social benefit programs - a step towards citizen-centric and accountable governance.

The social benefit program aims to ensure that citizens gain the maximum benefit from various government initiatives like Student Scholarship, benefits for disabled or those with special needs, and others by transferring funds directly to their bank accounts. However, in the current state of document-intensive workflows, multiple manual hand-offs and siloed processes, state governments are fraught with various challenges. Successful implementation of a social benefit program demands streamlined workflows, effective fund management, monitoring tools and seamless intake from multiple channels. Technology can empower officials and departments, allowing enhanced collaboration, better monitoring and fast-track of fund flows.

Challenges

- Inadequate fund monitoring systems
- Longer review and delayed approval cycle
- Delay in fund disbursement due to lack of collaboration
- Limited visibility to citizens and beneficiaries
- Manual processes, resulting in errors and delays
- Limited initiation channels for citizens to apply for schemes

Streamlining Social Benefit Program with BPM

Newgen solution streamlines the complete process of a social benefit program - from receiving applications to transferring funds in beneficiary's account. The solution based on Newgen's intelligent process automation framework fast-tracks the complete cycle through automated processes, ensuring citizens gain the maximum advantage from various government schemes.

The solution offers a single point interface for beneficiaries, officials, and other stakeholders to apply, view and track status of the application, enabling better accountability. The comprehensive tracking capabilities enable effective targeting and ensure subsidies reach the intended beneficiaries. The automated processes ensure end-to-end visibility, overcoming challenges such as pilferage, duplication, and fund leakages.

Key Features of Newgen Solution for Social Benefit Programs

- **End-to-end management** - Transforms and automates the complete lifecycle from application registration, citizen ID validation, document/eligibility verification, approval, bill/ ECS generation to fund transfer
- **Single Point Interface** - Offers stakeholders a single window platform compatible with mobile/tablet environment to manage various programs. Allows beneficiaries to apply for scheme online and capture their personal information and bank details directly into the core system
- **Built-in rules** - Defines and applies pre-defined rules for application submission and eligibility check to ensure all the necessary information is captured, and errors are avoided
- **Intuitive Dashboard** - Generates extensive reports for each process and ensures transparency and effectiveness. Ensures accurate and timely disbursements through real-time status updates of the application
- **Centralized repository** - Creates secured archival of all policies, rules, guidelines and case related documents. Arranges the content in a thematic or chronological order for easy access

How the Solution for Social Benefit Programs works?

Let's take a case of a student applying for e-scholarship through the online portal.



Key Benefits of Social Benefit Program Solution

- **Timely Fund Disbursement** | Define and design approval cycle and auto-route applications. Allow collaboration across stakeholders for evaluating applications and ensure timely delivery of funds
- **Better Accountability** | Achieve operational efficiency by reducing multiple tiers in fund flows and offer maximum benefit to citizens. Gain complete visibility with real-time reports for various processes
- **Informed Beneficiaries** | Allow beneficiaries to track their application status with the assigned user id and password. Leverage features such as event-based email/SMS notifications and alerts to inform beneficiaries about their application status
- **Efficient Controlling** | Apply various checks, verify beneficiaries' eligibility, and risks in awarding scholarships/benefits/subsidies with pre-defined rules based on geography, age, educational qualification, income grade etc.
- **Secured Beneficiary Information** | Allow secured access to repository with features such as one-time-password based authentication and rights-based access. Digital encryption of beneficiary's personal and bank details acts as an additional security layer
- **Enhanced Fund Monitoring** | Generate detailed reports through dashboards and gain insights on fund allocation total fund available, fund utilized, scheme-wise beneficiaries, region wise beneficiaries, schemes performance
- **Anytime-Anywhere Information** | Leverage mobility and empower officials to access information on-the-go. Allow users to easily access case related information on their mobile devices and collaborate with other stakeholders

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 66 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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