NEWGEN

E-gov Office Suite Helps Govt Department Deliver Paperless And Efficient Administration

Overview

This department of the State Government is responsible for efficient implementation of the Electricity Act and collection of Electrical Duty. Their aim is to ensure electricity is used safely by the public, and they achieve this through effective implementation of the Electricity Law in the State and monitoring recovery of revenue in the form of electricity duty for the State.

Ensuring safety regulations are followed in all electrical installations within the State is a primary responsibility of the department. Lack of a centralized digital process and high dependency on manual processes made it difficult for the department to track progress and maintain transparency.

Challenges Faced By The Department

➢ **Inability to Track Application Status:** Manual processes and high dependency on humans resulted in lower visibility and difficulty in keeping track of applications.

➢ **Delayed Approval Cycle:** Absence of a centralized digital process, lack of a reminder notification system combined with multiple manual hand-offs, led to a longer review and approval process.

➢ **Lack of Transparency and Monitoring:** Compiling reports and maintaining records was cumbersome and led to transparency issues. Lack of monitoring led to poor workload management.

➢ **High Turnaround Time:** Lack of collaboration among various departments resulted in lower efficiency in accepting and processing of applications, leading to a longer review and approval cycle.

➢ **Absence of a Centralized Repository:** Large amount of time was spent in search and retrieval of required documents, causing limited access to information and higher turnaround time for case resolution.

Goals of the Project

- Improving efficiency and effectiveness of business processes/functions
- Instituting a mechanism of result-based monitoring and evaluation
- Improving the decision-making system, with respect to planning and delivery of services
- Ensuring effective project management through progress tracking
- Improving the quality of service provided by the department
- Increasing transparency, and efficiency in service delivery
- Increasing service delivery channels to ensure hassle free service
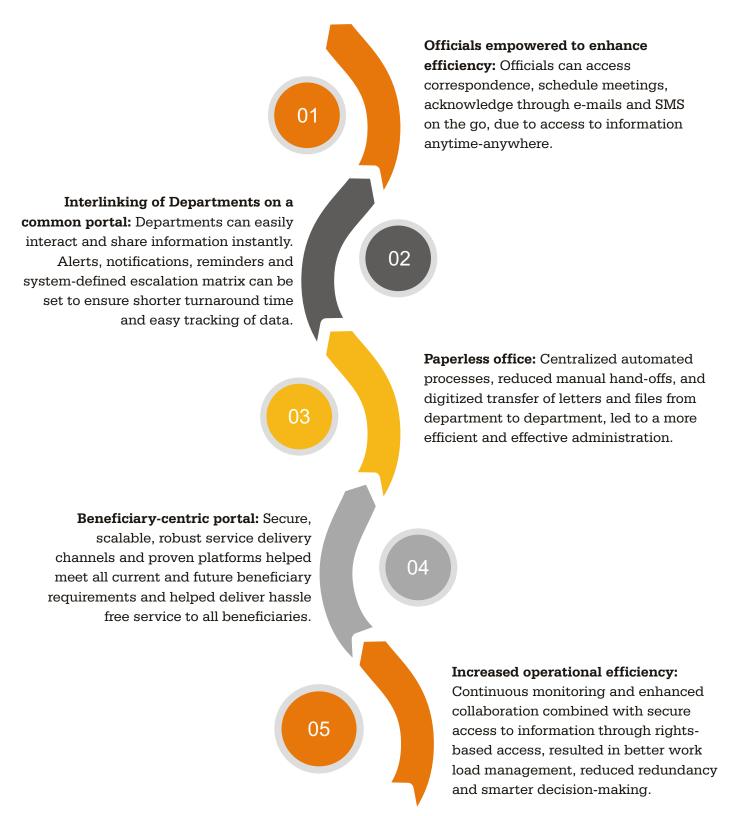- Defining service level to ensure timely delivery of services

How Newgen e-Gov Suite helped overcome hurdles

Newgen's comprehensive e-Gov Office suite comprising of File & DAK management system, Document Management System, Workflow Management System, and Scanning solution, helped the organization automate and transform its administrative processes across different workflows. The solution built on Newgen's iBPS and ECM platforms enabled the government officials to get a 360-degree view of the processes, and allowed for dynamic collaboration, leading to smarter and informed decision-making.

The processes were built on Newgen's iBPS platform and linked with the Correspondence (File/DAK) management module, to provide a comprehensive platform suitable to all the workflows.

Key Processes Transformed	
Automation of File/DAK (Correspondence) Management	• Digitized the process of file/DAK handling • Routed correspondence through multiple approval cycles • Enabled users to work on them and add notes and comments • Enabled a comprehensive search mechanism to locate a file/DAK
Electricity Duty	• Provision of facility for sending acknowledgement through e-mail and SMS at different stages • Management of all inward and outward correspondence support • Provision of dynamic workflow with ability to route files in the hierarchy base.
Lift Licensing Section	• Provision of detailed online compliance report after Validation of Application • Generation of query online within system for department officers, related to any missing documents or information • Automation of schedule for Inspection & generation of further report
Licenses for Electrical Contractors	• Automated notifying of electrical inspectors • Enabled online approval by various users
Certification for Electrical Supervisor and Wiremen	• Provision of online approval of Exam Results • Updating of status to the portal for exam results
Inspection	• Built dashboard to present the targets against the actual for all officers • Enabled Inspectors to submit inspection reports from the inspection site through tablets/mobiles • Helped integrate the inspection report submitted through mobile hand held or Tablet devices

Benefits Achieved

01

Officials empowered to enhance efficiency: Officials can access correspondence, schedule meetings, acknowledge through e-mails and SMS on the go, due to access to information anytime-anywhere.

Interlinking of Departments on a common portal: Departments can easily interact and share information instantly. Alerts, notifications, reminders and system-defined escalation matrix can be set to ensure shorter turnaround time and easy tracking of data.

02

03

Paperless office: Centralized automated processes, reduced manual hand-offs, and digitized transfer of letters and files from department to department, led to a more efficient and effective administration.

Beneficiary-centric portal: Secure, scalable, robust service delivery channels and proven platforms helped meet all current and future beneficiary requirements and helped deliver hassle free service to all beneficiaries.

04

05

Increased operational efficiency: Continuous monitoring and enhanced collaboration combined with secure access to information through rights-based access, resulted in better work load management, reduced redundancy and smarter decision-making.

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 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

FOR SALES QUERY DIAL

AMERICAS: +1 (202) 800 7783

AUSTRALIA: +65 3157 6189

INDIA: +91 11 40773769

APAC: +65 3157 6189

MEA: +973-1-619-8002, +971 44541365

UK: +44 (0) 2036 514805

WRITE TO US

info@newgensoft.com

Dec 03rd, 2018