

# One of the fastest growing states in India goes paperless and fosters efficient administration

## Overview

With a view to realize the dream of a Digital India, the government of one of the fastest growing states in India wanted to transform its operations. The state government realized the need to automate and streamline its various processes across geographically dispersed departments. The organization then searched for a technology partner to automate its day-to-day functions at all levels of the administrative hierarchy and foster efficient governance.

## The need to transform administrative services

The state government faced the daunting task of managing 24 districts, collaborating with 20 state agencies and various others departments. With such a huge number of government officials working manually in silos, it resulted in human errors and slowing down of processes.

In an endeavor to digitally empower its officials, better manage the volume and types of documents, the state government realized the need of an electronic office. Thus, the state government on-boarded Newgen, owing to its experience of working with leading government institutions and departments, to streamline its key operations and facilitate efficient administration.

### Growth Bottlenecks

- Extensive manual intervention, leading to high error rate
- High turnaround time, resulting in delayed responses and actions
- No centralized knowledge repository limits access to information, affecting decision-making
- Low visibility across state projects and processes
- Lack of standardization causing accountability issues
- Lack of structured work allocation

## Goals of the Project

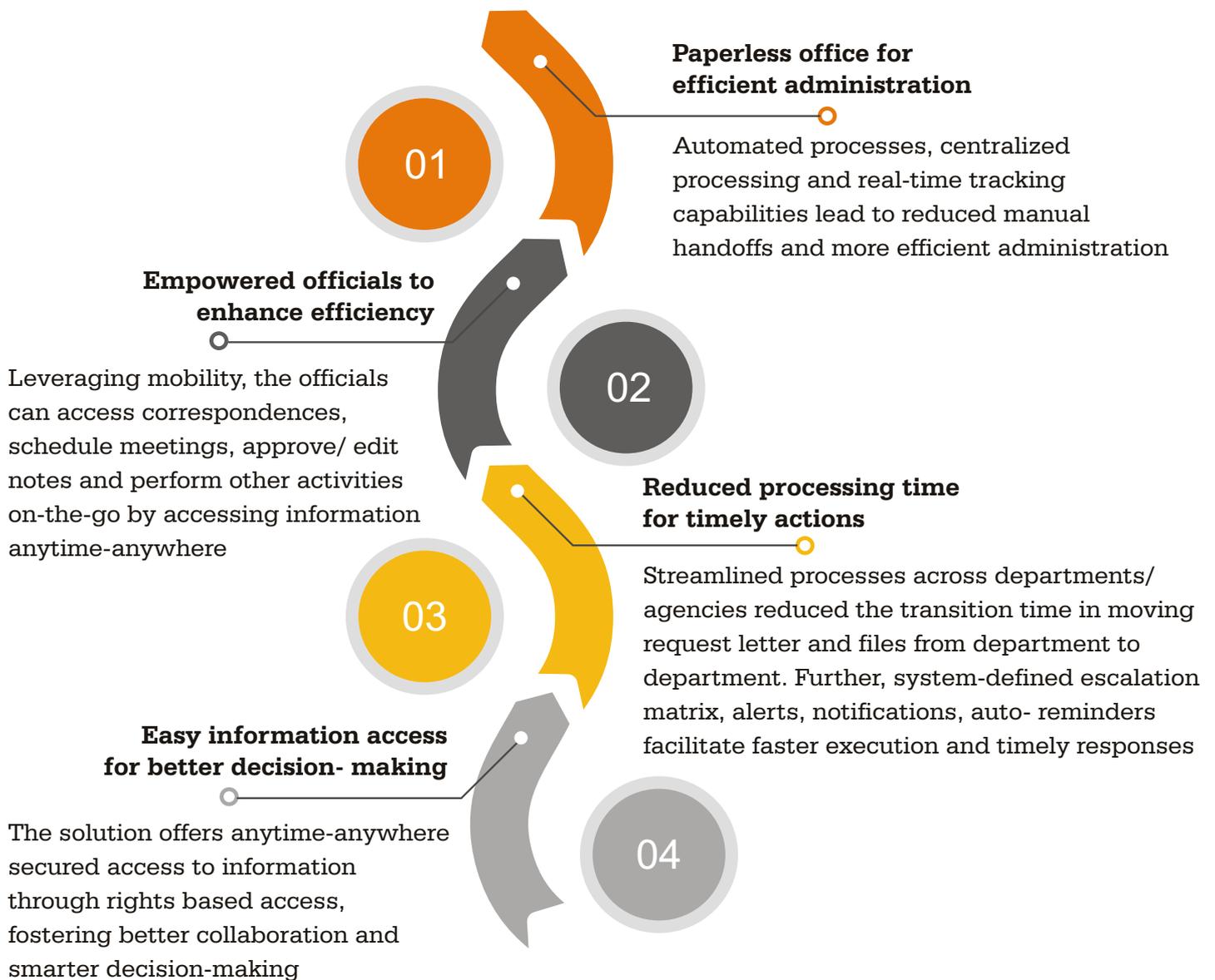
- Streamline operations and achieve an electronic office
- Enhance collaboration across the government's 31 departments, 5 commissionaires, 24 districts and 20 state agencies
- Transform administrative processes - Correspondence management, Grievance management, Knowledge management, Committee & meeting management and others
- 360 degree visibility across processes
- Better tracking and monitoring capabilities

## Realizing a Paperless Office

Leveraging Newgen's comprehensive e-Gov Office suite, the organization automated and transformed its administrative processes across 31 departments, 5 commissionaires, 24 districts and 20 state agencies. The solution built on Newgen's iBPMS 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.

Processes Transformed	How Newgen's Solution Helped?
<p><b>e-file and Correspondence Management</b></p>	<ul style="list-style-type: none"> <li>➤ Automated file tracking and management with electronically driven Green Notings in compliance with Manual of Office Procedures (MOP), published by DARPG</li> </ul>
<p><b>RTI &amp; Grievance Management</b></p>	<ul style="list-style-type: none"> <li>➤ Enabled timely and effective resolution of RTI cases with visibility across all processes and enhanced collaboration</li> </ul>
<p><b>Knowledge Management</b></p>	<ul style="list-style-type: none"> <li>➤ Allowed easy creation, archival, retrieval and sharing of information via centralized repository</li> </ul>
<p><b>Committee and Meetings Management</b></p>	<ul style="list-style-type: none"> <li>➤ Facilitated officials to track and manage committees' renewal and expiration. The solution allows the officials to schedule meetings, capture minutes of meeting and maintain an action tracker to keep a track of all the actionable items</li> </ul>
<p><b>Circular and Note Management</b></p>	<ul style="list-style-type: none"> <li>➤ Enabled end-to-end management of circulars from creating, processing to archiving. With capabilities to auto-route for approval, writing/editing and tracking</li> </ul>
<p><b>Court Case Management</b></p>	<ul style="list-style-type: none"> <li>➤ Managed litigation and legal advice processes. It allows for registration and tracking of court cases and legal advices. With an online repository, officials can easily retrieve information for any case</li> </ul>

## Benefits Achieved



The state government with Newgen e-Gov Office solution took a leap in the Digital India journey. The automated processes have enabled the state government to significantly improve operational efficiency, foster transparency and collaboration across all its processes and departments.



## About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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