Computerisation of Personnel Information Systems (CPIS)

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ABSTRACT

Actual concept of the project was brought to focus by one MCA student who was given a project work in finance department to develop a system to monitor State Govt expenditure. During his interaction with the officials of the finance department, the need for the computerization of employees Profiles were brought forward to NIC. Thanks to those MCA students, without whose report to NIC, it would never have happened or would have been very late to start the project. It took much longer than the stipulated time. This was because the project started with the interest of one senior officer from Govt, who was also transferred from that department to other department, from where he could not render his service for the project. By that time data entry was completed and correction was going on. Even though the database was not fully correct, it was used for various planning purposes by the finance department. In the year 2004, the database was shown to the World Bank team who came down to Imphal for study of Pension Reform scheme. The team was very impressed with the kind of database and recommended to the state government to complete verification and correction of the database. Around December, 2005, Govt started seriously to complete the work at the apex level. By that time, another module added to the present database for easy cross check, i.e., linking the Employees Profiles with the Sanctioned Post in every department for every office. This was a new phase to achieve the goal quicker; otherwise, it would have taken longer time again. Many departments could not give correct information about sanctioned post in their own department months together. Sometimes they certified wrong information as correct information. Some departments did not take it seriously and their negligence delayed the project. It was a totally different experience.

1. Introduction

Project conceptualization

Eleventh Finance Commission desired details of Budgets and employees for assessment of Revenue Expenditure of Government of Manipur. Collecting information of staff strength office wise, department wise, designation wise etc. was a Himalayan task for the Finance Department. But correct data is required every year for the purpose of budgeting, calculating retiring staff,

planning for new recruitments etc. Without correct information, State Govt could not plan properly. In the year 2002, Finance Department, Government of Manipur entrusted the same work to NIC Manipur. The exercise was to cover 65000 employees in 38 Departments   and   80 Head of Departments, spread over in 9 districts with 3500 approved offices linked to 945 DDOs. Internet connectivity was a constraint in the year 2002, Therefore, web based S/W could not be deployed for the work. Therefore, it was decided to do data entry at Directorate office for the small and medium departments and distributed data entry for big departments. Selecting a platform for collection of data from different location was also an issue at that time. Considering all these factors and also cheap availability of MS Access as well as familiarity to the common people, MS Access was selected to develop the required S/W. Thus MGEL S/W was developed using MS Access and given to all the Departments for data entry using their own PCs. Necessary training were also imparted to the Nodal officers of every department for data entry. NIC collected data in the digital forms only which was later on verified by the staff from the concerned department. Thus, the data entry of MGEL started in the year 2002. Response was not impressive in the beginning. It took almost 4 years to complete the Project with the real initiative of State Government.

At present, CPIS is the real driver of all the Government Departments to streamline the staffing pattern as well as to weed out irregular staff. It has almost become Virtual Policy for transfer and promotion, and enforced in every department effectively.

Fig. 1

WHAT IS CPIS ?

CPIS is a computerised database containing details of the sanctioned posts and service particulars of all employees in each office of the Government.

Government office

Details of Sanctioned Posts + Employee Details
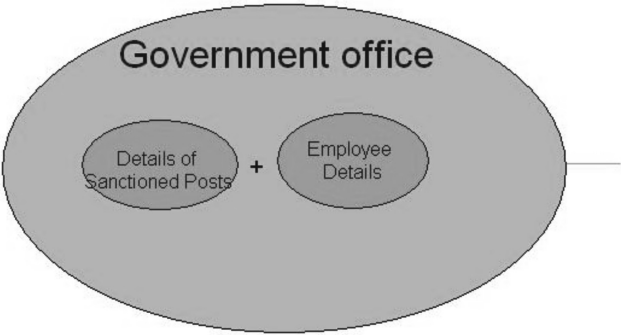
Computerised Personnel Information Systems (CPIS)

2. Vision

Enabling every department to maintain a correct database of employee profiles vis-à-vis sanctioned post in the State Data Centre. Every department will be able to update the database to the State Data Centre directly from their office. In turn, finance department will be able to generate any kind of report without waiting the reports from the department. Treasury should be able to use it for controlling expenditure.

3. Stakeholders

1. NIC - Technical Support and Database maintenance
2. Finance Department - Data Certification
3. Line Department and Data origin and Input Office of DDO
4. Treasury - Data usage and Control

4. Objective and Services

CPIS aims to create
a) a complete database of sanctioned post for all categories of personnel in each department,
b) a complete database of all regular employees posted in each office against sanctioned post and
c) assigning unique Employee Identification Number (EIN) for each employee, irrespective of his posting.
The system enables the administrators to understand the actual position of staff (excess or shortage) in every office. CPIS has already become Virtual Law Enforcing Agency (VLEA) to all the departments.

5. Public Private Partnership

The project is purely based on G2G and G2E and hence, PPP is not envisaged. But initially, some departments utilized the services of the local agencies for doing data entry. But continuous support of the private party is not required due to the nature of the work flow; the ultimate user is the Government department only. Funding is also minimal because existing PCs could be deployed for the job. At present, Finance department is bearing all the funds necessary for hiring manpower etc. Line departments need not provide fund for this project.

6. Project Plan

Project plan could be described as follows

NIC to develop S/W for database maintenance and provide datasheet to line department in the form of CDs and train Nodal Officers of every department

Initial data entry must be done by departmental staff at their own offices (sanctioned post and employee details) in approved formats and furnish to NIC). If they do not have required infrastructure, they could outsource the work to any local agency.

Collection of the digitized data and consolidation and verification and printing of reports in hard copies by NIC.

Data correction must be done by the departmental officials and submit back to NIC with certification

Final verification of data must be done by NIC. Generation of reports is submitted to Finance department for issuance of certificates of correctness to be given to the concerned Treasuries for control of payments.

NIC generates EIN for each authenticated employee.

7. System Re-engineering and Legal Framework

The system does not propose any change to the existing systems, except introducing some checks and balances using computerization. All these new checks and balances were regulated by the finance department by issuing Govt. orders. Hence, the introduction of the new systems did not cause any breach of legal framework.

8. Project Management Structure

Initially, there was no concrete management structure up to the last part of the year 2005. Around December, 2005, Govt started setting goals of the project to complete by March, 2006. After that only, project management structure came into picture. Separate cell in the Finance department were set up to dealt with CPIS issues. Dedicated cell was opened in NIC with due strengthening of manpower. Regular interaction with the line departments were arranged to resolve pending issues. Timely Govt. orders were issued to the line departments to meet the target of the projects. Every department opened CPIS cell to work for CPIS. Review of the project is also held to improve the quality of the systems.

Strategy for pilot to roll out

There was no pilot scheme while starting the project. It was started covering all Government Departments. Hence, there is no plan for roll out of the
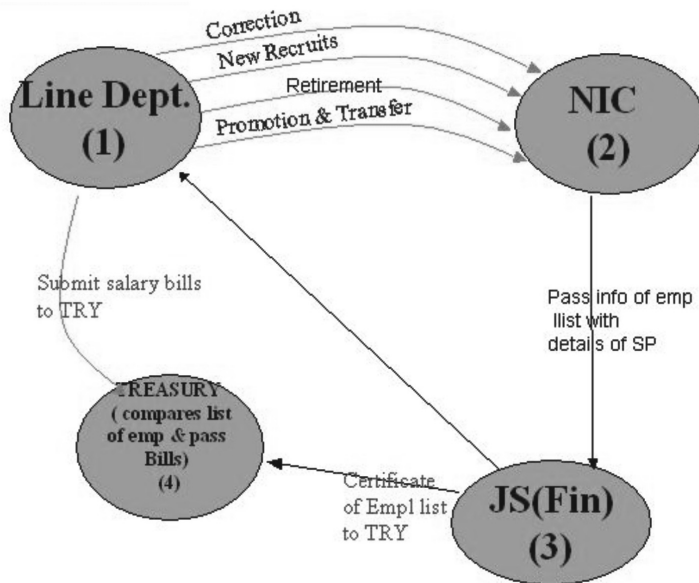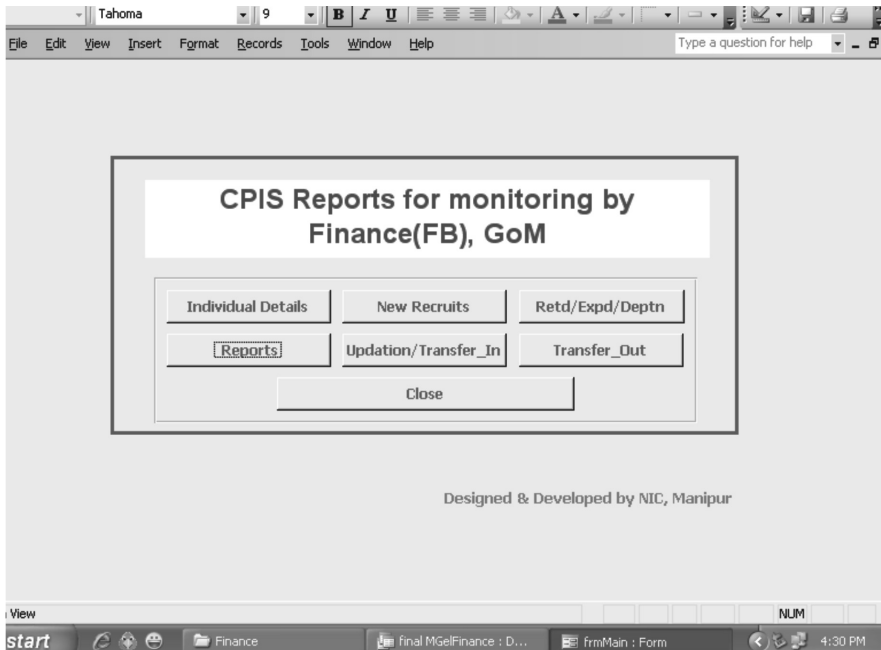
Fig. 2. *Work Flow*

Fig. 3. *(Screen shot for report generation)*

scheme. But Govt. is trying to cover the left out group of employees such as Muster Rolls, Casual employees, Work Charge as well as PSUs and Agencies. Government has already issued Notification for starting the work. NIC has already geared up to take up the additional work.

9. Capacity Building

Each stakeholder has opened a separate CPIS cell equipped with computer and persons to operate it. They are trained to understand what information is to be submitted to NIC whenever there is transfer, promotion or retirement of staff. A set of forms are also made available in the website, so that line department can download and fill up before they are submitted to NIC for updation in the database.

Regular meetings of the line departments are called for discussion of pending issues.

10. Issues and their Solutions

There are not many issues with the systems except from the line departments for non submission of information correctly. These issues are addressed

Fig. 4. *(data entry screen shot)*

with Govt orders to the department or by calling officials to NIC centers, etc. When there are some delays in issuing certificates by Finance Departments, these matters are put up as agenda notes in the coming meeting. Otherwise the system is working fine.

11. Status and Results

Present status

At present CPIS has covered all the 38 Departments with 80 Heads of Departments, spread over in 9 districts with more than 3000 offices. So, far it has recorded 64,832 employees. Finance department has issued notification for not releasing salaries to those offices that are not following CPIS systems. Now, it is to state that 100% target has been achieved during 2006-07.

Fig. 5. *(Sample report)*

12. Future Plans

Future plan for CPIS are given below:
- Giving access to Accountant General, Manipur for GPF, Pension and Service Details purposes
- Give limited access to the Line Departments with User ID and Password for updation in case of promotion, transfer, etc.
- CPIS will be made an alternative system of Electronic Service Book
- Preparation of budget details for salary and pension entitlements
- Online payroll preparation by line departments.

13. Conclusion

CPIS started in the year 2002 in the name of MGEL and completed in the year 2006. The project was delayed by more than 2 years. The reason was apathy of departments, low priority, and repeated failure during verification of employee details with sanctioned post. It has been renamed CPIS in the year 2006 with the inclusion of sanctioned post. It was started in 2002 and ended in 2006. It is a good achievement of the Government of Manipur.