# General Administration Department (Personnel Division)

*Neeta Shah and K George Joseph*

## 1. Key Performance

Savings for the Government:

- Due to online processing of letters and consequent auto-maintenance of data, 472 posts of clerks have been abolished as on 01/08/08 resulting in a saving of Rs.5.45 crores per annum.

- Paper consumption is reduced because of online processing of files.

## 2. Government and Employee Centric

Activities implemented successfully using IWDMS (Integrated Work-Flow and Document Management System):

- **Online Letter and File Processing:**

  During 01-04-2006 to 22-08-2008:

  – 1,52,118 letters are entered and processed online

  – 86,146 online file processing within GAD (Personnel)

  – 14,271 UORs (Files from other departments) are processed online

- **Leave Module:** Online leave processing for employees in GAD and IAS Officers

- **EIS Module:** Database of Employees Information of 225 IAS officers and 139 GAD officers and 3388 State Secretariat Employees

- **Secretaries' Meeting Module:** Online processing of creation, approval and issuance of minutes of State Secretaries' meeting

- **Monthly Review Meeting Module:** Online processing of Data for Departmental Monthly Review Meeting using 16-points module; progress/status is reviewed by Additional Chief Secretary (Personnel) online

- **Payroll Module:** Pay bills are generated online and salary-slip is sent online to all in GAD.

Activities other a IWDMS:

- **Central Record Room Module:** 4,50,981 pages of 4683 files scanned and uploaded as on 21/08/08

- **Central Registry Module:** Computerized Central Registry works as central post office for Ahmedabad and Gandhingar Government offices.

## 3. Integrated Government

- **IWDMS (Integrated Work Flow and Document Management System):** For online processing of letters, files, leave, generating salary slip spread all over the secretariat

- **IACMMS (Integrated Access Control Man Management System):** It records in-out movement of employees as well as the visitors in Gujarat Secretariat and it has enabled the department to discard manual attendance registers.

## 4. Government Efficiency

97% disposal of letters and files aged over 10 days which shows improvement in efficiency.

## 5. Innovation and Best Practices

- Monitoring of pendency of letters and files using specially customized "Work-Sheet Disposal" (WSD) Report

- Monitoring of usage of IWDMS using Daily/Monthly Login Reports

## 6. Policy & Strategy

Capacity Building for Implementation of e-Governance (State Level):

- Computer Knowledge made compulsory for Appointments and Promotion (01-10-06)

- Arrangements have been made for imparting computer training to all state government employees. As on 31st July, 2008, more than one lakh (1,07,067) employees out of 4,63,140 have appeared in the computer examination (23.11% of the Government employees). 55,597 employees passed the exam (52% of those who appeared)

- Training centers designated = 266 + 155 private = 421

- Training capacity = 41,628 per annum

## 7. Infrastructure

- Central Application Servers, Database Servers, SAN (Storage Area Network) and Tape Library for IWDMS are managed by Department of Science & Technology as IWDMS is spread across the secretariat.

- 3 Application Servers, 2 Database Servers, SAN (Storage Area Network) and Tape Library for applications other then IWDMS are managed by the department.

- 248 P-IV desktops in the department to use these applications are connected through wired Ethernet/WiFi and with GSWAN (Gujarat State Wide Area Network) too.

- High End Scanners to scan the letters to inward in IWDMS.

- 2 Projectors for online review meeting, presentations and training.

## 8. Technologies

- **Operating Systems:**
  - Microsoft Windows 2003 (Enterprise Edition) (For Servers)
  - Microsoft Windows XP (For Desktops)

- **Front End:**
  - J2EE

- Oracle 10g (Application Server and Database Server with RAC)

- Use of Microsoft Office 2003 Indic made compulsory for Gujarati language as state level policy.

## 9. People & Leadership

Team of the following persons is guided by the Addition Chief Secretary (Personnel) for e-Governance related projects.

- Chief Information Officer (CIO)

- Joint Chief Information Officer (Joint CIO)

- Project Manager (PM).

## 10. Self-Assessment

As many processes have been computerized to multiply the efficiency of the department, I consider the department (GAD) for the Best e-Governed Department category Award.

- GAD pioneered testing & implementing common modules listed in GR, dated 28-4-08 of GAD/IT Division. EQDS gave quality clearance to these common modules.

- However, in view of the Science and Technology Department's GR, GAD switched over to IWDMS w.e.f. 1-4-2006. 49 common and 14 core applications are intended to be implemented in IWDMS.

- GAD has provided latest Hardwares to its employees and has trained them to work on various software applications very smoothly and efficiently.

- Online Letter and File processing.

- Online Leave Application for IAS cadre and GAD Employees

- Employees database including 225 IAS officers and 139 GAD officers and 3388 State Secretariat Employees.

- Secretaries' Meeting Module for online preparation and issuance of minutes of the meeting.

- Online monthly review Meeting.

- Online Salary Slip

- Digitization of old records

- Computerized Central Registry for Ahmedabad/Gandhinagar Offices

- Elimination of manual attendance registers due to **IACMMS**

- Monitoring is more accurate due to MIS generated.

- GAD has also taken care of capacity building for running the softwares and website updation and maintenance. The Department has team work of CIO, Joint CIO and Project Manager for managing the day-to-day activities/trouble-shooting of established IT System.

- Due to rigorous follow-up at the highest level of the Department, the Department has achieved 97.62% disposal of its letters, files and UORs.

- The Department is also aiming at achieving the stage of less paper concept in its day-to-day work. For this, many more applications like LTC, GPF, MCA, HBA, Online Transfer Processing, Promotion, T.A. Bill, Medical Bill etc.. will be implemented soon.

- As a result of e-Governance activities in the Department, 472 posts of clerks were abolished as on 1-8-08 resulting in saving of Rs.5.45 crores p.a. to the Government.

- Looking to the complexity of the Government work and its work flow, it is very difficult to prepare employees of the Department to gear-up in e-governance activities. However, GAD has set an example by constant follow-up and customization of its e-governance activities and is able to sustain continuity in day-to-day online working and all of its users using the system regularly.

## Project Contact Details

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