Administrative Efficiency

eGov has developed systems to manage the back office operations and enhance the administrative efficiency of the ULBs. eGov has applications to efficiently handle:

- Employee information
- Documents
- Legal cases

Employees form a major asset base of all municipalities. Efficient and effective utilization of this asset is important to ensure effective administration. An effective human resource management system that includes employee self-service is greatly needed to improve the efficiency of the human resource and related processes.

eGov's web based online Employee Information System captures an employee's complete details, his assignment details across the years. The employee's leave and attendance can be managed using the system. An employee's career progression throughout the employment period can also be captured in the application thus allowing the system to be used as the basis for generating the service book.
The ULBs create and receive a large number of files. The files can originate from other government departments, forwarded to the ULB's, the files can also originate from

citizens, or can be internally generated for inter/intra department communication. The ULB's spend significant amount of time and effort in tracking and managing the documents. The ULB's have typically been managing this with the Inward/Outward register referred to as 'Tapaal'.

eGov's web based online Document Management System enables the customers to create and track documents in their digitized format. The inward and the outward file movements of a department will be managed through this system. It is designed to overcome the problems faced by manual document storage. The primary objective of the system is to create a paperless office and facilitate the easy organization of documents, on demand storage and retrieval of the same.

Disputes can occur between citizens and ULBs. In such situations, either of the parties may file a case in the court of a law against the other party to resolve the differences. Being a large enterprise, ULBs receive thousands of such cases every year. There can also be thousands of cases pending for judgment in different phases of the legal process such as hearing, interim order, judgment, and judgment implementation.
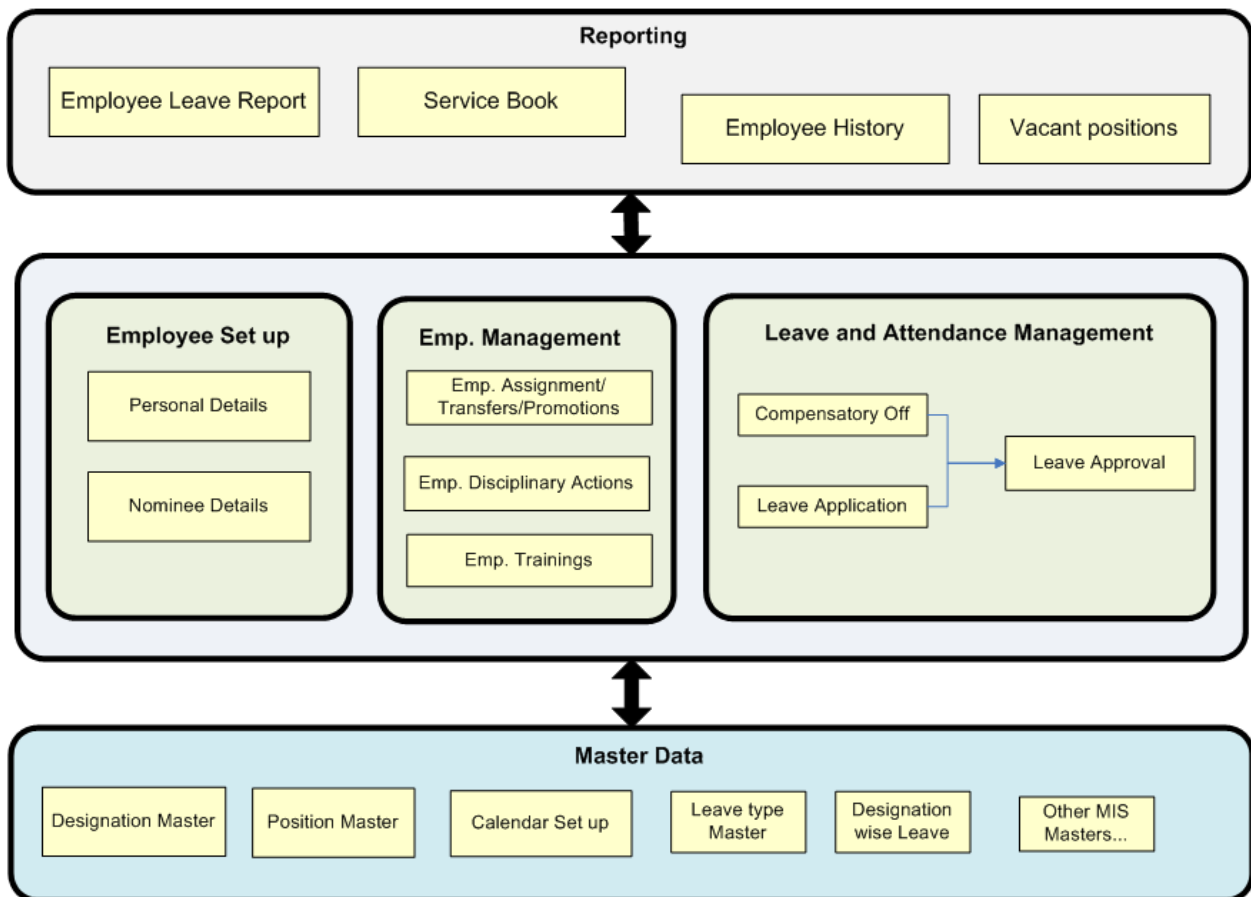
eGov web based online Legal Case Management System aims to improve efficiency of ULB's legal cell in handling the legal cases. The application enables the legal cell officials to manage the complete lifecycle of the case from within the system. The module also helps enter, track and approve bills of the standing counsels.

These modules are integrated with one another and with other modules like Finance and Collections to ensure that the data flows seamlessly between them.

Employee Information System

Establishment expenses constitute one of the largest expenditure areas for any government. In addition, the government is one of the largest employers in the country. Efficient management of the staff, coupled with prompt and accurate payment of salaries is one of the primary responsibilities of any government body. This function has traditionally been managed through manual registers, making the generation of the monthly payroll a cumbersome and often error-prone process. Implementation of eGov Employee Information System (EIS)/Payroll application would provide the basis for the streamlining the entire establishment section processes. Capturing the employee's career progression throughout their employment period with the government in the application allows the system to be used as the basis for generating the service book. The following schematic shows the system overview managed by eGov EIS:

View Employee Master

Salient Features of Employee Information System

Masters
- Designation
- Grade
- Category
- Employee type
- Religion
- Community
- Language
- Relation
- Blood Group

Employee Management
- Definition of the employee record
- Assignment of a position to each employee. Support for temporary assignments to an employee.

- Maintenance of history of assignment
- Maintenance of service book of an employee with support for probation and regularization details
- Capturing various MIS details of an employee like Blood group, religion
- Capture other details
  - o Educational Qualification
  - o Technical Qualification
  - o Departmental tests
  - o Immovable Property Details
  - o Property details
- Position hierarchy
- Create/View/Update Nominee particulars
- Create/View/Modify disciplinary actions (Departmental enquiry)
- Create/View/Modify Training particulars

Employee Self Service
- Employee Details
- Apply for Advance
- View all Advances
- View PF details
- Apply for Leave
- View Leave details
- Balance Leave Report
- Attendance Report
- View Nominees
- View Pay Summary
- View Payslip History
- View Payslips

Leave and Attendance Management
- Leave type master
- Configuration of holidays for the calendar year
- Configuration of leaves available for each designation
- Updation of Leave opening balance

- Leave Application and approval
- Compensatory Off application and approval
- Attendance Management

Reports
- Employee History report
- List of employees without assignment for a given date
- Employee attendance for a month
- Employee Leave Report
- List of employees temporarily assigned to a position

Document Management System

eGov Document Management System (DMS) enables the customers to create and track documents. The Inward and the Outward file movements of a department will be managed through this system. The eGov Document Management System aims to achieve greater efficiency, effectiveness and transparency in handling of files in a ULB.
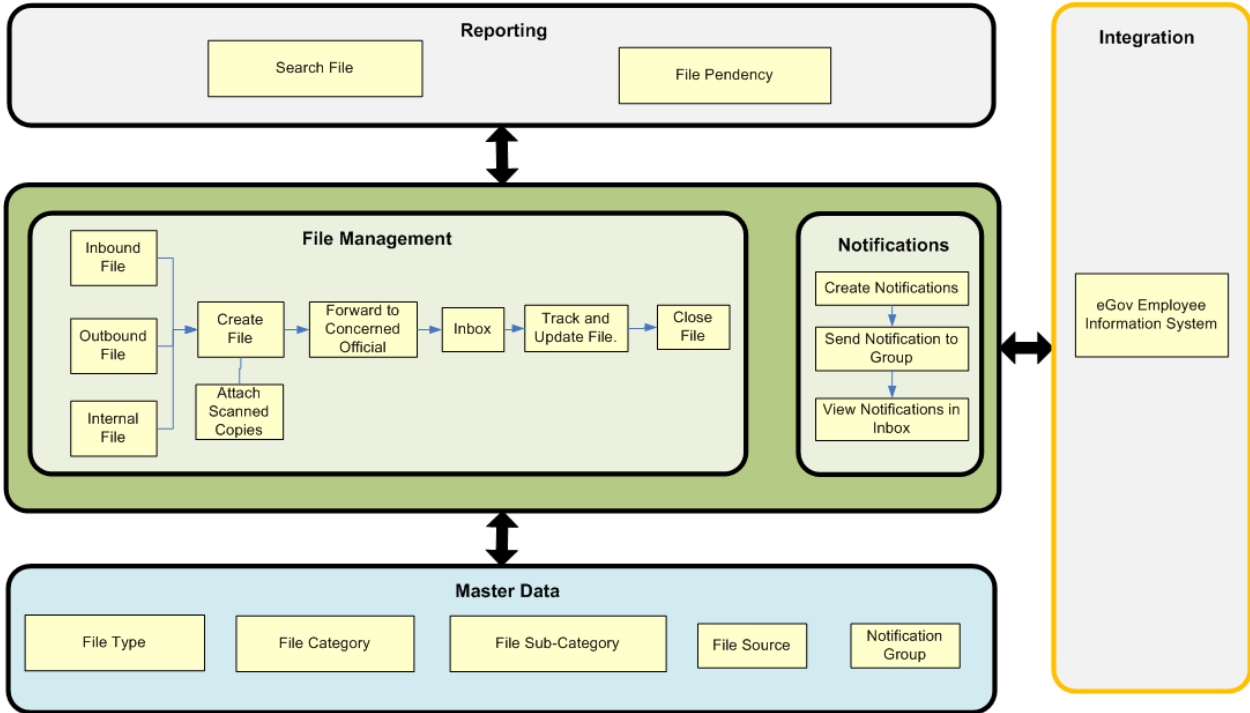
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eGov DMS stores and retrieves the documents in digital format. It is specially designed to overcome the problems faced by manual document storage. The primary objective of the system is to create a paperless office and facilitate the organization in easy, on demand storage and retrieval of documents.

eGov DMS has a notification feature that allows broadcasting/Notification features. That allows a file to be sent to multiple users.

As with the entire eGov product suite, eGov DMS is fully internet-enabled - this would make it possible to provide the system to the users at all the locations, giving the entire administration complete visibility of DMS.

eGov File Management System - Overview

Figure 1: Create File

egovernments foundation

DMS

Welcome sanjay   Today is: 09/03/2011

File Notification System

File Details

File #*	Auto Generated	File Date*	
File Category*	--Select a Category--	File Sub Category	--Select a Sub-category--
File Heading*		Priority	--Select a Priority--
Summary of Document		Search Tag	

Sender Details

Received from*	--Select a Source--		
Name of Sender*		Address	
Phone Number		E-mail	

Attach Documents

Documents	Comments
Browse...	

Notification Receiver Info

Receiver Group*   Octroi AS
                    ALL ELECTRICAL EE

Submit   Reset   Close

Figure 2: Create File notification

Salient Features of Document Management System

The following are the high level features of the Document Management System

- **Create File: Facility** to create a new file in the system
- **Forward File: Ability** to forward the file to the concerned employee
- **Scan and Attach Files: Ability** to attach physical copy of documents
- **Search Files:** Ability to retrieve the status of the file based on various search parameters
- **Notification:** Send notification to multiple users

Legal Case Management System

Citizens interact with Urban Local Bodies (ULB) for various reasons such as payment of property tax and registration of new properties. Occasionally, disputes happen between citizens and ULBs. For example, a citizen is claiming that allocation of site is not done in a fair manner. In such situations, either of the parties may file a case against the other party to resolve their differences through a court of a law. Being a large enterprise, ULBs receive thousands of cases every year. Also, there can be thousands of cases pending for judgment that are in different phases of the legal process such as hearing, interim order, judgment, and judgment implementation.

eGov Legal Case Management System (LCMS) aims to improve efficiency of ULB's Legal Cell in handling the legal cases. The application enables the Legal cell officials to enter the legal case in the system, assign cases to Standing Counsels, and track the case from hearings to Interim Orders to implementation and closure. Legal Fee Modules helps the users to enter, track and approve the Bills for the standing counsel. Users of Legal Case Management System shall be employees of the Legal Cell of the ULB. They will be managed by the **eGov Employee Information System.** The Legal Case Management System will be integrated with **eGov Financial Accounting and Budgeting System**. The Integration point will help make case fee payments to the Standing Counsel.
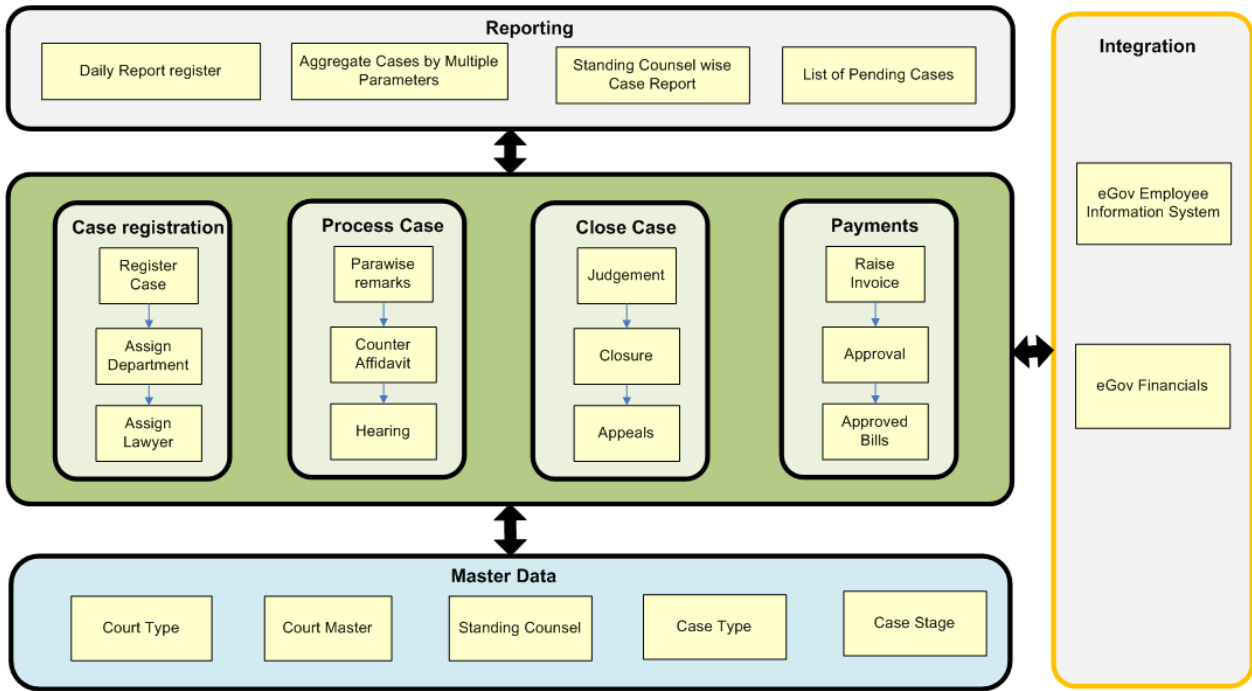
eGov Legal Case Management System - Overview

Figure 1: Create Case Screen

Figure 2: Aggregate Report

Salient Features of Legal Case Management System

Master Data
- Court Type: The Courts can be classified into types like Session, Civil, and High Court etc.
- Petition Type: Petition types are typically entered during the time of System set up.
- Courts: Setting up of courts allows the user to enter the various courts that the ULB deals with. The courts are linked to the court type.
- Case Category: The Case Categorisation Screen allows the user to enter new Case categories in the system.
- Standing Counsel: All the details pertaining to Standing Counsel is created and stored in the system.
- Government Department: Govt. Department who is a respondent can be created in the application.
- Judgment Type: Judgment can be of different types such as dismissal, enquiry, and allowed.

Case Registration and Processing
- Case Registration: The user of the system user "Create Case" screens to enter details like Case details, Petitioner, Respondent, Assignment of Case to employee, Assignment of Lawyer to the Case, etc.
- Hearings: The System has a provision to view existing hearings of the case, enter new hearing and modify the existing hearings.
- Interim Order: After the case is filed, the Court can issue an Interim Order (IO) also known an injunction.
- Record Judgment: Records the judgment of the case.
- Judgment Implementation: Enter the Compliance Status and Details.
- Close Case: The case can be closed at any point of time and which cannot be modified after closing.

Bill Processing
The bill processing module allows the legal cell users to enter, approve and view the fees payable/due to the Standing counsel.
- Record Standing Counsel fee.
- Recording Retainership fee.
- Types of fees that can be paid by default though the application are
  - Legal fees for the case for each action/at the time of closure.
  - Retainer fees are paid monthly to the Standing Counsel.

- **View Past Payments:** An advocate receives payments for each stage of various cases that he handles.

Reports/Search Options
- Search and View case are the options to navigate easily across the application.
- Report without Aggregation: Multiple parameters, which can be customized are selected, list of all the cases that match the entered parameters are displayed.
- Report with Aggregation: The generic report is aggregated by various parameters.
- Report between Dates: User can view reports between dates. Due date Reports:
  - Cases whose PWR is due to be furnished.
  - Cases whose judgment implementation is due.
  - Employees who needs to appear before the court.
  - Cases whose CA's are due to be filed.

The eGov suite of products is a comprehensive selection of technology based Municipal Governance Applications that integrates the entire operations of a municipal government. These applications include *Financial Accounting System, Property Tax System*, *Birth & Death Registration*, *Public Grievance & Redressal*, *Ward Works Management*, *Asset Management*, *Inventory Management, EIS/Payroll, Building Plan Approval, GIS* as well as comprehensive *City Web Sites* for citizens & administrators.

The suite in entirety and its individual components have been operational across ULBs (Urban Local Bodies) in India.

Our cutting edge, easily operable, scalable technology based solutions leveraged on open-source technologies have been developed exclusively for Indian ULBs with the goal of improving governance.