

## **PROBLEM STATEMENT** –

Background: Web-Based solution to track the status of document/file going through approval process in any department. Summary: All the Institutes/ Departments under the Ministry are using some common file/document movement and approval procedures. The physical movement of such files/ documents has many disadvantages. When a document file is under process of approval, the location of the file document where it has been delayed on the way while moving from table to table, is very difficult to trace. The status of a document/ file which has been initiated is not traceable until it returns back to the parent section/ Office. During physical movement of files, there is every chance of missing files. Due to natural disasters or mistakes on an individual level, files/ documents may get damaged. There is a possibility of tampering of documents even after the same has been approved/ closed. There is wastage of huge amounts of paper and printing expenses. This procedure also requires attendants/ peons/ MTS personnel for the physical movement of files. It requires huge space for storing files/record keeping. Objective: Formulation of a common file/document movement procedure, which can be customized to suit the systems in different departments/sections and Institutions. Development of a web-based integrated platform for creation, forwarding, rejection/ approval of documents/ files in electronic format with facilities for making sketches, attaching external reference files etc. Customization facility to define the file movement procedure and nomination of designated Officers/ sections. User creation and user rights management Development of user-friendly web-based platforms for managing files under different categories viz. Note sheets for obtaining approvals, leave applications, interoffice notes, Circulars, P&A Office orders etc. The web-based platform should provide a user-friendly environment similar to popular email platforms enabling us to manage emails under various categories like primary, social, promotional, updates, spam, sent, outbox, inbox etc. Generation of reports based on files/ documents/information as per requirement. Centralized server with sufficient backbone connectivity, storage space and security. Training and implementation in various sections/ Institutions/ departments of the Ministry.

**Organization** - Department of Empowerment of Persons with Disabilities (Divyangjan) ,  
Ministry of Social Justice and Empowerment

**Category** - Software

**Domain Bucket** - Smart Automation