



Implementation of Odisha State Workflow Automation System (OSWAS)

Electronics and Information Technology Department
Government of Odisha

Agenda



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Introduction to OSWAS



Vision:

To improve the **Accountability**, **Transparency** & **Effectiveness** in Government Administration by transforming the government functions and processes.



Mission:

To ensure **Digital Processing of File** and Correspondences across the state along with outlining the procedures for **efficient** and **effective management** of secretarial practice



OSWAS 1.0 Initiation : 2009-10 Support Phase : April 2013 – Nov 2019
OSWAS 2.0 Initiation : 2017-18 Support Phase : Jan 2019 – Dec 2024



Lead Department :

Dept. of Electronics & Information Technology, Govt. of Odisha



Stakeholders :

Governor's Office, CM Office, CS Office and all Departments, Odisha Secretariat
SI - Tata Consultancy Services

Objectives



1

Single Integrated platform for automation of Government functions

2

Smarter Processing for Files and Correspondences

3

Enterprise approach across the State

4

Transform Government Processes across Dept.

5

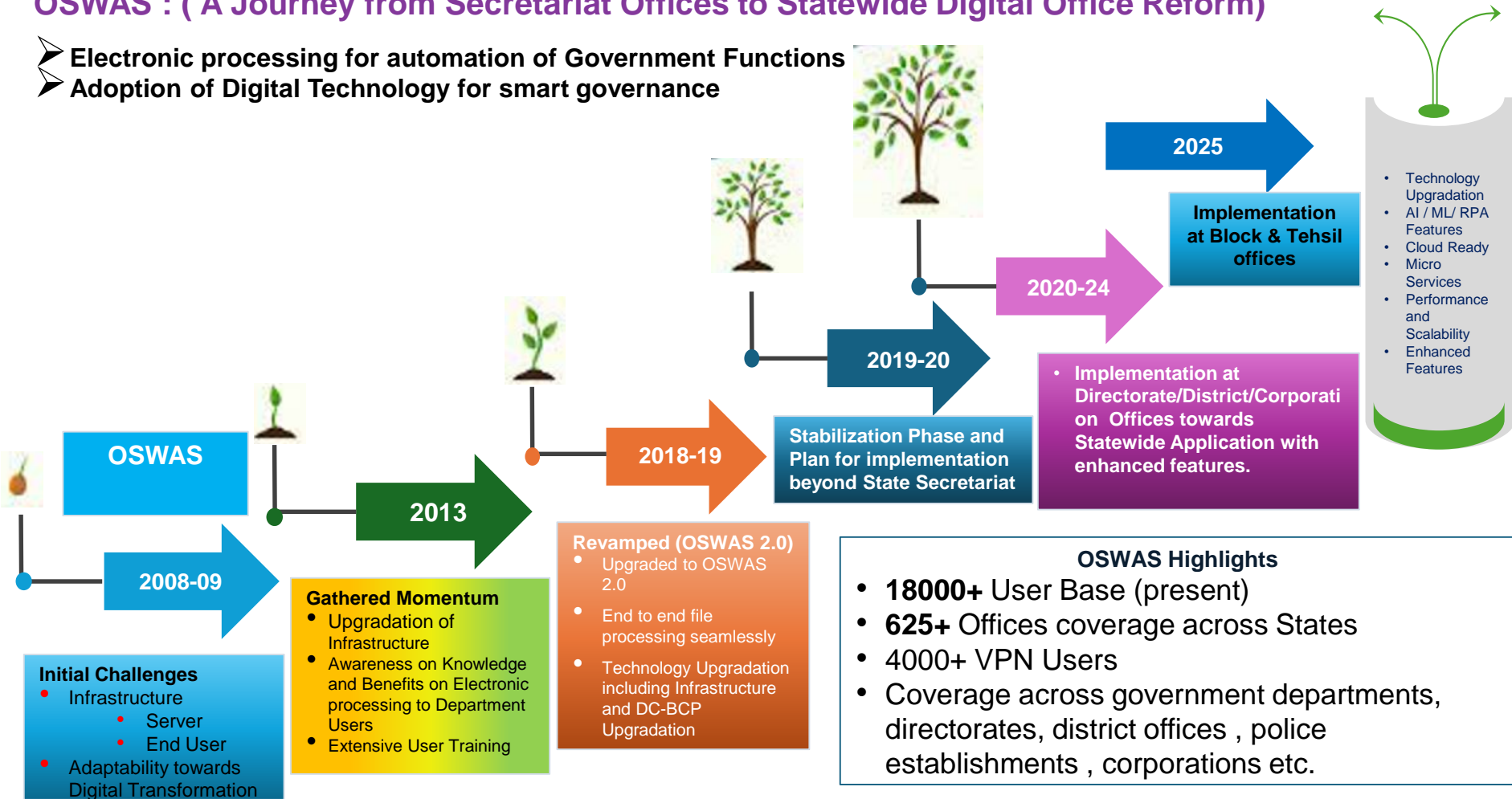
Establish collaborative work environment

6

Move towards Digital Work Environment

OSWAS : (A Journey from Secretariat Offices to Statewide Digital Office Reform)

- Electronic processing for automation of Government Functions
- Adoption of Digital Technology for smart governance



Modules & Features

Core (14 modules)

- Portal
- Dak / Correspondence Management
- File Management
- File Processing
- Files Room / Record Room
- Document Management
- Knowledge Bank
- Workflow Management
- Communiqué System (Internal Messaging)
- Organization Structure Management
- Dashboard
- Notice Board
- MIS Reports
- Audit Trail Management
- Advanced Search Engine

Common (7 Modules)

- Leave Management
- Vehicle Management
- Online Telephone Directory
- Tour and Travels
- RTI
- Court Case Management
- Assembly questions

Odia language support

Integration with 3rd party systems

MIS and Dashboards

Security and Remote Access (VPN)



24x7 secure access



Online publishing of Notices and circulars



Creation of Knowledge Base in secretariat



Compatible to all devices



Digital Signature



SMS and e-Mail Notifications



Suite of real time Executive Dashboards



Remote access through VPN



OSWAS 2.0 - Feature

Generic

- Open Source Technology Stack
- Integration and Interfacing Capability
- Multilingual with **Odia Support**
- **Integrated** Support Request Management
- **Scalable** solution: New Module addition facility

User Interface

- Personalization
- Web Responsive
- Cross browser compatible

Core Applications

- **Dynamic Template Management**
- Customizable and Configurable **Workflow**
- Integrated DMS
- Search
- **Knowledge Base**

Accessibility

- Accessible remotely over **VPN**
- Accessible over SecLAN and Secretariat Wi-Fi
- Accessible over all Mobile devices

Security Framework

- Hosted in secure secretariat data centre and BCP at OSDC as well as NDC DR
- Spring Security Framework
- Secured role based User authentication through Digital Signature and OTP

Highlights



**Dashboards and
Worklist**



SMS and Email



Browser Agnostic



Personalization



Mobility



Workflow



**Business
Continuity Plan**



**Noting with Digital
Signature**



**Single Sign On
Capable**



Odia Support



Database Agnostic



Search Features



Project Governance Structure

High Level
Committee
headed by Chief
Secretary

Oversee
Committee
headed by
Principal Secy to
Governor

Technical
Committee
headed by
Director, IIT-
Bhubaneswar

Department
Nodal Officers
& Key Users

Process Uniformity Across the Departments

Standardized file numbering system viz., (Dept-SEC-COL-No-Year)

Imparting Computer Fundamental training and application training to all users

Appointment of nodal officers across departments for monitoring of OSWAS

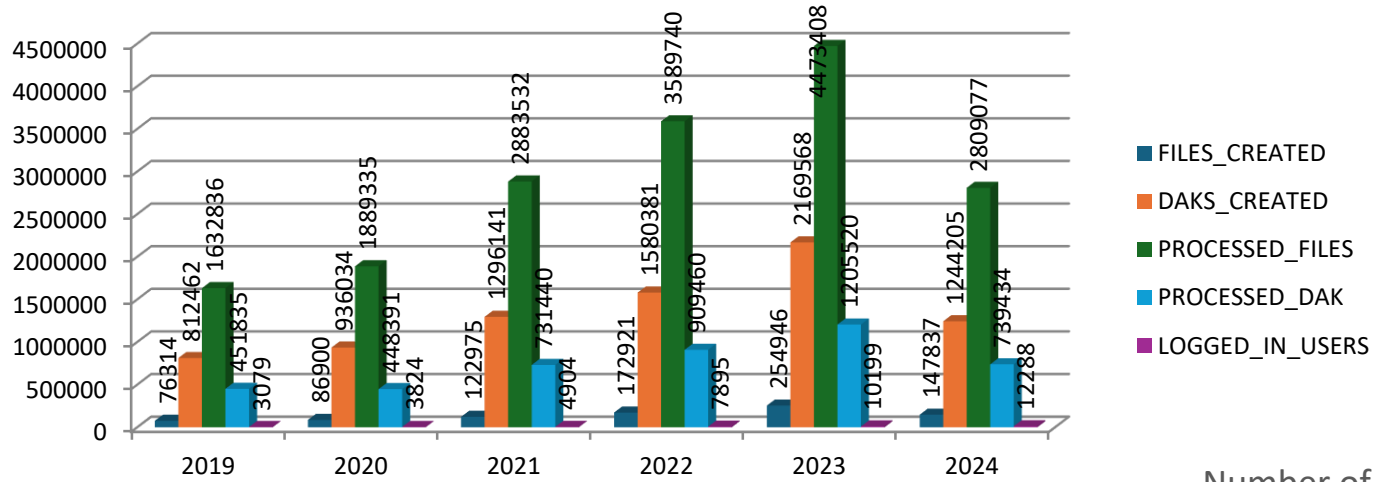
Workshop conducted for sensitizing nodal officers

Mandates by senior officials to process all files electronically

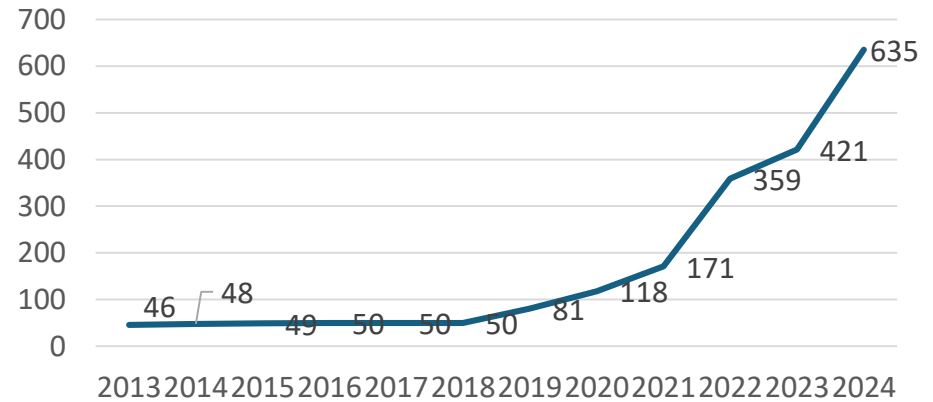
Monthly review meetings by Committees & all secretaries for smooth implementation

Initiatives taken by Government of Odisha

Usage Growth



Number of Offices



Impact Assessment

Before

Processing time of Cases/GOs/GRs was in days in manual mode

Prone to destruction & manipulation of Data

Compilation of information /reports

Lots of man hours needed for file processing

Highly paper intensive

Little access control



After

Easy search and retrieval of 74+ Lakh Records

58+ Thousand of Digitally Secured Notings

Real time Dashboards for KPIs

System driven file processing resulted in saving of man hours

Less paper Environment

Secured access control

Journey so far

- Electronic processing for automation of Secretarial Functions
- Adoption of Digital Technology for smart governance

Initial Challenges

- Infrastructure
 - Server
 - End User
- Adaptability towards Digital Transformation

September 2009

Gradual Adoption : 2013

Gathered Momentum

- Upgradation of Infrastructure
- Knowledge and Benefits on Electronic processing to Department Users
- Training on OSWAS to Users

Revamped

- Upgraded to OSWAS 2.0
- Electronic Processing of File and Daks with end to end processing
- Secured VPN

Present Stage

User Base

- 45 Departments including CM and CS Office
- 92 Directorates
- 28 Collectorates
- 22 corporations
- 18000+ Users

Implementation Outcome

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Reduction in file cycle time



By 70-75%



Saving of Papers across Years



41+ Lakhs of Papers



Centralized file/correspondence numbering system



0 manual register entries



Easy and Fast access to 2+ Lakhs of orders/rules



Less than 4-5 Seconds



Online Tracking of Files



Approx. 469+ Thousand Files



Digitally Secured Noting across Department



Approx. 58+ Thousand Noting



Quantum increase in Government Efficiency



Thank you

