<u>Proforma of Main Application Form for National Awards for eGovernance</u>

1. Name of the Organisation : Government of West Bengal

2. Name of the Department: Finance Department

3. Name of State : West Bengal

4. Name of Project : Workflow based File & Letter Tracking System (WFTS)

5. Nature of the Project : G2G, G2E & G2C

6. Category of Award applying for : Excellence in Government Process Re-engineering

7. Objective of the Project:

In order to track the movement of Files & Letters (intra- & inter-office wise) for speedy decision making at all levels in different Administrative Departments and its Subordinate Offices, Offices of District Collectors & Sub-Division / Block Offices, Agencies, Corporations, Boards etc. and to create a central repository of relevant information pertaining to all government Files & Letters, West Bengal Government has introduced electronic means to replace the existing manual system with web-enabled and workflow based File & Letter Tracking System (WFTS).

The related software & database is hosted in National Data Centre with Disaster Recovery facility. As this is a web-enabled online application, it will facilitate to track file at anytime from anywhere.

The key features of WFTS are as follows:-

- ✓ Central Repository of Government File & Letter Information
- ✓ Enforces a uniform working procedure in all Government Offices across the State
- ✓ Improved Filling system in the lines of West Bengal State Secretariat Manual of Office Procedure
- ✓ Incorporated ideal workflow for each process and relevant government orders as outcome of each process
- ✓ Developed on advanced web technology with appropriate security measures both at code & database level
- ✓ Browser Based Application, so Platform independent
- ✓ Lightweight Application to ensure operability by users from remote locations with low bandwidth internet
- ✓ Fully menu driven and user friendly
- ✓ File related information Data entry needed to be done once only
- ✓ Extensive built in data validation checks
- ✓ Online receiving of incoming Files/Letters
- ✓ Immediate generation of receipts of Files/Letters
- ✓ Incorporated generation of Government Orders releasing budgetary allocations through integration with (a) Management of Release of Budgetary Allocations (b) Management of Re-Appropriation / Augmentation of Budget Allocations (c) Management of Release of Funds received from Government of India as Loan (d) Management of Letter of Credit (LOC) (e) Management of Rural Infrastructure Development Fund (RIDF)
- ✓ Uploading Scanned Documents as Attachments with Files/Letters
- ✓ Marking Files/Letters in case of *Vigilance Case* related
- ✓ Online despatch of Files/Letters
- ✓ Electronic movement of Files/Letters through workflow process
- ✓ Automated generation of Incoming & Outgoing Registers and Peon Book
- ✓ Retrieval of File/Letter related information through powerful search facility

- ✓ Extensive Reporting facility e.g. e-Registers, e-Reports etc.
- ✓ Viewing of Files/Letters based on Roles
- ✓ Alerts on urgent Files/Letters where action is required
- ✓ Bar-coding of Files
- ✓ Easy tracking of time taken for disposal of Files/Letters & despatch at each level
- ✓ Integrated with *NIC SMS Gateway* – for both *PUSH SMS* alerting Recipients & *PULL SMS* to fetch information from central database
- ✓ Integrated with Public Grievance Monitoring System

With this initiative the government has been able to achieve following objectives:-

- ✓ Improved efficiency, consistency and effectiveness of government responses
- ✓ Reduced turnaround time to meet the demands of citizen's charter towards making public delivery system efficient and corruption free
- ✓ Effective resource management improving the quality of administration
- ✓ Established transparency and accountability in government functions
- ✓ Reduced Logistics (cost, time, resources etc.) through Electronic Record Management and thereby paving towards 'Go Paperless, Go Green'

Successful implementation of WFTS has made West Bengal the *pioneer state* in the country to implement such centralized file & letter monitoring system *for the entire state*.

8. Date of Launch of the Project : 06.11.2012

9. Beneficiary of the Project :

- ✓ All Administrative Departments & its Sub-Offices under West Bengal Government
- ✓ Offices of all District Collectors & Sub-Divional Officers, Blocks
- ✓ Agencies, Boards, Corporations & Other Undertakings
- ✓ Government Employees
- ✓ NGOs
- ✓ Citizens

10. Details of Head of the Nominated Project :

Sh. H. K. Dwivedi, IAS, Principal Secretary to the Government of West Bengal, Finance Department

Phone : 033-22501038 / 9831212343

Email : fs-wb@nic.in , hkdwivedi2@hotmail.com

11. Details of Team for the Nominated Project (Key Team Members with their Role Designation)

Sl.	Name	Role Designation
	Sh. Anurag Srivastava, IAS	Joint Secretary
	Sh. Samiran Pal	OSD & Ex-Officio Special Secretary
	Sh. Kamal Kumar Poddar	Deputy Director General & SIO, West Bengal
	Sh. Mainak Mukhopadhyay	Scientist-D, NIC, West Bengal State Secretariat

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES
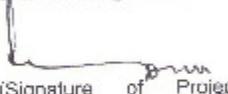
FORMAT-I

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization belonging to Central/ State Government

This is to certify on behalf of the Organization and all team members involved in the Project that :

(a) the particulars furnished above are correct and true to the best of my/ our knowledge.

(b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (http://darpg.gov.in) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.

(c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.

(d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).

(e) the organization is not blacklisted/ debarred by any government body.

(f) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place: Kolkata

Head)

(Signature of Project

Date: 30.8.2014

Seal of Organisation

Note:

1. Nominations of all organization belonging to Central Government/ State Government must accompany the above Self Certification

2. The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-production of original declaration, the nomination will be treated as incomplete and will be liable for rejection as per Para 8.1 (n) of the Award Scheme.