

Letter Despatch Management System for **Panchayati Raj Department, Govt. of Orissa**

For every decision at Government there is a letter which needs to be dispatched from its offices to concerned destinations. In this age of instant messaging the age old process of the physical letter reaching the concerned has not only slowed the pace of progress but also has created distrust among the masses. The true impact of e-Governance is transparency. This can also be achieved by ensuring all government communications are made transparent in real time.



#3, CSM Complex, STPI,
Priyadarshini Market,
CRPF Square, Bhubaneswar,
Pin :751013, Orissa.

Business Challenge

For every decision at Government there is a letter which needs to be dispatched from its offices to concerned destinations. In this age of instant messaging the age old process of the physical letter reaching the concerned has not only slowed the pace of progress but also has created distrust among the masses. The true impact of e-Governance is transparency. This can also be achieved by ensuring all government communications are made transparent in real time.

Panchayati Raj Department is one of the first and front runners in implementing e-Governance in the state of Orissa. To ensure smooth functions the department has installed computers in all its 314 blocks with skilled man power. Still the critical gap of delay in communication not only affects progress of various developmental schemes but also results in distrust among citizen.

Panchayat Raj Department on an average issues 200 to 250 letter per day to its various offices, inter Department, Government of India & all other related bodies. Sometimes the physical out flow of letters becomes more than 1000 for the memo's or copies of a particular letter to many offices. Sending and monitoring 250 or 1000 letters per day is not a very herculean task for our department considering its number existing work force to do the same. But when it comes to monitoring the recipient; it becomes difficult to ascertain on whether 314 Blocks, 30 DRDA's, 30 Collectorates etc have received the letter in time.

Adding to this communication dilemma is the outburst of the Panchayati Raj institutions and leaders, who often complaint of not being informed. To add further chaos to the system is the lack of central repository of all the outgoing letters. Whenever there is a need to refer back to an older letter, it is usually seen that it is easier to get the same via fax from the office it was originally issued. This is mostly done to avoid the complications of searching for the same though piles of files through the various sections. The department's development schemes are mostly guided by the central government and do over go changes to improve the same. The communication of the same is done to the department personnel and we further communicate to our offices. As per the 73rd amendment of devolution of power to Panchayat, it is their responsibility to ensure that the elected representatives are also informed by their respective offices. But it is often observed that the elected representative is conveyed after a month or two or sometimes is left ignorant. This creates a spiraling effect of disgruntle & distrust on the citizens.

The department sends nearly 100 thousand letters per year and our letter number starts from January to December. The only faster method so far is sending the same via email & fax. Though fax is considered as an alternate but is not available in all our offices. Further email is not considered as an alternate. With addition of any faster route we have also increased the cost by adding duplicity to the same process.

Therefore a system was required to make all the communication of the Panchayati Raj Department reach the concerned officers in real time and also make it transparent by engaging robust IT tools with appropriate back up for any fault or disaster. The requirement also constituted of a web space, which irrespective of the mode of communication is populated as and when by a system for the concerned officers. These officers were required to be enabled with proper access to check this space on the internet whenever required to access the necessary letters in their name.

Solution

Conceptualizing on utilization of IT to re-engineer the existing process of dispatching letters, finally succeeded in harnessing the technology for a formidable and long lasting solution to the present day communication problems of the govt. Named as e-Dispatch, this solution will help not only in fastening the process but also avoid delay in monitoring of the letters. E-Dispatch solution includes following process.

- Receiving letter pad
- Generating Auto Letter number & entry to SW
- Assigning letters to the concerned address
- Scanning of letters & conversion to PDF
- Work monitoring & assigning letters as per schemes
- Letter dispatch as per instructions
- Letter dispatch as fax/email & publication to website

The smart environment of e-Dispatch has now come to a few clicks of the mouse.

- Generates multiple register (like issue register, Fax register etc.)
- prints address on the envelope
- Fax the letters
- Sends email
- Archives
- Publishes on the Internet
- And Adds copy to the e-space of every office

The dispatched letter can now be viewed by all the officials of the department who have been given access. From the Secretary to the Section officer all can log into this software anywhere inside the secretariat through there secretariat LAN. The software is accessed by just typing <http://www.edespatch.in> on their web browser. The e-Dispatch has also created an e-Space for all the elected representatives of the state who can view their view all the letters that are being addressed to them through web location intimated to them, accessible through a unique combination of user ID and password, exclusively for them.

The Departments of Orissa government has many large databases of the service that is being implemented at Rural Orissa. The objective is to design one portal which will be shared by different departments to effectively monitor the grievance redressal mechanism in the state in real time by using the same databases. The Portal will disseminate information on different schemes run by different departments, Scheme wise beneficiaries details, scheme wise grievances received, scheme wise escalation of grievances, assessment of closure of grievances.

Most importantly this portal will be the gateway to information for citizens on services provided by different government departments. IGRS is an integrated system, based on web technology and m-Services. The central idea of application architecture is to introduce a standard and uniform approach to various functions in user departments.

Briefly stating, the entire life cycle of an operation consists of-

- Access to different schemes run by different departments
- Lodging of the grievance by a citizen through call center
- Receipts or acknowledgement of acceptance of grievance by organization
- Assessment of matter regarding follow up action
- Forwarding and transfer; Reminders and clarification
- Monitoring of redress procedures and actions
- Closure of the case
- Warehousing the data

Results

- Maintaining register becomes easy.
- Printing address on the envelope
- Automatic faxing of a letter
- Automatic emailing
- Publishes on the Internet
- Generating day wise & weekly statistic report
- Motoring of entire tasks becomes easy
- Searching of letters becomes very easy with the use of various criteria

Poverty is directly proportional to distance from information. Authentic & real time Information to the poor can also be an enabler to reduce Poverty. E-Despatch will ensure information to all without any hindrance. This system can also be an input to Governments larger program of common service scheme (CSC) where entrepreneurs of the Kiosk can have a business model by compiling important information's of govt. letters for the masses. This can also replace the physical signed Letters, orders & Notification by the concept e Space to all concerned offices in the state subsequently.



At CSM, we understand the critical nature of keeping the customer's organization up and running from an IT perspective. We understand the technical issues within complex systems and work to put together the best solution to support end users' needs, both today and in the future.

Cybertech Software and Multimedia (P) Ltd.,
#3, CSM Complex, Software Technology Parks of India(STPI),
Priyadarshini Market, CRPF Square, Bhubaneswar,
Dist: Khurda, Pin :751013, Orissa.
Phone No. +91674-2561462
Email. Sales@csmpl.com