

Office Automation System for **Central Rice Research Institute (CRRI), Orissa, India**

The CRRI is one of the Institutes of the ICAR under the Division of Crop Sciences. The Institute has two research stations- Central Rain fed Upland Rice Research Station (CRURRS), Hazaribagh, in Jharkhand, and the Regional Rain fed Lowland Rice Research Station (RRLRRS), Gerua, in Assam. These research stations were established to tackle the problems of rain fed uplands, and flood prone rain fed lowlands, respectively.



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Business Challenge

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The CRRI, issued a Request for Proposal (RFP) for a centralized - integrated information management system, referred to as IMS, that automates and facilitates CRRI administration & Research processes in a more smoother way. The primary functional areas in the centralized intranet system are: centralized Information Base, Automation of the Administration and Research divisions, Reporting and User Management.

After gone through a complete system study based on CRRI's Vision and Strategy Planning, all activity and approval process are manual. All kind of application, claims, indents; letters, approval orders are moved through physical file movement from one place to another. It is getting delayed in context of file movement, decision making and approvals.

The limitations of the manual processes are ...

- Lacking of a standardized communication process
- delay in overall communication between section-to-section and Authorities
- Usages of same set of data at different section which creates redundancy
- Lengthy process in paper works and their monitoring
- Information is not in proper format
- Information transfer is delayed at every stage
- Quick monitoring is difficult in present system
- Proper follow-up is not possible
- Delay in providing required report to ICAR and many more....

To overcome these problems, it has been conceived that, the new system will be customized around the workflow being followed at CRRI. This new system will query the Data Warehouse (on Oracle Server) to retrieve inquiry information and enable to show file enquiry results.

The system will enable quick data entry via mouse/keyboard, allow efficient tracking, routing and auditing, together with different levels of security, flexibility for future enhancement of the system, archiving and alerts to be sent to the appropriate Officer based on dead line.

The system may play a vital role in file movement operation. The files concerned to a particular section or officers can be forwarded with some text and remarks to the concerned section or officers. So the proposed system may facilitate in different broader way like...

- Streamline Information sharing within the Institution
- Updated Information in various level

Solution

The idea is **OFFICE AUTOMATION - for Smooth Operations.**

With respect to the initial thought process, the proposed system so called, Office Automation was developed. The following needs for CRRI that require to maintain their internet portals with the latest updated information and also be able to empower the employees to communicate within the Institute infrastructure.

Automation allows Institution to update their activities 'in house'. Technical knowledge or web development experience is not necessary. Anyone who can use Microsoft Windows and can browse the internet will have no problem using this system. Entirely database driven, Automation is incredibly robust – making it suitable for sites ranging from low traffic, small business sites to large corporate sites requiring hundreds of updates daily.

One of the key elements in Office Automation is information management. The increasing volume and complexity of business dealings have forced to rely upon computers to help capture, distribute, store, and manage the information flow required in their day-to-day business operations. By having computers keep track of the details of the information, people are able to concentrate on the higher level duties such as planning and decision making.

Automation can help streamline the administration & Research updates. Make a single update within Automation and the piece of content can be updated throughout the sections and reflects in related processes. Automation is accessible via a password protected secure administration area - with each user being given their own, username & password.

The customizable content within each site is incredibly easy to edit. The system uses an inbuilt modules that enables users to modify data, and image properties via an interface very similar to the one used within "Microsoft Word". More experienced users have the ability to swap to HTML mode for advanced editing.

Data display can be date/time driven, so the information is displayed from, to or in between particular times submitted by you. Submit information when you want, and have it display on the site at a time that suits you.

The ultimate idea is to achieve the goal for CRRI was ...

- User Friendly interfaces for data entry and is easy to navigate
- Efficient tracking, monitoring, routing and auditing of various files
- Reliable reporting system that should not affect system performance
- Be easy to maintain and configure
- Be flexible for future enhancements
- Have role/group based security
- Automatic alerts to the user based on events and dead lines
- Fasten decision making process
- Efficient Master data maintenance
- Better control in Inventory Management
- Centralized Controlling System for Authorities

Results

- Paperless Office
 - As most of the processes are online, the need of Papers and signature would be drastically reduced. The system is designed in such a ways that if in any case it is required to take a approval through papers, it can be generated from the system and get approved form the concerned officer. This concept will definite save time and money of the organization.
- Productivity
 - Most of the calculation and business logic are intact with the system, so when any application is sent from a particular officer, the system automatically send the application to corresponding authority. Also the system gives alert messages when there is a need t take action immediately. This saves the time of the officers and also their productivity increases.
- Traceability
 - In manual process it is very difficult to trace a particular file and its status. This system tracks the file movement and the status at each level. This helps the decision maker to take proper decision in time. Also the application can check his/her application status any time s/he wants.
- Accountability
 - The system makes each and every officer accountable for their job and responsibility. The reminder message system embedded in the system will send reminders to the concern officer if s/he is not taking decision in time. Also it make not of the delay time in making decision/taking action which in turn becomes the basis of assessing any officer's productivity and decision taking capabilities.
- Interrelated modules
 - In the system all the modules share a common data source which helps any officer to see the related information while taking decision. With single sign-on facility once can access data from different modules without wondering where to get proper data.



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.

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