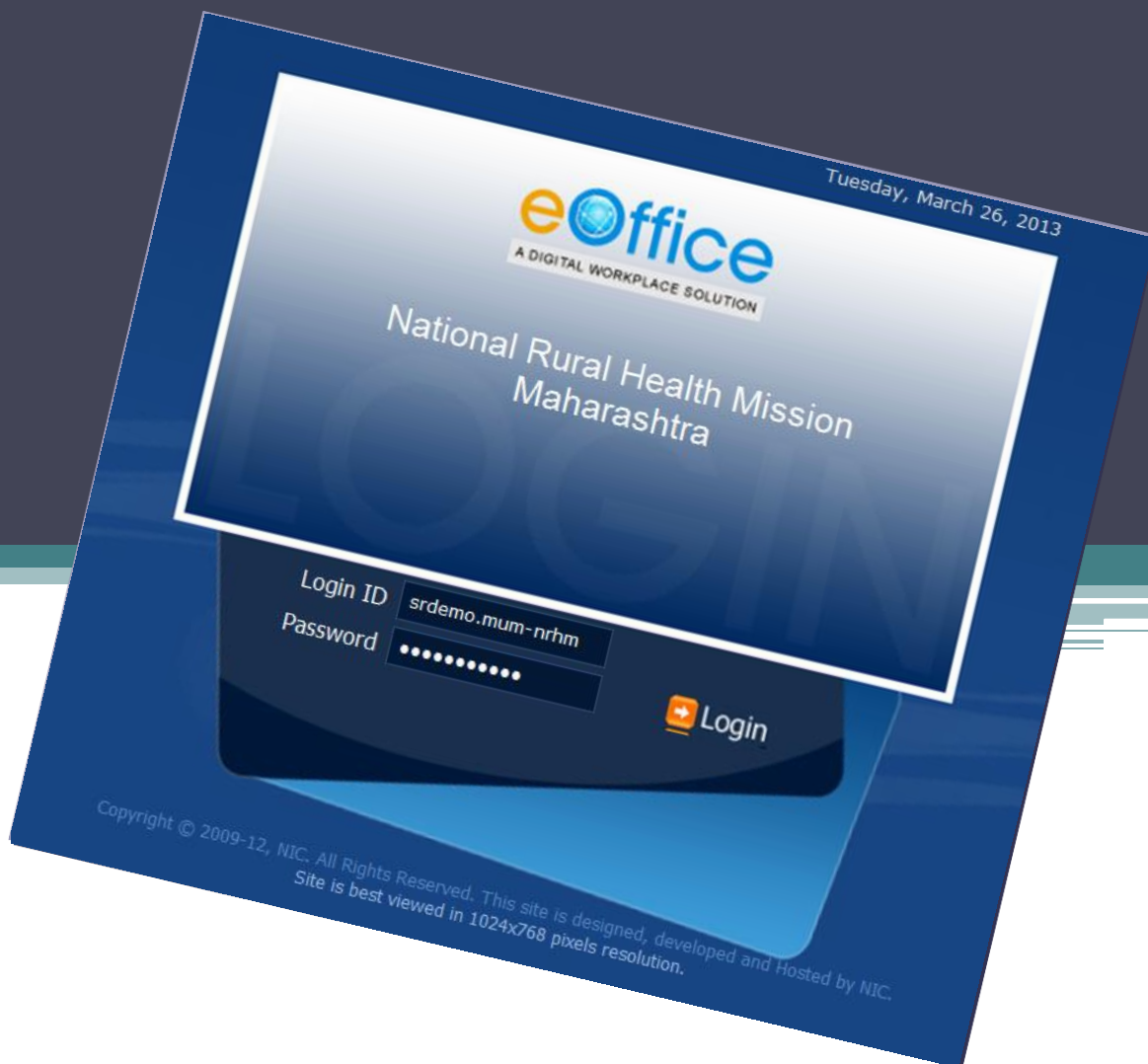




An Initiative of...

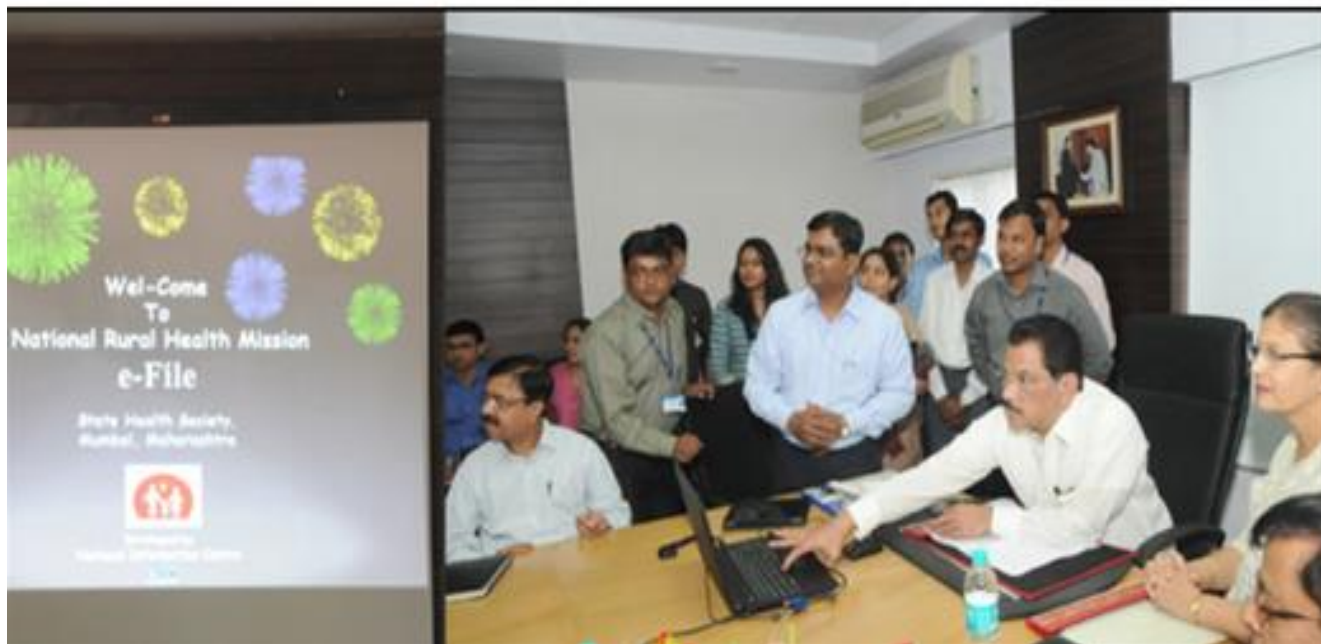
National Rural Health Mission, Maharashtra



Journey Towards Transparent and Efficient Organization!

e-office...an NRHM, Maharashtra Initiative !

- Proud to be 1st e-office in Maharashtra
- Inauguration at hands of Hon. Shri Suresh Shetty, Minister for Public Health and Family Welfare at Mantralaya, Mumbai.



AWARDED FIRST PRIZE at the 'Rajiv Gandhi Prashaskiya Gatimanta Abhiyaan' Award & Competition, 2012-13



Background...

- Due to offices at two locations-Mumbai & Pune, physical file movement incurs lot of time
- Large volumes of files being managed and processed in our office
- Usually have overburden of piling and pending documents due to absence of senior officials on tour
- Difficulty of locate files
- Many crucial decisions get delayed due to slow movement of files
- Immediate need was to have a system to take care of above problems



e-file - Inception... to Implementation

A

Inception at LBSNAA ,Mussoorie

B

Discussion Regarding Implementation

C

Formed committees under Nodal Officer

D

Preparation of Proposal & Allocation of fund.

E

Training and Motivation of Staff

F

Successful Implementation. No more physical files !!

What is e-file system ?

- Systematic and stepwise process of distribution of day-to-day correspondences,
- managing the Inward/Outward documents, movements of files
- followed by remarks & decision making by senior officials

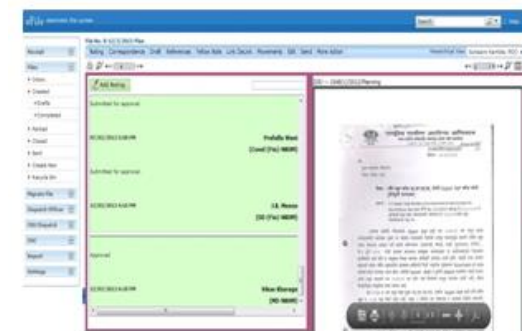
- all through an online computing system

- E-file uses Digital Signature Certificates for signing a file thus providing high level security to the users
- Working very similar to physical file movement
- Left-noting...right-correspondences
- Inward Letters and files sorted at inward section and sent to officers as per hierarchy for approval or further action.

Digital Signature Certificate (DSC)



Actual e-file view



Money, Machine & Manpower Requirements ...

- A fixed cost towards e-filing hardware, up gradation of LAN connectivity and end to end Lease line connectivity.
- Lease line connectivity charges are recurring on the annual basis.
- Necessary Hardware
- Software from NIC (free of charge)
- 6 months support from NIC-deputed 3 personnel each in Mumbai and Pune
- IEC-creating awareness
- Training and motivation of the staff



IEC Pamphlets distributed for creating awareness of e-file system



Our Journey so far...

- Successfully Implemented at all the offices at Mumbai and Pune.
- The e-file system output of the file and receipt creation till **31st March 2013** for **Mumbai and Pune** locations with e-file users are as below:

Locations	No.of e-File users	Files created	Receipt Handled
Mumbai	311	17,214	68,423
Pune	225		

- **Not a single Physical file moved from table to table since last one year**

Challenges we faced...!

- **Technical recruitment-** Due to lack of clarity in the technical issues like bandwidth requirement and specifications of equipment's like scanners, the implementation was delayed. To overcome this , additional technical resources were recruited.
- **Lease line connectivity on OFC (Optical fiber cable)** - After consultation with various lease line providers, it was difficult to initiate the project due to lack of commitment from a few.
- **Transportation issues** - Delay in initiation and implementation of e-file system occurred due to transportation issues of scanners from Delhi. Meanwhile, the small inbuilt scanners were put to use in the office.
- **Motivation and hand holding of users-**Initially there was resistance from office staff due to fear and anxiety of technical skills required to handle the system. This was overcome by providing frequent training and hands holding to individual users to enhance their comfort level.
- **Overcoming the security issues-**Security of finance, purchase and tender file was questioned. The role of Digital signature Certificate was informed to all and demonstrated during training. In addition, fire wall was installed at NIC and server locations for enhanced security reasons.

Hurdles and difficulties made us strong and finally we made it to the successful initiation and implementation of the e-file system!

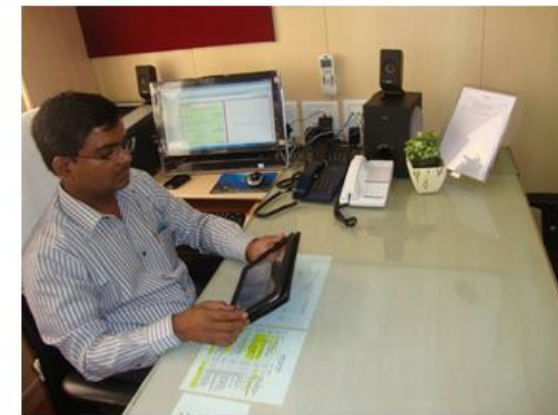
Advantages of e-file system

- **Easy to Implement**
- Easy to use-both for young and old
- **E Banking-Quick payments**
- Transparency
- Fast File Movement
- **Sustainable**
- **Easily Replicable** (Assam, Rajasthan and other organizations like PWD, MMRDA, FMC etc. have approached for demonstration /implementation)
- **Uniform Work Environment**

Pre-launch of e-file system...



Post launch of e-file system...



Added Advantages of e-file system

- **Regular Monitoring of pending files**
- **Prioritization of files**

■ out today ■ most immediate ■ immediate ■ ordinary

- **Easy Search**
- **Safe and secure storage of records for further reference**
- **Environment friendly-virtually paperless office**
- **Unicode-Language no barrier**
- **Resources saved – Time, Money and Manpower**

Success Stories...

Commissioner (FW) & Mission Director, NRHM says...

During my Uttar Pradesh tour in January 2012, I approved around 360 files remotely related to both Mumbai and Pune NRHM offices and another 308 during Gujarat tour in December 2012. This was not possible during my earlier tours. The files remained pending till the time I returned back. In case of urgent files, the office attendant from these two offices had to visit the location with the big bag of confidential files for approval. In case of any correction, the files had to be sent back to the respective offices. But now if the corrections are to be made, I can send the e-file back to the respective officer and within few minutes the modified e-file can be approved.

Director (DHS), Mumbai says...

SNCU (Sick Neonatal Care Unit) cell and Mental Health department files were sent and approved smoothly within 5 minutes on 31st March, 2012. *This is an achievement for us*, and are we waiting for entire health department to start with the e-file soon.

Joint Director (technical), NRHM, Mumbai says...

During Nanded visit, around 110 files while during Aurangabad tour, around 22 files of Mumbai and Pune NRHM offices were approved remotely. This was really impossible before and *it's like a magic in NRHM*. I am happy that the work is going well and files are going yes "on time"!

Dy. Director, Finance, NRHM, Mumbai says...

On the financial year ending of NRHM (31st March 2012), almost 180 files (including Mumbai and Pune offices) were cleared from Mumbai. One of the files from Pune office had corrections and was sent back thrice for correction, yet was cleared. This was only possible because of e-file. It's really amazing that the communication and file clearance is so much faster.

Joint Director & State Nodal officer (eOffice), NRHM, Mumbai says...

My program officers had a tough time finding a file from a huge pile of files. Many a times we used to waste time searching the file which was not with us. But now program officers are happy as there is no burden in their minds about the file tracing. During Session assembly (Adhiveshan) sending LAQ's has become so easy by e-file, it hardly takes any time. LAQ's are sent within 5 minutes!! Even the follow up of the same can be taken easily.

Team behind Our Success...



eoffice

A DIGITAL WORKPLACE SOLUTION

e-file-Fast File processing...Faster decisions

e-file – Reduce paper...Save trees!