

Newgen's Solution -Sowing the Seeds for a Greener Tomorrow

OVERVIEW

An electronic workplace and automated processes are today essential for an efficient, transparent and good governance. It reduces process delays, helps to access and utilize information quickly and expedite work. Newgen Software technologies E- Gov Office is one such offering, which automates day-to-day functions at all levels of the administrative hierarchy. It combines Business Process Management and Document Management Solutions to deliver a unified platform for Government to Citizen (G2C), Government to Business (G2B) and Government to Government(G2G) processes.

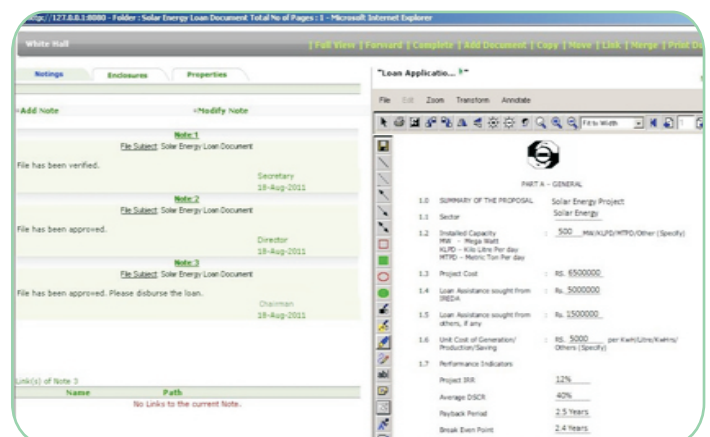
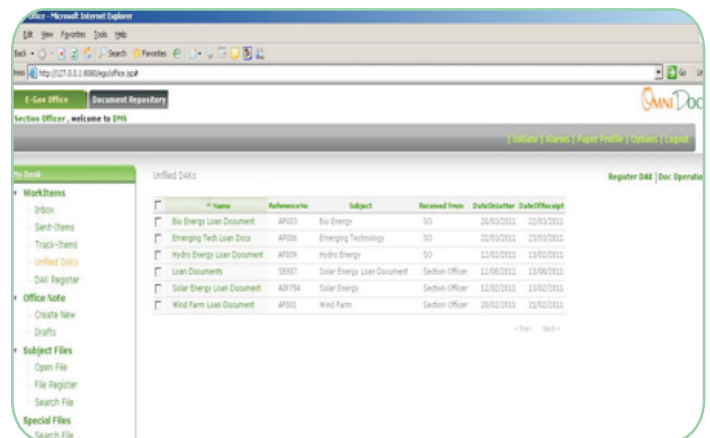


ELECTRONIC FILE SYSTEM (E-File) & CORRESPONDENCE MANAGEMENT (DAK MANAGEMENT)

E-Gov Office completely automates file & correspondence (DAK) movement from creation to archival of files and correspondence. All decisions can be captured in the file itself and remain intact throughout the lifetime of the file.

Key Features

- Effective transformation to less paper office environment
- Inbuilt inbox for receiving of correspondence
- Electronic processes and interoperability that would ensure reduction of delays in decision making and service delivery
- Electronic correspondence (DAK)/ file creation, management, movement and performance of related tasks like diary entry, indexing, noting, cross referencing, search/ retrieval etc
- Maintenance of e-Registers – personal, division & department wise
- Provides interdivisional interface through sharing of files, papers, etc
- Electronic profile support and pre-created correspondence profile
- File view with green note sheet & digital signature integration
- Interfaces for searching correspondences (DAK) & files
- Tracking of correspondences (DAK) & files
- BARCODE integration for file & correspondences (DAK) tracking



▶ COMMITTEE AND MEETINGS

Tracking expiry, renewal of the committee

- Capturing the composition, terms of reference, tenure, and modalities
- Scheduling meetings of constituted committee and keeping track of decisions taken
- Drafting minutes of meetings
- Allocating responsibilities and making online status updates



Online Committee
Constitution,
Meeting
Scheduling, Posting
Publishing Minutes
and Tracking
Actionable status

▶ LEGAL/ CASE MANAGEMENT (PROCESSING OF COURT CASES)

Key features of legal automation are:

- Online repository of legal cases for faster retrieval
- Registration and tracking of court cases
- Registration and tracking of legal advices
- Real time report on lab-wise pending case details



Legal Case
Repository for Legal
division, Automation
of Litigation
and legal advice
process

▶ RTI MANAGEMENT

It is a process pertaining to providing information to people. A lot of times the same information is sought by different people. In such cases the automated process follows the entire information sharing life-cycle in a cost and time effective manner. Throughout the process information is collected and shared within the organization in a seamless manner and maintained in a knowledge repository for future reference.

▶ KNOWLEDGE REPOSITORY

- Online repository of Government of India - circulars, notifications, policies, schemes and guidelines arranged in a chronological, thematic fashion for easy access
- Provision to post online requests for policy clarification/ interpretation, new policy creation/amendment
- Online repository of clarifications/interpretation cases responded in the past

▶ CIRCULAR MANAGEMENT

The circulars module is used for management of circulars issued by the head of departments for various government offices. In addition, one can create a new circular, edit an existing one or delete/archive circulars.

▶ OFFICE NOTE CREATION & APPROVAL

- Create new office note document and save in a draft folder
- Route note for approval
- Online editing
- Support for writing & editing office note in Hindi
- Revision history tracking
- Status monitoring & tracking
- Printing office note with track sheet

► CASE STUDY

Automation of End-To-End Office Transactions for Council of Scientific & Industrial Research (CSIR)

Challenges

- High manual intervention due to lack of an efficient tracking system
- Dependency on document's physical movement across various units / departments
- Difficulty in storing, managing and tracking huge number of physical documents
- Absence of centralized knowledge base of acts, policies, etc results in the stretching of decision making cycle
- Need for the employees to seek clarifications/ interpretations with respect to a rule or guideline from the concerned division handling the policy manual way of processing
- G2E, G2C, G2G transactions are time and cost consuming causing inconvenience to the recipient at several occasions
- Non alignment of organizational priorities with the aspiration of employees

Newgen's Solution

- Online repository of policies, rules, and guidelines arranged in a chronological, thematic fashion for easy access
- Post online request for policy clarification/ interpretation, new policy creation/amendment
- Online repository of clarifications/interpretation cases responded in the past
- Policy search interfaces and FAQ Listings
- Tracking the expiry, renewal of the committee
- Online repository of legal cases for faster retrieval
- Registration and tracking of Court Cases
- Interfaces for searching correspondences & Files
- Tracking of correspondences & Files
- Interactive 'to do list' that automatically senses, keeps track of and automatically updates allocated work to 'not started', 'Doing' and 'Done'.

Benefits

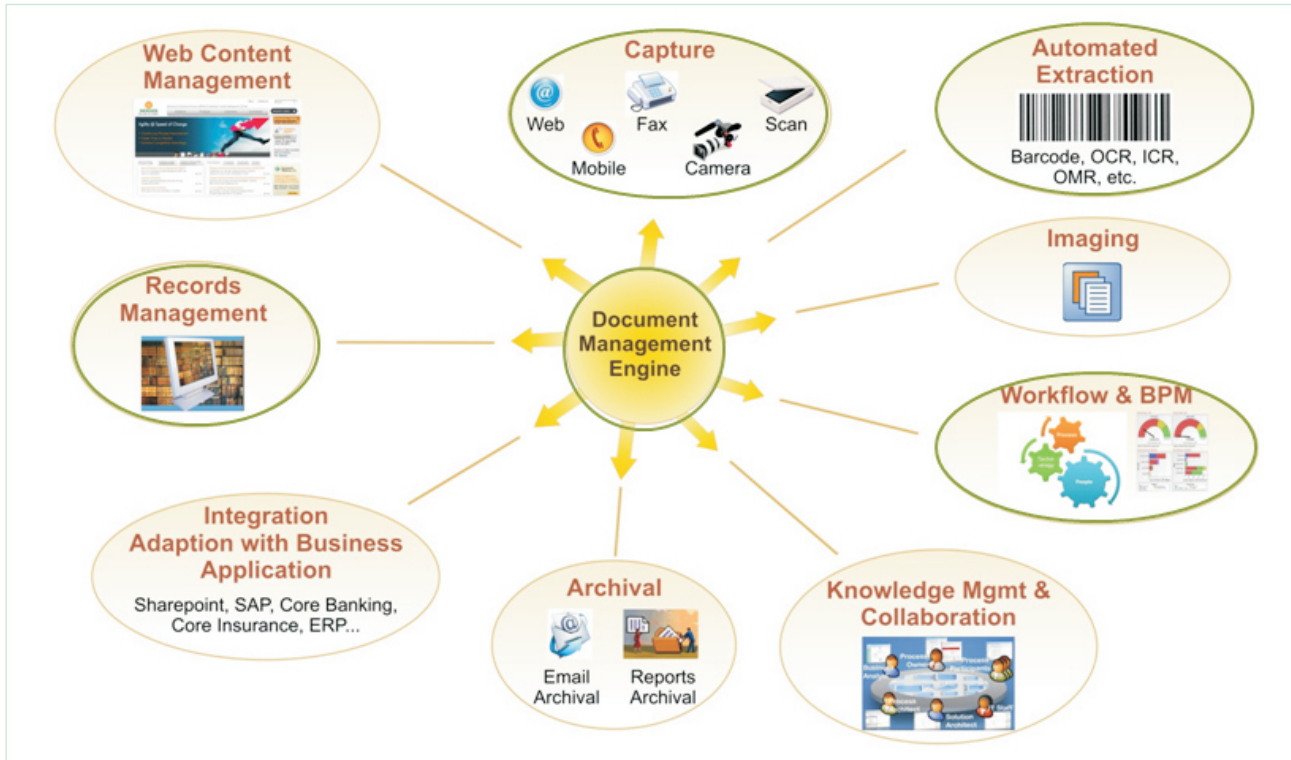
- Centralized transaction of all business processes through electronic methods resulting in standardized policy and process execution across CSIR labs
- Providing time line for every transaction and system defined escalation matrix, alert notifications, automated reminders for facilitating timely execution and responses
- Providing transparency in all transactions which is made available through web intranet services
- System generated MIS reports & dashboards for efficient management of human, financial & material resources
- Reduction the transition time in moving the request letter and corresponding files from table to table
- Quick and easy search on historical case(s) resulting in reduction in processing time
- Minimizing on posting duplicate requests
- Electronic processes and Interoperability that would ensure reduction of delays in service delivery

► Process Automated:

- Lab Administration process (80 process)
- e-File Management with electronically driven Green Notings
- Policy / Scheme drafting and approval process
- Committee and Meeting Management
- Legal Case file Management
- Request to Information (RTI)
- Record Management
- Secretary - Boss-Secretary interactions

Benefits of Newgen E-Gov Office Solution

- 75% Improvement in Efficiency
- 50% Reduction in Paper Cost
- 100% Compliance with Standards
- Efficient & Transparent Administration
- Efficient Monitoring & Control
- Better Communication & Coordination



NEWGEN'S E-GOV CUSTOMERS



ABOUT NEWGEN

Newgen Software Technologies Limited is the market leader in Business Process Management (BPM) and Enterprise Content Management (ECM), with a global footprint of over 850 installations in about 40 countries. More than 100 of these implementations are large, mission-critical solutions deployed at the world's leading BFSI, BPO and Fortune Global 500 companies.

Corporate Office

Newgen Software Technologies Ltd.
A-6, Satsang Vihar Marg,
Qutab Institutional Area,
New Delhi - 110 067 INDIA
Tel: +91-11-4077 0100, 2696 3571
Fax: +91-11-2685 6936
Email: corpmtg@newgensoft.com

US

Newgen Software Inc.
1364 Beverly Road, Suite 300
McLean, VA 22101
Tel: +1-703-439-0703
Email: usa@newgensoft.com

UK

Newgen Software Technologies Ltd.
68 Lombard Street,
London EC3V, 9LJ
Tel: +44-207-868 1736
Mobile: +44-78154 96669
Email: intmkt@newgensoft.com

UAE

Newgen Software Technologies Ltd.
Y1 46, PO Box 120586
Sharjah Airport International Free Zone
Sharjah, United Arab Emirates (UAE)
Email: emea@newgensoft.com

