

IT Vision as art of the Business Process Reengineering for the Office

2018-2020 (Three Year Rolling Plan)

Vision:

This document seeks to provide a seamless service to the clientele organisations, for e.g. the Finance Departments and other departments of the Govt. of Odisha. This document also seeks to provide hassle-free entitlement functions with respect to Pension and GPF of the employees of the Govt. of Odisha, serviced by this organisation. This is envisaged to be done in a manner so that continuity in the service-delivery is maintained and a transition is made towards becoming more system-dependent and paper-independent office in a manner as laid down in the IT Acts and regulations of the Government of India and Guidelines issued by the

IA&AD.

Umbrella Framework:

While all the Accounts, Pension, GPF and Admin group would have their separate IT vision in consonance with the specific functioning of the respective groups, the objective is to reduce movement of paper among these groups and to bring the correspondences through the systems like, VLC, SAI or GPF package. For example, instead of giving manual requisition for NDC on MCA or HBA, if a similar requisition can be raised either through VLC system or SAI system, the system would become more streamlined and the monitoring mechanism would be more automated. Similarly, for information useful for both the GPF and Pension Groups like list of persons retiring in the next six months, mobile number, e-mail id of the Government servants etc. may be linked through a single system resulting in integrated use of information from a single-source. Similarly, codes/nomenclature used for different DDOs/Treasuries may be standardised and same code is used in all the Groups. At a later stage, a single Document Management Software for the whole office for movement of files and papers may be initiated.

Accounts & VLC Group

Budget Data:

Data for Annual Budget and Supplementary budget are provided by Finance Department in electronic form through e-Mail. The text file is kept in a location in VLC Server and the data is imported to the database by running an interface in VLC Application. Certain rows of text file are not accepted by VLC database due to mismatch of master data. Those are captured manually after updating the master data.

Scope of improvement: - IFMS may facilitate downloading by AG without asking Finance Department to provide the text file through e-Mail. Re-appropriation and Surrender Orders are received and captured manually. Data flow may be automated.

Treasury Accounts:

Electronic data from treasuries are being downloaded. But there are still lapses in checks and validations in IFMS, which attracts lots of checking exercise.

Scope of improvement: - Downloading of 1st list account is facilitated on 3rd of subsequent month, which should be preponed by at least one week. Due to un-uniform flow of voucher to VLC, workload piles up during a specific period of the month leaving behind other period with less work. In view of forthcoming e-voucher, there would not be much scope of work for VLC accounting Sections. Rather, to minimize errors at treasury level and ensure accuracy in accounting, real time checking of treasury data may be looked for. AG office has been provided with intranet connectivity of IFMS Server through which real time data of treasury can be viewed. The connectivity has a capacity of being extended to 7 users. At present, it is being used with one node only. But if the same can be extended to 5 VLC Sections & Treasury-I Section, real-time data verification can be experimented.

After implementation of e-sanction Module, the sanction data in respect of GIA, Loans including LTA to Govt. servants, provisional pension and other retirement benefits, GPF etc can be downloaded electronically dispensing with manual sanction noting.

Interface is required to be developed to integrate LTA e-Schedule data with VLC database. The process provided by CMGI is just running a script to push the data

to VLC from the e-file. After a lapse of more than one year, the system is not yet fool proof. Automation in the process of interest intimation, balance slip, clearance certificate and NDC needs to be taken up.

Cash Settlement Procedure followed by AC-2 Section, needs to be switched over to settlement through e-transfer of fund. It neither attracts any change in accounting procedure nor any major modification in VLC. Only one bank account needs to be opened by this office.

Treasury Inspection needs to be more system oriented than continuing in conventional modus operandi. Requirements are given to the Finance Department to facilitate data availability in IFMS in some cases and reports in other cases for the purpose. t Deposit Section needs a lot of automation and revamping of working system.

Report & Return to TM, Book, AA, Audit Office etc.:-

In spite of an expanded LAN of VLC, there are huge transaction of papers between VLC, TM, Book, AA, Manual LTA Sections and Audit office. Each Section being in network must generate the report/return at their end. There is a need of change in attitude and administrative enforcement.

Fund Group

Accountant General (A&E), Odisha has been entrusted with the work of maintenance of General Provident Fund of the State Government employees of Govt. of Odisha. GPF package developed in Foxpro was introduced from 1998-99 for maintenance of GPF Accounts numbering 3.5 lakh subscribers. The certified closing balance as appeared in the ledger card for 1997-98 has been brought forward as opening balance of 1998-99.

Subsequently keeping in view the importance and security of data in mind the GPF package was developed on Oracle 8i from the financial year 2009-10.

The same package was further up-graded to oracle 11g in 2012-13.

Consequent upon the introduction of NPS by Govt. of Odisha for its employees w.e.f. 01.01.2005 and continuous retirement of GPF subscribers from time to time the number of subscribers as on 31.03.2018 has come down to 1.44 lakh.

Present Status:

The year wise data regarding Annual Accounts Statement are available in the Pr. A.G. Odisha web-site since 2012-13. The subscribers and their DDOs can view/download and print the up-to-date GPF Account Status.

SMS facility to subscribers regarding their monthly debits and credits.

Proposed Action:

Data Migration:

To facilitate the subscriber to view/generate e-Accounts Slip starting FoxPro data from period of 1998-99 to 2011-12 through website. The GPF data after processing with the help of local NIC may be uploaded to the office website. The abstract of legacy data for pre-computerised period i.e. prior to 1998-99 has to be prepared in excel format and data will be authenticated by a dedicated team. There are around 1 live GPF accounts starting from the joining ranging from 1980-81 to 1997-98 for which data in abstract format are to be prepared.

Retirement Within one year	9,624	
Retirement Within three year	28,600	
Retirement Within five year	47,414	
Number of Live Accounts as on date	1,42,189	
Number of subscribers who have enrolled to the Fund prior to 01.04.1998 (Manual Period)	99,939	
Retirements in next one year (July' 18 to June' 19)	9,624	

Retirements in next three years (July' 18 to June'21)	28,600	5 months — by November' 18
Retirements in next five years (July' 18 to June'23)	47,414	8 months — by February' 19
All the live subscribers	99,939	17 months — by November' 19

E-authority:

As proposed we have DTI will make provision in IFMS for uploading GPF authority and provide access to DDOs and treasury officers to view/download the e-authorities. NIC will provide interface for uploading subscriber's intimation copy in this office website against individual subscriber's information.

Client satisfaction survey in respect of entitlement functions:

In the era of technological advances, a client survey /feedback would help the offices concerned to identify the bottlenecks and other factors affecting the quality of services. In this regard, a proposal has been adopted to develop a client satisfaction survey.

A mobile app can be developed with the same features available in the website. A user can download the app and can see the different details related to their account by login into their account.

Receipt of online GPF Final payment application through FMS and issue of e-signed authorities & intimation online.

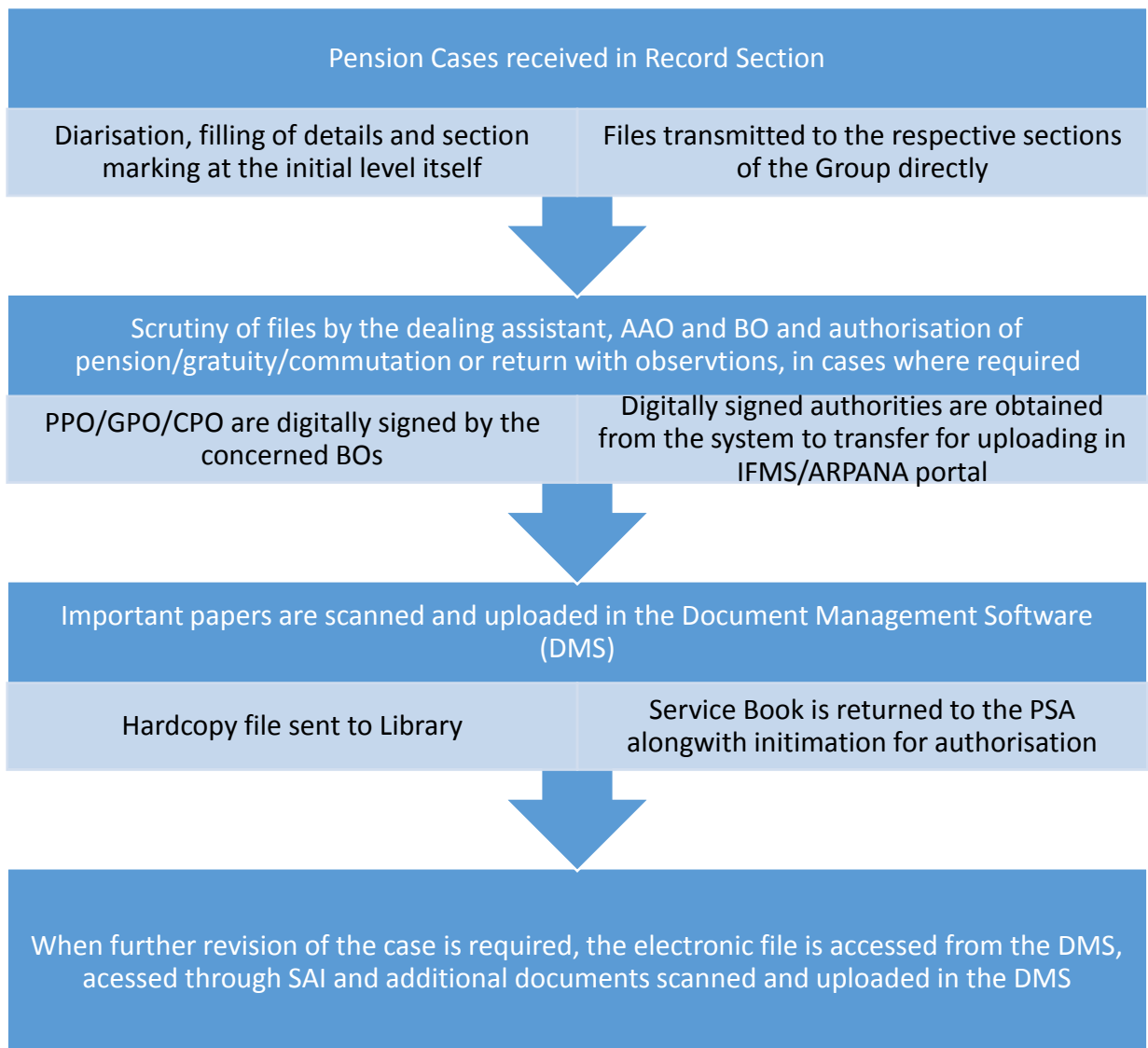
Pension Group

Pension Groups is going through a transition at this stage as the conventional method of receiving pension papers and issuing of PPO, GPO and CPO is about to undergo change and after authorisation, the system is to become paperless, at least when it comes to inward and outward correspondences made by this group with outside agencies. Despite this, since internally the electronic documents are not flowing through uninterrupted systems, i.e. since at all the levels (DEO/Clerk, Accountant/ Sr.

Accountant) systems are not available, documents received online are printed and passed through different levels. Many of the forms and formats of manual authorities are also not included into the systems. Hence, paper movement takes place. To move towards the direction of paperless office, the need is to ensure computers at each and every level so that online transmission of papers and documents are not interrupted. Hence, 'one staff, one computer' may be a mean to achieve a business process re-engineering.

Given this backdrop, following gaps are required to be fulfilled at different types of work-scenarios:

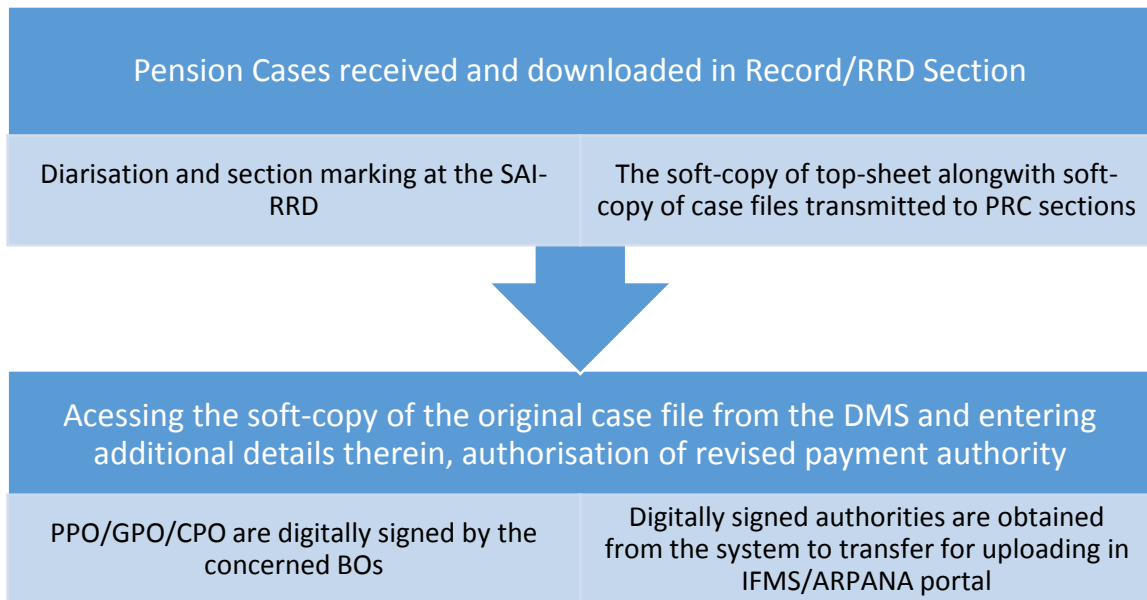
1) For pension cases which are being received in Hard-copy format



Points for the IT Vision:

- 1) Diarisation and supply of pension files from record section to different pension sections need to undergo change and the same need to be single-seat entry and supply
- 2) Manner of signing authorities need to be changed from manual to DSC (need is for appropriate software, DSCs/e-sign and technical experts)
- 3) Manner of delivering these authorities, i.e. instead of manual dispatch, transferring them to online platform (need is for separate drive for transfer, storage and separate system with high-speed internet connectivity for uploading and security to protect access to such system)
- 4) Use of DMS from being a static one to one of dynamic nature and available for use by respective users (need is for bringing necessary change in the DMS, handheld scanner for quick scanning of few important documents during revision and adding the same to DMS)
- 5) There arises also need for suitably training the manpower in the pension group for acquainting with the whole process.

2) ***For pension cases which are being received online***

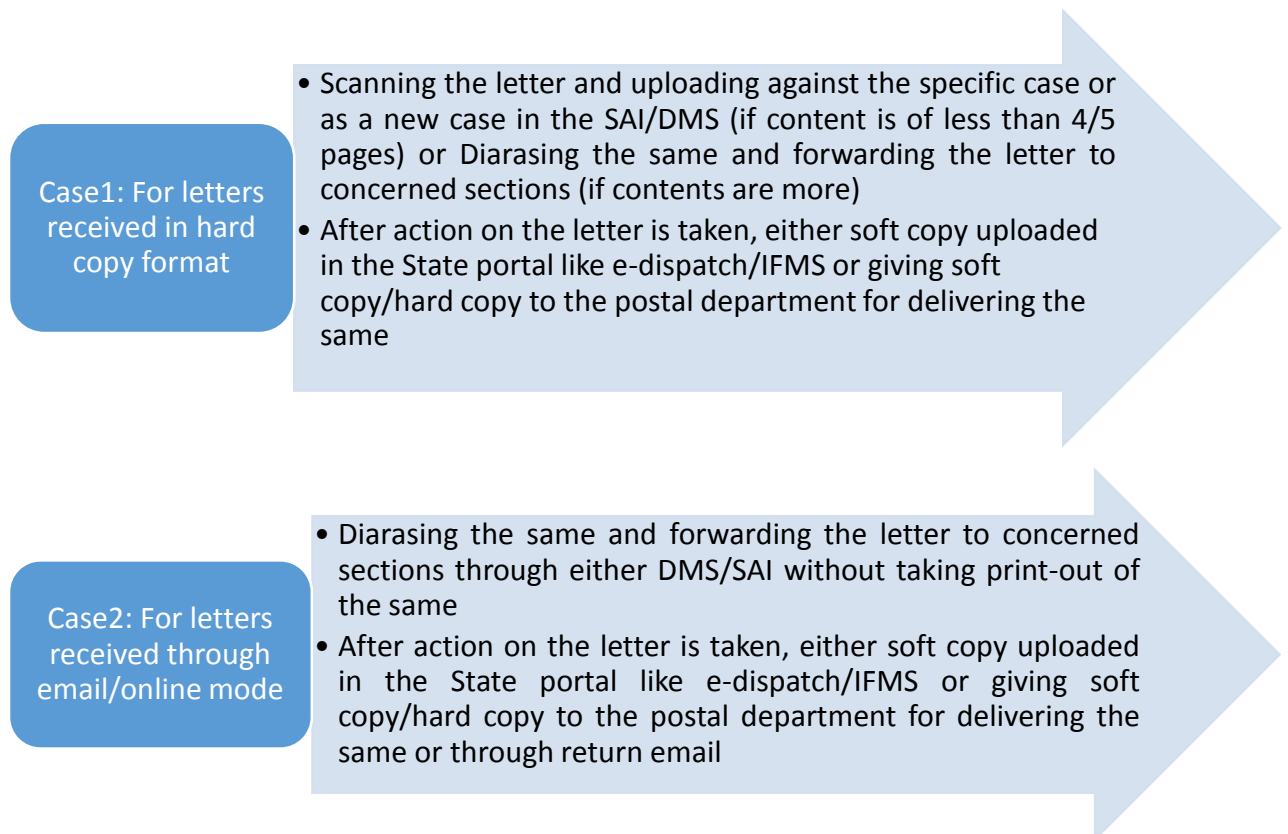


Points for the IT Vision:

- 1) The requirements as mentioned in the above para like change in manner of signing authorities from manual to DSC, manner of delivering these authorities, i.e. instead of manual dispatch, transferring them to online platform and use of DMS from being a static one to dynamic one.

- 2) It is now also envisaged to provide the pensioner's copy of the PPO/GPO/CPO through the office's website and for which local NIC has been approached.
- 3) Besides, in a meeting with the Finance Department, it has emerged that in absence of pensioner's copy being physically delivered, some identity document for pensioner is required. Hence, this office is envisaging issue of plastic identity card to the pensioner, subject to approval of C&AG Hqrs office.

3) *For Letters and Correspondences*



Points for the IT Vision:

1. Additional Scanner at the Record/SAI RRD section for scanning hard copy letters
2. Additional Computers to ensure computers at every level so that files are moved digitally
3. Change management in the SAI/DMS for the inward/outward correspondences
4. Pursuing the Postal Department for online mode of delivery, if possible
5. Becoming a user in the e-dispatch portal of the State of Odisha, for online dispatch of letters
6. Discussion with the Finance Dept to make necessary change in the IFMS for online communication with the DDOs/TOs

On Management of Data, Network and Server in the Pension Group:

Data Back-up:

Daily cold back-up is taken in the back-up server in the beginning of each working day before the server is started for daily work. Monthly back-up at present is sent to the Office of the PD (ECR) for preservation as an off-site location. It is envisioned to send data back-up of Pension Group to iCISA, NOIDA as the practice is presently being followed for Accounts and GPF Group.

Besides, at present on cold or static back-up is taken up and logical/RMAN back-up is being mooted to be taken up through change management. Moreover, the present storage space for storing the digital pension records through DMS would be expanded for catering to the regular scanning work of pension files.

Network Management:

Network nodes and switches as being in place in the Pension Group are quite old and tearing of cables by rats has been detected in the recent past. Hence, old network switches and cables are to be replaced and cable openings are to be secured through casing so that no interference from rats is possible in the near future.

IT Vision for Admin Group

1. AG Odisha Website:

A composite website for four offices of AG Odisha i.e. PAG (A & E), PAG (ERSA), AG(GSSA) and PD(Audit), East coast Railway was launched by NIC, Odisha during October 2004. Website updating, Web Pages designing and uploading of data is being done by EDP Cell. Facility for making enquiry of the status of disposal of Pensioners' / GPF subscribers' Final Payment cases has been made available in the website through the programme namely "Tracking of status of Pension Cases". The above facility was launched from 01.06.07 with data from 01.04.07. The data is being uploaded on a daily basis through VPN connection provided by NIC Odisha Unit. Lists of employees of Odisha State

Government due to retire are being hosted in the website from time to time. The website also contains the GPF details of each subscriber from the year 2012-13, for which he has to register himself with his G.P.F. A/Cs No, Date of Birth & Mobile No. The programme has been developed by NIC, Odisha Unit. Once registered, monthly SMS is being sent to the subscriber for details of subscription and withdrawal done during a month. However, in the eGPF portal developed by NIC Tripura data from 2009-10 onwards are available to the subscriber for viewing only.

Future Vision

Now, it is planned that GPF details of each subscriber will be made available in the website from the date of first recovery. The PDF copies of PPO/GPO/CPO of the pensioners are to be made available in "Tracking of status of Pension Cases" menu of the website. There is a proposal to make the website bilingual.

However, for any development of website, the cooperation of the local NIC is absolutely necessary.

2. Implementation of PFMS:

Up to May-2018, all Salary Bills and Non-salary Bills of this Establishment were prepared through Comp DDO Module. BEMS was made in respect of all Bills before sending to PAO for payment.

Headquarters Office vide letter dated 24.04.2018 has issued instruction to prepare /process all salary Bills only through EIS module of PFMS and Non-Salary Bills through iBEMS of PFMS.

Subsequently, Headquarters Office vide letter dated 09.05.2018 has directed to prepare all Non-Salary Bills (TA/LTC/Medical/Contingent) through iBEMS from 1st of June positively excluding Salary, GPF & Pension Bills.

Now from 1st June -2018, the section is processing all Non-salary Bills thorough iBEMS module of PFMS and Salary Bills are being prepared as usual in COMP DDO module. No further instruction has been received from Headquarters Office regarding preparation of Salary Bills in EIS module of PFMS. However as directed earlier the employee's data has been collected and kept ready for porting to EIS module from CompDDO.

Future Vision:

Salary Bills would be processed through PFMS after activation of EIS module.

3. PAO Group:

In PAO the following works are being done:-

- Passing of Salary Bills of five (5) offices through COMPACT application. ● Passing of non-salary dues of officers & staffs of five offices as well as of outside vendors through COMPACT module up to May 2018. This has been processed through PFMS web based application w.e.f 1st June 2018.
- Maintenance of G.P.F. account of four offices and payment of advance/withdrawal & authorization of GPF final payment of retired employees are processed through COMPACT application. Transfer of GPF balance to other PAOs & vice-versa are processed through COMPACT. Maintenance of Valuable Register & PAO suspense account.
- Calculation, authorization and Payment of Pension and other Pensionary benefits of retired employees of four offices through COMPACT.
- Maintenance of Long Term Advances. This is done manually.
- Maintenance of New Pension Schemes and uploading of NPS contribution to NSDL through web based application. Processing of partial withdrawal from NPS account and shifting of PRAN of the subscribers.
- Compilation of Accounts of four offices in manual as well as through COMPACT module.

- Maintenance of Public Sector Bank Suspense Register manually and monitoring through COMPACT.
- Maintenance of CGEGIS accounts of persons on deputation. Maintenance of Leave Salary and Pension Contributions of persons on Foreign Service

Future Vision:

Salary Bills would be processed through PFMS after activation of EIS module. LTA Broadsheet may be digitized and Debit / Credit postings may be done like LTA module of VLC package.

4. **Inventory Management System:**

Inventory Management System Programme is running in Record-I Section for data entry of transactions related to Stationery/Store stock entry of procured articles and their issue to various Groups/ Sections.

Future Vision:

Stock entry of dead stock articles will be taken up once the closing balance is arrived by physical verification. Library module will be implemented soon. Old Records available in

Record-II Section are also to be entered in the module.

INTERNAL DAK MANAGEMENT SYSTEM

Internal Dak Management System (ORADAK) package is based on the local requirements of the office and developed In-House. This package includes diarising, disposal and despatch of all letters received in this office. The package was initially developed in dBase IV. Subsequently change management was done to the package and it is now running in Oracle 9i and Developer 2000 as front end. The oracle 9i software is windows based and requires Windows XP operating system.

Previously all the letters received in Central Receipt Section (REC-III) were diarised in ORADAK. But now only the letters of Admn. and Accounts groups are being diarised. Letters relating to Pension and Fund Groups are now being diarised in their own package. But the despatch details of all the letters of all the groups are sent only through.

ORADAK from REC-III section

All the incoming letters diarised in Rec-III are sent physically to the concerned sections on daily basis. Section takes action and disposes the letters. Details of disposal are noted against each diary.

The Gradation List of the Office is now also available in a separate Menu under this package. The data captured for the Gradation List will facilitate ADMN-I section for various reports regarding employees.

Future Vision:

The existing ORADAK package is not compatible with the higher and advanced versions of Windows Operating System i.e., above Windows XP. To overcome this drawback, all Tables, Forms and Reports involved in the ORADAK package are proposed to be up-graded to Oracle 11g. As this package is developed solely In-House, any further requirement of the office can be developed in this package.

Works & Forest Account

Works Presently done:-

The Dy. Accountant General (Works Account), Puri Office deals with the Public Works & Forest accounts including cadre control of Divisional Accountants. At present 373 nos. of Public Works Division and 100 nos. of Forest Divisions are rendering their monthly accounts to this office. Compilation work of this office has been computerised since 2000. From 2014 Public Works Divisions of the State are preparing and submitting their monthly Accounts online through WAMIS software to this office. Followed by Hard copies of the same. Online Accounts are received by this office in the WAMIS server installed at this office. After necessary three tier checking the Accounts are ported to our VLC server through external media. After data transfer to VLC server, other ancillary works such as posting and pairing of data under DDR heads are being done.

Online submission of Forest Accounts has not yet been completed for which data entry from the hard copies of Forest are made in the VLC system.

For online checking of Accounts, downloading of CTR/CTI from the Treasury Portal and online reconciliation with Controlling Offices a dedicated LAN has been provided having internet connection.

Works proposed to be done.

Online receipt of Forest Accounts is at the final stage. Two nos. of Accounts have been received online on test check basis. The Vendor of the software is in regular touch with this office. It is expected to be completed during this Financial Year.

All Controlling officers have been requested to do their reconciliation work only through online. It is expected that all the Controlling Officers will come to this platform during this year.