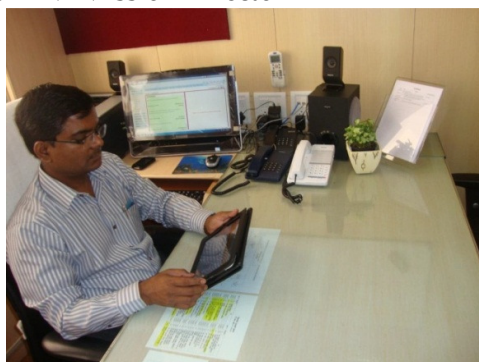


E-FILE SYSTEM - STATE HEALTH DEPARTMENT MAHARASHTRA

Commissioner (FW) & NRHM-Mission Director



Pre-launch of e-file system



Post-launch of e-file system

Problem Statement

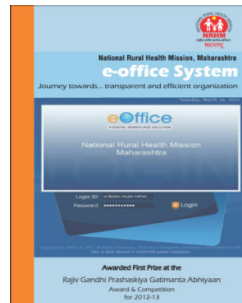
Delayed decision making is one of the major hurdles being faced by most government offices. One of the most crucial factors that affect decision making in government offices is manual system of filing and documentation, where file goes from one table to another till final decision is made. Many crucial decisions are delayed due to either slow movement of files or non-availability of officer in charge for clearing these files. Theft and missing files is also not uncommon in most of the government offices. The State Public Health Department Maharashtra took notice of these issues and aspired to solve these problems by use of information technology by implementing e-filing system in their offices. The idea of implementing this system was to give transparency, improve access to the documents from anywhere and design a good document storage system.

Program Description

The State Public Health Department took inspiration from National Academy of Administration, Mussoorie where e-filing system was implemented. The Department coordinated with the team which developed that system and discussed with them their concerns related to security, record keeping, audit, language, data corruption etc and finally took the decision to implement e-filing system in their Mumbai & Pune Offices. This has been a very successful initiative and the Department benefitted a lot from this system. Some of the benefits of this system are listed below.

- Improved correspondence: This system provides systematic and stepwise process of distribution of day-to-day correspondence, tracking movements of files and management of the Inward/Outward documents through an online computing system.
- Uniform working procedure – This application is based on Central Secretariat Manual Office Procedure (CSMOP) and has standardized work flow in the department.
- Easy records search and management – A unique file /receipt id is automatically generated which helps in management and easy retrieval of different files and receipts from different departments/sections. Files can be easily searched using key words.
- Monitoring pending files – Each file can be tracked by senior officials with a single click enabling easy processing of files.

- Reducing time, money and human efforts: Due to electronic movement of files the usage of paper has reduced considerably leading to virtually paperless office. In addition lot of time and human effort of transferring files from one place to another has also reduced. Files can be cleared by officers while they are on tour. It saves their time as well as promotes faster file movement.
- e-banking - One of the major advantages of e-file system is e-payment to the vendors, release of district and corporation funds, employee salaries after approval.
- Secure & Safe: e-File uses Digital Signature Certificates, which ensures high level of security to the users of this application.



In order to ensure the sustainability of the e-file system to physical file handling and movement, a GR of the Public Health Department, Govt. of Maharashtra was formulated and issued on 15 Feb. 2012. Provision of dedicated fund for the e-governance through the NRHM funds has also been made to sustain this initiative. Various institutional arrangements such as IEC cells dedicated for e-filing system has also been created to strengthen this initiative. All employees received training and hand holding support to use this system effectively. Currently the provisions are being made in the department to link this system with the leave management system, tour management system and personnel information system.

Scalability

The basic requirement of the e-file system is primarily related to the infrastructure and training as the software is available free of cost. This model can therefore be easily replicated in other government departments with good investment in capacity building and change management. As a positive impact of NRHM e-file system many offices including various departments in Mantralaya, Directorate of Health Services, Mumbai, all State Public Health Bureaus across Pune and Brihan Mumbai Corporation have successfully replicated this system. It would soon be scaled up at Public Health Department offices of 8 Deputy Director Circles and Public Health Department offices in all 33 districts of the State (i.e CS and DHO Offices). Impressed by the successful launch of the e-file system at NRHM Mumbai, Forward Market Commission (FMC), and MMRDA have approached NRHM to replicate this system in their offices.

For further details contact

Mission Director, State Health Society, NRHM Maharashtra.