

## Chapter-VII

### Conclusion and Recommendations

As we are well aware that the office automation refers to wide ranging computer machinery and software, used for digital creation, collection, storage, manipulation and relay of office information, are pre-requisite for completing basic task. Storage of raw data, electronic transfer thereof and the management of electronic business information comprises the basic activities of an office which is the main function of e-Office Application. This work is being done to achieve certain outcomes through optimizing or automating existing procedures.

#### 7.1 Conclusions:

- 7.1.1 As we have seen that e-office is a very ambitious national 'Mission Mode Project'(MMP) launched in 2008 under e-Governance plan-2006 with a target to cover all Government offices in next five years and for that DAR&PG was nominated as Line Department with NIC as technical partner in Dcember,2009.
- 7.1.2 Moreover, DAR&PG had constituted the task force in this regards, having representative from DeitY, NIC and DAR&PG for preparing e-Office Procedure (e-Manual) and was circulated in early 2012 with full details to all Ministries and Departments with illustrating how the work flow of the e-Office will be in an electronic environment.
- 7.1.3 The project was launched as a pilot project at three locations in DAR&PG, DeitY (e-gov division) and in DoPT (Training Division) and finally afterwards spread in other Ministries and Departments.
- 7.1.4 Implementation of e-office started in DoT in October 1<sup>st</sup>, 2012 with target of completing it within next six months i.e. up to March 31<sup>st</sup>, 2013. All activities

regarding implementation of software i.e. installation of required network, LAN equipment, installation of software, customization of software wherever it is required, collection of data related to staff/division/wing and validation thereof, have to be done in the same prescribed period and also making the system live on after feeding the validated data in the system.

7.1.5 It is clear that e-Office Application working in DoT is not working full-fledged in respect of all modules, rather it is working partially. PIMS module is not working at all, rather it has not been implemented and later on it was withdrawn by DAR&PG for making it more effective as per the verbal reply of Ms Rachna Srivastva, Sr TD (NIC). e-Tour module is not fully functional in DoT, DDG(IT) admitted in his reply of question No.14 & 15 (Annex-I). Moreover, e-File module is also in partial mode in the light of reply of DDG(IT) for question No.4 but in context of available data of e-file in the system, it's not working full-fledged in whole DoT.

7.1.6 As per pre-requisite condition mentioned in 'Para 4.4.1.3d(i)' submission of "Infra-Proficiency Template" was essential for preparing IGAR report without which one can't highlight the shortcomings in current infrastructure available at user department. Specially, the infrastructure gap like augmentation of Work-stations, Scanners etc. are highlighted based on which sound procurement plan can be made by user department. In reply of Question no.10 and 11(Annex-I) in which it was asked that IGAR report was supplied by NIC and if yes, then suggested Gap items were procured in time or not? and as mentioned in 'Para 4.7.5 & 4.8.3' DDG (IT) has not made it clear in his reply whereas NIC has mentioned it clearly in reply of question No.10 (Annex-II) that they have

prepared IGAR report and conveyed to DDG(IT), DoT. Hence, it can't be established that it was also the reason behind delay of project.

- 7.1.7 As per pre-requisite condition mentioned in 'Para 4.4.1.3d(i)' regarding data capturing in required template by DoT and its supply to NIC for necessary data updating in the system before making it live on. Moreover, in reply of question No.12 (Annex-I) and as mentioned in Para 4.7.6 & 4.8.4, in which DDG (IT) also admitted that "Only 515 number of data of the employees have been supplied by 18/07/2013". The date mentioned 18/07/2013 was well beyond the project completion period i.e. 31/03/2013 then how one can expect the completion of project in time and due to this lacuna DoT is fully responsible for delay of project.
- 7.1.8 Even though, the module of eOA's are working partially, it has achieved the goal or objectives up to great extent. Through sample survey amongst the actual Users of eOA, DoT and analysis thereof, it is observed that 95.20%(Chart:4.7) Users are satisfied with the performance of the application, 31.9%(Chart:4.8) Users gave 7 marks out of 10, again 26.9% Users gave 8 out of 10 marks. Chart:4.3 shows that 35.4% found the application as transparent, 54.2% says that application is able to track the records and files, 35.4% Users found system as a paperless product, 52.1% Users voted that system is easy to use.
- 7.1.9 In view of overall success of the application, the survey says that 95.2% User found the System helpful, 98.4 % User like to e-Office application very much and 95.2% User are fully satisfied with the overall performance of e-Office as a whole.
- 7.1.10 In view of present status of e-Office of DoT as well as the best practiced e-Office Applications i.e. MoPR and MoDWS, it is clear that status of all applications (at

present) are same in respect of functionality of modules. PIMS module is not working anywhere, e-Tour module partially working everywhere except DoT. e-File module is working full-fledged in MoPR and MoDWS and in DoT, it was not working earlier but now it started. And now differences are only in volume of work being done, MoPR and MoDWS are working on e-File module in full-fledged mode whereas DoT is working in selective mode in selected sections/divisions.

## 7.2 Recommendations:

- 7.2.1 For making e-Office (MMP) project successful in all respect at the time of implementation as well as afterwards, "Top down approach" is must to be adopted at all levels. This is the major tool of methodology adopted for a project, without Top-down approach, ownership remains missing in the system. It may be of different type as no acceptance of physical files by top authority, conduct regular review meetings and issue of instructions time to time. Top-down approach was totally absent at the time of implementation of e-Office in DoT as one user Shri S K Prusty, Director (Skill development) in his feedback submitted in reply of questionnaire mentioned that "*All files to Secretary should be in e-File form and Secretary should make e-File mandatory. I have made 35 e-files since on the top it is not willing, it has been returned*".
- 7.2.2 In view of importance of e-Office Application and as being a Mission Mode Project, there is a need for taking due care in respect of pre-requisite conditions, specially for IGAR report submitted by NIC as it is essential condition without which e-office Application cannot smoothly function.
- 7.2.3 At the time of implementation, there may be crisis of man power due to so many parallel activities going on, causing project delay, to avoid this, proper and sufficient man power should be deputed for standardised as well as in time output.