Spandan: File, Grievance and Press Reports Monitoring System

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ABSTRACT

Spandan is an e-government effort taken by the Nalgonda collectorate to provide better governance to the common people at all times. It is a paper-less, transparent system which has facilitated the monitoring of grievances. File monitoring has become fast with the ability to ascertain the status of a file and petition at any moment in time.

Scope of the System

Spandan has a grievance monitoring system, a media response system and a file tracking system. It can be used in almost all government departments with minimum customisation.

Goals and Objectives

- File monitoring system
- Grievance monitoring system
- Media monitoring system
- Online conferencing facility
- Links to other sites
- Mailing facility

Functional Description

- **File Monitoring**

Tappals are uploaded daily, and if needed, edited at the Inward Section and forwarded to the concerned officer for endorsement. Once it comes to the section clerk, he or she transfers the tappal to a file and writes the note sheet and draft. It is then forwarded to a higher officer for approval. Approved drafts will be signed by the collector/joint collector/DRO/AO and sent to the concerned department for further action.

- **Grievances**

All grievances received can be tracked and forwarded in no time to relevant departments and district officers. The replies and action taken on these grievances can be tracked and monitored, thus increasing the efficiency of the administrative system and officers in particular.

- **News Coverage**

Adverse news items that are published in newspapers can be uploaded; rejoinders and remarks issued by the concerned department and action taken on these issues can be monitored.

## Online Conferencing and Mailing Facility

1. Discussion board and online conferences between collector and departmental people on a particular report or issues is possible. Thus the departmental people need not travel from their respective offices.
2. Mail service is available for the users of this application.

Main Features

- Role-based personalisation
- Role-based security
- Comprehensive free text and context searches on files.
- De-centralised data capture, access and reporting
- Centralised file repository
- Storage of extensible documents
- Dynamic and ad hoc reports by date, issue and file number
- Note sheet and draft storage
- Appraisal and tracking of file clearance
- Maintenance of personal registers of the employees
- Alerts for new current/file arrivals
- Discussion board and online conference between collector and departmental people
- Mail service for the users of this application
- A highly tolerant and 24 x 7 available repository system achieved by mirroring and replication

Architecture

The architecture followed is web enabled and two-tier as shown below:
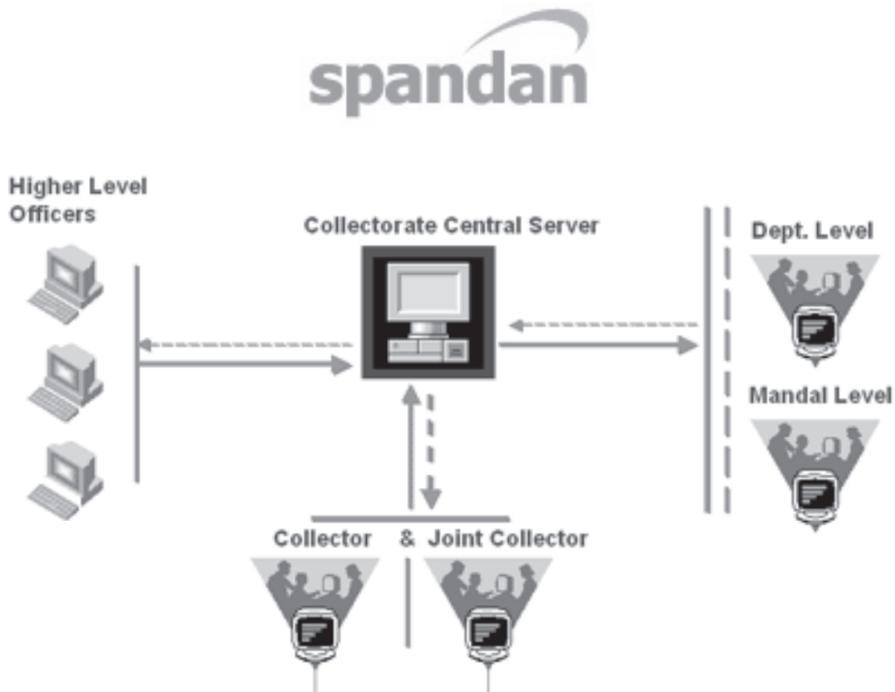
Service Orientation

Different services are offered to the stakeholders for providing a transparent administration to all citizens. The electronic services are helpful in day-to-day district administration. It facilitates the district collector to monitor and clear any grievance, files etc. The entire software is developed as per the requirements of the particular department; only a browser is required. It is easy to use and operate. The grievance and redressal services provided by the software are free of cost to all citizens. It benefits them in quick disposal of their grievances. All the steps are automated and user interaction is optimised.

Technologies

- Web
- RDBMS

Standards

ICT industry standards are followed for the development and implantation stages. The data access is through user ids and passwords. Data is stored at the central server. All the security measures are well taken care of. The entire project is divided into small modules and all the modules are integrated. The time taken for processing a request is optimised.

Sustainability

The application software is sustainable, easy to operate and use in day-to-day district administration. It has been in use since January 2004. It is has been made internally sustainable with regular monitoring and reviews by the concerned officers and officials and externally sustainable with regular usage and reviews by the district collector and administration.

   The application can be extended to other locations without any problems as it requires only LAN and dial-up connectivity. It can be installed on existing servers and can be accessed through clients.

Trainings

Sufficient training has been provided to the all the staff members and concerned officers and officials of all departments.

Cost Effectiveness

Not much cost was involved in the setup of this application. The hardware and software are provided by the government. The stakeholders as well as rural citizens were not charged for the services offered.

Advantages of Spandan

- The collector can access his files from anywhere in the world through the internet.
- Staff can be saved from drudgery and properly utilised for productive assignments.
- It enables collectors and section in-charges to assign the responsibility of files and documents to the clerical staff.
- Consolidating of data is very fast and efficient.
- Tracking of documents and speedy disposal of issues is possible.
- All grievances received can be tracked and forwarded to the con-

cerned department in no time. The replies and action taken can also be tracked and monitored, thus increasing the efficiency of the administrative system and of officers in particular.

- News items that are published in newspapers can be uploaded; rejoinders and remarks issued by the concerned department and action taken on these issues can be monitored.
- As the system gives an effective discussion board and online conferences between collector and departmental people on a particular report or issues, departmental people need not travel from their respective offices.
- The field officer can update the central data base, and this timely information can be used effectively to move the file quickly.

How it is Different from Other Systems

- It is web-based
- Officers can see the files from remote locations.
- Public viewing facility will benefit the common man.
- All the packages are in a singular module.
- It is user-friendly, saves time and improves efficiency.
- Auto-reporting is an added advantage.

Other Related Information

1. Spandan was showcased in the Innovative ICT Initiatives of Nalgonad District at GTEX INDIA EXPO 2006, Hyderabad in January 2006 and appreciated.
2. Spandan was also showcased in the 9th National Government Awards and Conference at Kochi.