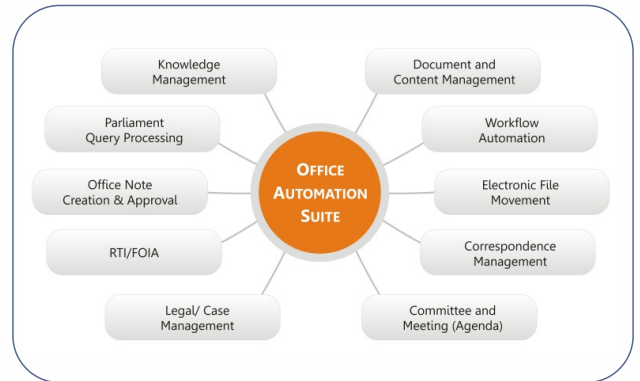


NEWGEN'S SOLUTION -SOWING THE SEEDS FOR A GREENER TOMORROW

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.

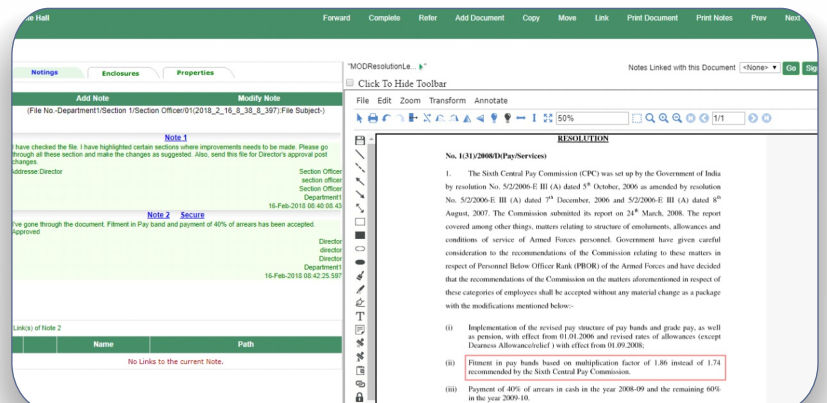
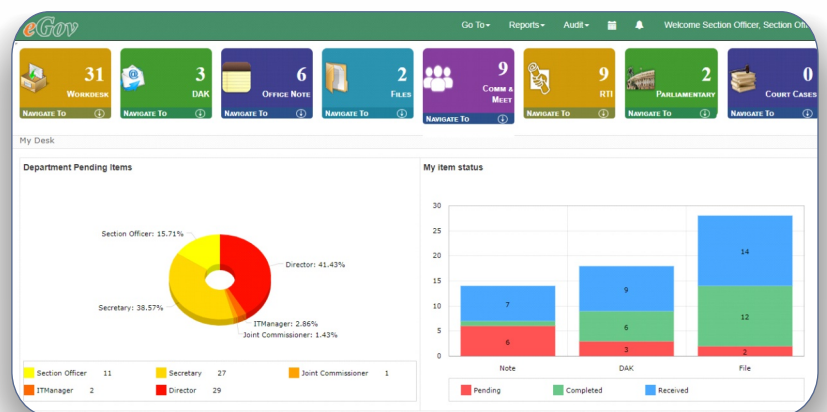


ELECTRONIC FILE SYSTEM (E-File) & CORRESPONDENCE MANAGEMENT (DAK MANAGEMENT)

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

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

CASE STUDY

One of the fastest growing states in India goes for paperless administration.

The state government of one of the fastest growing states in India faced the daunting task of managing 24 districts, collaborating with 20 state agencies and various other departments. With government officials working manually in silos, it resulted in human errors and slowing down of processes. The state government realized that time was right to automate and streamline its processes. Newgen was on-boarded to facilitate efficient administration and smoothen key operations.

Challenges

- Extensive manual intervention, leading to high error rate
- High turnaround time, resulting in delayed responses and actions
- No centralized knowledge repository, hence limited access to information, affecting decision-making
- Low visibility across state projects and processes
- Lack of standardization causing accountability issues
- Lack of structured work allocation

Newgen's Solution

- Automated file tracking and management with electronically driven Green Notings in compliance with Manual of Office Procedures (MOP)
- Enables timely and effective resolution of RTI cases with visibility across all processes and enhanced collaboration
- Allowed easy creation, archival, retrieval and sharing of information via centralized repository
- Makes it easy for officials to track and manage committees' renewal and expiration
- Allows officials to schedule meetings, capture minutes of meeting and maintain an action tracker to keep a track of all the actionable items
- Enables end-to-end management of circulars, from creating and processing to archiving. Also auto-routes for approval, writing/editing and tracking
- Manages litigation and legal advice processes. It allows for registration and tracking of court cases, and legal advices. With an online repository, officials can easily retrieve information for any case

Benefits

- Paperless office and reduced manual handoffs leads to higher efficiency in administration
- Leveraging mobility, correspondences are made more accessible, and officials are empowered to enhance efficiency
- Streamlining of processes across departments/ agencies reduces time taken to move files from department to department
- System-defined escalation matrix, alerts, notifications, and auto reminders facilitate faster execution and timely responses
- Anytime-anywhere secured access to information, fosters better collaboration and smarter decision-making

Processes Automated

- e-file and Correspondence Management
- RTI & Grievance Management
- Knowledge Management
- Committee and Meetings Management
- Circular and Note Management
- Court Case Management

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2013.

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