

# **Any Time any where office application for processing office files and Internet based interface –KM ATOM\***

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## **1. Goals & Objectives**

- Transparency in Government functioning through Internet based Citizen Interface to Office Files
- Citizen can view the location of file in the office
- Citizen can also view status of action taken on his representation
- Citizen can also view all public documents issued by office
- Citizen can also view noting in files except of those which are confidential files.
- System automatically publishes the information on Internet for viewing by citizens
- Simple and Citizen friendly Internet based interface.
- Compliant with Right to Information Act – proactive disclosure of information
- Accountability in decision making
- Providing Any Time Any Where office facility for staff

## **2. Spread of Project service users**

- Two departments – IT&C department at AP Secretariat and EDS (eSeva) are using the application with full functionality. The other 9 departments in AP Secretariat are using the application only for the file tracking. Hence, the files of those departments are not linked to Citizen Interface.
- External users: - Citizens

## **3. Services provided**

- Internet based access to office information on 24X7 basis from any where
- Access to public documents issued by office
- View Location of file in office and since what date at that location
- View status of action taken on papers received in office.
- View noting in files except of those which are confidential files.
- Proactive disclosure of information. No need to apply under RTI Act.
- Compliant with Right to Information Act by disclosing information proactively

- Simple and Citizen friendly Internet based Interface – Citizen can Locate File, View Public Documents, View Note File, View status of action taken
- Mobile office. Officers can attend to office work on Any Time Any Where basis

#### **4. Geographical spread of project implementation**

Two offices are using the application with full functionality. Other nine offices out of 34 offices in A.P Secretariat are using the application with partial functionality. Total users are around 300. The same application is also being used by APTS, many Collectorates and few HoDs offices in Hyderabad.

#### **5. Project Timelines and milestones**

- Implementation in IT&C department, eSeva in June 2007
- Phase I - MAUD Department in July 2007
- Phase II – Home, I& CAD, Energy and Tourism departments August 2007
- Phase III – Higher Education, Environment Forest Science & Technology, Health, Infrastructure & Investment and Industries departments April, May 2008

#### **6. Direct cost and Time savings to avail services**

- Saving in time: Citizen can access information through Internet on 24X7 basis from anywhere. No need to visit office for information or file application under RTI Act.
- Saving in money: Citizen can access information through Internet on 24X7 basis from anywhere. No need to visit office for information or file application under RTI Act.
- Saving in money in logistics: Saving in travel time and cost. RTI Act fee.
- Saving in time: Citizen can access the information through Internet on 24X7 basis from anywhere without visiting office. Saving in travel time.
- Saving in money: Citizen can access the information through Internet on 24X7 basis from anywhere without visiting office. Saving in travel cost.

#### **7. Direct cost and time savings to deliver services**

- Saving in time: As information is available in public domain, no need to prepare and deliver information. Time savings for office staff.
- Saving in money: Savings in typing or photocopying information
- The government official/ staff need not put effort in preparing and delivering the service. There by the official/ staff have more time to concentrate on the core business process.

## **8. Replication**

The pilot started in July 2007 and replication is in progress in other departments

## **9. Implementation model**

Based on the feed back and failure of Caring Govt implementation in AP Secretariat, simple KM-ATOM application is being implemented in phases. Initially application is being implemented at Level 1 (L1 Level) for file tracking. Once user gets familiar with application, they are encouraged to move to L2 Level. IT&C department and eSeva office are at L2 Level and nine other departments are at L1 Level.

## **10. Technologies**

The application architecture is three tiers. The following technologies are used

- ORACLE – RDBMS
- Application server – IAS
- Environment – .Net frame work

## **11. Capacity building**

- The application was developed by the technical team of AP Technology Services, GOAP organization.
- The users were given 30 minutes training by APTS staff. Applications being very simple, most of them were able to use the application without the need of second round of training. APTS provided one technical staff in each department for hand holding of users.

## **12.Process and Legal Reforms**

Transparency in office process and compliance to RTI Act.

## **13. Project Financials/Sustainability**

The application is centralized server based application. Application is hosted on existing IT infrastructure without any additional cost.

## **14. Project Teams and Leadership**

- The Project Manager
- Project Leader
- Team Members

## **15.Key project Outcomes**

- Transparency in Government process
- Accountability in decision making
- Simple and Citizen friendly access to office files
- Compliant with Right to Information Act
- Mobile office. Officers can attend to office work on Any Time Any Where basis

## **16. Service users Feedback Mechanism**

- The dashboard in the login screen gives the users the current status thereby facilitating them to act effectively.
- Officer can attend to office work even when they are physically away from office

## **17. Implementation Challenges**

To convince the users to move from manual system to electronic system

## **18. Key Lessons learnt**

- The user may / shall use any system if it is user friendly
- The user should see value in using the system.
- Simple User manual

## **Project Contact Details**

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