Editorial

The World Bank team recently visited Koyna Design Circle and took brief review of progress so far made in ICIS Project. They have given some valuable suggestions and our team is working on implementation of the same. We are very happy that the Govt has approved the proposal of forming Project Management Office (PMO) and soon it will be operational. Now PMO will be entrusted to relook at the working procedures and make them IT compliance. To make our department more dynamic and effective, it is right time to review and revisit the working procedures. This aspect will be touched upon by the PMO. The advancement in Information and Communication Technology necessitates the above changes. The NISG team who is part of PMO is having vast experience in implementation of e-Governance project in India. As we have already informed to you that the pre pilot testing of selected modules have been started. We are thankful to the field coordinators for sparing their staff for this work. The PC's provided under ICIS are with Linux operating system and supply of the same will start soon. The work of networking will also start shortly.

- कृपया जलसंपदा खात्यातील आयसीआयएस च्या कामासाठी प्रत्येक कार्यालयाने आयसीआयएस को–ऑर्डीनेटरची नेमणूक करुन को–ऑर्डीनेटरचे नाव, ई–मेल, मोबाईल क्रमांक व कार्यालयाचा सविस्तर पत्ता ई–मेलद्वारे पुढील मेल वर कळवावा.
  e-mail : punesekdc.@yahoo.co.in

- जलसंपदा विभागातील मंडळनिहाय **संघटना तक्ता** (Organisation chart) पाठविण्याबाबत यापूर्वी कळविण्यात आले आहे. तरी कृपया ही माहिती मोड्यूलमध्ये समाविष्ट करण्यासाठी ekdd2@gmail.com या पत्त्यावर ई–मेलने सत्वर पाठवावी.
  कार्यकारी संपादक

Overview of Government Process Reengineering

e-Governance and Traditional Approach to e-Governance

Ministry of Information Technology, Government of India, defines e-Governance as "... the application of Information Technology to processes of government functioning to bring about a Simple, Moral, Accountable, Responsive and Transparent governance". In other words, e-Governance uses Technology tools in government functioning and service delivery.

The traditional approach to e-Governance has been one of IT enablement of existing processes, without much change to the underlying processes. Thus IT enablement initiatives included:

- Automation of existing processes through the use of IT

- Making services of the department available online (Providing e-forms for submission of applications. File Management System etc)

In these cases, the process remains the same, but is carried out electronically. The advantages of this approach included easier implementation with minimal legal changes, easier status updates, real time Management Information Systems (MIS), anytime / anywhere service etc.

In many cases, processes were defined with compliance in mind, rather than enhanced citizen service. Thus re-engineering the process through GPR and process redesign allows leveraging the benefits of IT rather than just replicating existing processes.

Understanding Business Processes

Every government service is supported by a set of *business processes,* which provides approach and guidance to deliver the service.

Government Processes are processes in the government domain. The process environment or a *Business system*

Overview of Government Process Reengineering

(Continued from previous Page)

is a collection of processes that take one or more inputs and create output that is of value to all stakeholders. Processes and not functions drive an organization. Processes are the key to satisfying customers and stakeholders.

Accordingly it should be the endeavour for the Government to improve its internal and citizen service delivery processes.

Understanding Service Quality

Service Quality is an important concept to be kept in mind while undertaking GPR initiatives. Service Quality comprises of the physical Product, the Time taken to deliver it, the Cost of getting the service, and Customer Experience or Service Delivery. A GPR exercise should identify the Service Quality Parameters associated with the service being re-engineered, and strive to improve those parameters.

For a citizen, the Service Quality is dependent on a lot of other factors apart from the Physical product. These include a host of factors such as Time, Cost, Complexity, Transparency, Citizen Experience, etc. A holistic process improvement initiative should address all these Service Quality Parameters.

Business Process Reengineering (BPR) and GPR

One of the widely accepted definitions of BPR is

"BPR is fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in critical, contemporary measures of performance, such as cost, quality, service and speed"

Government Process Re-engineering (GPR) has evolved from applying Business Process Re-engineering {BPR} concepts to Government Services. GPR may address all or some of the service quality attributes identified for the government service.

ICIS News & appeal

- The World Bank Panel visited Mantralaya, Mumbai as well as KDC, Pune for ICIS project.
- The Officers gave value addition suggestions in modules M0, M8, M18, M19 & M21.
- Data entry in Pre-pilot phase is going on at KDC for Modules M1, M8, M26, M27.
- Data entry for M31 i.e. Library Mgmt is completed data from Library of KDC has been entered in system completely.
- The computers will be delivered to all field offices in Aug. 2012.

ग्रंथालय व्यवस्थापन – मोड्युल एम–३१

मनोगत

श्री. सुभाष तानाजी शेलार
आरेखक श्रेणी-२

महाराष्ट्र शासन जलसंपदा विभागांतर्गत महाराष्ट्र जलसुधार प्रकल्पान्वये एकात्मिक संगणक विकास प्रणालीचे काम अधीक्षक अभियंता, कोयना संकल्प चित्र मंडळ, कोथरुड, पुणे ३८ यांच्याकडे देण्यात आले आहे. ग्रंथालय व्यवस्थापनाचे काम कोयना संकल्प चित्र विभाग क्र. ३ या विभागाकडे आहे.

या ग्रंथालयात मुख्यत: तांत्रिक विषयावरील इंग्रजी भाषेतील पुस्तके आहेत. या ग्रंथालयातील पुस्तकांचे एकूण २१ विभाग असून त्यांना अनुक्रमे ए पासून यु पर्यंत नावे दिलेली आहेत. आजपर्यंत या ग्रंथालयात पुस्तकाची देवाण घेवाण नोंदवही (रजिस्टर) ठेवून करण्यात येत आहे.

एकात्मिक संगणक विकास प्रणाली अंतर्गत एम ३१ - ''ग्रंथालय व्यवस्थापन'' हे मोड्युल कार्यान्वित करण्याचे काम पूर्ण करण्यात आले आहे. पूर्वी नोंदवही पध्दती प्रमाणे ग्रंथालयातील पुस्तके शोधणे तसेच नोंदी घेणे या कामास बराच वेळ लागत असे. परंतु आता या प्रणालीमुळे ग्रंथालयीन पुस्तके शोधून नोंद घेणे सोपे व सहज शक्य होणार आहे.

ग्रंथालय व्यवस्थापन या मोड्युलमध्ये लायब्ररी विभाग, ग्रंथालयातील पुस्तकांची यादी, कोड व कालावधी तसेच देवाण-घेवाण नोंदी, पुस्तकांचे मागणीपत्र, पुस्तकांची खरेदी नमुने, पुस्तकांच्या आवक नोंदी, एकावेळी अधिकाऱ्यांना जास्तीत जास्त किती पुस्तके घ्यायची तसेच व्हीजिटर नोंदवही या नोंदी घेतलेल्या आहेत. त्यामुळे हे ग्रंथालय सर्व सोयी युक्त व सुसज्ज होणार आहे. या मोड्युलमध्ये उपलब्ध पुस्तकांची माहिती भरण्याचे काम मी व श्री.शेख यांचेकडे सोपविण्यात आहे होते. मला संगणकावर काम करण्याचा अनुभव नसतानाही मला ही माहिती भरणे सहज शक्य झाले आहे.

हे काम करण्यासाठी मा.अधीक्षक अभियंता तसेच कार्यकारी अभियंता, विभाग क्र.३ यांनी संधी दिली याचा मला आनंद होत आहे. हे काम पूर्ण करण्यासाठी श्रीमती लिमये स.अ.श्रे-१, श्रीमती कुलकर्णी स.अ.श्रे-२ व श्री. कदम स.अ.श्रे-२ यांचे मोलाचे सहकार्य लाभले. जलसंपदा विभागात राहून एक नवीन काम करण्याचे समाधान लाभले. शासनाचा हा महत्वाकांक्षी प्रकल्प राबविण्यासाठी आपणही सर्व सहभागी व्हाल अशी मी आशा करतो.

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GPR enables governments to achieve dramatic improvement of performance and application of IT on reengineered processes wilt yield better results for stakeholders.

In order to leverage the full advantage of the GPR exercise, suitable IT enablement of the re-engineered processes should also be undertaken.

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