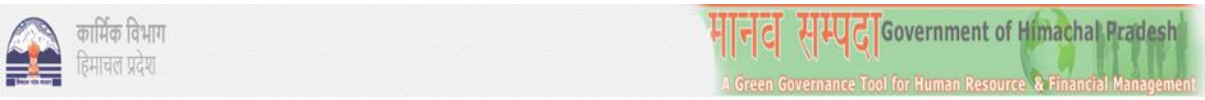
MANAV SAMPADA

A Green Governance Tool for Human Resource Management

Department of Personnel, Government of Himachal Pradesh (India)

National Informatics Centre, Himachal Pradesh State Centre



RESULT ACHIEVED/ VALUE DELIVERED TO BENEFICIARY OF THE PROJECT:

Number of Departments/Boards/Corporations Covered: 169 (Department/Board/Corporation)

Number of Offices (including field level establishment offices): **36,113** offices
Number of Service Book in digital form (eService Book): **3,37,884**
Number of Service book master entry completed= **3,37,884**
Number of Service Book Verified, locked and ready for online transactions= **65, 88,939**
Number of Online Transfer/Appointment/Promotion Order already generated = **31,248**
Number of Employees covered under Online Orders = **62,523**
Number of Annual Property Return submitted Online through portal = **12,905**
Number of Employees covered under Biometric based attendance monitoring system = **3553**
Number of application linked which sharing master data for user authentication= **17**
Number of Transaction during a month: **45000** (Approximately) – in 12 different Forms
Number of online orders/joining/relieving per day – **54**
Total Number of Master trainer (**169** departments and **36,113** offices): **1875** Total
Number of Login/ID Password Created in different departments – **2,48,011**
Total Number of courses added by HIPA: **1212**
Number of Nominations submitted by Employees: **20169**

Key Performance

G2E Services

- Employee Search
- Monitoring of their grievance on e-Samadhan
- Employee personal and address information Transfer/Promotion orders
- Annual Property Return
- Training and Qualification details

G2G Services

- Vacancy Position
- Sharing of master data (office, designation, retirees, vacancy, strength etc)
- Yearly Retirement Status
- Sanction and In Position Strength
- Integration with 17 application eSalary, eSanchalan, esamadhan, eGatg ,eParman, CMrefnic etc.
- Annual Increment Status
- Online Joining and Relieving
- Online Submission Annual Property Return
- Online Transfer/Promotion/Appointment Order
- Employee Photo-ID Cards
- Manpower planning –Recruitment, Deployment, Retiring and Posting detail
- Tracking of Employee Transfer Request – Office vacancy, last 3 postings, home town, and tribal/no-tribal, with or without TTA, Relieving and Joining

Efficiency and Improvement Initiatives

Improvement in delivery time of services

- ❖ eService Book of employees are instantly available on “Manav Sampada” web-portal as entered by their establishment .
- ❖ Citizen may search employee, orders , property return directly using the web-portal
- ❖ Any transaction (Transfer, Promotion, joining, relieving) taken online are immediately available on “Manav Sampada” web-portal
- ❖ The innovation of using SMS based confirmation of APR to register mobile
- ❖ Employee can download Transfer/Promotion/Appointment Orders available online
- ❖ Various documents like training details, departmental exam passed, contact details and employee signature are uploaded online using own User ID/Password on “Manav Sampada” portal.
- ❖ Online submission of the Annual Property Return by the employees using own Employee ID and Password.
- ❖ SMS based joining and relieving detail of employee from field offices, which were reflected in their service history.

Impact on Working Culture in all 169 Departments

- ❖ Effective monitoring and planning of Human Resource
- ❖ Centralized data depository of all Government employees
- ❖ Transparency and efficiency in the working of Personnel Department
- ❖ Reduction in the flow of manual statistical reports from lower office
- ❖ Efficient delivery of Government services to employees
- ❖ Helping in controlling Malpractice in Transfer, Appointment and Promotion
- ❖ Transfers as per the Transfer Policy and in public interest
- ❖ All Service Book records are now available online and tempering of data is not possible.
- ❖ Generate employee electronic (eService) Service Book on click of a button
- ❖ Enhancing professional skills of staff in field offices
- ❖ Readymade information available for the queries under RTI Act, Court Case
- ❖ Availability of data for analysis of the trends like: retirement, vacancy position, previous posting special training and important education.
- ❖ Auto updation of service book on new online transactions.
- ❖ Cadre wise Seniority as per the seniority norms
- ❖ Office wise Designation wise staff vacancy position of all department
- ❖ Employee code based authentication for all e-Governance application Paper minimization.

Direct Savings on account of Digital Service Book

Paper cost saved on account of transfer/promotion order, joining/ relieving and APR	20 lacs per month (Cost of paper, order printing and dispatch)
Time & Effort of manpower	In place of 6 manpower deployed earlier, only 2 officials are able to carry out the job in the new system. Surplus manpower redeployed in productive and revenue generating jobs.
No duplicity of effort	New transactions are visible from administrative head up to lowest office hierarchy. Complete eService book can be generated at any point of time.
Standardization of service books	Standard format of service record is used across all the departments in the State.

Manpower Planning	Information is readily available at the secretariat and head office level for analysing, planning the human resources. It helps in quick and effective decision making at the Government level.
Savings in Time and Paper	On account of order printing, cyclostyling, covering letter, dispatching by post/ messenger/ vehicle now can be directly downloaded from the portal.

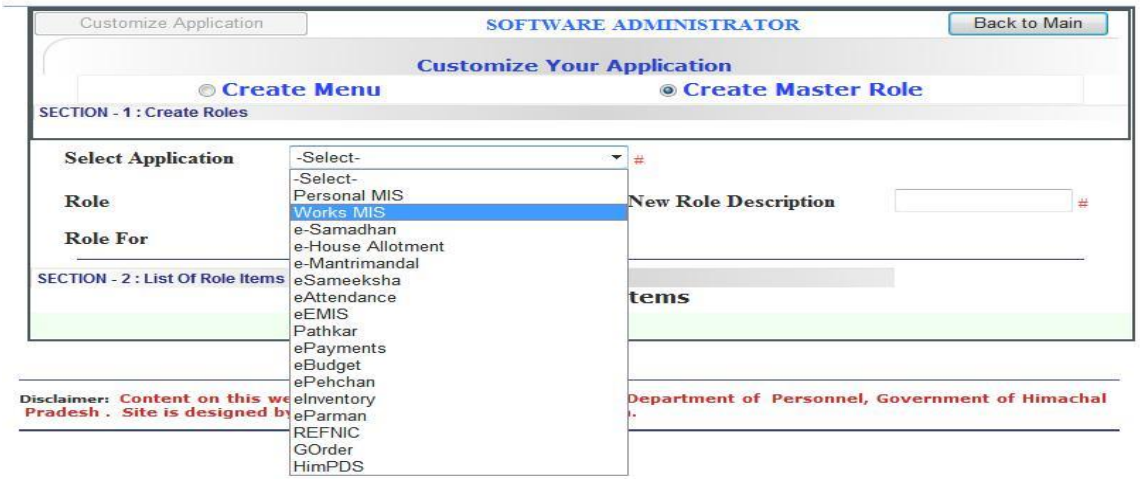
Other Assumptions

- Total of 2 manual Service book 24 pages each are maintained during 30 years' service of an employee.
- Total Transfer/Promotion, Service history transaction in an office of 150 employee strength is 10 to 30 per month Therefore, on an average, 5 days' work for establishment branch.
- It has been assumed that 80% of the information related to staff strength, posting details, vacancy position ACR, property return flow to higher offices manually in hard copy paper format. This can now easily be reduced through common central portal for all departments
- 50% of the Orders are issued from offices located in Shimla (being the Secretariat/ HODs/ MDs situated at State Capital). These orders are then dispatched by post to multiple offices for information and compliance. The electronic orders are now available at the portal and can be viewed at all levels for compliance.
- At departments' level, A4 size paper printing cost is taken at 50 paise per page for paper plus 50 paise per page for Toner/HW etc.

Integration

The State Government is concerned with the efficient and effective use of both human as well as non-human resources and managing employees in the form of a collective relationship between Government and employees.

1. Integration with 17 different e-governance application like e-Salary, e-Samadhan, eAttendance, eSanchalan, Employment, ePDS, eGateg, eDispatch and e-Sameesha other web applications for user authentication, application role and permissions. It allows the application developer to create application specific Menus, Roles, Form level permission and to authenticate users from their unique ID and password.



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