

Government of West Bengal
Finance Department
Audit Branch

No. 4941-F(Y)

Dated: 10th December, 2024

MEMORANDUM

In order to ensure continuous monitoring of the public infrastructure created by the State Government in various sectors as well as to take timely maintenance and up gradation, a Digital Platform is being hereby developed.

This online system having the following features, will act as a tool for rule-based inspection/assessment resulting in higher quality of service delivery :-

- Mobile App based Inspection of Public Service Delivery Establishments
- Online Monitoring & Supervision at all hierarchical levels of Government
- OTP based Authentication
- Built on Responsive design
- Automatic Geo-Tagging of Inspected Establishments
- Workflow based Processing & ATNs
- Role based Dashboard
- Provides scope to improve public service delivery

Consequently, the Government is pleased to frame a Standard Operating Procedure (SOP) for this Mobile App & Online based Application to purposefully capture and analyze the Inputs & feedback of field Inspections in the manner as annexed herewith. All departments are requested to follow the SOP diligently .

This shall be implemented with immediate effect.



(Prabhat Kumar Mishra)
Additional Chief Secretary



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FIELD INSPECTION (MONITORING & SUPERVISION)

Mobile App & Online based Application to purposefully Capture and Analyze the Inputs & Feedback of Field Inspections at District level

- *Mobile App based Inspection of Public Service Delivery Establishments*
- *Online Monitoring & Supervision at all hierarchical levels of Government*
- *OTP based Authentication*
- *Built on Responsive design*
- *Automatic Geo-Tagging of Inspected Establishments*
- *Workflow based Processing & ATNs*
- *Role based Dashboard*
- *Provides scope to improve public service delivery*

During last 13 years, facilities pertaining to healthcare, education etc. in West Bengal have been upgraded substantially. Multiple new construction of Hospitals, Schools, ICDS Centers, Public Buildings have been created through the increased capital expenditure in the state.

In order to ensure continuous monitoring of the public infrastructure as well as to take timely maintenance and upgradation of this huge infrastructure, a Digital Platform is being hereby proposed.

This online system will act as a tool for rule-based inspection / assessment resulting in higher quality of service delivery. Various supervisors have been engaged by the government for timely inspection of Schools, ICDS Centers, Hospitals and other public infrastructure who shall serve as the primary source of information.

The inspections may be carried out on a weekly basis. Officials at District/Sub-Division/Block levels are required to make at least one such inspection within their jurisdiction every week without prior intimation.

The inspecting official will use the Mobile App to capture the following: -

- a. District (*will be auto-populated by the system*)
- b. Block/ULB Name (*will be auto-populated by the system*)
- c. GP/Ward (*will be auto-populated by the system*)
- d. Police Station (*will be auto-populated by the system*)
- e. Date & Time of Visit (*will be auto-populated by the system*)
- f. Sector of Establishment (*drop down list*)
- g. Category of Establishment (*drop down list*) (*School/ICDS/Hospital etc.*)
- h. Name of Establishment
- i. Nearby Landmark
- j. Segment of Issues, if any (*drop down list*) (*Approach Road, Sanitation, Water etc.*)
- k. Issue Category
 - i. **Green:** No action needed
 - ii. **Yellow:** Works required
 - iii. **Red:** Urgent works required
- l. Feedback / Inspection Remarks
- m. Upload Establishment Photo (*it will automatically capture Geo-Location*)
- n. Upload support document, if any

The uploaded data shall be visible to all level of hierarchies above the inspecting official.

The proposed Survey/Inspection system will be Mobile App based. Besides, Online system will be there for generation of needful MIS at various hierarchical levels.

USERBASE for Mobile App based Inspection and Workflow based Follow-up (Forwarding to Upper / Lower Hierarchical levels) in Online System

BLOCK LEVEL

- BDO
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports submitted to BDO
- Block level Officials
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection

SUBDIVISION LEVEL

- SDO
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports submitted to SDO
- Subdivision level Officials tagged with Departments
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports forwarded by BDOs

DISTRICT LEVEL

- DM / ADMs
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports submitted to DM / ADMs
- District level Officials tagged with Departments
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports forwarded by Subdivisions

ADMINISTRATIVE DEPARTMENT LEVEL

- HODs
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports submitted to HODs
- Department level Officials
 - ✓ Mobile App aided Inspection
 - ✓ Re-Inspection
 - ✓ Review of Inspection Reports forwarded by Districts

OTP based Authentication: *Mobile Numbers need to be entered as Registered Users enabling access to Mobile App & Online System*

- Mobile Numbers of HoDs, DMs, SDOs, BDOs
- Mobile Numbers of 1 Nodal Officer of Department, District, Subdivision & Blocks
- Such Nodal Officers in turn will enter Mobile Numbers of Officials in Department/District/Subdivision/Block levels granting access to this system

The following SOP may be followed: -

Phase – I

2. **Field Inspectors/Supervisors:** Mobile Numbers of all Supervisors shall be entered into the system centrally by the concerned Department (School Education, Women and Child Development, Health Department, PWD, PHE, Irrigation & Waterways Department, UDMA and others). They will login into the system through OTP based authentication.
3. **Heads of Line Departments:** The afore-stated field inspectors/Supervisors at both block level and sub division level report to district level head of line departments which shall be the second layer of data to be entered by the concerned Departments. Field Inspectors/Supervisors shall then be auto tagged to the concerned head of line departments by the system.
4. **District Administration:** Mobile number of DMs, ADMs, BDOs will then register the mobile numbers of officials under his/her purview. Tagging of field inspectors/supervisors to the concerned ADMs/BDOs shall auto done by the system. DM shall be able to see the overall functioning of the all the tagged officials of the district.
5. Each visit by any of the afore-stated officials shall have to be uploaded in the online system via app/desktop (in case of remote location). Minimum number of visits to be made shall be mandated for various levels of officials by an official order of the state government.

Phase – II

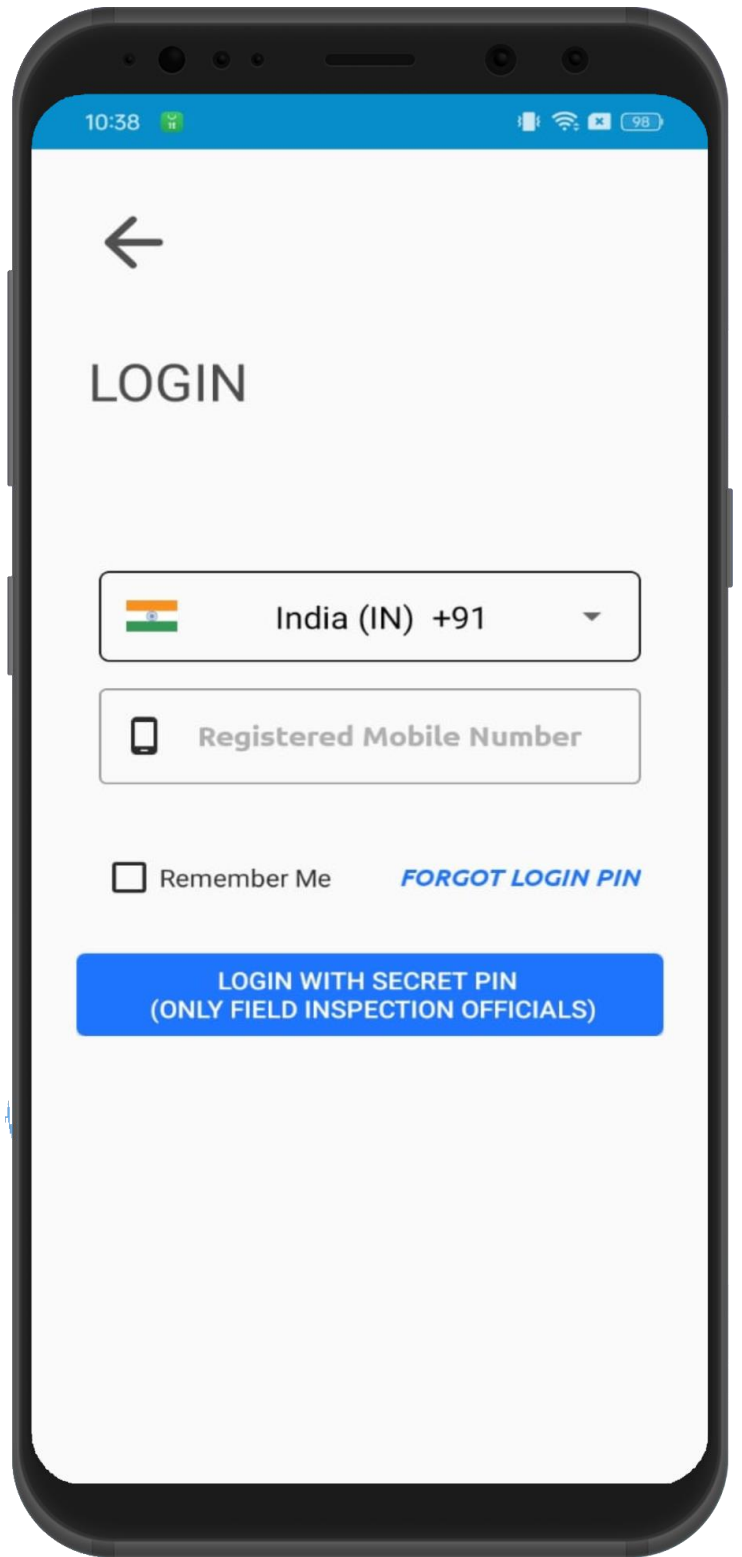
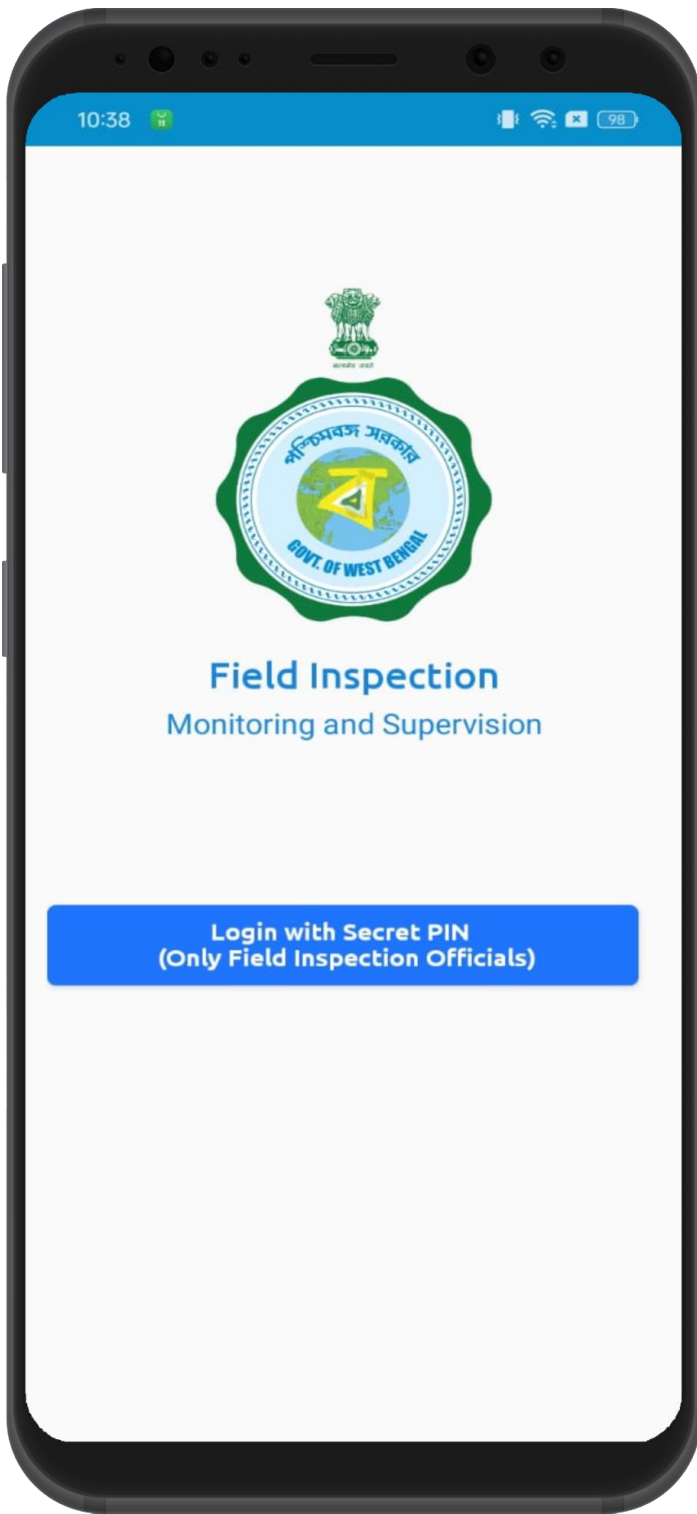
6. In the monthly review meeting at the Subdivision level under SDO, the uploaded works shall be categorized as following and updated in the system:
 - a. **Green:** No action needed
 - b. **Yellow:** Works required
 - c. **Red:** Urgent works required
 - d. The concerned line departments shall prepare estimates of the Yellow and Red category works and place before the committee.
 - e. Works within financial capacity at sub division level shall be taken there and status shall be updated with the tender ID, work order and date floated for the purpose. The line departments maybe asked to take up their works or the SDO/BDO office as case maybe. After the works are completed, geo-tagged photos shall be uploaded by the concerned supervisor/field official to close the case.
 - f. Works outside the financial capacity of sub division level shall be forwarded to the district level through the portal for further action along with the estimated amounts for each of the works as received from the line departments.

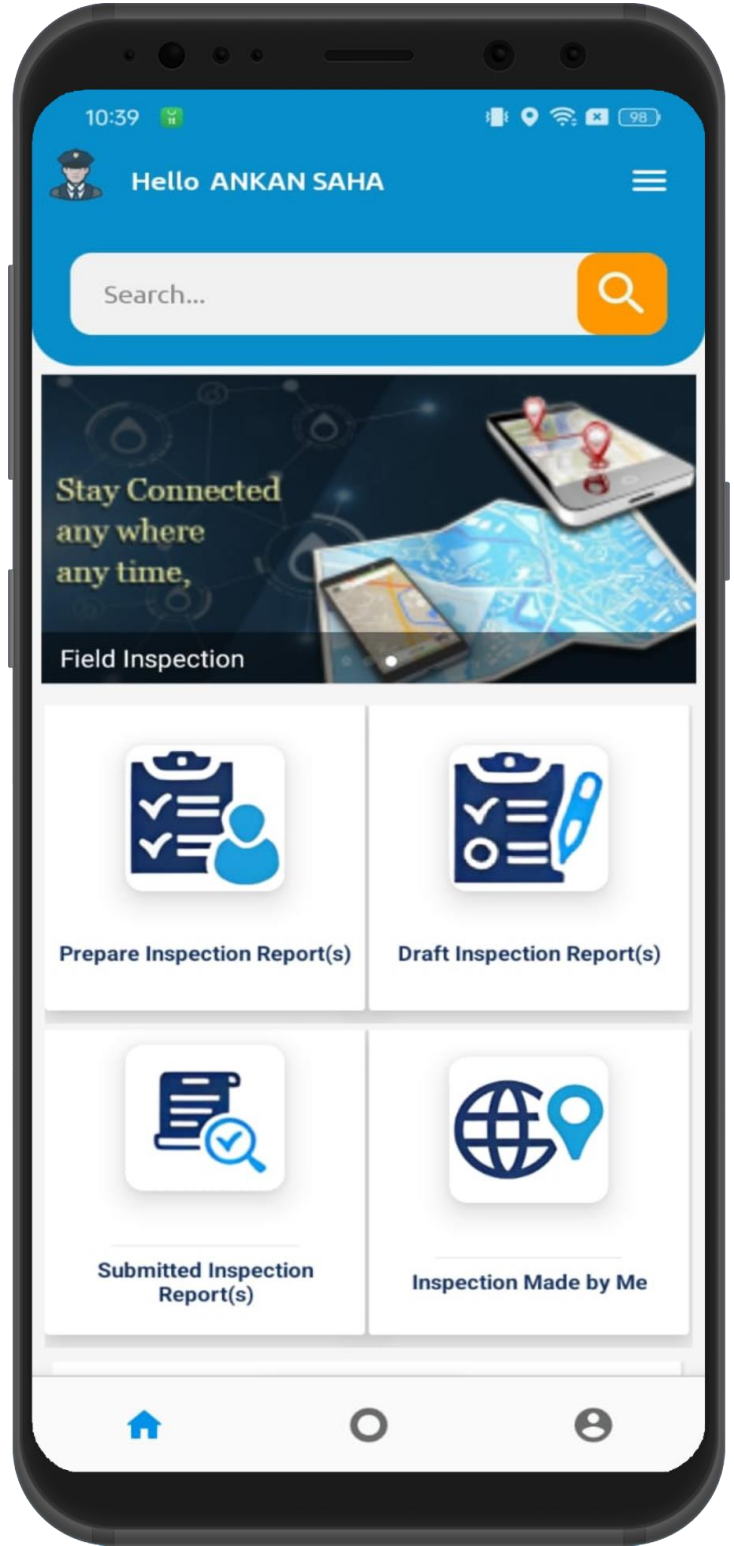
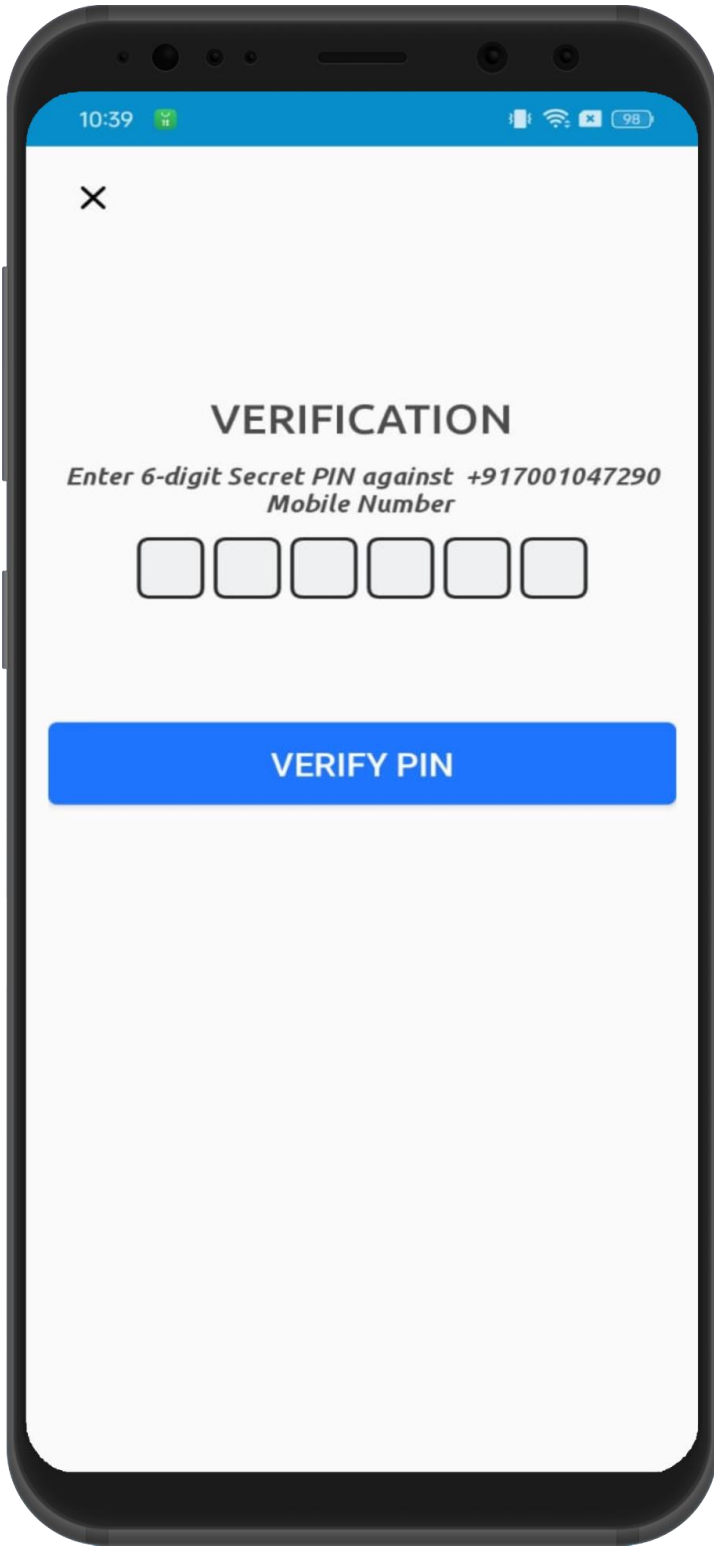
7. In the monthly review meeting at the district level the committee may upgrade or downgrade the red/yellow/green status.
 - a. Works within financial capacity at district level shall be taken there and status shall be updated with the Tender ID, work order and date floated for the purpose and send back to the field official login. The line departments maybe asked to take up their works or the DM office as case maybe. After the works are completed, geo-tagged photos shall be uploaded by the concerned supervisor/field official to close the case.
 - b. Works outside the financial capacity of district level shall be forwarded to the state level through the portal for further action along with the estimated amounts for each of the works as received from the line departments.

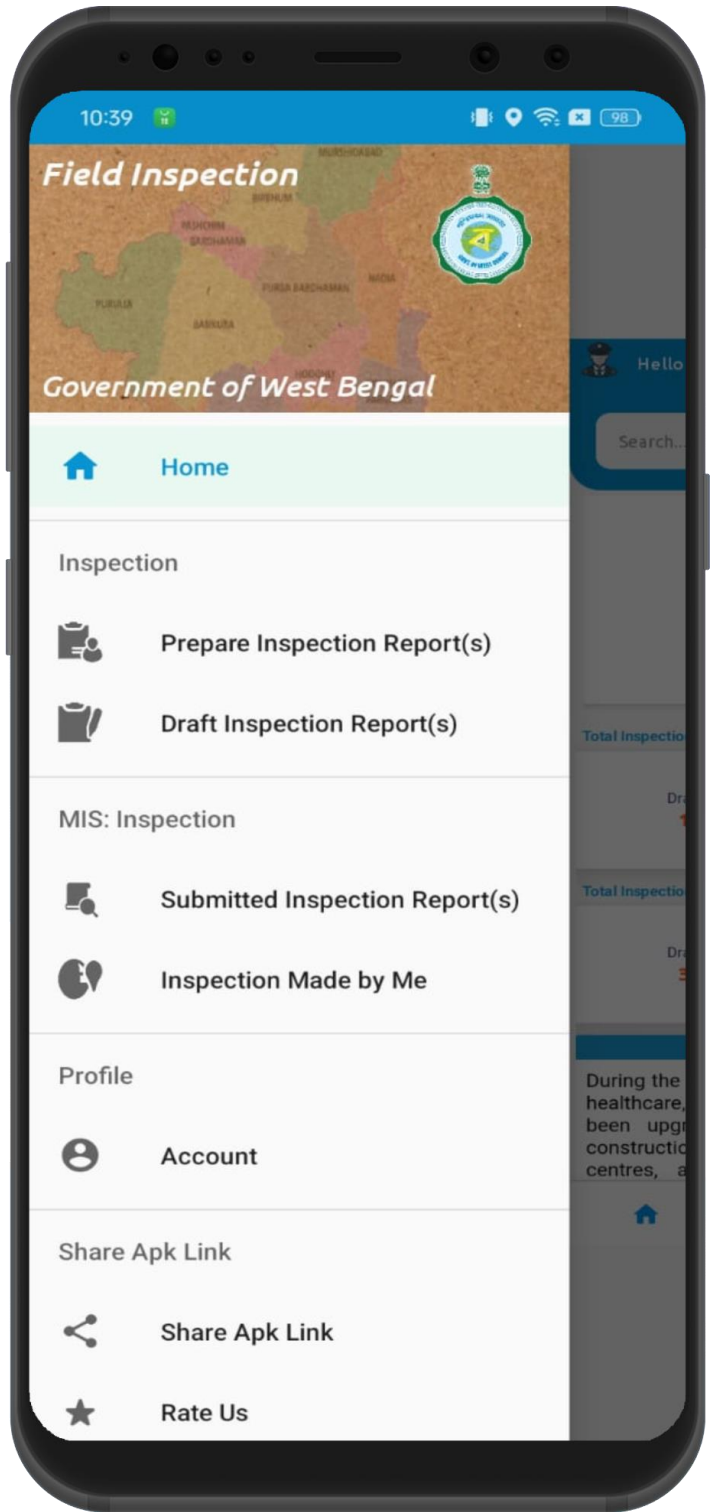
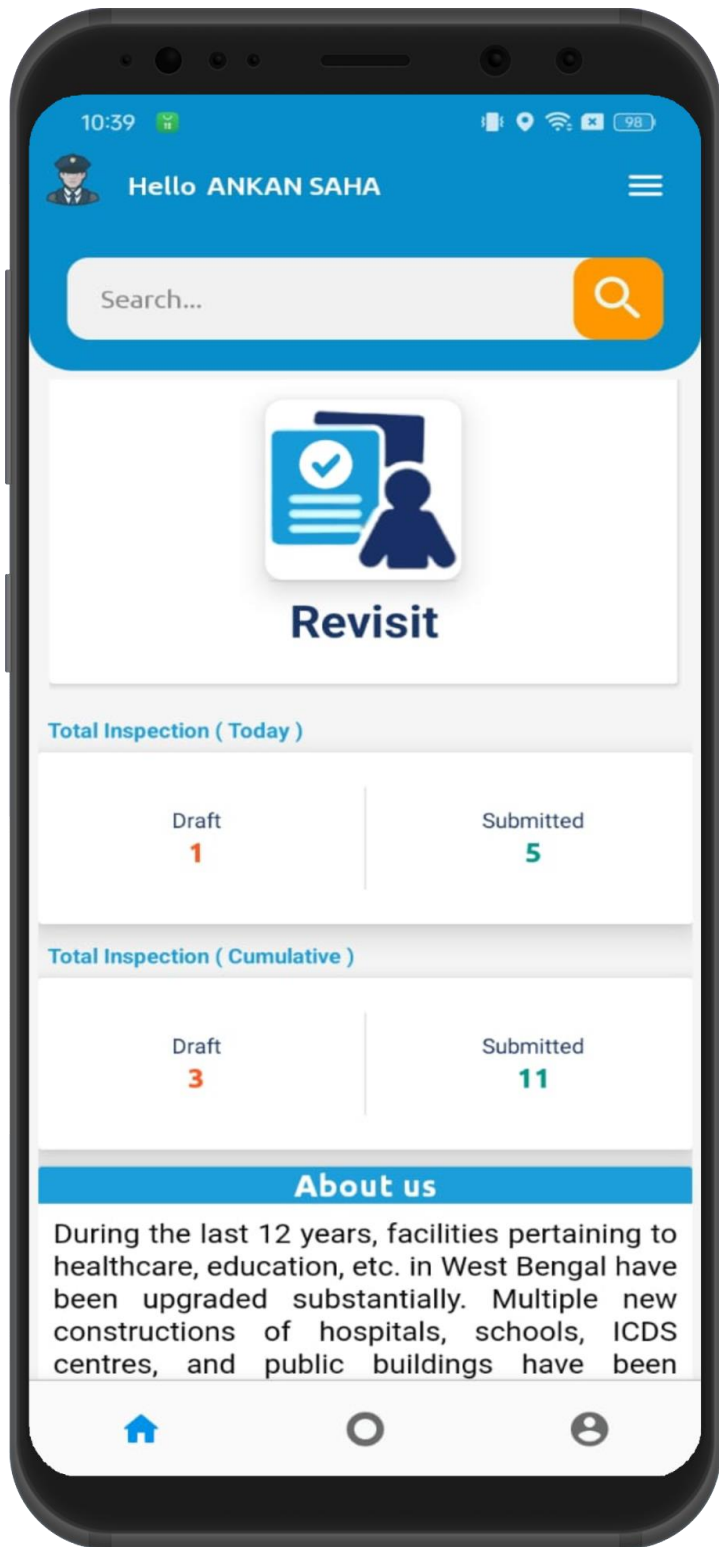
8. Departments shall appoint one nodal officer who shall receive all the cases sent by the district for further action at their end.
 - a. In case of fund allotment to the district the memo no and date maybe recorded and sent back to district for further action. District shall thereafter follow steps as given in point 8
 - b. In case of tender done by state, Tender ID, date and work order maybe entered by the state and sent back to district for further action.

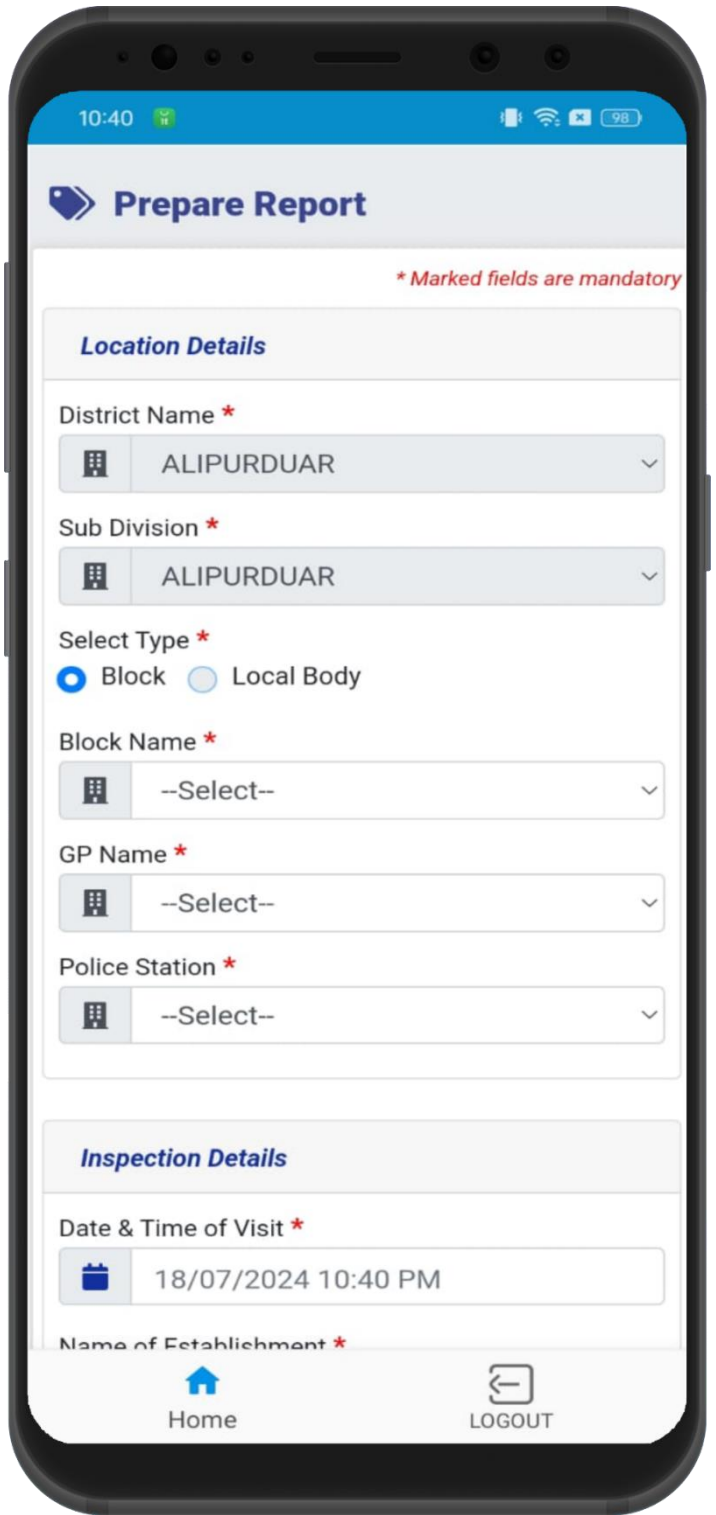
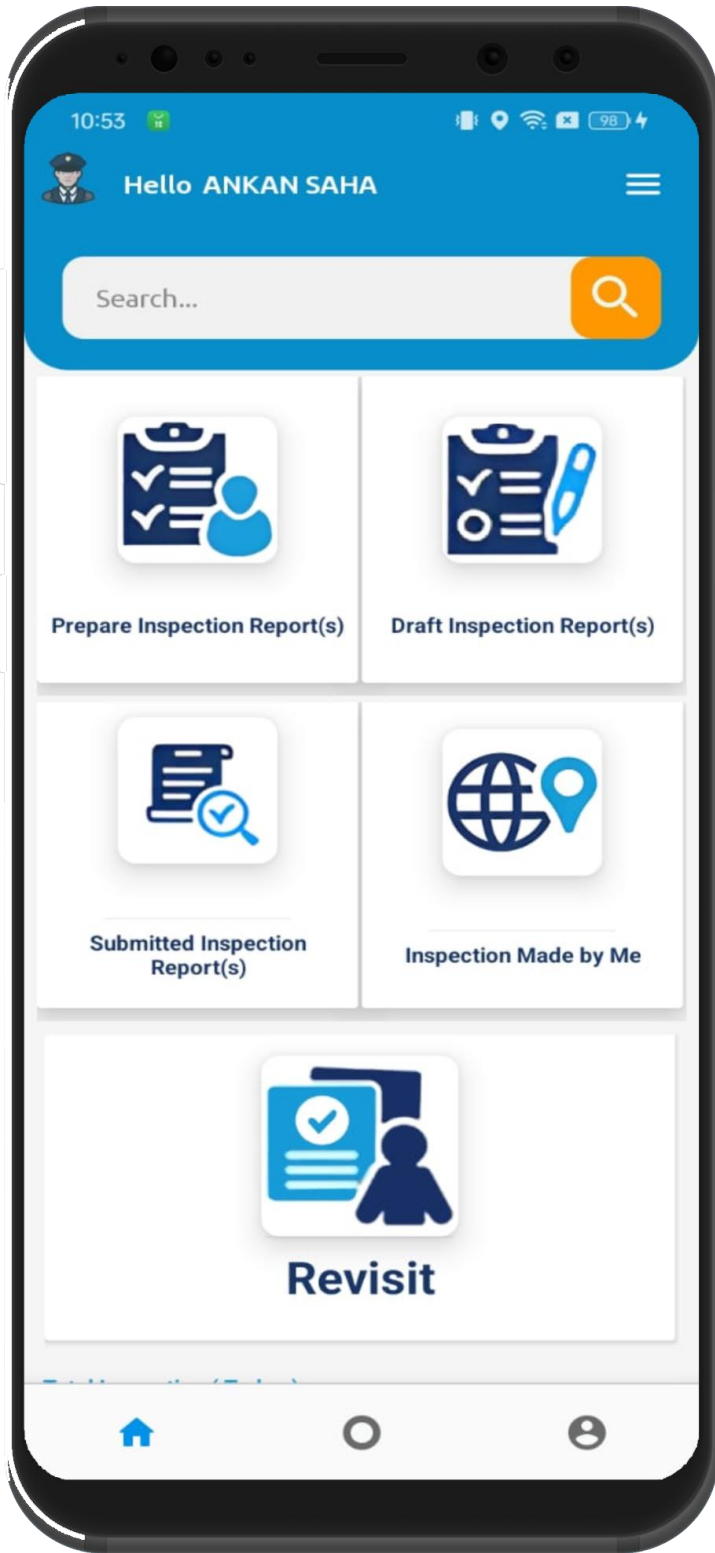
9. Chief Secretary, Finance Secretary and HODs of all departments shall have an active dashboard to review the status of the works at all times.











10:41

Name of Establishment *

Address of Establishment *

Select Administering Department *

Select Category of Establishment *

Segment	Any Issue Noticed
Approach Road	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Building	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Electricity	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Equipment	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Human Resources	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Sanitation	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical
Water	<input checked="" type="radio"/> No <input type="radio"/> Nominal <input type="radio"/> Critical

Home LOGOUT

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Water No Nominal Critical

Your Observation

Upload Support Document
(Supported File Formats - .pdf, .PDF)
(Maximum file size allowed is 1 MB.)

TestPDF.pdf

Contact Person Details

Mobile No. *

Name *

Designation *

Email Id *

Home LOGOUT

