

HOT DAK Tracking System

Tracking of High Priority References Made Simple and Quick

HOT DAK Tracking System was conceived and developed for online tracking of important and High Priority References across the Offices to monitor and achieve timely disbursal of References. It is a simple and effective system to monitor the disposal of important communications with proper automated follow-ups.



VINOD KUMAR GARG
Scientist-C & DIO
vinod.garg@nic.in



BHUPINDER SINGH
Scientist-B & ADIO
bhupinder.singh@nic.in

Edited by
VIVEK VERMA

Tracking of important communication is one of the most important ways to develop a strong grip over the functioning of any office. In all Government offices, a large quantity of DAK (correspondence) is received every day. These DAK/ References may contain directions, orders, important instructions and clarifications or could also seek important information and comments. The DAK is supposed to flow down the hierarchical pyramid of the office with the Head of the office directing it down to respective branches/dealing hands.

Since the quantity of the DAK remains usually high, it becomes very difficult for the concerned officer to effectively track the progress being made in dealing with each communication (Hereinafter, known as PUC, or the Paper Under Consideration).

Once the particular PUC has been read and marked down to the particular branch, it is almost left to the efficiency of the concerned dealing hand as to when the file will be presented before the officer for decision. As much as it is possible for the officer to record the PUCs that need to be monitored on priority, it does not help the cause of institutional memory. A newly appointed person has little or no idea of which PUCs need urgent personal attention.

Furthermore, a system of continuous review, which systematically records the progress achieved or not achieved



“ The adoption of Hot Dak Tracking System in many offices, gives me immense satisfaction that the software has proved its utility ”

ROHAN CHAND THAKUR, IAS
Deputy Commissioner, Shimla

and for the same reason, becomes very difficult to maintain physically in a non-digitised format. Another drawback of the conventional system of dealing with the DAK is the huge time lags in the physically transmission of a particular PUC from the stage of marking to the branch. Quite often, the chances of DAK getting lost also arise. Similar PUC/ File processing systems require huge infrastructure, training and supports costs and are difficult to implement in smaller offices. It is simple but effective system to monitor the disposal of important communications with proper automated follow-ups.



Shri Rohan Chand Thakur, IAS, reviewing the PUCs online



Screen shot of the Hot Dak Tracking System displaying status of PUCs

OBJECTIVE

HOT DAK Tracking System was conceived and developed with an objective of online tracking of the important and High Priority References across the Offices to monitor in order to achieve quick disbursement of references.

PROCESS WORK FLOW

The important PUC is marked by the authority and entered into the computerised system along with uploading of the scanned copy (in PDF format) of the letter. This PUC may be marked to one or more officers/officials with brief directions and target date. A PUC may be marked to more than one respondent if required with individual target dates.

As soon as the record is saved, scanned copy of the PUC along with the necessary details and desired action appears in the electronic dashboard of the responding user/s. For quick perusal, the pendency dashboard is colour coded for target dates beyond three

days, within two to three days, last day or already elapsed.

The dealing hands enter the status on the action taken on the reference in the system itself, which is visible to the Head of Office. If required, a scanned copy of the action taken/reply letter can also be uploaded in the system.

Based on the comments of the dealing assistants, which are reviewed at any time or in the periodic meetings, the Head of office may give further directions or simply record the progress made. The directions, reminders can also be sent to the multiple users at a time. The office Head may also order the PUC to be considered disposed-off if the action taken is to his/her satisfaction.

IMPLEMENTATION

The Hot Dak Tracking System is a collaborative effort of District Administration Hamirpur, Himachal Pradesh and National Informatics Centre, Himachal Pradesh. The concept of the system was conceived by Sh. Rohan Chand Thakur, IAS, the then Deputy Commissioner. NIC District Centre Hamirpur, HP, further developed the system.

The application was primarily developed for Deputy Commissioner Office Hamirpur. After successful implementation, it was further implemented in other Deputy Commissioner offices in the state and Governor Secretariat, Himachal Pradesh.

The post implementation results of the Hot Dak Tracking System effectuate the intentions behind it. This has not only brought a quantitative change in the disposal of the references but also brought a qualitative change in the delivery system. It has brought transparency, efficiency and a healthy competition amongst the peer groups.

WAY AHEAD

The present application is robust enough to provide a healthy system of tracking the sensitive and important matters. Still a good scope is there to strengthen up and bring more functionality to it. The qualitative change brought in disposal of the references and the overwhelming response shown by all the users and higher authorities at the State level has encouraged us to make this application more user friendly and broaden its scope. The key enhancements include: Generic Version - to bring different Departments onboard a single application, SMS & Email Integration - to generate auto alerts and a Mobile App so that users may harness the potential of the mobile technologies and work in their comfort zone.



Shri Vinod Kumar, DIO- Hamirpur receiving the PC Quest Best IT Implementation Award 2016

For further information, please contact:
AJAY SINGH CHAHAL
 State Informatics Officer
 NIC Himachal Pradesh, Shimla- 171002
 Email: sio-hp@nic.in
 Phone: +91-177-2624045