Annexure-I

Guidelines for Digitization of Running/Closed files at District/ Divisional/ Mandal Level Offices in Krishna District

1. Scope of Work

Implementation of e-office, digitization, indexing of important files of District/ Divisional/ Mandal Level Offices and uploading into e-office server

1.1 Scanning Mode & Dots Per Inch (DPI) :

- The documents are to be scanned in Color mode and 200DPI resolutions in PDF format.
- The files / records to be digitized are stapled/ bundled with tags. Each file consists of pages which are to unbundled for scanning.
- **Scanner - T**he   e-Office Digitisation Partner/ Agency has to use ADF scanner and Flatbed Scanner/ Large format scanner and other necessary scanners wherever necessary.
- **Quality Checkby**   e-Office Digitisation Partner/ Agency **-** Perform Visual Quality Check on the Images. Offer sample check to the concerned department.
- **Indexing** - Indexing should be done in according to the requirements of user defined parameters. Upload the data on completion of Scanning, Quality Checking & Indexing on to the e-office FTP server.
- Accessibility of the data on the server to be available to the concerned users only as per the credentials.
- **Image saving**- Individual documents have to be stored in prescribed format with defined parameters like file no. etc.,
- The   e-Office Digitisation Partner/Agency/Agency is free to suggest better technologies for preservation of master images.

2. Meta Data: The District Administration has worked out the following Meta Data format for the Digitization of running files / Important closed files. This data will be used for identifying the files and indexing them for further retrieval.

2.1   Meta Data fields

1. File No.
2. Closed by
3. Closed on
4. Section
5. Ministry/ Department
6. Office of
7. Due Date
8. Subject
9. Subject Description
10. Sub - Subject
11. Date & Time of creation

12. Created by
13. Retention period
14. Classification / Categorisation
15. Remarks
16. Confidentiality
17. Keywords of the content for search

2.2 "Data Furnishing Officer"

It is instructed to identify and nominate suitable e-**office digitization coordinator** and furnish the list to the District Administration for the role of data furnishing officer.

Standard data format: Meta data will be entered in the excel format. The *process* of File Data Digitization will consists of the following steps
1. Listing of Files
    a. Current Files
    b. Closed Files
2. Segregation of Files
    a. To be Digitized
    b. Not to be Digitized
3. Meta Data Creation
4. Scanning and Uploading

Helpdesk : IT Department will open a helpdesk for trouble shooting the department queries during the data scanning & upload process. A PMU will also be established for coordination of entire work till its completion. The e-Office Digitisation Partner/ Agency to contact the PMU for any technical & operational issues.

3. Security Measures to be Implemented

Strong Access Control Measures

- Restrict the physical access to the allotted scanning & digitization area to the authorized personnel only.
- The Security measures to be installed at Department employees' systems to prevent data vandalism or theft. Identify and authenticate access to system components
- To ensure that the data is secure, all output devices Including USB, Optical Drive, e- mail and Internet to be disabled for e-Office Digitisation Partner/Agency. For uploading data to the server the same shall be done over LAN or Krishna District network.
- To ensure that minimum-strength standards are enforced for user passwords, which are encrypted during transmission and storage.

Ensure a Secure Network and Systems

- Ensure that firewall configuration is maintained to protect the data.
- Disable internet access.
- Do not use e-Office Digitisation Partner/Agency supplied defaults for system passwords and other security parameters

Maintain a Vulnerability Management Program

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- Protect all systems against malware and regularly update anti-virus software or programs.
- Ensure secure systems and applications are maintained.

Protect Data
- Proper authentication mechanism to access the Digitized data after uploading to e-office server.
- Suggested to encrypt the transmission of data across open and public networks.
- Documents and datasets are backed up daily; all backups to be secured and should be restorable.
- On successful completion of digitized data upload, e-Office Digitisation Partner/Agency has to purge departmental data permanently from their system

4. Project Deliverables: The Deliverables of the project would be as per Scope of Work for e-Office Digitisation Partner/Agency and as required by the District Administration. The e-Office Digitisation Partner/Agency expected to put their best effort and experiences for the project deliverables. The lists of deliverables to be submitted by the **M/s. Sreaya Computers** are:

    a. Data Scanning plan office wise
    b. Customization of Meta data fields and data as finalized by IT Department
    c. Certificate of Data Upload on to e-Office Server.
    d. MIS Reports
    e. Exit Management Plan.

5. e-Office Digitisation Partner/Agency**shall maintain MIS Reports for each stage**
• Receiving of documents
• Scanning
• Merging
• Quality Control
• Upload to the Server
• Handing over documents

The Daily Progress report of uploading to FTP server will be made available to departments & IT department in the following items for Reporting the progress of the work on daily basis to the District Administration.All the **District/ Divisional/ Mandal Level Offices**are responsible for preparation of list of the existing and closed files in the section as shown in the following format.

Name of the **District/ Divisional/ Mandal Level Offices**							
Sl. No.	Name of Section/ Dept. / Wing	No. of Active/Current Files/ Records	Approximate No. of Pages	No. of Old/ Closed Files/ Records	Approximate No. of Pages	Total Files	Total Pages

6. Roles & Responsibilities

6.1 Role of the Department :

a) Nominating a e-office digitization coordinator for project to coordinate with the e-Office Digitization Partner/Agency.

b) To estimate the quantum of work i.e. the no. of files & no. of pages and make daily scanning plan so as to complete the work within time limits. Ensure Listing of All files (running/Closed) by the concerned Wing/Unit/Section Officer

c) Make available the power points and infrastructure (Table, Chair, etc.) at all the offices where scanning is to be performed

d) Physical security (e.g. Provide closed storage for files, etc.) of the documents while in possession of the empanelled e-Office Digitisation Partner/Agency.

e) Providing office space for the scanning work and Electricity to the e-Office Digitisation Partner/Agency.

f) Educating the e-Office Digitisation Partner/Agency on the confidentiality of the data as per Data Protection Act.

g) Provision for uploading of the data by the e-Office Digitisation Partner/Agency on Daily basis as informed by District Administration/ITDept/District head of the department.

h) Arranging the physical papers for scanning and obtaining the acknowledgment.

i) Quality control checks for approving the scanned images and issue certificate

j) Periodic monitoring the progress of the project/department.

k) Receiving the deliverables submitted by the e-Office Digitisation Partner/Agency, accountability for the same

6.2 Role of the e-Office Digitisation Partner/Agency:

1. To establish a digitization setup in the respective **District/ Divisional/ Mandal Level Offices**in parallel to undertake the on-site digitization. Based on the volume of the work,the e-Office Digitisation Partner/Agency should scale up its deployed infrastructure so asto complete the work in the given timelines without compromising the quality of thework.

2. The e-Office Digitisation Partner/Agency has to start the setup of the Scanning & Digitization Infrastructure within time lines at all allotted departments post issue of work order by District Administration.

3. It is the responsibility of the e-Office Digitisation Partner/Agency to establish a digitization setup (Machinery Desktops and Scanners etc. along with operators forscanning and storage) in the respective **District/ Divisional/ Mandal Level Offices** for on-site digitization.

4. The Server interface for digitization has been provided by Information Technology Department and all the data shall be stored in a FTP server at CGG and may be accessed as per requirements using the login name and passwordsbeing provided to User Departments.

5. In case of break-down of machine, e-Office Digitisation Partner/Agency should replace the same as per agreedSLA with District Administration.

6. The e-Office Digitisation Partner/Agency should maintain a log register for receiving the documents, scanning,uploading and return the same to the concerned department. It should contain at-least following details:

   a. File Name of document collected

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b. Collected from which Department & Name of the Official.

c. Collected by and signature (e-Office Digitisation Partner/Agency/Agency/Agency Representative)

d. Date of collection

e. Returned to Department & Name of the Official with Signature

f. Returned by (e-Office Digitisation Partner/Agency/Agency/Agency Representative)

g. Actual Date of Return

7. After collection of the documents by the   e-Office Digitisation Partner/Agency, it would be the responsibility of the e-Office Digitisation Partner/Agency to maintain and return the documents in their original form to thedepartment concerned and acknowledge the same. Any damage to the documents is the responsibility of the e-Office Digitisation Partner/Agency.

8. Collect the documents from the department with strict security and vigilance measures at the risk of the   e-Office Digitisation Partner/Agency duly acknowledging the receipt of the documentsand accountability for the same.

9. The files / documents will not be allowed to be removed from premises allocated to e-Office Digitisation Partner/Agency.

10. Under no circumstances shall the documents be changed, mutilated, destroyed orreplaced by some other documents.

11. The records and registers which are to be scanned are valuable original documents, so they must be handled with care. De-stapling of the documents/ registers for scanning is to be taken up by the e-Office Digitisation Partner/Agency.

12. Digitization shall be carried out at 200 dpi, Color and saved in PDF format

13. The background of the scanned image should be white.

14. While scanning, adjustment of contrast, brightness etc. should be made so that allthe content written on the original document will be captured.

15. Scanned Image should be neat and clean and does not have any spots and e-Office Digitisation Partner/Agency shall use the scanner of the appropriate size of the document and quality.

16. Quality maintenance as per the samples submitted.

17. Preparation of checklist- procedure to be followed for Digitization is as follows:

a. Indexing file should be prepared :   e-Office Digitisation Partner/Agency should study from the departments which data they want to share and search indexes should bedefined accordingly

b. Generation of check list

c. Scanning of the Input Documents

d. Indexing and storing of the documents.

18. e-Office Digitisation Partner/Agency has to upload the entire Department data onto the e-Office only after Verification and Approval by the respective e-office digitization coordinator.

19. All the final deliverables will be accepted only & after due certification by the Department concerned.

20. Proper data entry mechanism to minimize the QC time for the user department and to get the error free records. This is the e-Office Digitisation Partner/Agency responsibility.

21. The e-Office Digitisation Partner/Agency shall replace poor quality scanned images/documents on its own,for which it shall not be entitled to get any extra payment. It is the absolute responsibility of the e-Office Digitisation Partner/Agency to ensure that the contents of the digitized documents shall be an exact replica of the original paper document maintained as part of therecords in the books. This will be a mandatory condition for the e-Office Digitisation Partner/Agency.

22. Standard data format: Excel format information has to be created by e-Office Digitisation Partner/Agency. These forms will be used by the concerned departments for associating the scanned images and the required metadata fields with this form. These forms should contain the required metadata fields. It is essential to create this form so that proper standards arefollowed
23. Reporting the progress of the work on daily basis
24. After Scanning of the Documents scanned with data along Meta data, the scanned images (PDF) should be updated in FTP Server at e-Office by the e-Office Digitisation Partner/AgencyafterVerification and Approval by the Department.
25. The Archived Data should be accessible any time from the Central Server by theAuthorized Personnel.
26. Handing over the deliverables and obtaining necessary certification and approvalfor the same to the Department and Take the sign-off.
27. In case of any grievance/issues, the decision of the District Collector, Krishna shall be final andbinding on all parties.

10.3 Role of IT Department:

1.   IT Wing on behalf of District Collector, Krishnashall :

   a. Function as a nodal agency for facilitating the Sections/Wings in the Digitization process.
   b. Shall enter into an agreement with all the entire e-Office Digitisation Partner/Agency for this digitization work.
   c. IT should cross check the quantum of digitized records uploaded to FTP and release the payments to the e-Office Digitisation Partner/Agency after verifying the total no. of documents Digitized and uploaded to FTP e-Office server on monthly basis for the completed work.

Protocol of Digitization – e-Office Digitization Framework document is the protocol describing the process of digitization and the roles and responsibilities of various stakeholders involved in the entire process. The entire scanned data will be uploaded to FTP Server and should be kept securely there without allowing any unauthorized access. Once the access rights are defined by the District Administration, access should be provided to respective officers using their login credentials.