



CASE STUDY : NORTHEAST FRONTIER (NF) RAILWAY

SOLUTION AREA : DEVELOPMENT OF WORKFLOW SOLUTIONS IN LOTUS TECHNOLOGY

Client: Northeast Frontier (NF) Railway	Country: India
Industry: Transportation	Status: Completed
Solution Area: Development of Workflow Solutions	

Company Profile

The Northeast Frontier (NF) Railway has its historical roots in the former Assam Railways & Trading Company, Assam Bengal Railways, and Eastern Bengal Railways. The Assam Bengal Railways had the largest contribution in the formation of the present-day N. F. Railway. With the partition of India in August 1947, the Bengal Assam Railway was bifurcated according to the political boundaries, leading to the formation of the Assam Railway with its headquarters at Pandu. In 1948 the Darjeeling - Himalayan Railway was also taken over by the Government of India and merged with Assam Railways.

During the reorganization of Railway zones in 1953, Assam Railway and Avadh -Tirhut Railway were merged to form the North Eastern Railway with headquarters at Gorakhpur. The N. F. Railway system was carved out of the North Eastern Railway on 15th January, 1958 and based at Maligaon, Guwahati at the foothill of Nilachal 'Parbat'. N. F. Railway is the smallest of the 9 zones on the Indian Railways, but has the unique distinction of serving as many as ten States of the Indian Union, namely Arunachal Pradesh, Assam, Bihar, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura and West Bengal. Besides, it also serves as a rail-head for the Himalayan kingdoms of Nepal and Bhutan and provides interchange facilities with Bangladesh Railway.

Project Brief

NF RAILWAY intends to improve the efficiency and effectiveness of their business processes by **automating work flows to the maximum extent possible**. The main objectives are to minimize cost, turnaround times and defects/errors. NF RAILWAY wants a **solution in document management technology** in order to eliminate errors, delays and costs involved with the movement of paper documents.

The solution would help NF RAILWAY to reduce paper work, increase efficiency, save time and money and reduce human errors. A new document (letter etc.) comes from external source. The document can be in the form of machine printed hard copy, hand written hard copy, or soft copy. The receipt of the document has to be entered in the Receipt register with the details like Sl. No., Letter No., Date of letter, Date of receipt, Subject of letter, Received from, Remarks.

The machine printed letters would be scanned and data captured as a document in the system. The hand written hardcopy will be scanned and stored as an attachment in the newly created document. Besides the information from the letter it will store information like date of creation, creator, subject, category etc.

Once the document is created it can be forwarded to one or multiple officers for their action/comments. It can go in one direction or multiple directions.

The officer will receive a mail notification with a link to the document. Clicking on the link will open the respective document for their action. This person can now put in his/her remarks and either send it back to the originator or forward it to the next authority for further remarks. Once the respective officer takes a final action it will go back to the originator with the final comments. Document if any needs to be sent outside can be printed and the entry of the will be maintained in the Dispatch Register with details like SI.No., Letter No., Date of letter, Date of dispatch, Subject of letter, Dispatched to, Remarks.

Key Issues

Challenge

Provide a solution which will help N F Railways in **achieving a paperless office** by converting the inflow/outflow of documents/files into electronic format so that the same can be stored in digital format.

Key Business Benefit

The solution would help N F Railways with an automated support for distributed management of documents/files throughout its life cycle, from authoring through review, approval, distribution and archiving.

Solutions Overview

WDC had developed a workflow solution which would allow the enterprise to create new documents and files and forward them for approval. The solution will also help in scanning a document and converting it into MS-Word format using Omnipage Pro.

Technology Specifications

WDC has developed and deployed the Workflow solutions using the following technology platforms.

Key Components	
Software	Lotus Domino Document Manager, Omni Pro
Servers	Lotus Domino Server 5.0

For more information, visit our website at: www.wdc.in