

# Online DAK Management System: Integrating CAG Office in a Smart Way

The Indian Audit and Accounts Department (IA&AD), 150 years old, with strength of more than 45000 employees in about 211 field offices located all over India and abroad is headed by the Comptroller and Auditor General of India (CAG) Office as the Head of Supreme Audit Institution of India. A large number of files and letters are handled in CAG office. So a strong need was felt for a Computerised System to assist in easy tracking of the files and letters. In this backdrop, Integrated Online DAK Management System has been developed and implemented in CAG office.



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**N**ational Informatics Centre (NIC) is providing technical support to the office of CAG in software development and implementation of e-Governance projects besides Network support. NIC has developed and implemented various web based applications to enable the offices of IA&AD to access & upload data to Central computer in the office of CAG, in addition to many other projects for house keeping functions of CAG office.

An Integrated On-line DAK Management System (IDOMS) has been developed and successfully implemented by NIC team in the office of CAG. The system stores all the information regarding the movement of Files and letters received and dispatched from the sections. It is an integrated package which gives administrative support right from login, Diarising, Receipt & Forward, Disposal, Despatch & Posting etc, in addition to various reports for the management and queries to track the status of letters. The system helps the user in tracing the movement of files instantaneously. The system facilitates the office in monitoring the pendency of files/letters.

## DAK MANAGEMENT SYSTEM COMPRISES OF VARIOUS MODULES

- Modules to Diarise the letters in Receipt section, which are received from other offices.
- Modules for diarizing Letters/Note in section/ by officer and sent to other section/Officer.



**VINOD RAI**  
Comptroller & Auditor  
General of India

"By the initiative of Information & Communication Technology (ICT) and with the technical support of NIC in implementation of various e-Governance activities in the office of Comptroller & Auditor General of India, the office has become automated and more productive in carrying out its duties and responsibilities with greater transparency and more efficiency in functioning of CAG office.

I express my deep appreciation for remarkable work done by NIC team in successful implementation of an Office Automation System "Integrated On-line DAK Management System " in this office. I sincerely believe that the DAK System will get speedy disposals of files / letters and reduce the pendency."



- Modules for Despatching the letters received in Receipt section from sections of the office.
- Modules for movement of Files created/received in one section and forwarded to others.
- Modules for maintenance of the system to update master directories, Reset password, etc.

### SALIENT FEATURES OF THE (IDOMS) SYSTEM FOR LETTERS

- Receiving and forwarding of letters by Individual/Section - Letters forwarded from Individual /Section are further received and forwarded or retained for further action.
- Despatch of Letters - Letters to be sent outside the office by Individual/Section through Receipt and Issue(R&I) section are dispatched through package and generate various reports category wise i.e. Messenger, Speed post, Courier, Registered post, Parcel, etc.
- Posting : Update the details of despatch letters after posting for date & Ref. number ,etc
- Queries : Status of the diarised letters on diary , letter number, sender name, etc
- Summary pendency report on opening balance, total received and disposed receipts during a given period of time.
- Periodical Report on pending receipts in a particular sec-

tion/all sections are sent to the Individual and Copy to his/her Reporting officer through email.

- Reports of letters diarised/ dispatched for Individuals, Sections and Management.
- Task Management- letters diarised in R&I section are carried forward to respective sections to further act upon i.e. these letters are not to be re-diarised in the section.

### SALIENT FEATURES OF THE (IDOMS) SYSTEM FOR FILES

- Diarising and forwarding of files by Individual/Section within office.
- Electronically receiving and disposal of files - Forwarded to others or closed the file.
- Tracking of files on any parameter such as diary number, File number, subject, etc.
- Statistical Pendency report on Total files received; Total Files pending in a section / all the sections can be viewed by the Individual /section and his/her Reporting Officer.
- Emails to the individuals about pendency of files and its copy to Reporting Officer.
- Administrative login to activate/deactivate the user , resetting of password, etc

### Portability of the package (IDOMS) in any other Office

In view of requests from many offices for the package to be installed in their offices, the package has been designed in order that the software can be installed in any office without major changes, only with a minor change in office name. With regard to requirement of Hardware and software, the User should have Internet Information server (IIS) and SQL Database Server under LAN. To know more about the package with regard to its implementation, a Demo package with help/guidelines is available at URL: <http://cagofindia.delhi.nic.in/idoms>.



**ANUPAM KULSHRESHTHA**  
Dy. Comptroller and Auditor General

"I write this to place on record our appreciation for work done by NIC team in development and successful implementation of an Office Automation System "On-line Integrated DAK Management System", one of the pioneer e-governance applications in the office of Comptroller & Auditor General of India . The System helps the user in easy tracking of letters/files and monitor pendency of cases. The system has made the Diary registers and Dispatch books redundant resulting in saving of paper. The system has reduced considerable manual work and saved a lot of time and energy; and also enhanced transparency, productivity, efficiency. NIC has been instrumental in implementation of various e-governance activities in CAG office and is also providing various technical support"

### For further information

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