NEWGEN

ECM Implementation at Citizen Register helps Digitize Legacy Documents and Streamline Citizenship

Overview

This Citizen Register was set up to ensure a systematic list of all the official residents of a state. It helps identify migrants, as well as determine the citizenship of applicants.

The aforementioned state was under a directive from a Ministry under the Union Government to prepare the state register and the project had to be completed within three months. The major challenge lay in the transliteration of legacy data from the citizen documents, and they were searching for an Enterprise Content Management (ECM) system to help them.

Challenges caused by Legacy Data

This state level project had to adhere to a stringent timeline and following were the challenges faced during the implementation:

➢ **Documentation in Multiple Languages:** The state houses residents from different language backgrounds resulting in documentation in English, Bengali and the native languages. The analysis of these documents, extraction of data, such as name and address, for creation of the central database, and performing searches on them for retrieval of data was a massive challenge.

➢ **Absence of Digitization:** Paper applications from citizens residing in geographically difficult terrains had to be digitized in order to issue citizenship certificates. Digitization for the legacy documents that came from these areas had to be undertaken at multiple Citizen Registrar of Citizen Registration (CRCR) centers.

➢ **Lack of Archival and Retrieval:** Documents available with the Register needed to be archived and the absence of a robust retrieval system further complicated matters. The scanned images of digital copies had to be compressed and stored in PDF format for archival purposes.

How Newgen's ECM Suite helped transition from Legacy to Digital

Newgen's ECM suite, composed of OmniScan (Production and Distributed Scanning Suite), OmniDocs (Enterprise Content Management Suite), and iBPS (Business Process Management Suite) were used to build a solution to help digitize legacy documents and process them. The documents were scanned at the digitization center and an application form was created in Newgen's iBPS. These application forms were then filled by the data entry operator at CRCR centers, and were sent out for processing by the Office of the State Coordinator of National Registration.

Post document verification by the office, the final Register was published on the official website. Any citizen can now search for his/her name on the website and can download a Citizenship Certificate issued by the Register.

Implementation Impact

➢ Handling of a user base of 400, and processing of 1,50,0000 to 2,00,000 documents every quarter with the capability to increase handling volumes in future

➢ Introduction of multi-template forms to help the client when there is a change in regulation policies as per Union Government decisions

➢ Ensured reporting and monitoring of all activities by the Register, at each and every step in the process

➢ Helped create a standard platform for digitization of documents, processing of application form and issuing of Draft and Final certificate

➢ Quality check and data output to update core application in a required format ensured

Benefits of the Implementation

The client achieved the following benefits after Newgen's ECM implementation:

Faster and more accurate processing of documents

Creation of standard platform for Citizenship Certificate processing

Reduction in overall turnaround time for certificates

Reporting and monitoring of activities at each step of processing

Adoption of best practices for process management

Efficient, faster and error free processing of returns forms

About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO's, Healthcare Organizations, Government and Telecom Companies.

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