



# FIELD INSPECTION MONITORING & SUPERVISION

*Mobile App & Online based Application to purposefully Capture and Analyze  
the Inputs & Feedback of Field Inspections at District / Subdivision / Block levels*

*e-Gov Group  
Finance Department, Government of West Bengal*

10:57



Field Inspection  
Monitoring and Supervision  
Government of West Bengal

Login with Secret PIN

Designed, Developed  
by e-Gov Cell, Finance Department, GoWB

## FIELD INSPECTION MONITORING & SUPERVISION

Mobile App &  
Online based  
Application

Tuesday, December 17 2024, 10:44:30 AM

ADMIN LOGIN



HOME ABOUT US CONTACT US

*"We have been working with devotion, dedication, accountability and transparency. Whatever I do, I take it as challenge."*



### Online Services



HELP DESK



ESCALATION MATRIX



NOTICE



TRAINING MATERIALS

### About Us

During last 13 years, facilities pertaining to healthcare, education etc. in West Bengal have been upgraded substantially. Multiple new construction of Hospitals, Schools, ICDS Centers, Public Buildings have been created through the increased capital expenditure in the state.

The present system is developed as a digital platform to ensure continuous monitoring of the public infrastructure as well as to take timely maintenance and upgradation of this huge infrastructure. This online system will act as a tool for rule-based inspection / assessment resulting in higher quality of service delivery.

### What's New

13/12/2024

Health Services

Discussion cum online Training of Field Inspection System with the all District Magistrate, Govt. of WB

Discussion cum online Training of Field Inspection System with the all District Magistrate, Govt. of WB...

read more...

**FIELD INSPECTION  
MONITORING & SUPERVISION**

During last 13 years, facilities pertaining to healthcare, education etc. in West Bengal have been upgraded substantially. Multiple new construction of Hospitals, Schools, ICDS Centers, Public Buildings have been created through the increased capital expenditure in the state.

In order to ensure **continuous monitoring of the public infrastructure** as well as to take timely maintenance and upgradation of this huge infrastructure, a **Digital Platform** is launched by the State Government.

This online system will act as a tool for **rule-based inspection / assessment resulting in higher quality of service delivery**. Various supervisors have been engaged by the government for timely inspection of Schools, ICDS Centers, Hospitals and other public infrastructure who shall serve as the primary source of information.

**FIELD INSPECTION  
MONITORING & SUPERVISION**

*Mobile App & Online based Application to purposefully Capture and Analyze the Inputs & Feedback of Field Inspections at District level*

- Mobile App based Inspection of Public Service Delivery Establishments
- Online Monitoring & Supervision at all hierarchical levels of Government
- OTP based Authentication
- Built on Responsive design
- Automatic Geo-Tagging of Inspected Establishments
- Workflow based Processing & ATNs
- Role based Dashboard
- Provides scope to improve public service delivery



## FIELD INSPECTION MONITORING & SUPERVISION

The inspections may be carried out on a weekly basis. Officials at District/Sub-Division/Block levels are required to make at least one such inspection within their jurisdiction every week without prior intimation.

The inspecting official will use the Mobile App to capture the following: -

District *(will be auto-populated by the system)*

a. Block/ULB Name *(will be auto-populated by the system)*

b. GP/Ward *(will be auto-populated by the system)*

c. Police Station *(will be auto-populated by the system)*

d. Date & Time of Visit *(will be auto-populated by the system)*

e. Sector of Establishment *(drop down list)*

f. Category of Establishment *(drop down list) (School/ICDS/Hospital etc.)*

g. Name of Establishment

h. Nearby Landmark

i. Segment of Issues, if any *(drop down list) (Approach Road, Sanitation, Water etc.)*

j. Issue Category

**i.Green:** No action needed

**ii.Yellow:** Works required

**iii.Red:** Urgent works required

k. Feedback / Inspection Remarks

l. Upload Establishment Photo *(it will automatically capture Geo-Location)*

m. Upload support document, if any

**FIELD INSPECTION  
MONITORING & SUPERVISION**

- The uploaded data will be visible to all level of hierarchies above the inspecting official.
- The proposed Survey/Inspection system is Mobile App based. Besides, Online system is there for generation of needful MIS at various hierarchical levels.
- This system is developed & made operational within shortest possible time. Various MIS will be subsequently augmented at all hierarchical levels for better monitoring.
- Suggestions for incorporations of MIS may be sent through Department/District Nodal Officer to **egov.fin@gmail.com**

**FIELD INSPECTION  
MONITOING & SUPERVISION**

**USERBASE for Mobile App based Inspection and Workflow based Follow-up (Forwarding to Upper / Lower Hierarchical levels) in Online System**

**BLOCK LEVEL**

- BDO
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports submitted to BDO
- Block level Officials
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection

**SUBDIVISION LEVEL**

- SDO
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports submitted to SDO
- Subdivision level Officials tagged with Departments
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports forwarded by BDOs



## FIELD INSPECTION MONITONG & SUPERVISION

### **DISTRICT LEVEL**

- DM / ADMs
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports submitted to DM / ADMs
- District level Officials tagged with Departments
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports forwarded by Subdivisions

**FIELD INSPECTION  
MONITORING & SUPERVISION**

**ADMINISTRATIVE DEPARTMENT LEVEL**

- HODs
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports submitted to HODs
- Department level Officials
  - ✓ Mobile App aided Inspection
  - ✓ Re-Inspection
  - ✓ Review of Inspection Reports forwarded by Districts

**FIELD INSPECTION  
MONITORING & SUPERVISION**

**OTP based Authentication:** *Mobile Numbers need to be entered as Registered Users enabling access to Mobile App & Online System*

- Mobile Numbers of HoDs, DMs, SDOs, BDOs
- Mobile Numbers of 1 Nodal Officer of Department, District, Subdivision & Blocks
- Such Nodal Officers in turn will enter Mobile Numbers of Officials in Department/District/Subdivision/Block levels granting access to this system

## **FIELD INSPECTION MONITORING & SUPERVISION**

The following SOP may be followed: -

**Field Inspectors/Supervisors:** Mobile Numbers of all Supervisors shall be entered into the system centrally by the concerned Department (School Education, Women and Child Development, Health Department, PWD, PHE, Irrigation & Waterways Department, UDMA and others). They will login into the system through OTP based authentication.

**Heads of Line Departments:** The afore-stated field inspectors/Supervisors at both block level and sub division level report to district level head of line departments which shall be the second layer of data to be entered by the concerned Departments. Field Inspectors/Supervisors shall then be auto tagged to the concerned head of line departments by the system.



**FIELD INSPECTION  
MONITORING & SUPERVISION**

**District Administration:** Mobile number of DMs, ADMs, BDOs will then register the mobile numbers of officials under his/her purview. Tagging of field inspectors/supervisors to the concerned ADMs/BDOs shall auto done by the system. DM shall be able to see the overall functioning of the all the tagged officials of the district.

Each visit by any of the afore-stated officials shall have to be uploaded in the online system via app/desktop (in case of remote location). Minimum number of visits to be made shall be mandated for various levels of officials by an official order of the state government.

**FIELD INSPECTION  
MONITORING & SUPERVISION**

In the monthly review meeting at the Subdivision level under SDO, the uploaded works shall be categorized as following and updated in the system:

**a.Green:** No action needed

**b.Yellow:** Works required

**c.Red:** Urgent works required

d.The concerned line departments shall prepare estimates of the Yellow and Red category works and place before the committee.

e.Works within financial capacity at sub division level shall be taken there and status shall be updated with the tender ID, work order and date floated for the purpose. The line departments maybe asked to take up their works or the SDO/BDO office as case maybe. After the works are completed, geo-tagged photos shall be uploaded by the concerned supervisor/field official to close the case.

f.Works outside the financial capacity of sub division level shall be forwarded to the district level through the portal for further

**FIELD INSPECTION  
MONITORING & SUPERVISION**

In the monthly review meeting at the district level the committee may upgrade or downgrade the red/yellow/green status.

a. Works within financial capacity at district level shall be taken there and status shall be updated with the Tender ID, work order and date floated for the purpose and send back to the field official login. The line departments maybe asked to take up their works or the DM office as case maybe. After the works are completed, geo-tagged photos shall be uploaded by the concerned supervisor/field official to close the case.

b. Works outside the financial capacity of district level shall be forwarded to the state level through the portal for further action along with the estimated amounts for each of the works as received from the line departments.

**FIELD INSPECTION  
MONITOING & SUPERVISION**

Departments shall appoint one nodal officer who shall receive all the cases sent by the district for further action at their end



Online URL

<https://ds.wb.gov.in/INSWEB>

Mobile App download link from Google Play Store

<https://play.google.com/store/apps/details?id=com.nic.ins>

**FIELD INSPECTION  
MONITORING & SUPERVISION (FIMS)**

***CHECKLIST***

**Followings may be ensured**

- Admin/Nodal Officer of Departments need to enter the Sector & Category of Public Service Delivery Establishments under their purview, otherwise those will not appear in the drop-down list boxes in the Field level Inspection Mobile App
- Admin/Nodal Officers of Districts need to ensure that all Sub-Divisions are there under that District. Similarly, Admin/Nodal Officers Sub-Divisions/Blocks/ULBs need to ensure that all lower-tier layers are there & those are correctly mapped.
- Admin/Nodal Officer of all hierarchical levels need to enter the Mobile Number(s) of Admin of their lower tier (s)
- Admin/Nodal Officer of all hierarchical levels need to enter the Mobile Number(s) of Officials (at that level) earmarked for field level inspection
- During field level inspections, Officials need to ensure that the GPS is ON in their Mobile devices. Otherwise, he/she will face technical issue while uploading photographs.

**FIELD INSPECTION  
MONITORING & SUPERVISION (FIMS)**

***FIMS Implementation Issue - Escalation Matrix***

*Districts / Sub-Divisions / Blocks / ULBs*

**Following route needs to be followed for resolution of issues**

- For **Administrative Clarifications/Issues**, Officials need to contact with the **Nodal Officer (FIMS)** of concerned District/Sub-division/Block/ULB through Email/Contact Phone Number
  - If needed, concerned Nodal Officer in turn may get in touch with higher authorities
- 
- For **Training/Technical Clarifications/Issues**, Officials need to contact with the **DIO/ADIO, NIC** of concerned District through Email/Contact Phone Number
  - If needed, DIO/ADIO in turn may get in touch with the Central Help Desk through Email/Contact Phone Number
  - Contact details of Nodal Officers (FIMS) / DIOs / ADIOs may be circulated by District Authorities for smooth execution of FIMS

**FIELD INSPECTION  
MONITORING & SUPERVISION (FIMS)**

***FIMS Implementation Issue - Escalation Matrix***  
***Administrative Departments***

**Following route needs to be followed for resolution of issues**

- For **Administrative Clarifications/Issues**, Officials need to contact with the **Nodal Officer (FIMS)** of concerned Department
  - If needed, concerned Nodal Officer in turn may get in touch with higher authorities
- 
- For **Training/Technical Clarifications/Issues**, Officials need to contact with the **SSPs (trained on FIMS)** posted in the concerned department
  - If needed, the SSPs in turn may get in touch with the Central Help Desk through Email/Contact Phone Number
  - Contact details of Nodal Officers (FIMS) / SSPs may be circulated by Departments for smooth execution of FIMS



FIELD INSPECTION  
MONITORING & SUPERVISION (FIMS)

*FIMS Implementation Issue - Escalation Matrix*

Central Help Desk

- For resolution of Technical Clarifications/Issues,
  - Officials of Districts/Sub-Divisions/Blocks need to connect with DIO/ADIO NIC of concerned district (<https://wb.nic.in/district-centres>).
  - Officials of Departments need to connect with SSPs posted in the concerned Department.
  - If needed, DIO/ADIO from Districts and SSPs from Departments may get in touch with the Central Help Desk through Email/Contact Phone Number: -
    - Email: [egov.fin@gmail.com](mailto:egov.fin@gmail.com)
    - Contact Phone: 8967435526, 6297044450, 9564731941, 9475191393

SI No	
1	Agricultural Marketing
2	Agriculture
3	Animal Resources Development
4	Backward Classes Welfare
5	Chief Minister's Office
6	Consumer Affairs
7	Cooperation
8	Correctional Administration
9	Council of Ministers [Home (C & E)]
10	Disaster Management and Civil Defence
11	Environment
12	Finance
13	Fire & Emergency Services
14	Fisheries
15	Food & Supplies
16	Food Processing Industries and Horticulture

17	Forests
18	Governor's Secretariat
19	Health & Family Welfare
20	Higher Education
21	Home and Hill Affairs
22	Housing
23	Industry Commerce and Enterprises
24	Information & Cultural Affairs
25	Information Technology & Electronics
26	Irrigation & Waterways
27	Judicial
28	Labour
29	Land & Land Reforms and Refugee Relief & Rehabilitation
30	Law
31	Legislative Assembly Secretariat
32	Mass Education Extension & Library Services

## LIST OF ADMINISTRATIVE DEPARTMENTS

33	Micro, Small & Medium Enterprises and Textiles
34	Minority Affairs & Madrasah Education
35	Non-Conventional and Renewable Energy Sources
36	North Bengal Development
37	Panchayats & Rural Development
38	Parliamentary Affairs
39	Paschimanchal Unnayan Affairs
40	Personnel & Administrative Reforms
41	Planning & Statistics
42	Power
43	Programme Monitoring
44	Public Enterprises and Industrial Reconstruction
45	Public Health Engineering
46	Public Works (PWD)
47	School Education
48	Science & Technology and Bio-Technology
49	Self-Help Group & Self-Employment

50	Sunderban Affairs
51	Technical Education, Training & Skill Development
52	Tourism
53	Transport
54	Tribal Development
55	Urban Development and Municipal Affairs
56	Water Resources Investigation & Development
57	Women & Child Development and Social Welfare
58	Youth Services and Sports

## LIST OF ADMINISTRATIVE DEPARTMENTS

**ONLY 12 DEPARTMENTS HAVE ENTERED CATEGORY/SEGMENT OF PUBLIC INFRASTRUCTURE**

Agriculture
Health & Family Welfare
Higher Education
Industry Commerce and Enterprises
Irrigation & Waterways
Health & Family Welfare
Panchayats & Rural Development
Power
Public Works (PWD)
School Education
Urban Development and Municipal Affairs
Women & Child Development and Social Welfare

SI No	Department	Category
1	Agriculture	Agriculture Office District
2		Agriculture project site
3		Block ADA office
4		Fertilizer Shop
5		Sericulture works
6	Health & Family Welfare	District Hospital
7		PHC
8		Private Hospital/Nursing Home
9		Sub Divisional Hospital
10		Superspeciality Hospital
11	Higher Education	College/University
12	Industry Commerce and Enterprises	Commerce & Industry Infrastructure
13	Irrigation & Waterways	Bridge Infrastructure
14		Dam/Barrage/Irrigation Infrastructure
15	Panchayats & Rural Development	Rural Services
16	Power	Electricity Infrastructure
17	Public Works (PWD)	Roads Infrastructure
18	School Education	School
19	Urban Development and Municipal Affairs	Urban Services
20	Women & Child Development and Social Welfare	ICDS

**DEPARTMENT  
WISE  
ESTABLISHMENT  
MAPPED WITH  
PUBLIC  
INFRASTRUCTURE  
CATEGORY**



SI No	Department	Category	Segment
1	Agriculture	Agriculture project site	Agriculture project sites
2			Farm Mechanisation
3			Micro irrigation
4			Watershed projects
5		Fertilizer Shop	Input Dealers
6		Sericulture works	Agriculture project sites
7	Health & Family Welfare	District Hospital	Approach Road
8			Building
9			Electricity
10			Equipment
11			Human Resources
12			Sanitation
13			Water
14		PHC	Approach Road
15			Building
16			Electricity
17			Equipment
18			Human Resources
19			Sanitation
20			Water
21		Private Hospital/Nursing Home	Approach Road
22			Building
23			Electricity
24			Equipment
25			Human Resources
26			Sanitation

**DEPARTMENT  
WISE  
ESTABLISHMENT  
MAPPED WITH  
PUBLIC  
INFRASTRUCTURE  
SEGMENT**

27			Water
28		Sub Divisional Hospital	Approach Road
29			Building
30			Electricity
31			Equipment
32			Human Resources
33			Sanitation
34			Water
35		Superspeciality Hospital	Approach Road
36			Building
37			Electricity
38			Equipment
39			Human Resources
40			Sanitation
41			Water
42	Higher Education	College/University	Approach Road
43			Building
44			Electricity
45			Equipment
46			Human Resources
47			Sanitation
48			Water
49	Industry Commerce and Enterprises	Commerce & Industry Infrastructure	Miscellaneous
50	Irrigation & Waterways	Bridge Infrastructure	Miscellaneous
51		Dam/Barrage/Irrigation Infrastructure	Miscellaneous
52	Panchayats & Rural Development	Rural Services	Approach Road

**DEPARTMENT  
WISE  
ESTABLISHMENT  
MAPPED WITH  
PUBLIC  
INFRASTRUCTURE  
SEGMENT**

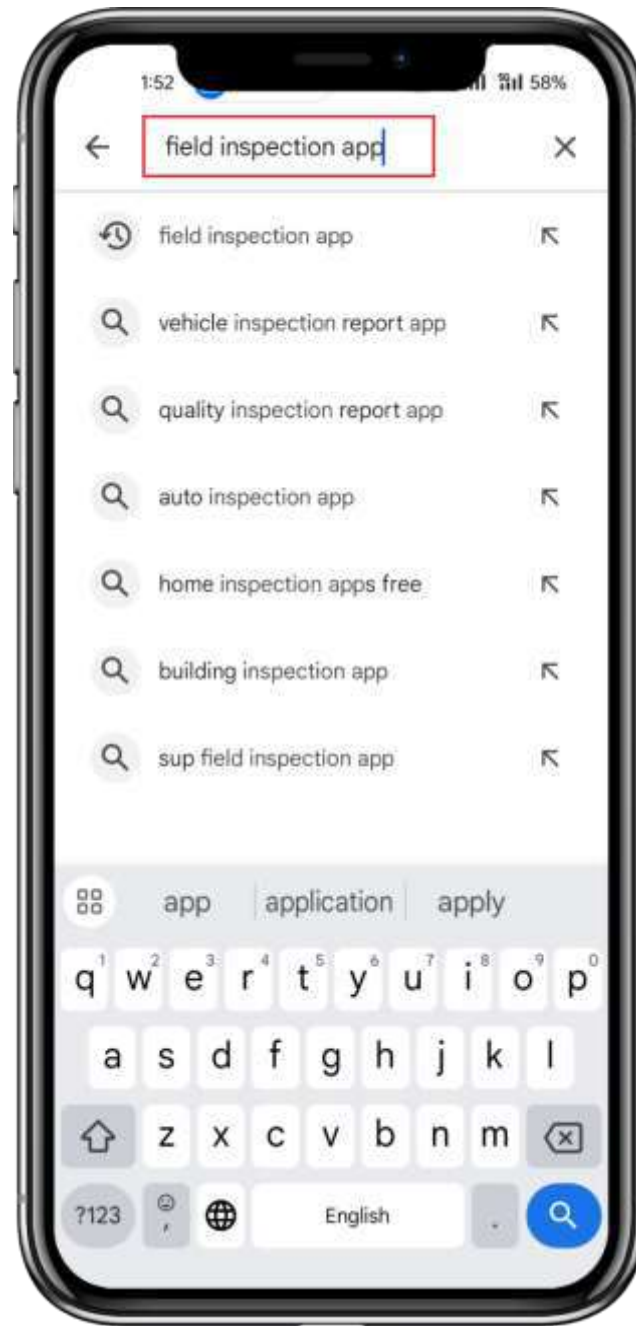
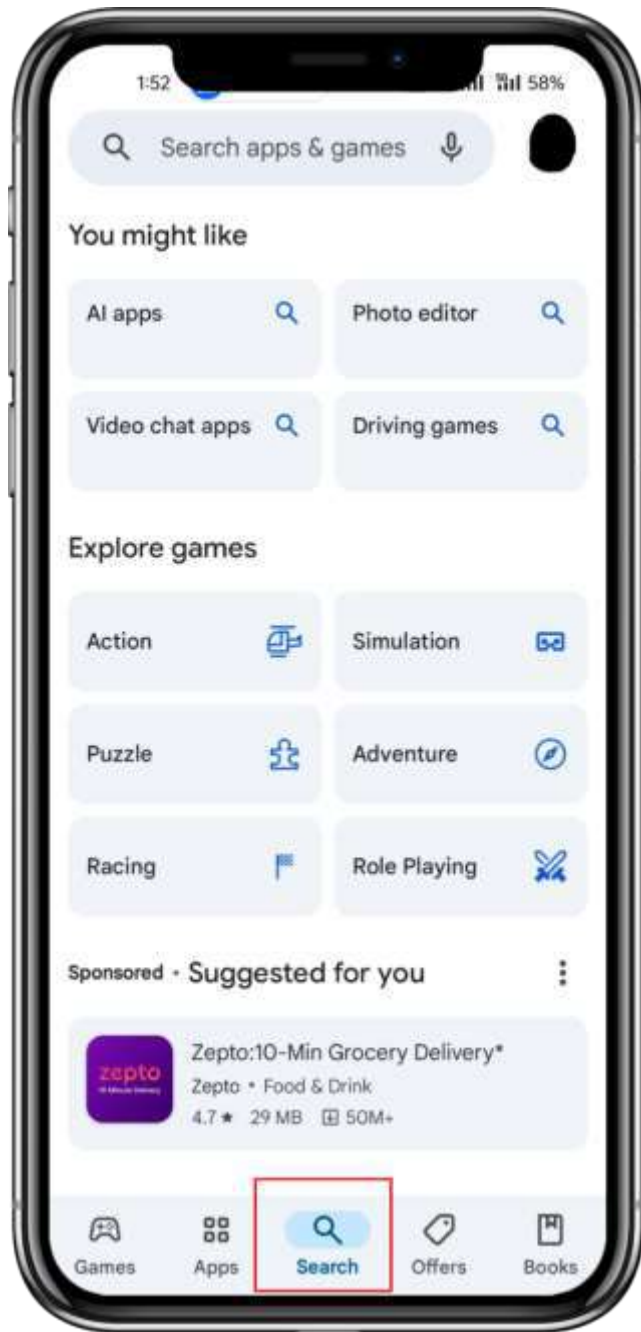
53			Building
54			Electricity
55			Equipment
56			Human Resources
57			Sanitation
58			Water
59	Power	Electricity Infrastructure	Miscellaneous
60	Public Works (PWD)	Roads Infrastructure	Miscellaneous
61	School Education	School	Approach Road
62			Building
63			Electricity
64			Equipment
65			Human Resources
66			Sanitation
67			Water
68	Urban Development and Municipal Affairs	Urban Services	Approach Road
69			Building
70			Electricity
71			Equipment
72			Human Resources
73			Sanitation
74			Water
75	Women & Child Development and Social Welfare	ICDS	Approach Road
76			Building
77			Electricity
78			Equipment
79			Human Resources
80			Sanitation
81			Water

**DEPARTMENT  
WISE  
ESTABLISHMENT  
MAPPED WITH  
PUBLIC  
INFRASTRUCTURE  
SEGMENT**

# DEMO OF MOBILE APP

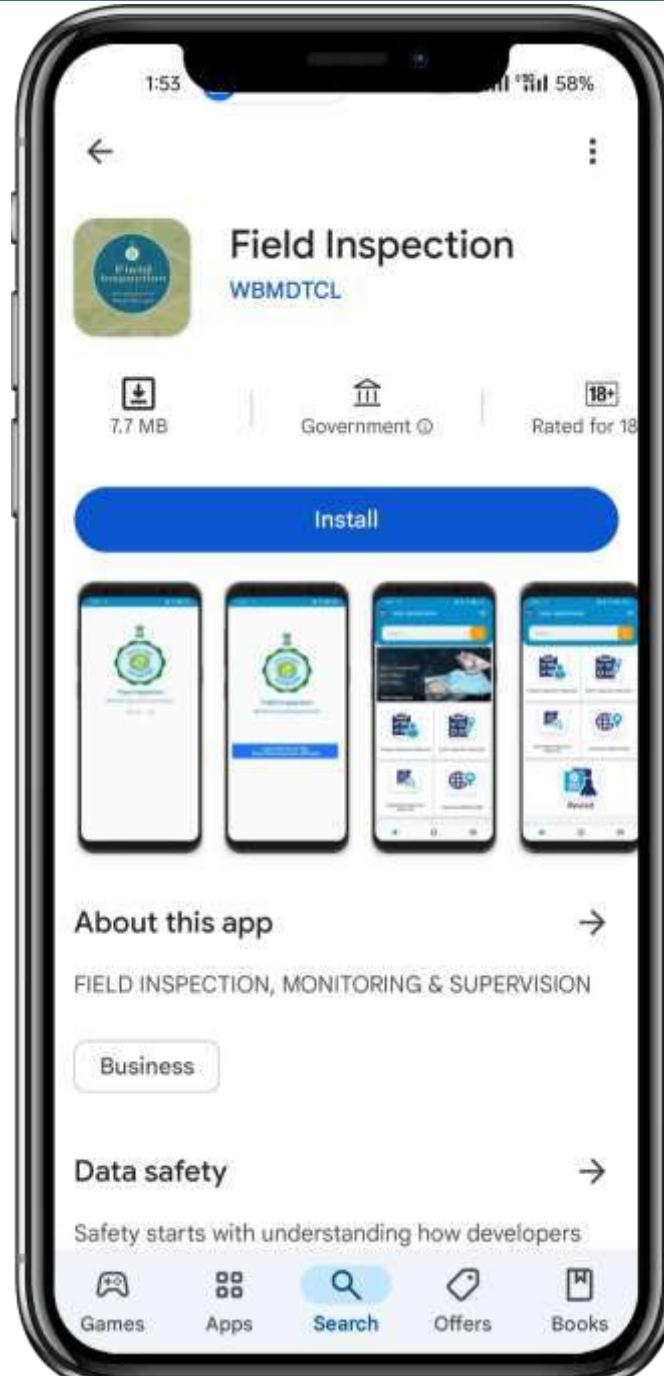
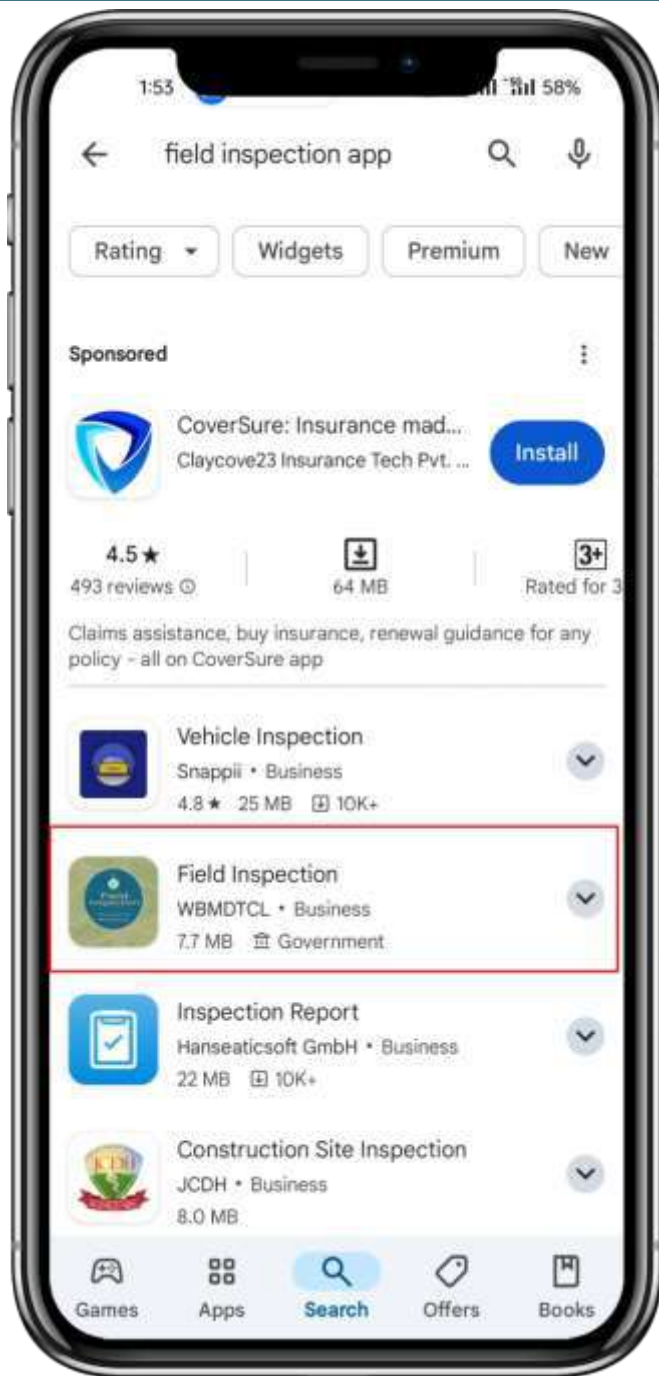
*e-Gov Group*

*Finance Department, Government of West Bengal*

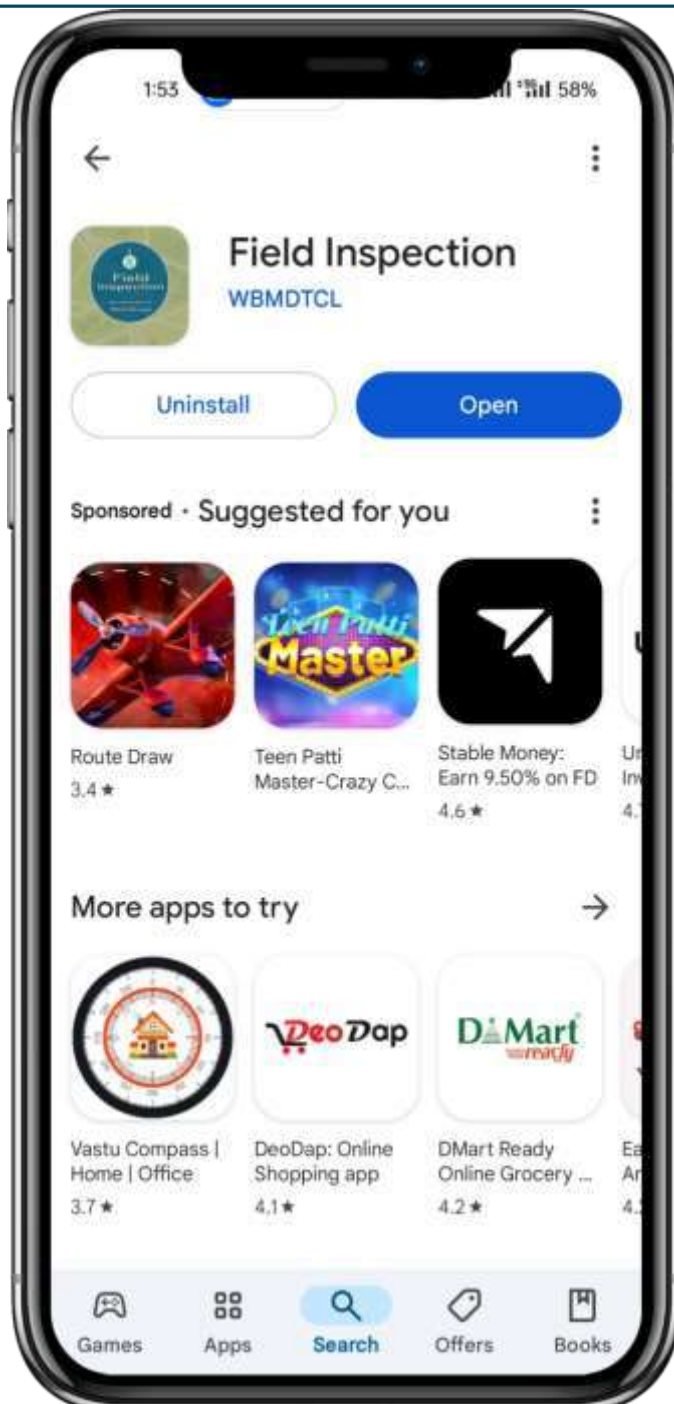
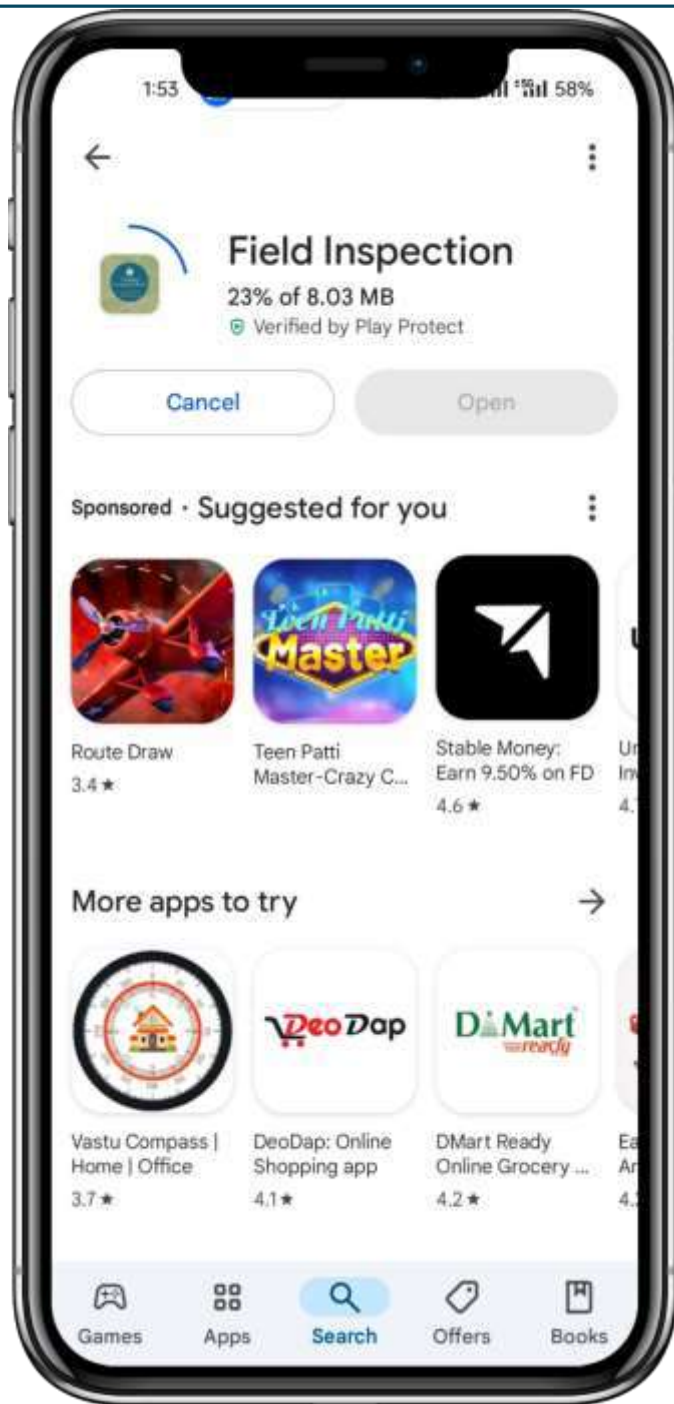


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GOOGLE PLAY  
STORE**

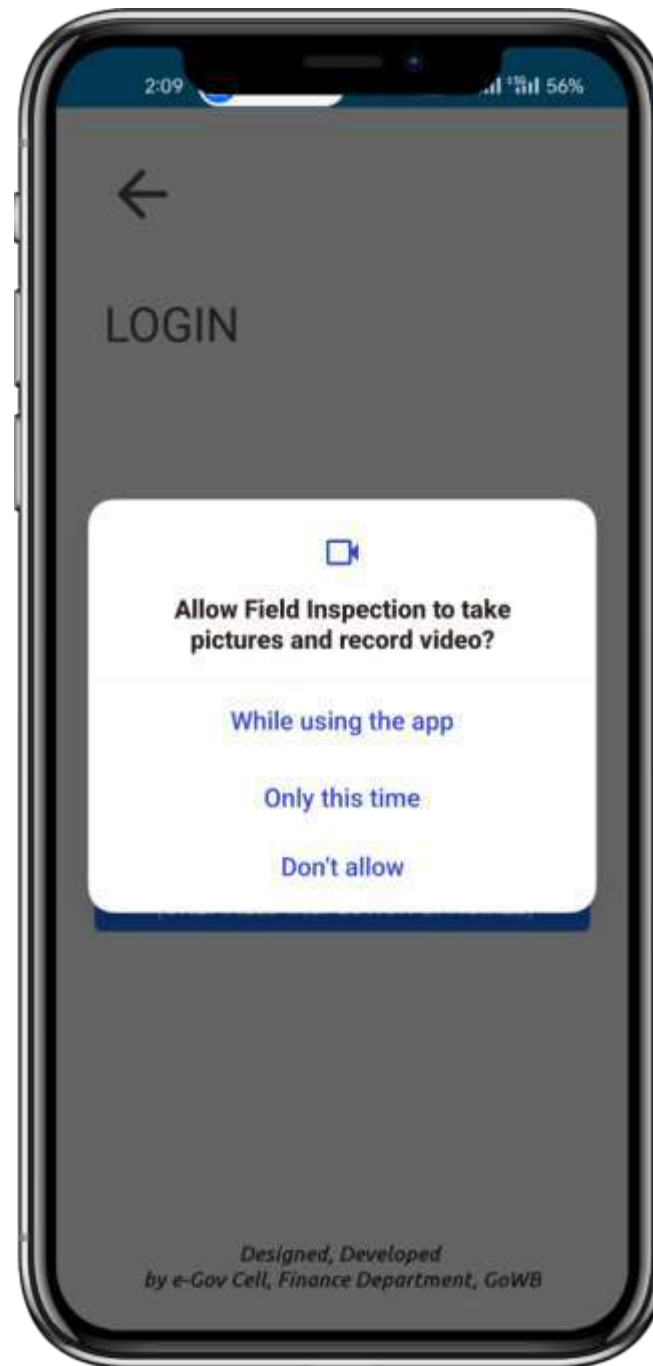




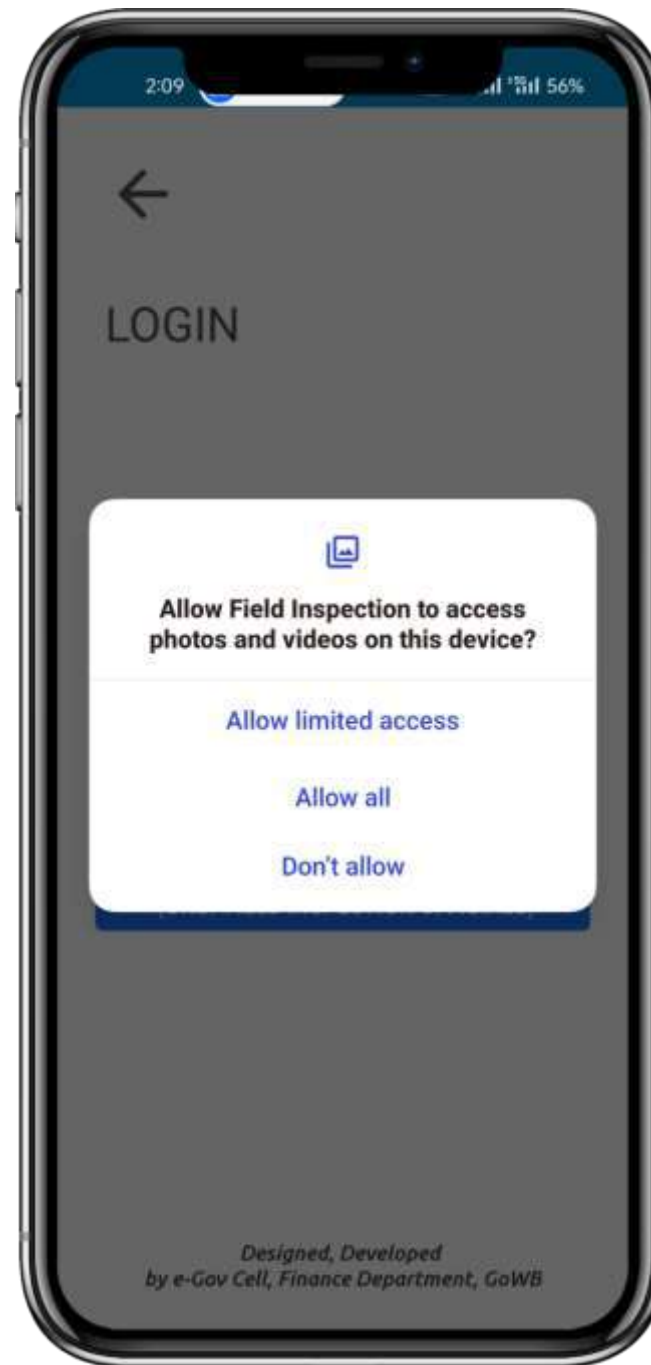
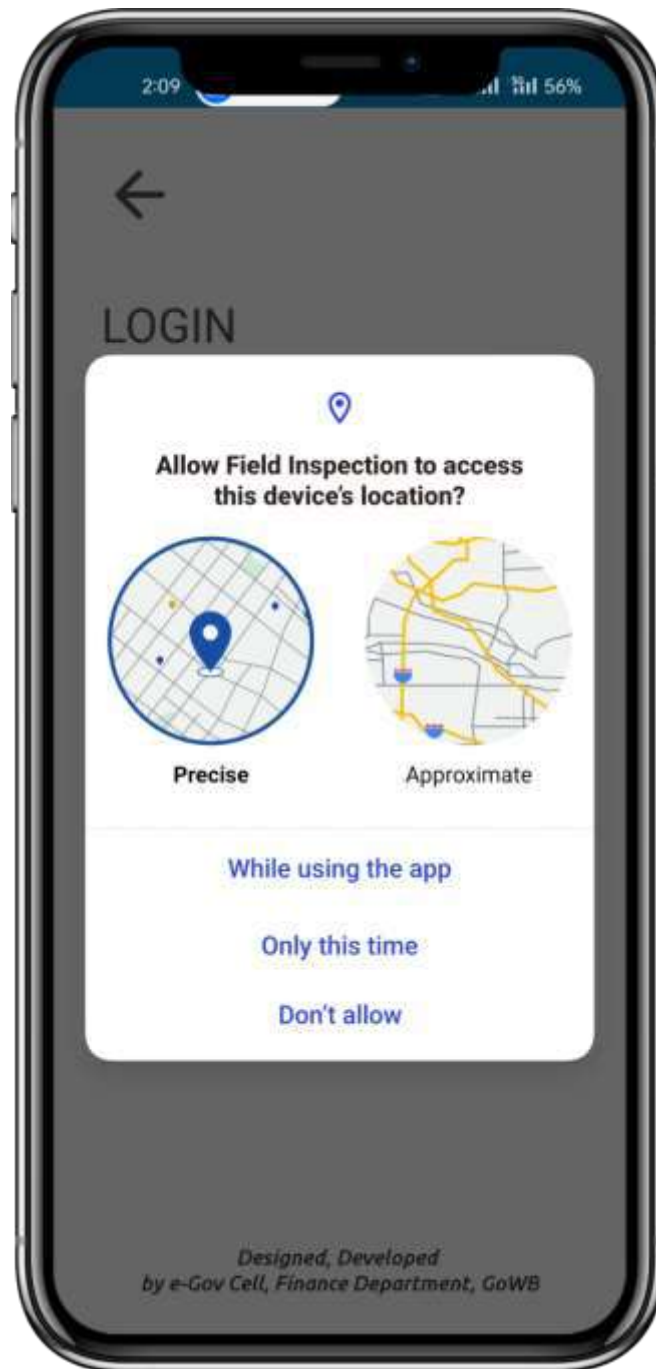
**INSTALL FROM  
GOOGLE PLAY  
STORE**





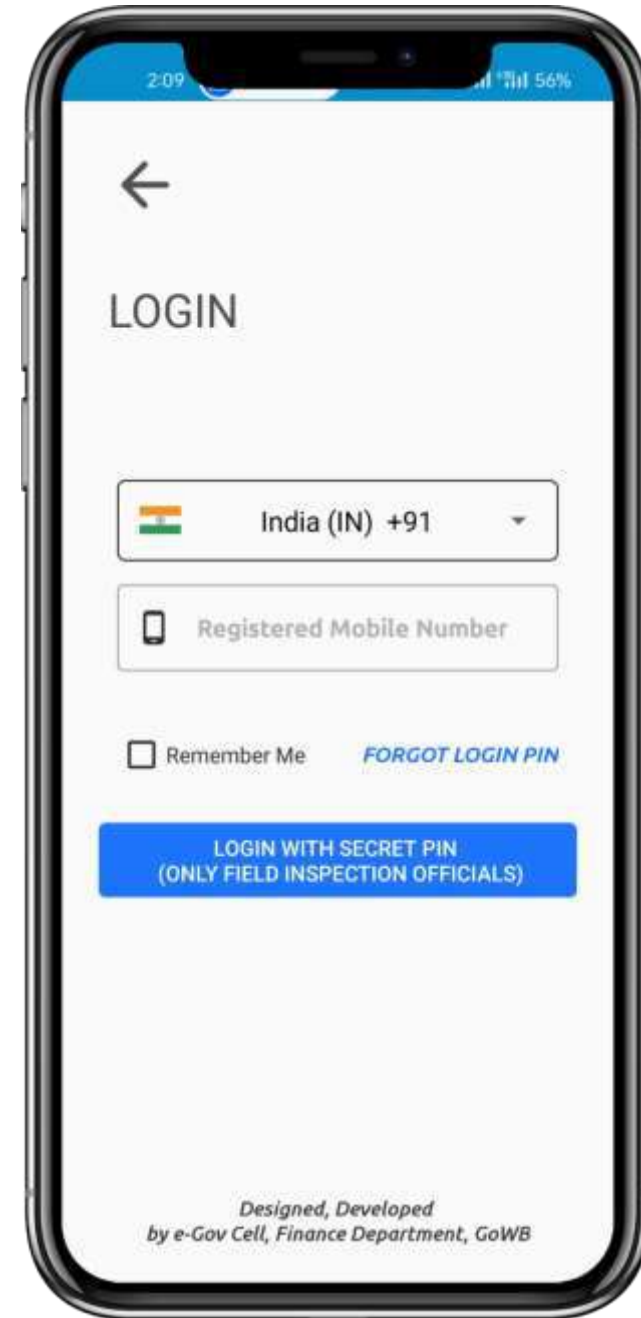


**ALLOW NEEDED  
ACCESSES**



**ALLOW NEEDED  
ACCESSES**



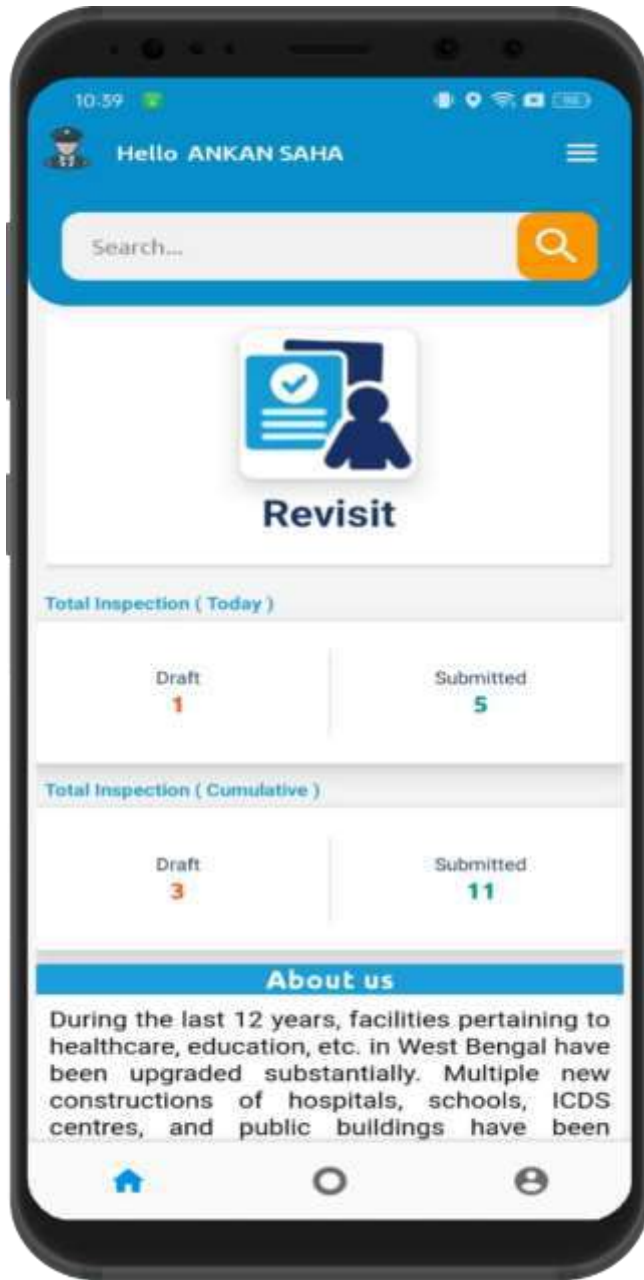


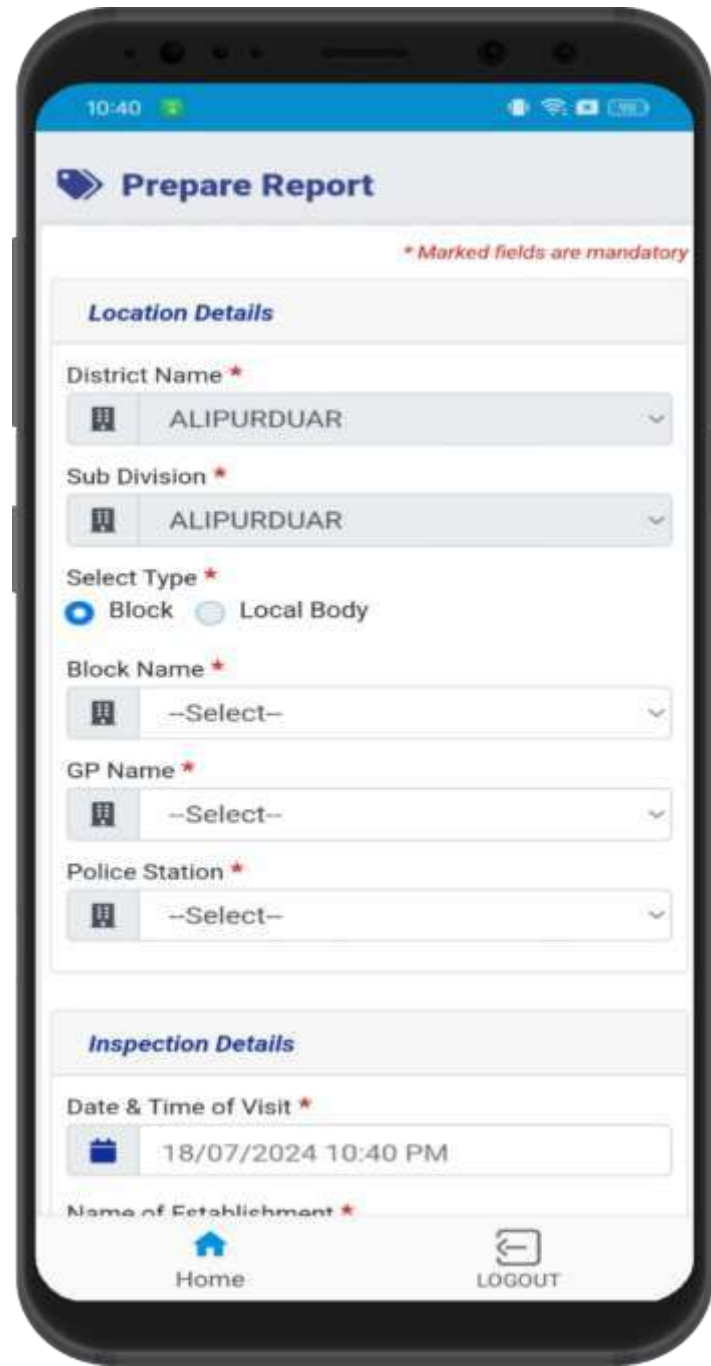
**ALLOW NEEDED  
ACCESSES**

**ENSURE THAT YOUR  
MOBILE NUMBER IS  
ALREADY  
REGISTERED IN  
PORTAL BY YOUR  
NODAL OFFICER**



**DURING FIRST TIME  
LOGIN, SECRET PIN  
WILL BE  
AUTOMATICALLY  
SENT BY SYSTEM TO  
YOUR REGISTERED  
MOBILE NUMBER.  
PLEASE KEEP YOUR  
MOBILE NUMBER  
SECURED.**





10:41

Name of Establishment \*

Address of Establishment \*

Select Administering Department \*

Select Category of Establishment \*

Segment	Any Issue Noticed		
Approach Road	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Building	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Electricity	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Equipment	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Human Resources	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Sanitation	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical
Water	<input checked="" type="radio"/> No	<input type="radio"/> Nominal	<input type="radio"/> Critical

Home LOGOUT

10:42

**Water**  No  Nominal  Critical

Your Observation

Upload Support Document  
(Supported File Formats - .pdf, .PDF)  
(Maximum file size allowed is 1 MB.)

TestPDF.pdf

**Contact Person Details**

Mobile No. \*

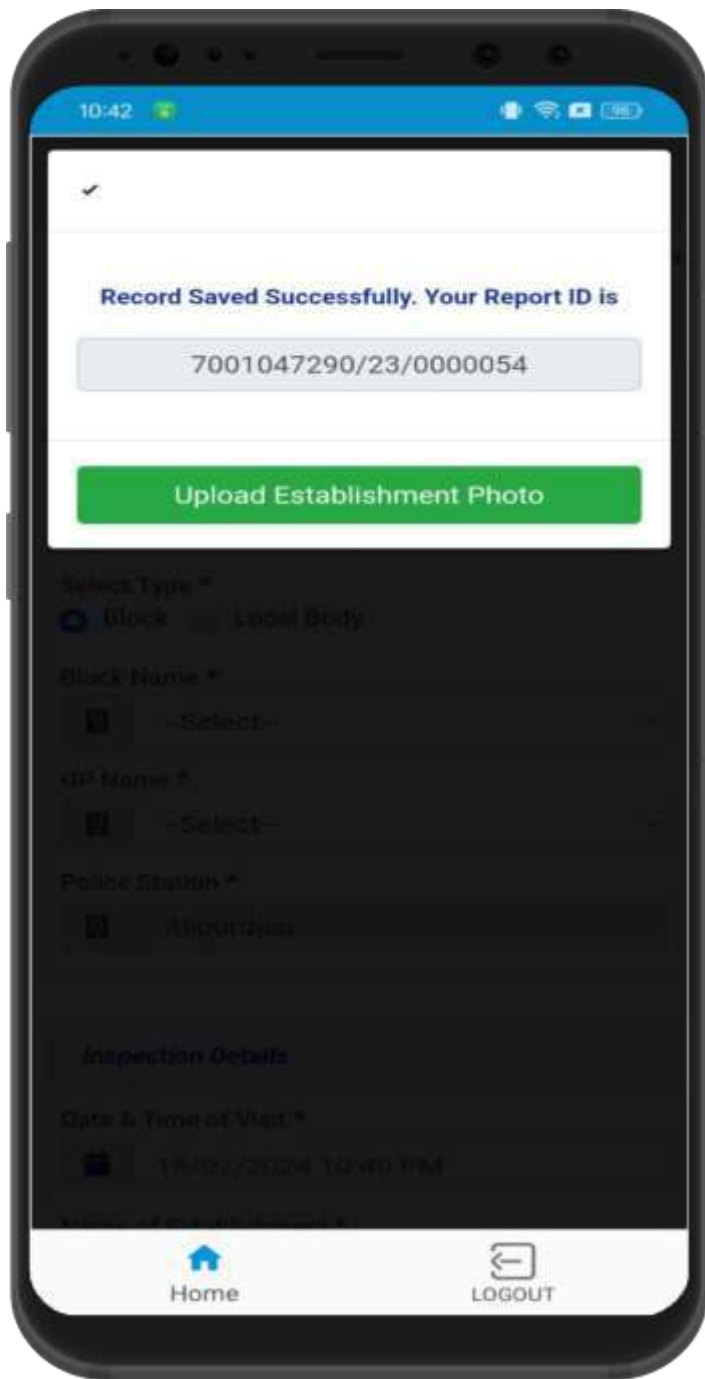
Name \*

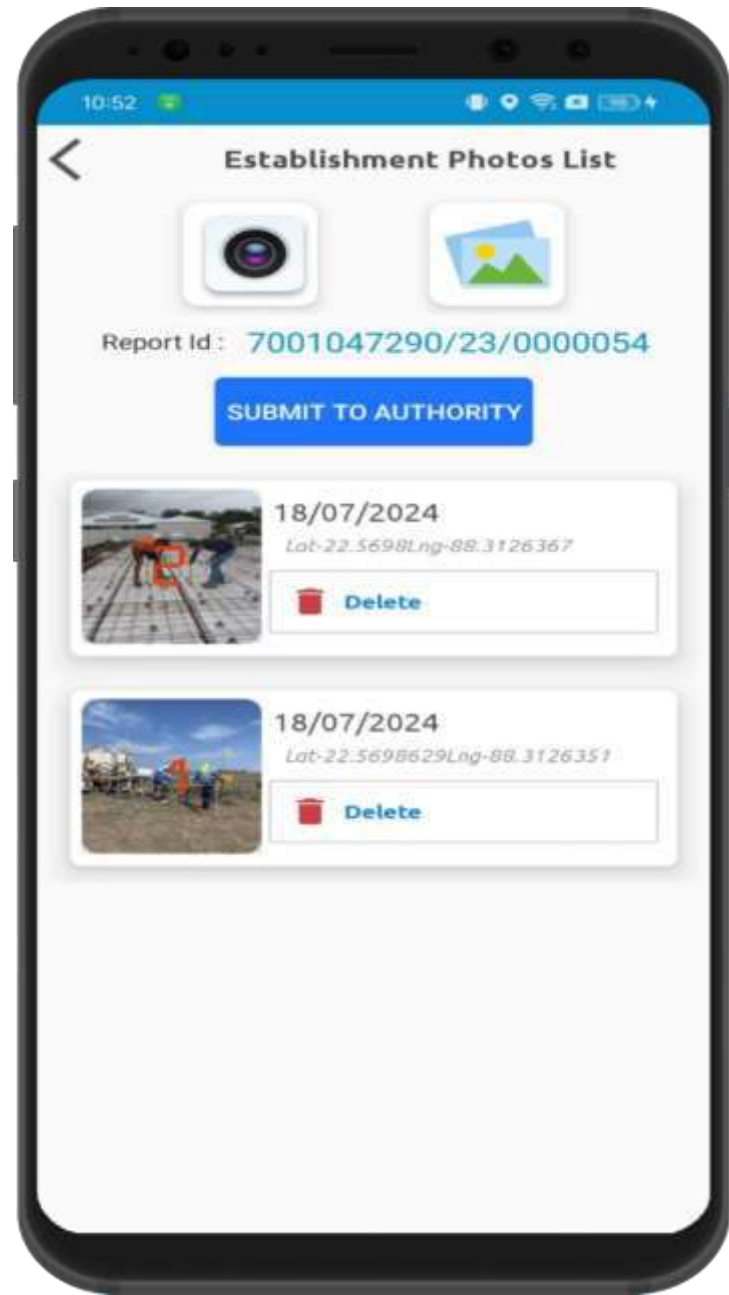
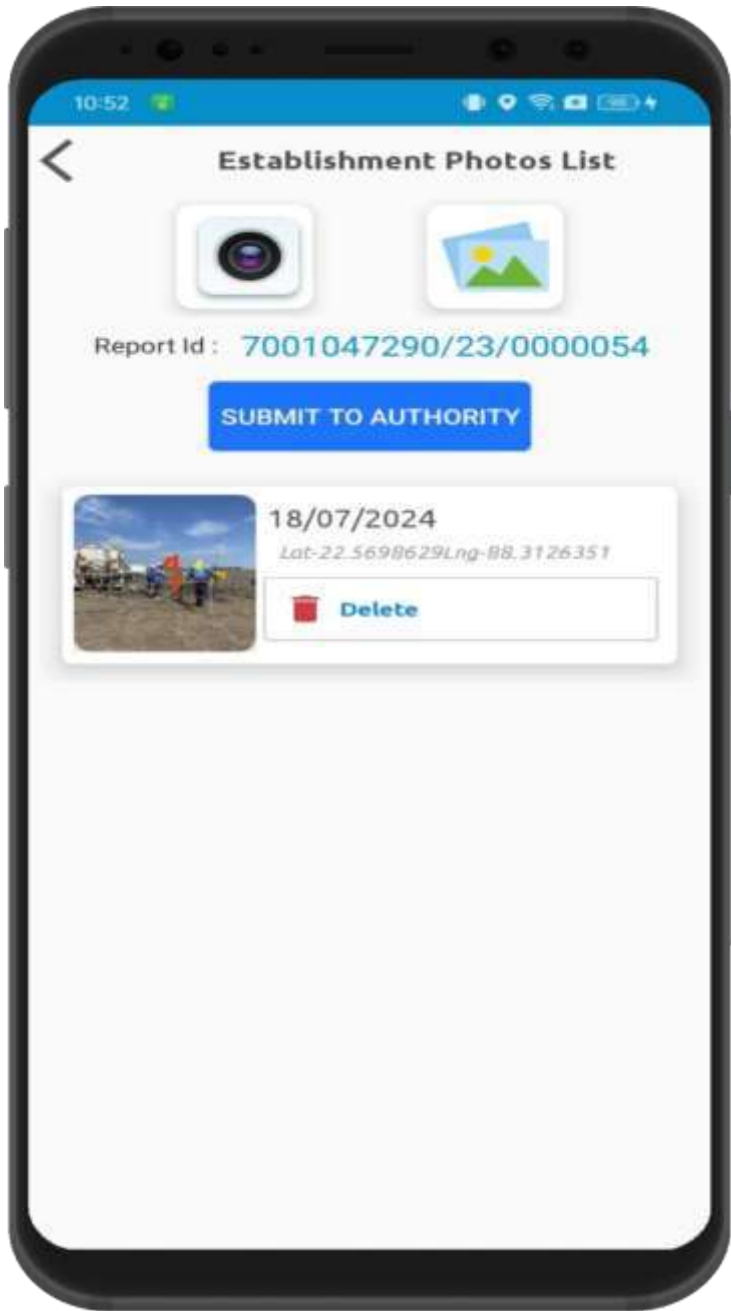
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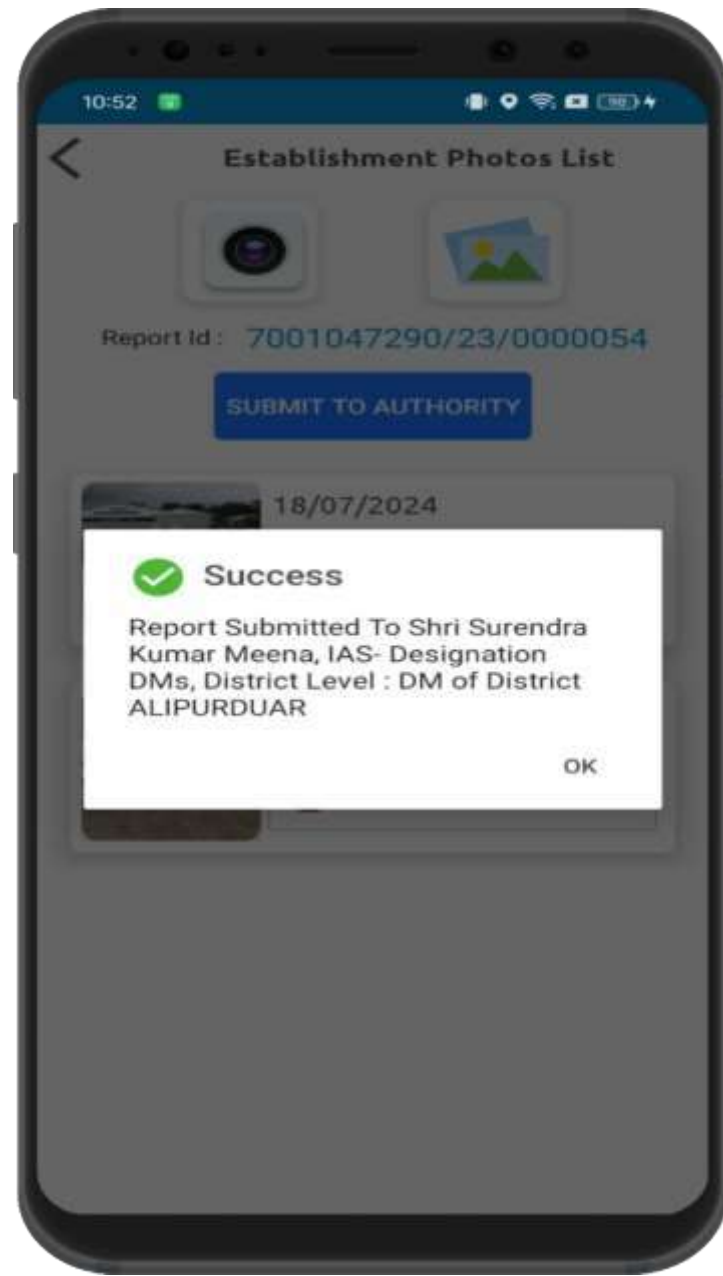
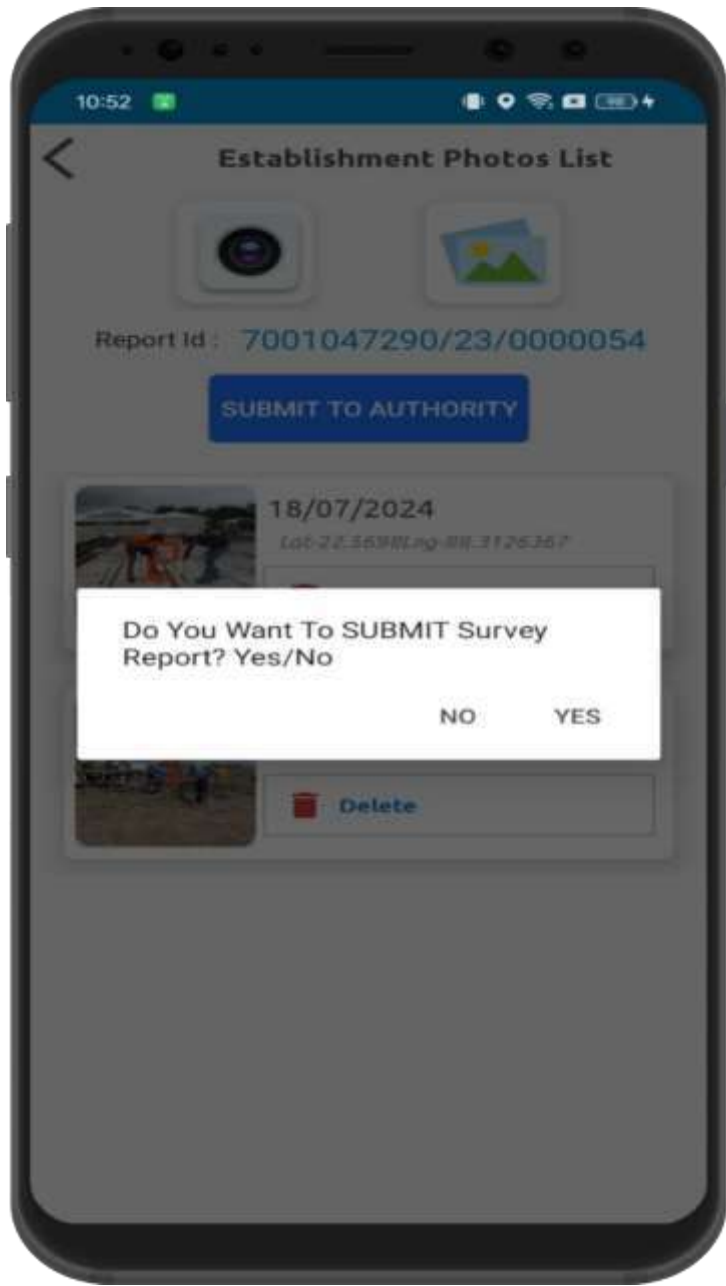
Email Id \*

Home LOGOUT









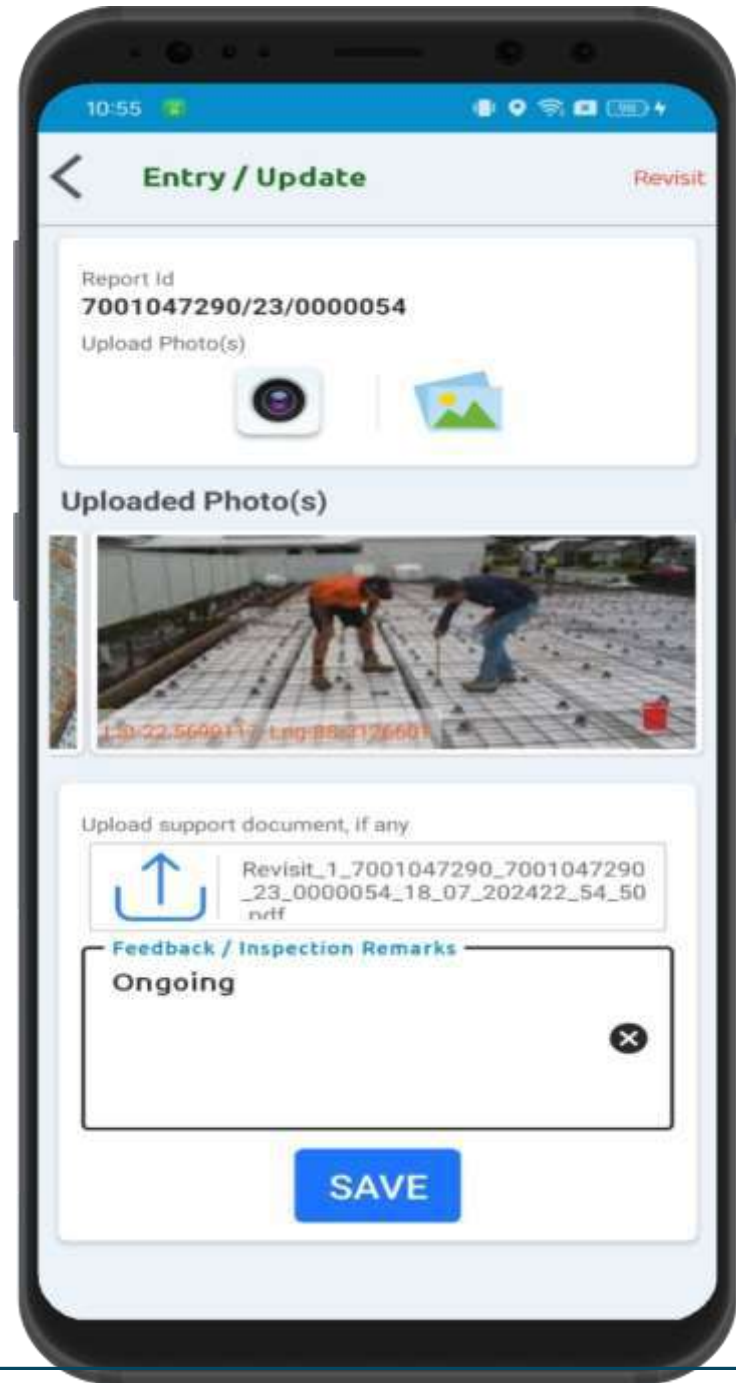
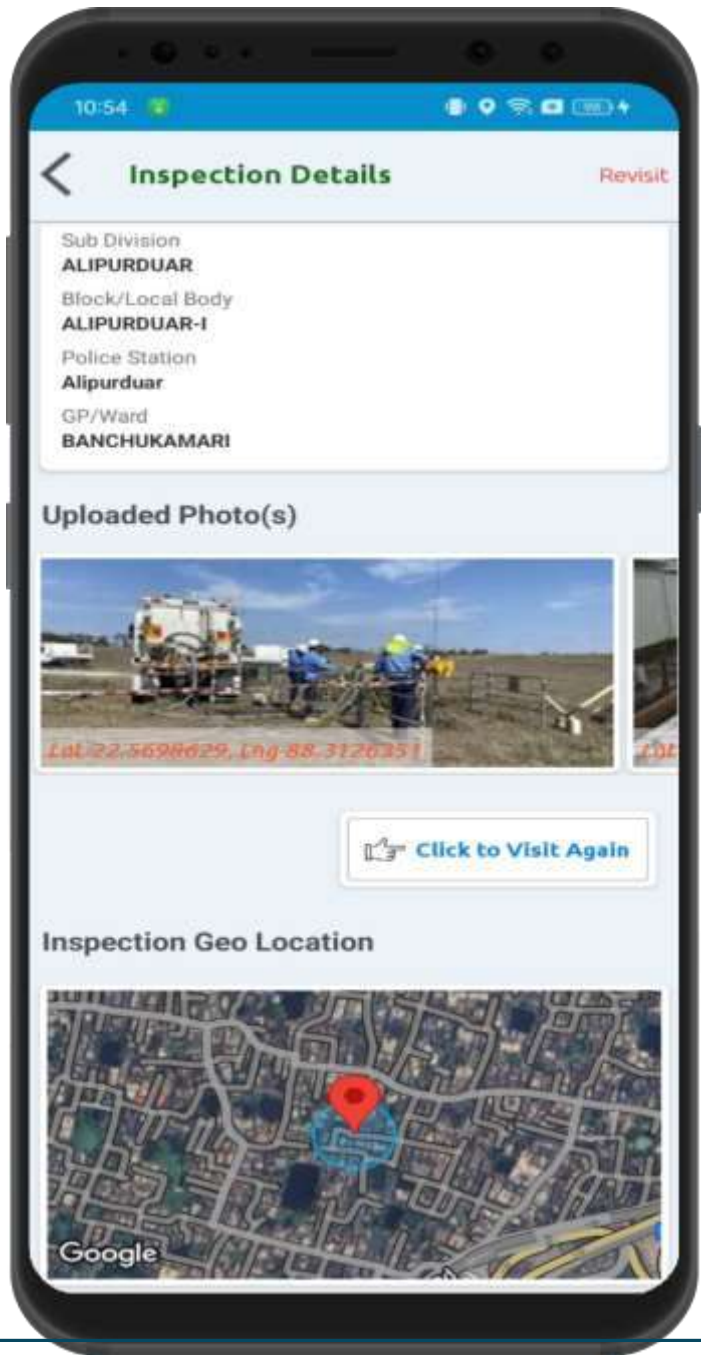


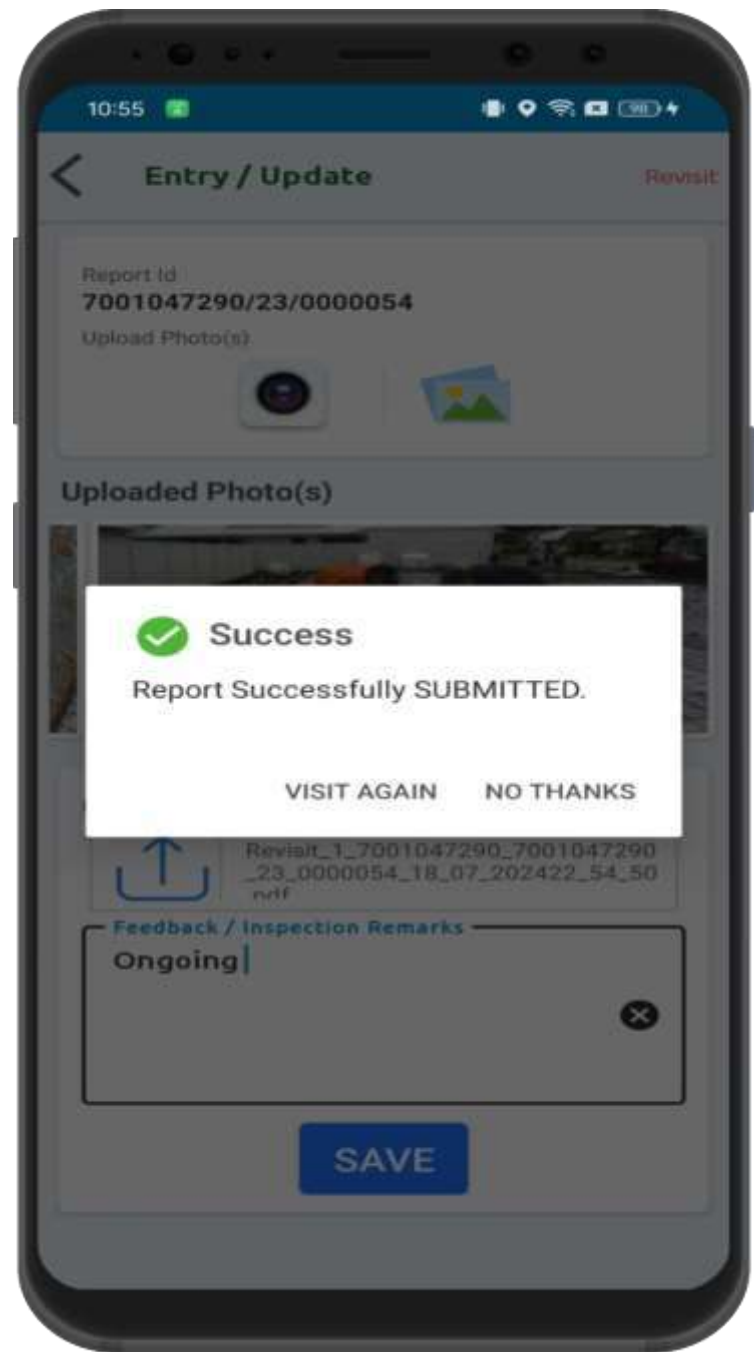
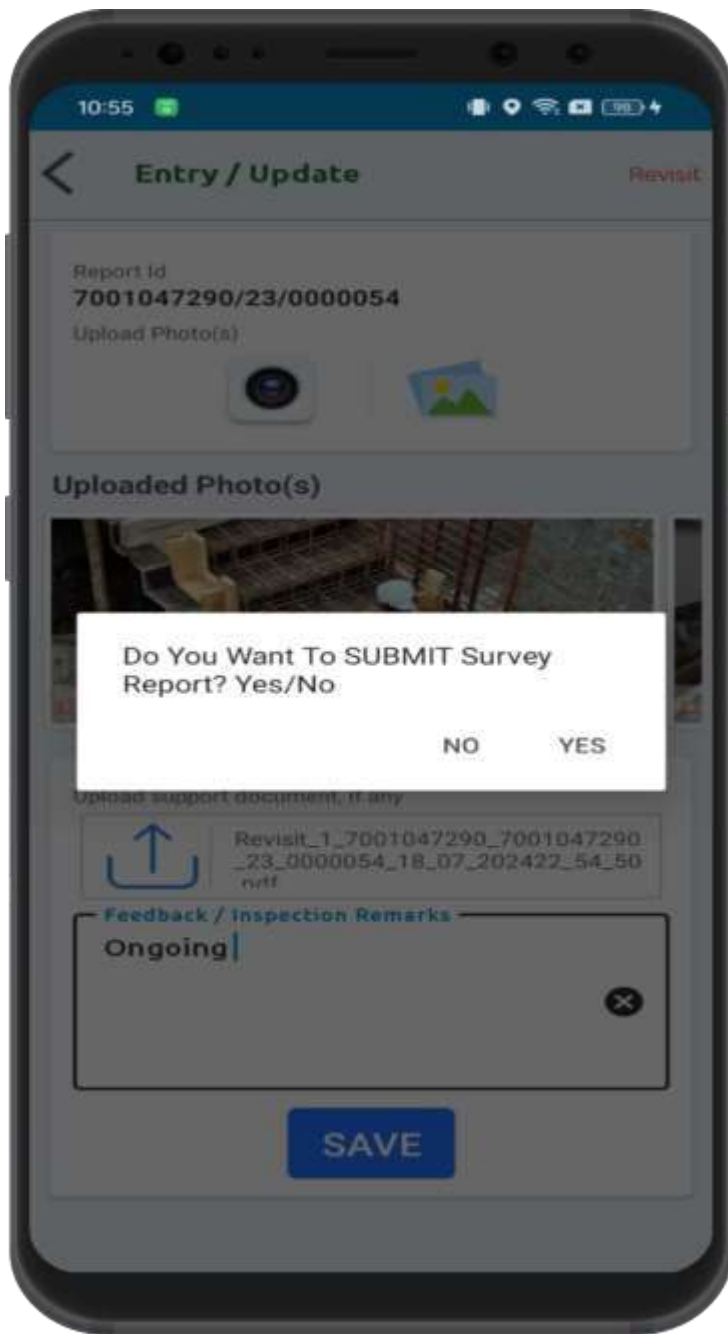














**FIELD INSPECTION  
MONITORING & SUPERVISION**

**THANK YOU**