Government of West Bengal
Finance Department
Audit Branch

No. 4941-F(Y) Dated: 10th December, 2024

MEMORANDUM

In order to ensure continuous monitoring of the public infrastructure created by the State Government in various sectors as well as to take timely maintenance and up gradation, a Digital Platform is being hereby developed.

This online system having the following features, will act as a tool for rule-based inspection/ assessment resulting in higher quality of service delivery :-

- 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

Consequently, the Government is pleased to frame a Standard Operating Procedure (SOP) for this Mobile App & Online based Application to purposefully capture and analyze the Inputs & feedback of field Inspections in the manner as annexed herewith. All departments are requested to follow the SOP diligently .

This shall be implemented with immediate effect.

(Prabhat Kumar Mishra)
Additional Chief Secretary

পরিদর্শন

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*

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 being hereby proposed.

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.

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: -

a. District *(will be auto-populated by the system)*
b. Block/ULB Name *(will be auto-populated by the system)*
c. GP/Ward *(will be auto-populated by the system)*
d. Police Station *(will be auto-populated by the system)*
e. Date s Time of Visit *(will be auto-populated by the system)*
f. Sector of Establishment *(drop down list)*
g. Category of Establishment *(drop down list) (School/ICDS/Hospital etc.)*
h. Name of Establishment
i. Nearby Landmark
j. Segment of Issues, if any *(drop down list) (Approach Road, Sanitation, Water etc.)*
k. Issue Category
    i. **Green**: No action needed
    ii. **Yellow**: Works required
    iii. **Red**: Urgent works required
l. Feedback / Inspection Remarks
m. Upload Establishment Photo *(it will automatically capture Geo-Location)*
n. Upload support document, if any

The uploaded data shall be visible to all level of hierarchies above the inspecting official.

The proposed Survey/Inspection system will be Mobile App based. Besides, Online system will be there for generation of needful MIS at various hierarchical levels.

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

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

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

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 s Blocks
- Such Nodal Officers in turn will enter Mobile Numbers of Officials in Department/District/Subdivision/Block levels granting access to this system

The following SOP may be followed: -

Phase - I

2. **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 s Waterways Department, UDMA and others). They will login into the system through OTP based authentication.

3. **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.

4. **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.

5. 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.

Phase - II

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

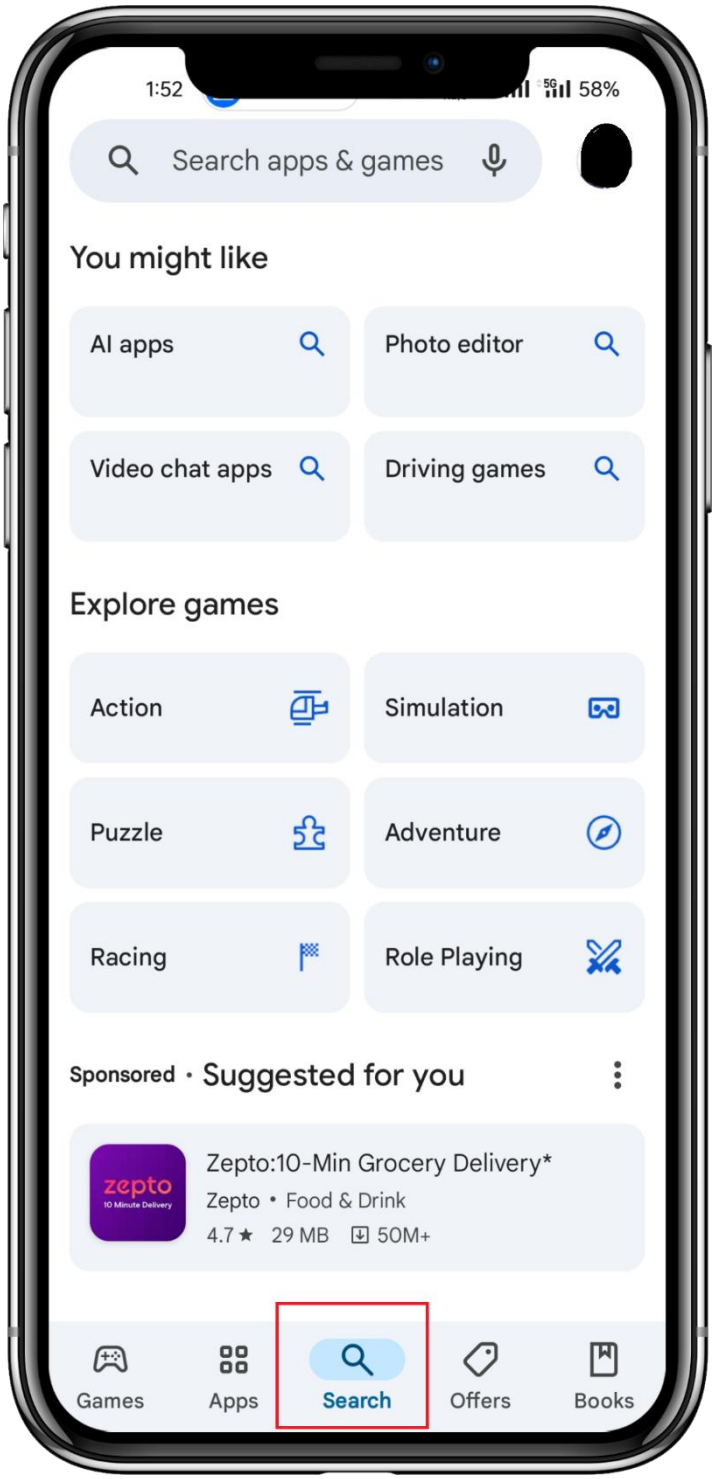
    a. **Green**: No action needed
    b. **Yellow**: Works required
    c. **Red**: Urgent works required
    d. The concerned line departments shall prepare estimates of the Yellow and Red category works and place before the committee.
    e. Works within financial capacity at sub division level shall 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 action along with the estimated amounts for each of the works as received from the line departments.

7. 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.

8. Departments shall appoint one nodal officer who shall receive all the cases sent by the district for further action at their end.
    a. In case of fund allotment to the district the memo no and date maybe recorded and sent back to district for further action. District shall thereafter follow steps as given in point 8
    b. In case of tender done by state, Tender ID, date and work order maybe entered by the state and sent back to district for further action.

6. Chief Secretary, Finance Secretary and HODs of all departments shall have an active dashboard to review the status of the works at all times.


1:52
58%
Search apps & games
You might like
AI apps
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Driving games
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Puzzle
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Racing
Role Playing
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Zepto:10-Min Grocery Delivery*
Zepto • Food & Drink
4.7 ★ 29 MB 50M+
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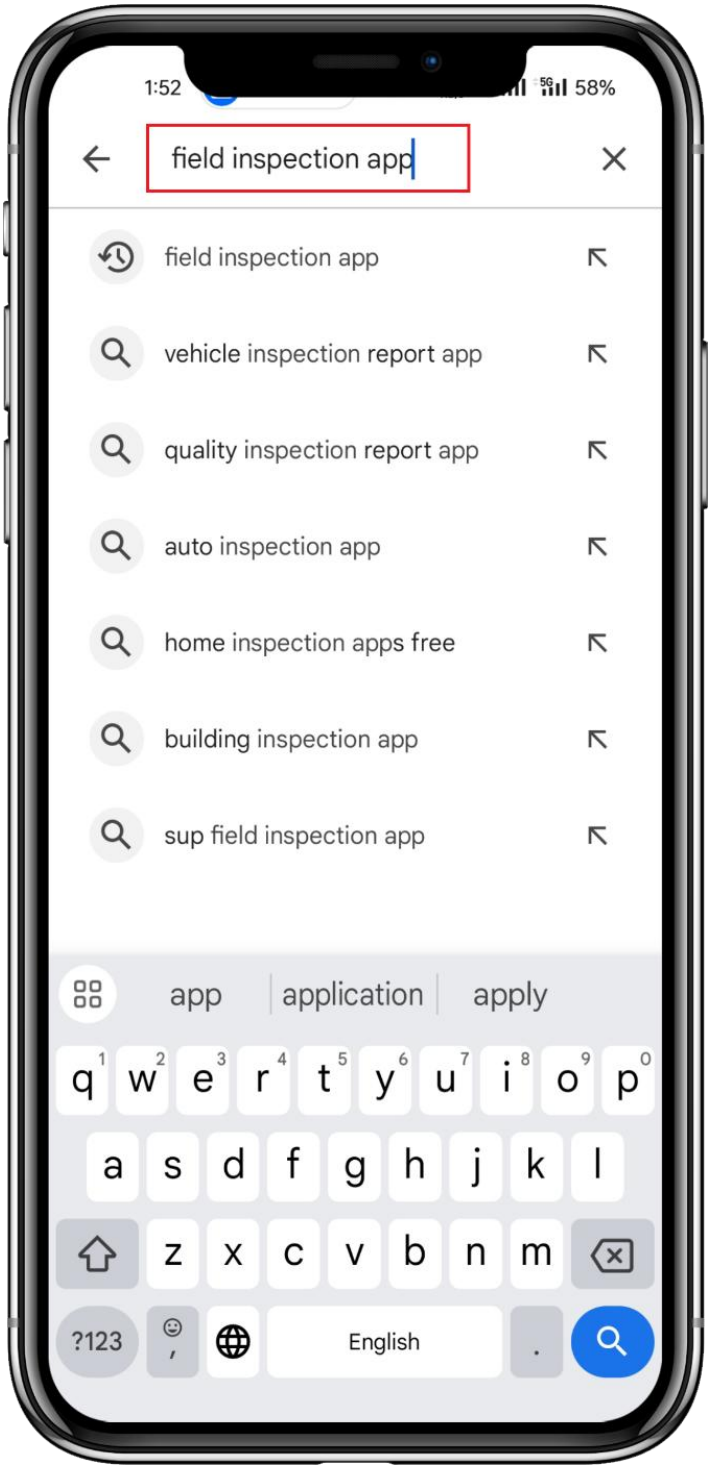
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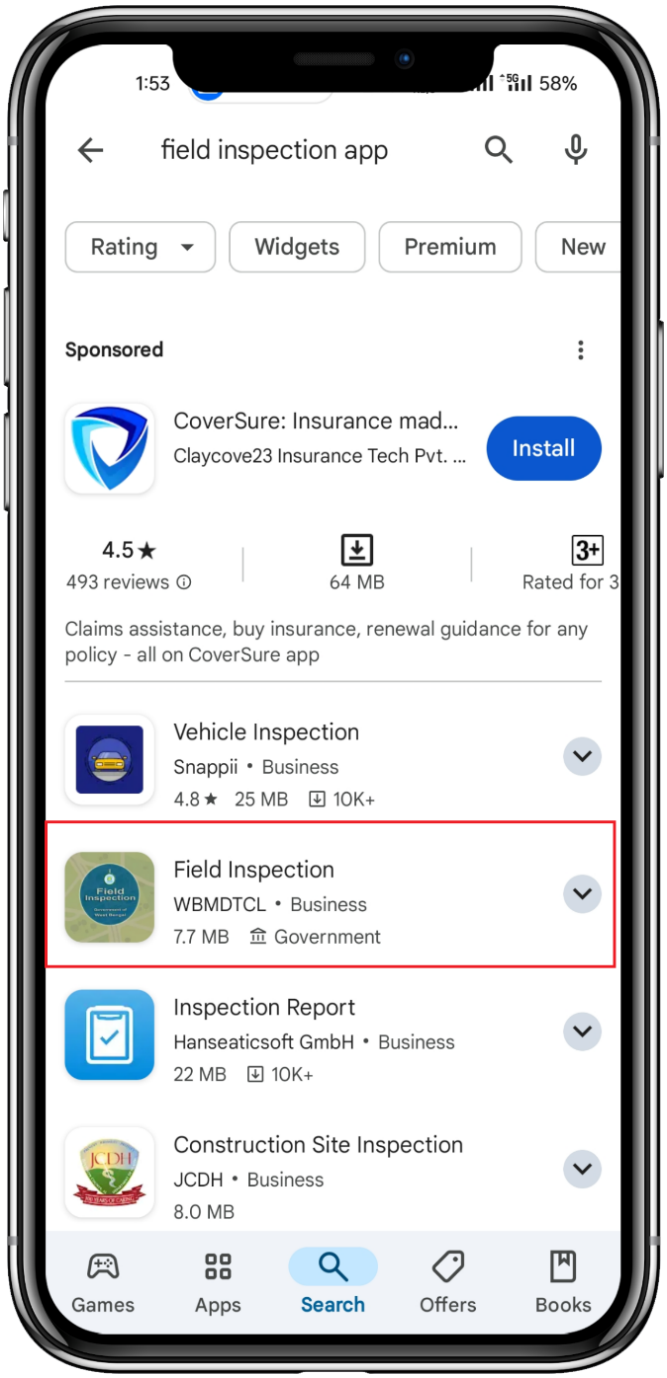
field inspection app
field inspection app
vehicle inspection report app
quality inspection report app
auto inspection app
home inspection apps free
building inspection app
sup field inspection app
app
application
apply
English


1:53
58%
field inspection app
Rating
Widgets
Premium
New
Sponsored
CoverSure: Insurance mad...
Claycove23 Insurance Tech Pvt. ...
Install
4.5★
493 reviews
64 MB
3+
Rated for 3
Claims assistance, buy insurance, renewal guidance for any policy - all on CoverSure app
Vehicle Inspection
Snappii • Business
4.8★ 25 MB 10K+
Field Inspection
WBMDTCL • Business
7.7 MB Government
Inspection Report
Hanseaticsoft GmbH • Business
22 MB 10K+
Construction Site Inspection
JCDH • Business
8.0 MB
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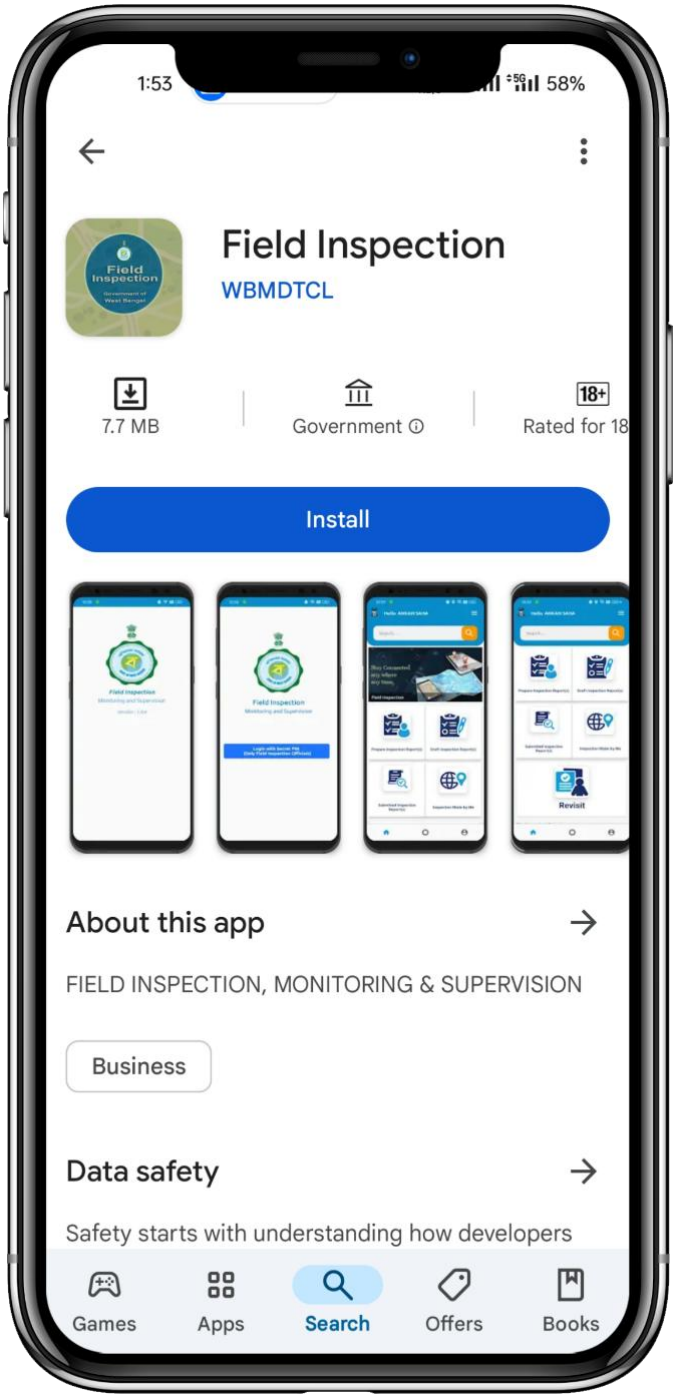
1:53
58%
Field Inspection
WBMDTCL
7.7 MB
Government
18+
Rated for 18
Install
About this app
FIELD INSPECTION, MONITORING & SUPERVISION
Business
Data safety
Safety starts with understanding how developers
Games
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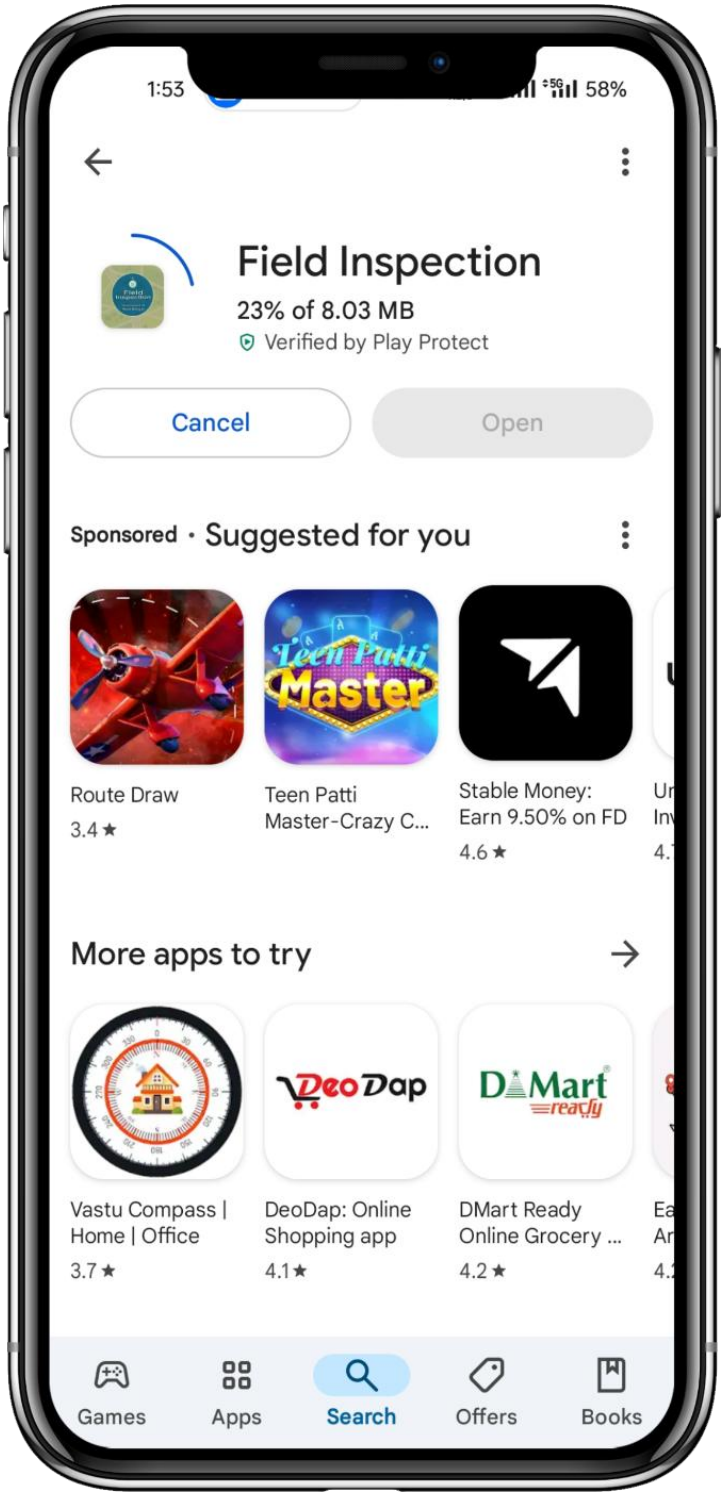
1:53
58%
Field Inspection
23% of 8.03 MB
Verified by Play Protect
Cancel
Open
Sponsored · Suggested for you
Route Draw
3.4 ★
Teen Patti Master-Crazy C...
Stable Money: Earn 9.50% on FD
4.6 ★
More apps to try
Vastu Compass | Home | Office
3.7 ★
DeoDap: Online Shopping app
4.1 ★
DMart Ready Online Grocery ...
4.2 ★
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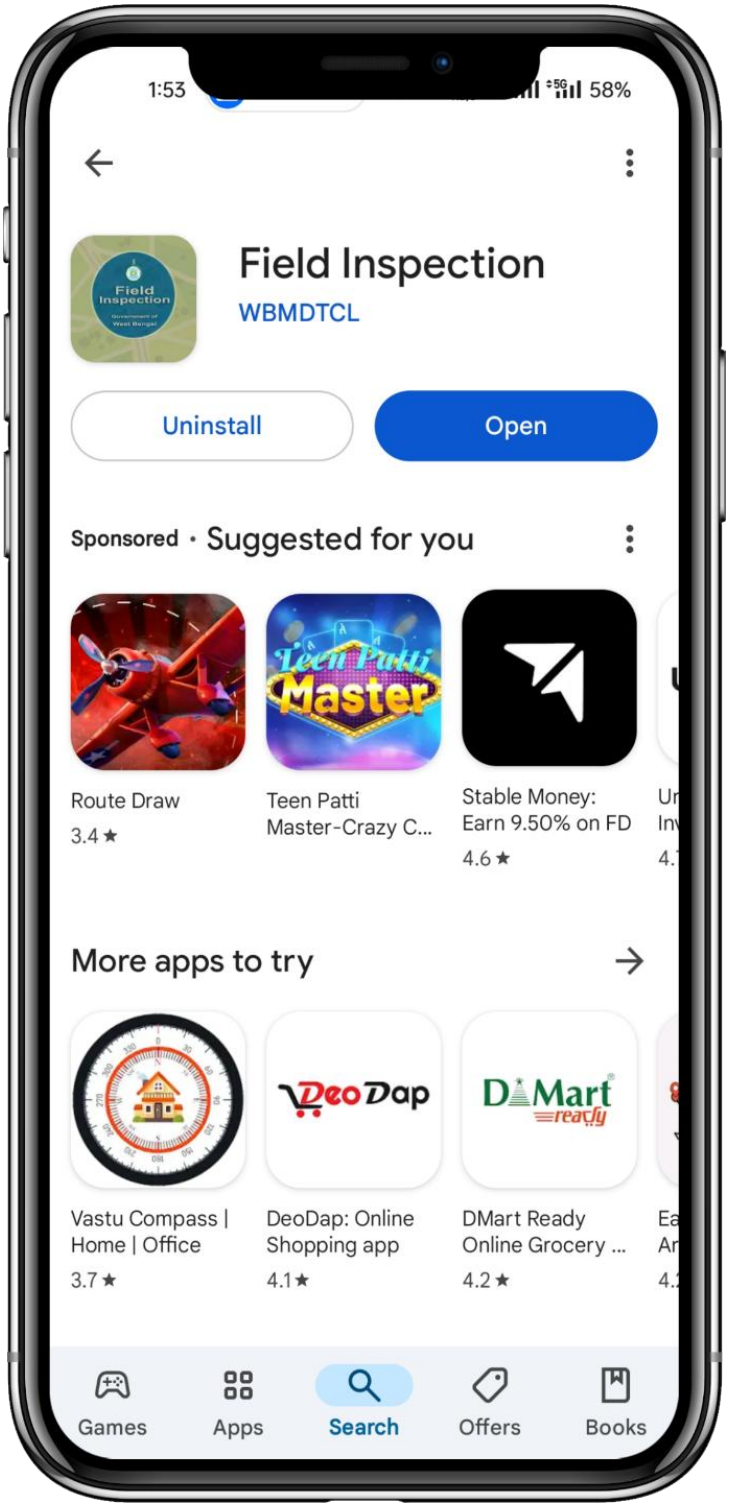
1:53
58%
Field Inspection
WBMDTCL
Uninstall
Open
Sponsored · Suggested for you
Route Draw
3.4 ★
Teen Patti Master-Crazy C...
Stable Money: Earn 9.50% on FD
4.6 ★
More apps to try
Vastu Compass | Home | Office
3.7 ★
DeoDap: Online Shopping app
4.1 ★
DMart Ready Online Grocery ...
4.2 ★
Games
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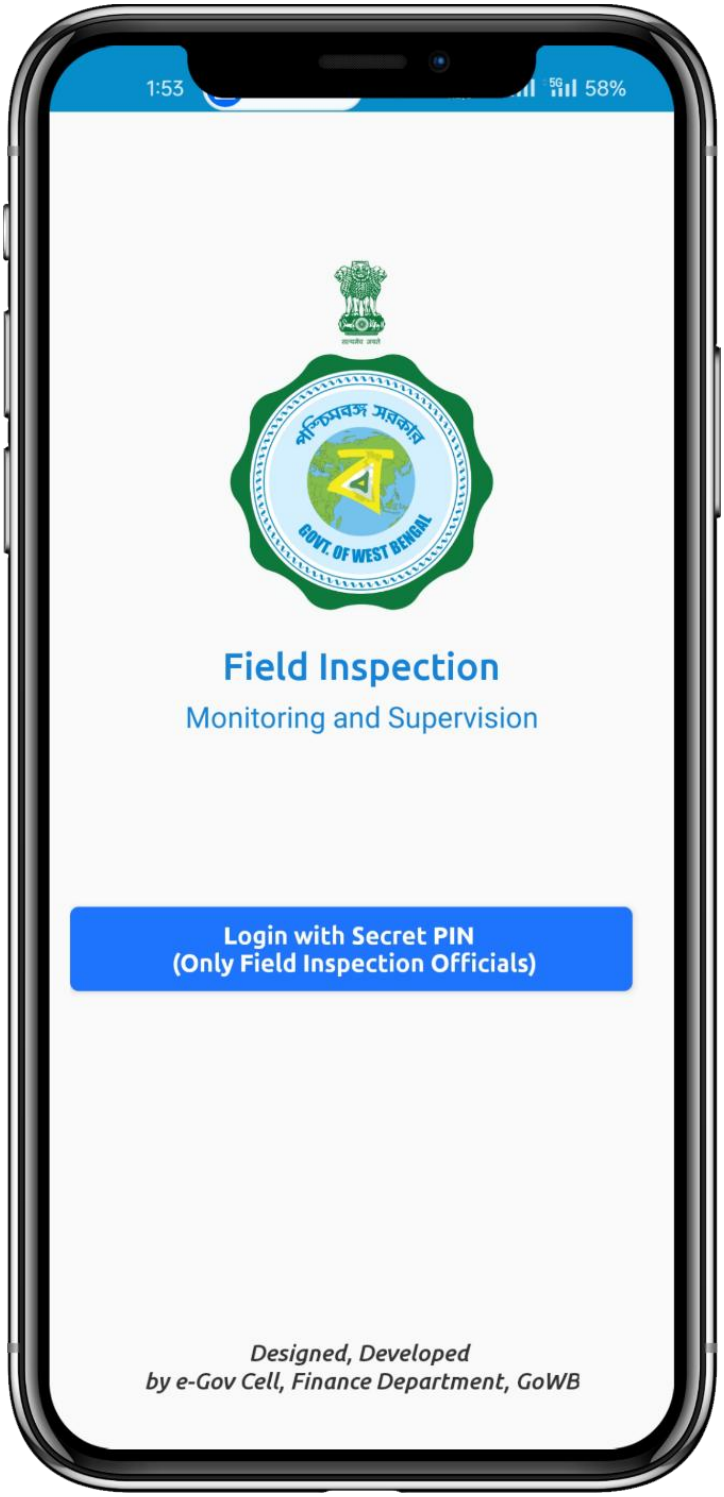
10:38
Field Inspection
SEARCH

1:53
58%
GOVT. OF WEST BENGAL
Field Inspection
Monitoring and Supervision
Version : 1.0.3
Designed, Developed
by e-Gov Cell, Finance Department, GoWB


1:53
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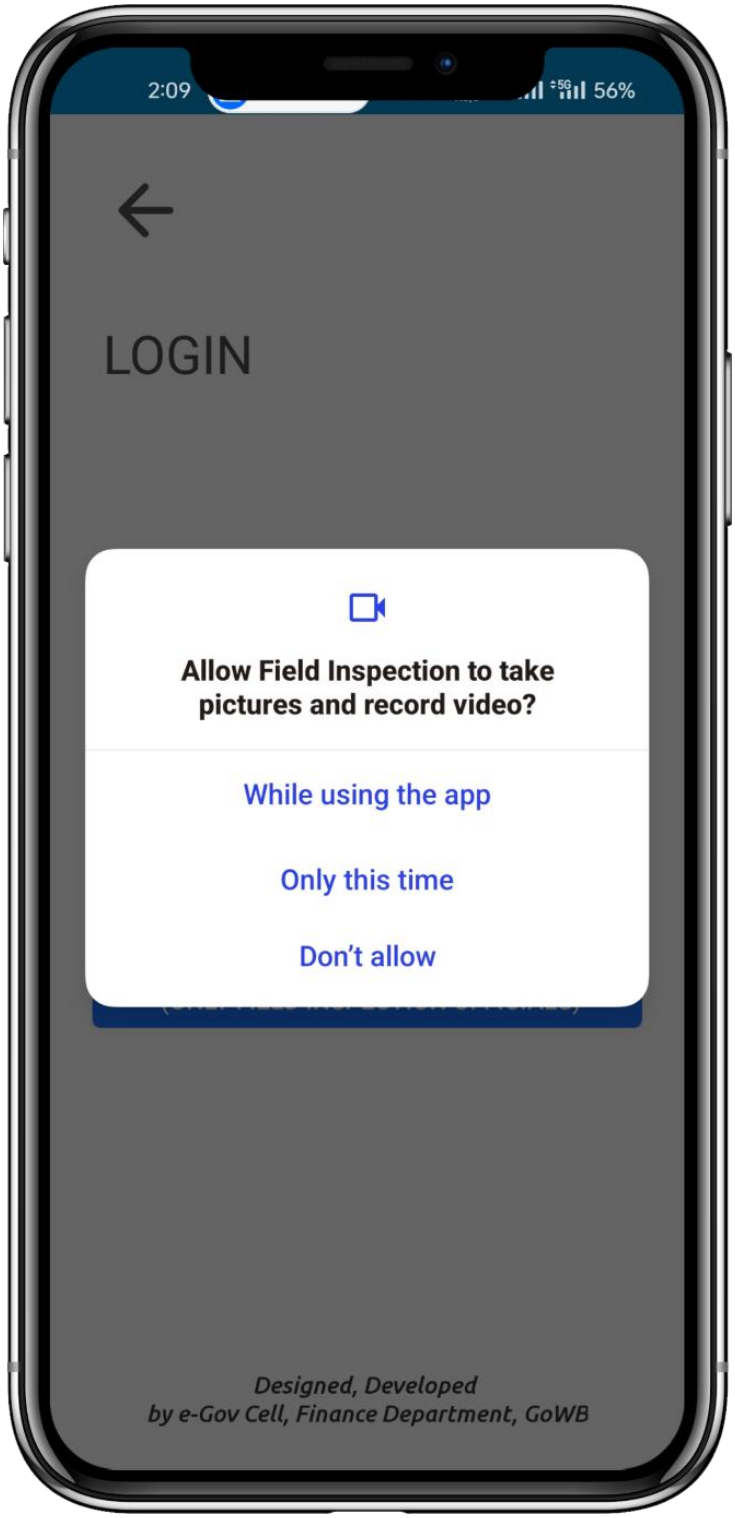
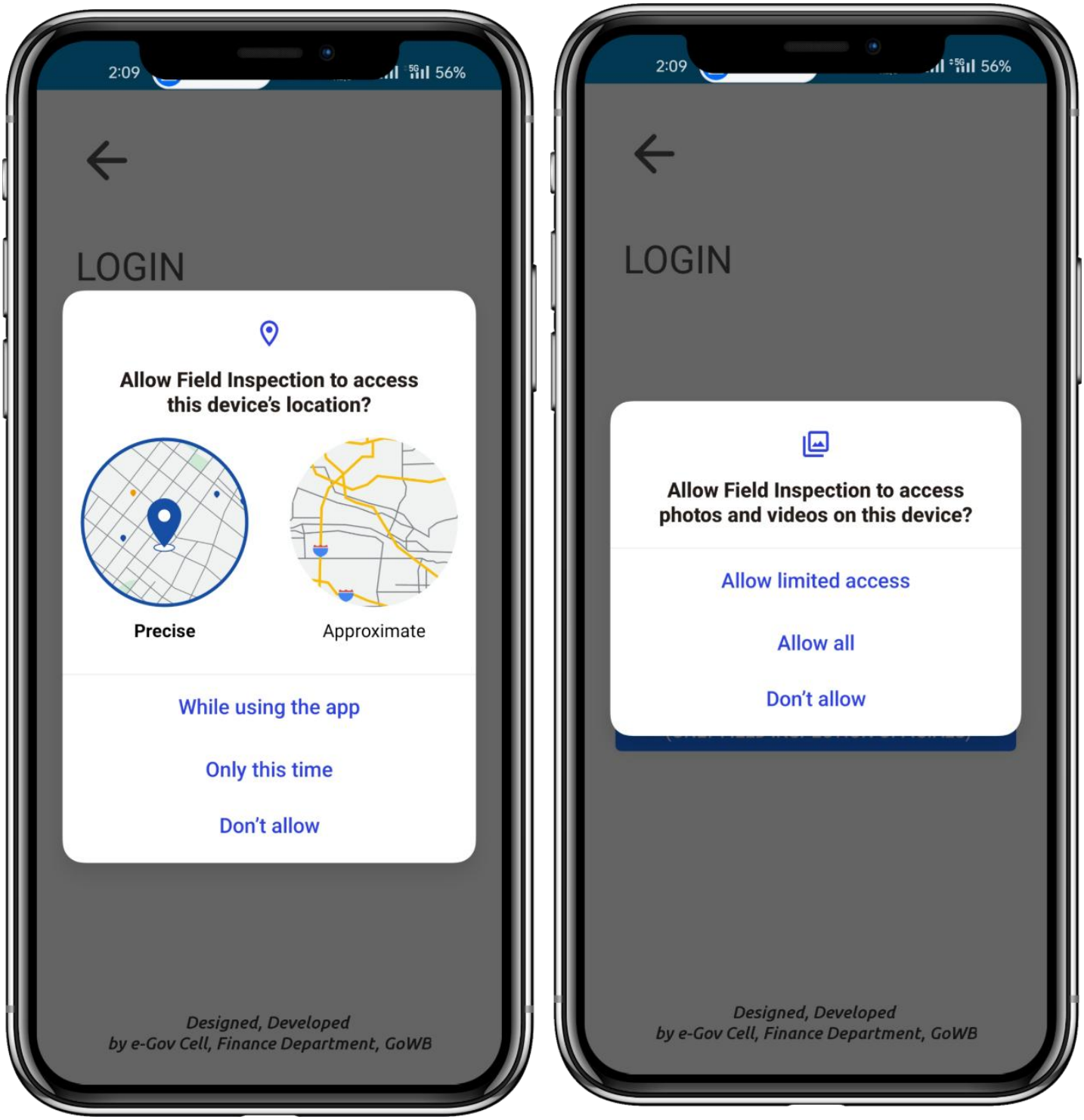
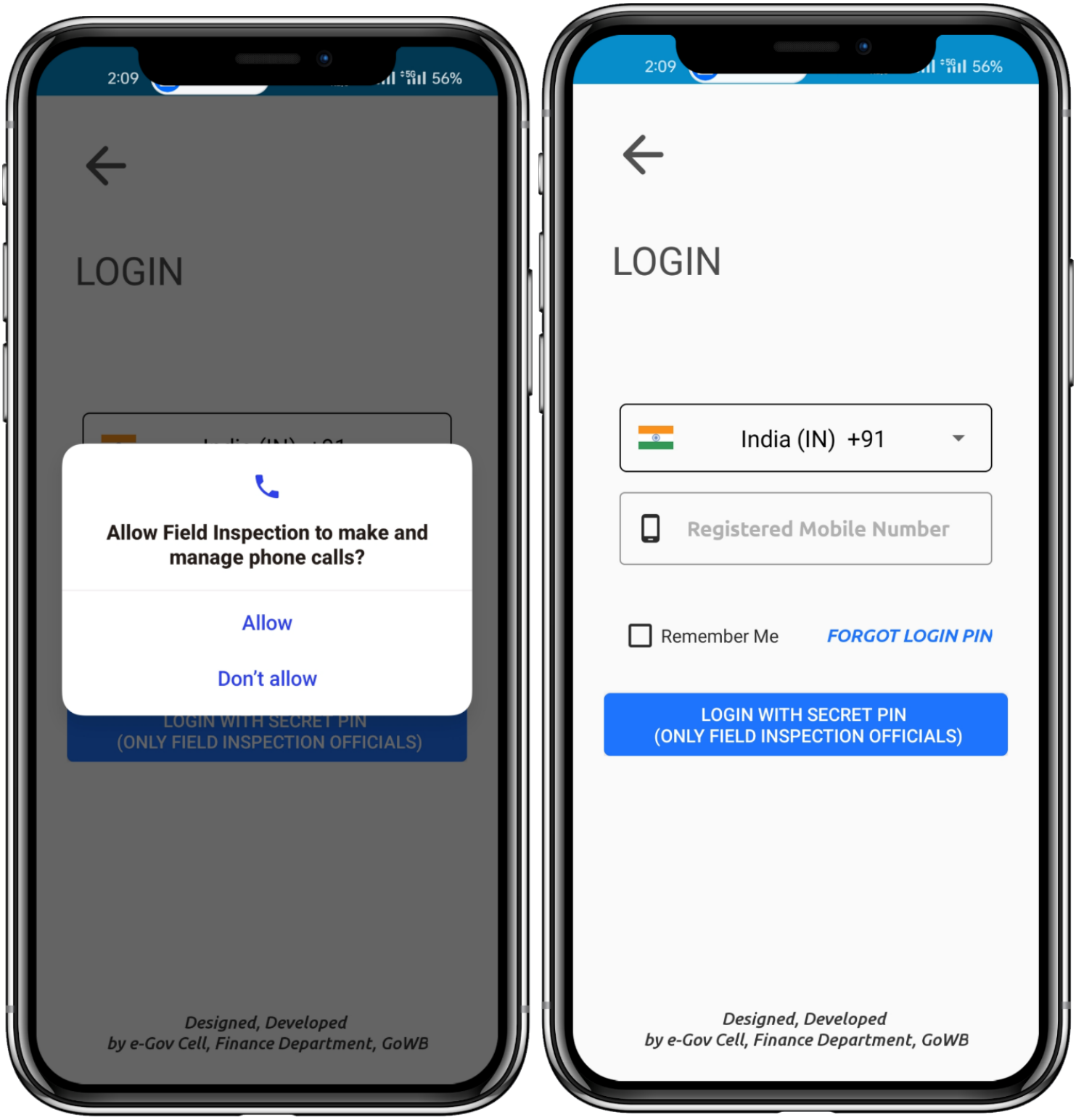
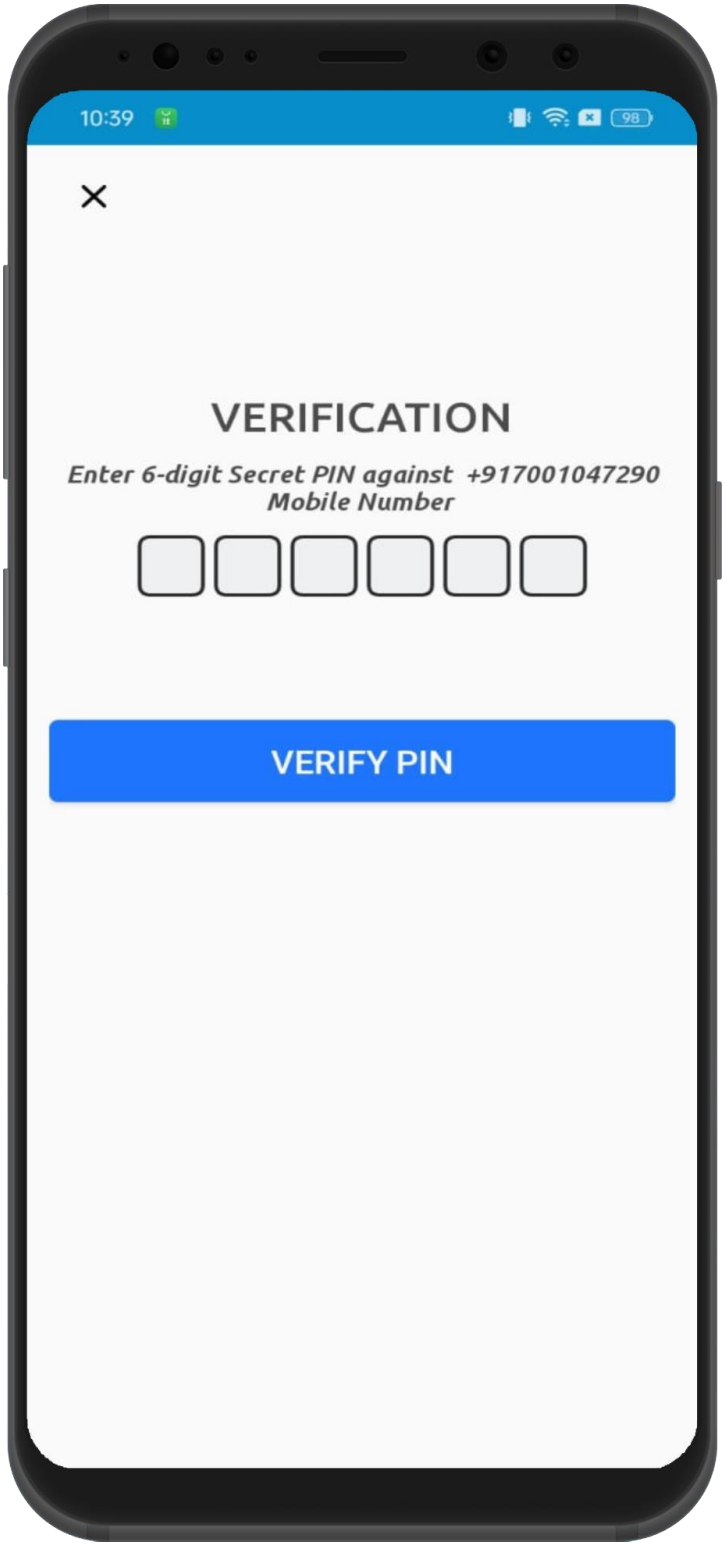
Field Inspection
Monitoring and Supervision
Login with Secret PIN
(Only Field Inspection Officials)
Designed, Developed
by e-Gov Cell, Finance Department, GoWB


2:09
56%
LOGIN
Allow Field Inspection to take pictures and record video?
While using the app
Only this time
Don't allow
Designed, Developed
by e-Gov Cell, Finance Department, GoWB


2:09
56%
LOGIN
Allow Field Inspection to access this device's location?
Precise
Approximate
While using the app
Only this time
Don't allow
Designed, Developed
by e-Gov Cell, Finance Department, GoWB
2:09
56%
LOGIN
Allow Field Inspection to access photos and videos on this device?
Allow limited access
Allow all
Don't allow
Designed, Developed
by e-Gov Cell, Finance Department, GoWB


2:09
56%
LOGIN
Allow Field Inspection to make and manage phone calls?
Allow
Don't allow
LOGIN WITH SECRET PIN
(ONLY FIELD INSPECTION OFFICIALS)
Designed, Developed
by e-Gov Cell, Finance Department, GoWB
2:09
56%
LOGIN
India (IN) +91
Registered Mobile Number
Remember Me
FORGOT LOGIN PIN
LOGIN WITH SECRET PIN
(ONLY FIELD INSPECTION OFFICIALS)
Designed, Developed
by e-Gov Cell, Finance Department, GoWB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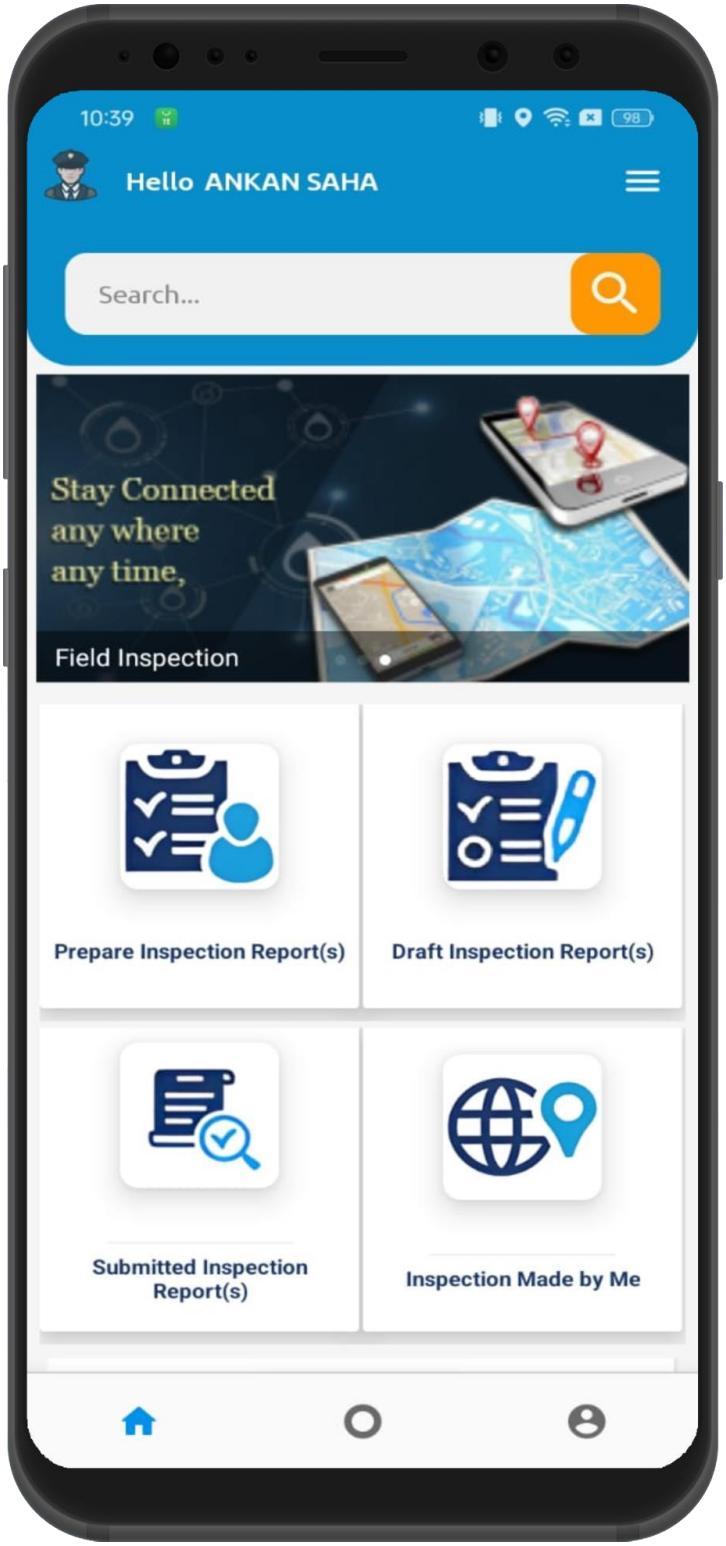
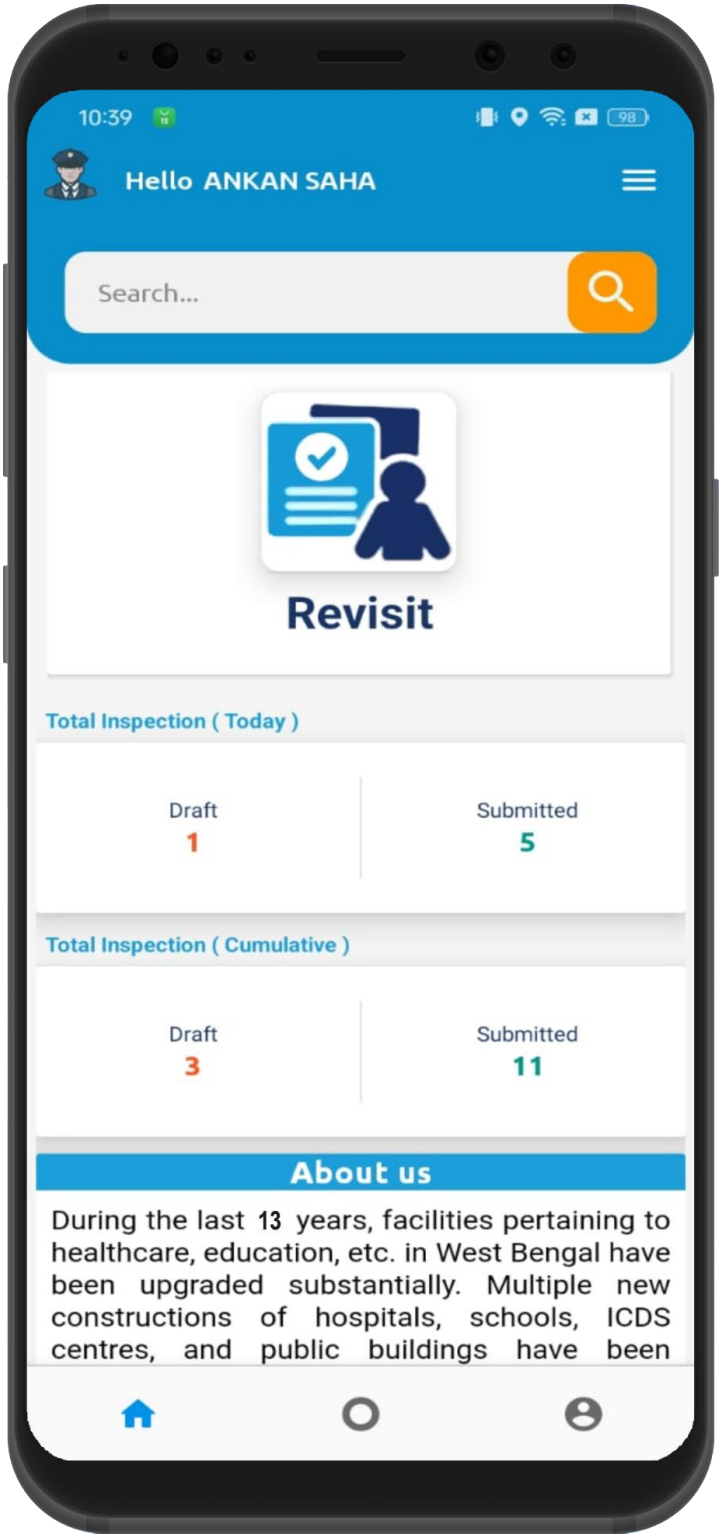
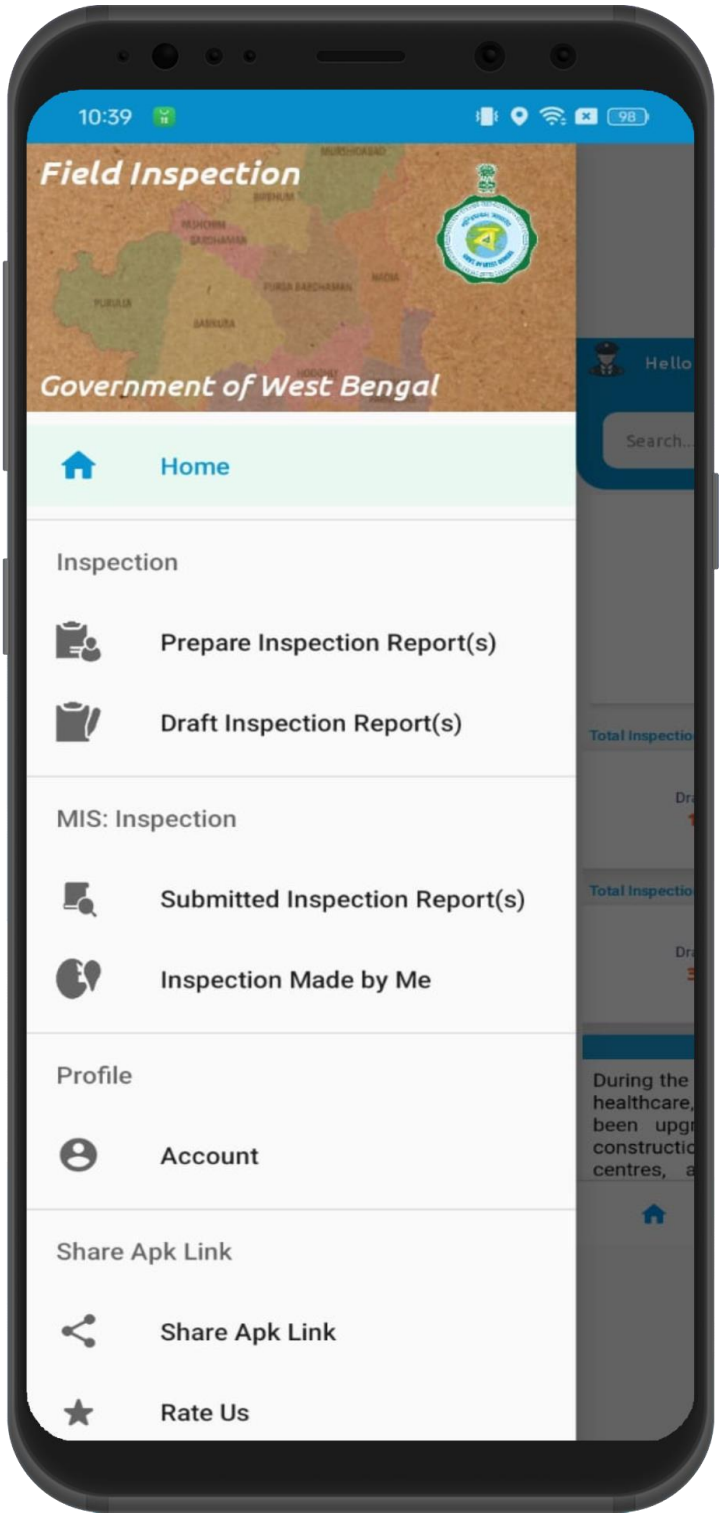
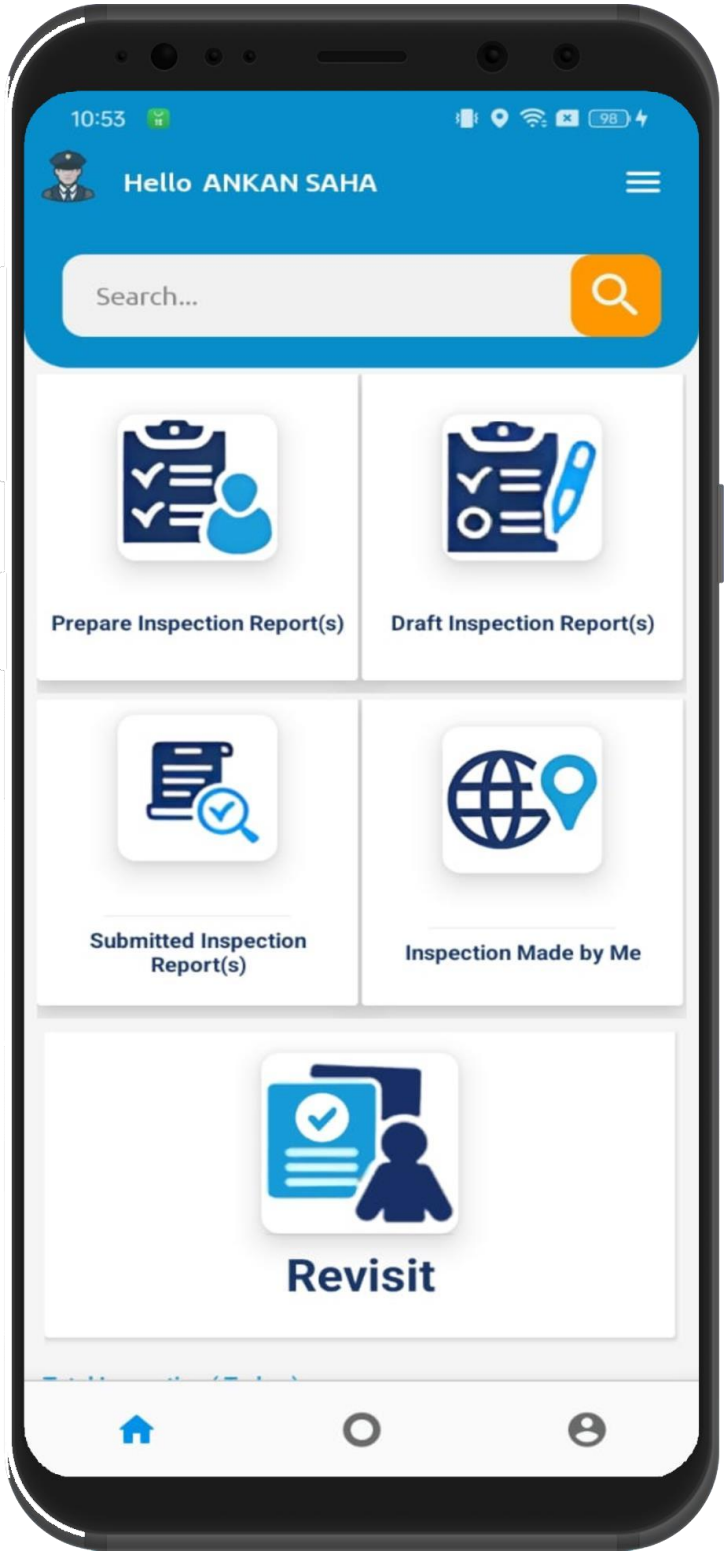
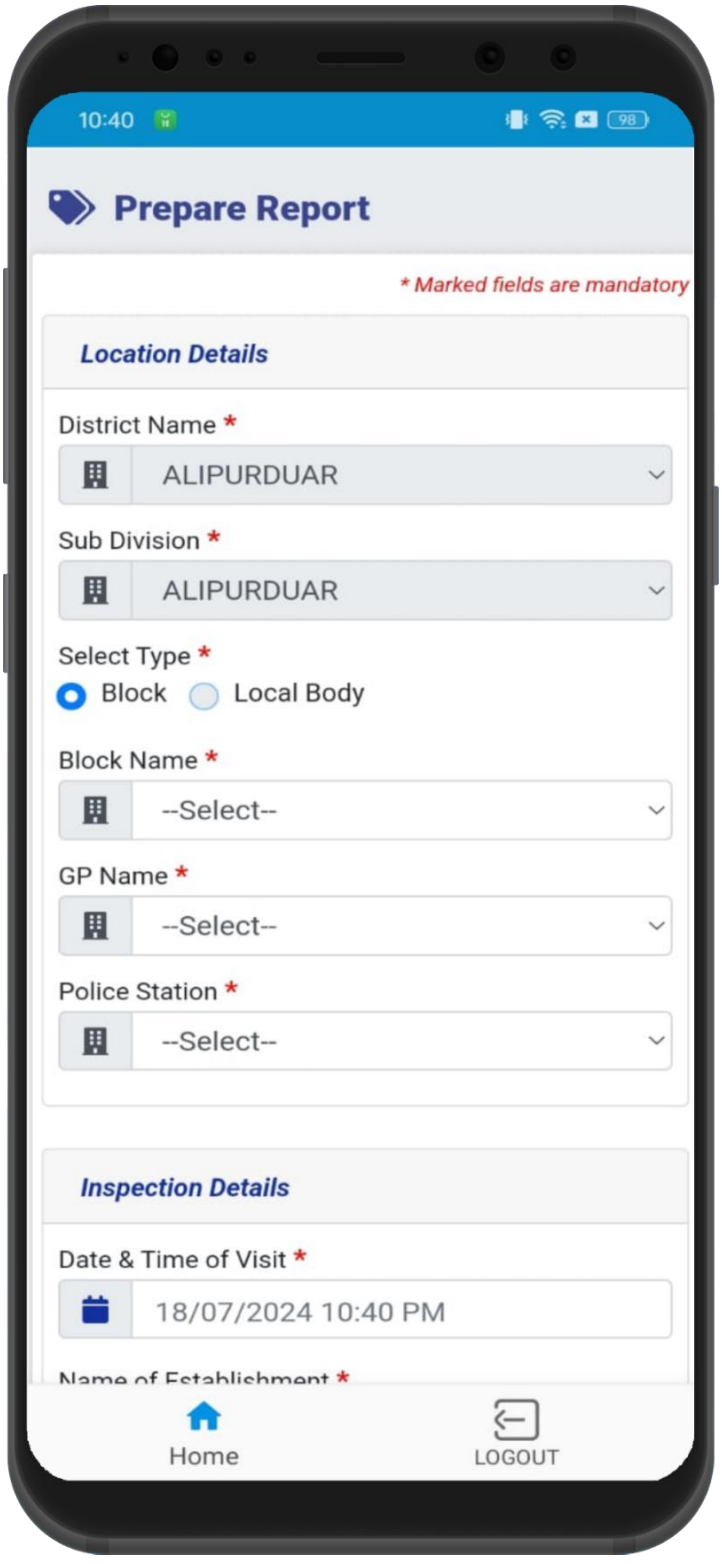
VERIFICATION
Enter 6-digit Secret PIN against +917001047290
Mobile Number
VERIFY PIN

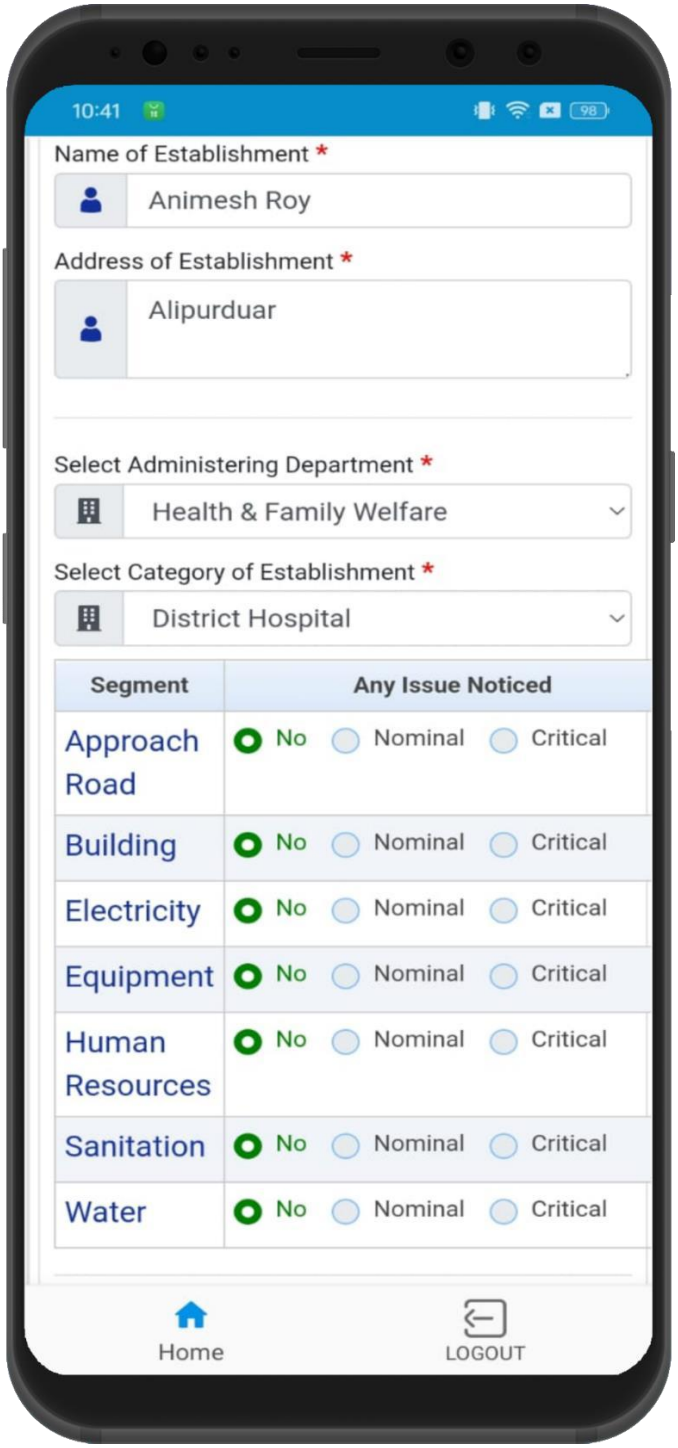

10:39
Hello ANKAN SAHA
Search...
Stay Connected
any where
any time,
Field Inspection
Prepare Inspection Report(s)
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me

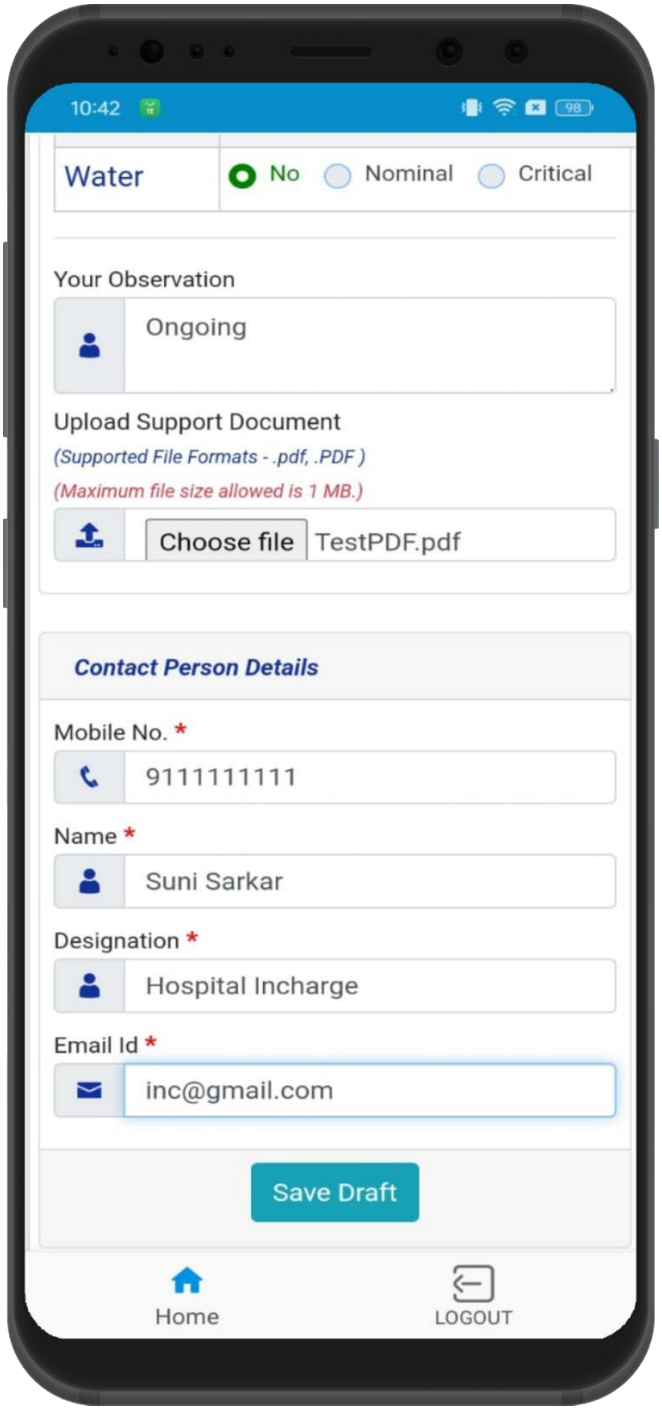

10:39
Hello ANKAN SAHA
Search...
Revisit
Total Inspection (Today)
Draft
1
Submitted
5
Total Inspection (Cumulative)
Draft
3
Submitted
11
About us
During the last 13 years, facilities pertaining to healthcare, education, etc. in West Bengal have been upgraded substantially. Multiple new constructions of hospitals, schools, ICDS centres, and public buildings have been

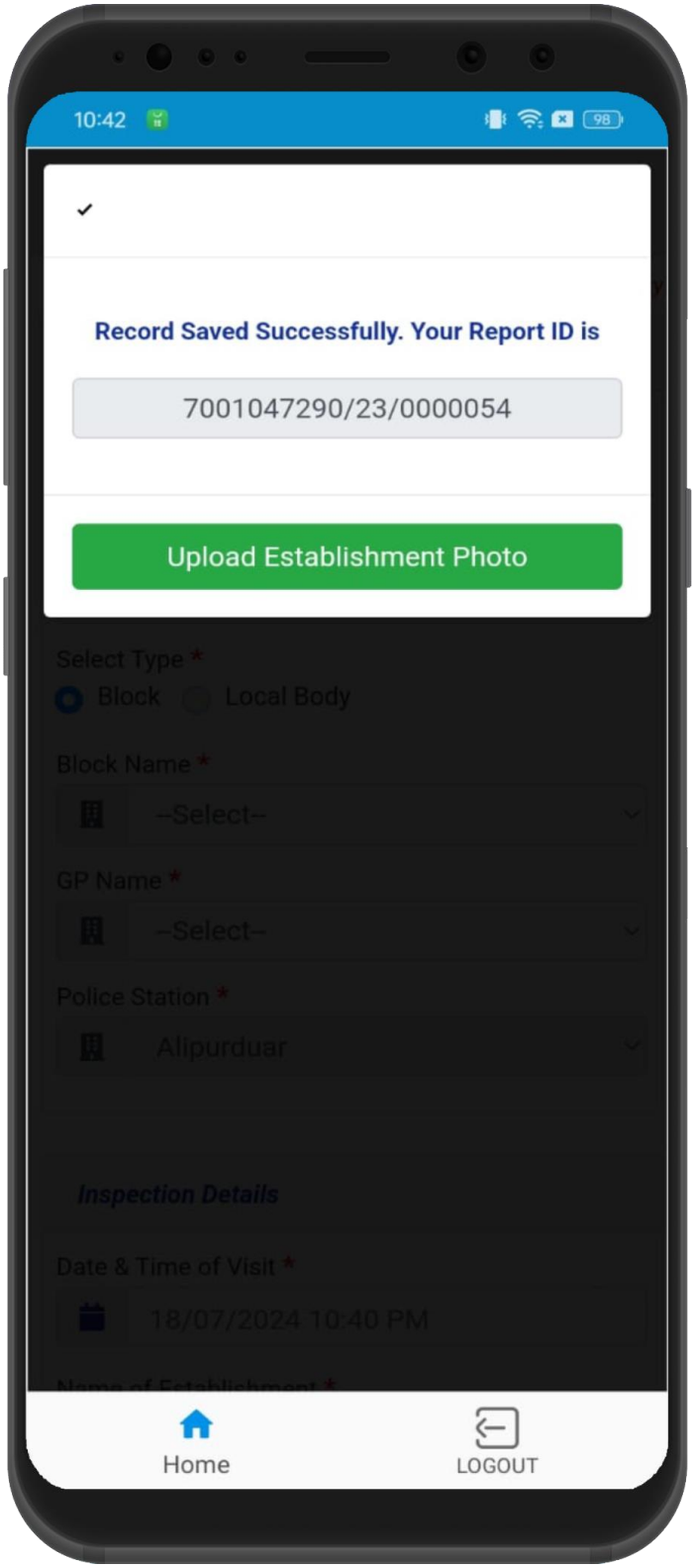

10:39
Field Inspection
Government of West Bengal
Home
Inspection
Prepare Inspection Report(s)
Draft Inspection Report(s)
MIS: Inspection
Submitted Inspection Report(s)
Inspection Made by Me
Profile
Account
Share Apk Link
Share Apk Link
Rate Us

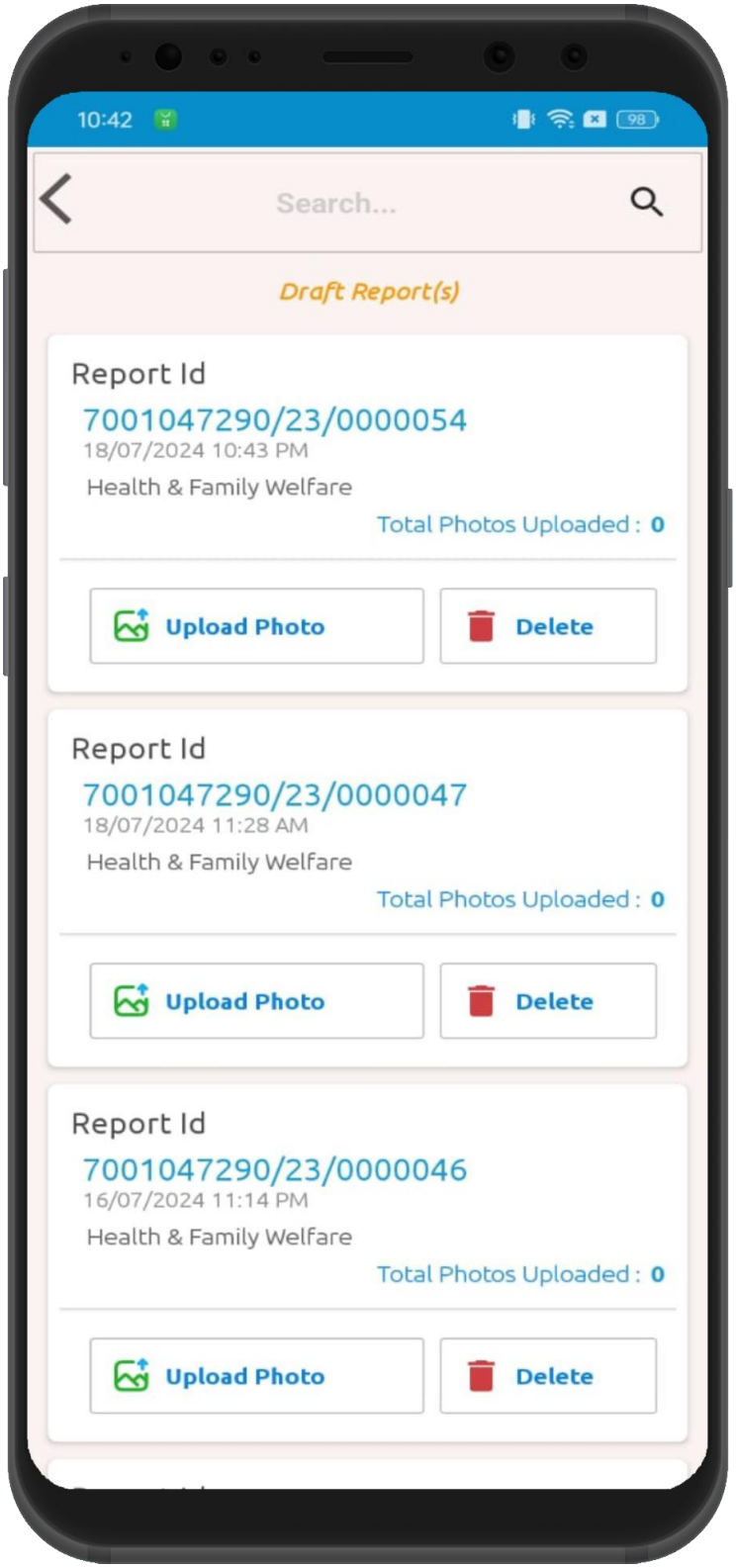

10:53
Hello ANKAN SAHA
Search...
Prepare Inspection Report(s)
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me
Revisit


10:40
Prepare Report
* Marked fields are mandatory
Location Details
District Name *
ALIPURDUAR
Sub Division *
ALIPURDUAR
Select Type *
Block
Local Body
Block Name *
--Select--
GP Name *
--Select--
Police Station *
--Select--
Inspection Details
Date & Time of Visit *
18/07/2024 10:40 PM
Name of Establishment *
Home
LOGOUT


10:41
Name of Establishment *
Animesh Roy
Address of Establishment *
Alipurduar
Select Administering Department *
Health & Family Welfare
Select Category of Establishment *
District Hospital
Segment
Any Issue Noticed
Approach Road
Building
Electricity
Equipment
Human Resources
Sanitation
Water
No
Nominal
Critical
Home
LOGOUT


10:42
Water
No
Nominal
Critical
Your Observation
Ongoing
Upload Support Document
(Supported File Formats - .pdf, .PDF)
(Maximum file size allowed is 1 MB.)
Choose file
TestPDF.pdf
Contact Person Details
Mobile No. *
9111111111
Name *
Suni Sarkar
Designation *
Hospital Incharge
Email Id *
inc@gmail.com
Save Draft
Home
LOGOUT


10:42
Record Saved Successfully. Your Report ID is
7001047290/23/0000054
Upload Establishment Photo
Select Type *
Block
Local Body
Block Name *
--Select--
GP Name *
--Select--
Police Station *
Alipurduar
Inspection Details
Date & Time of Visit *
18/07/2024 10:40 PM
Home
LOGOUT


10:42
Search...
Draft Report(s)
Report Id
7001047290/23/0000054
18/07/2024 10:43 PM
Health & Family Welfare
Total Photos Uploaded : 0
Upload Photo
Delete
Report Id
7001047290/23/0000047
18/07/2024 11:28 AM
Health & Family Welfare
Total Photos Uploaded : 0
Upload Photo
Delete
Report Id
7001047290/23/0000046
16/07/2024 11:14 PM
Health & Family Welfare
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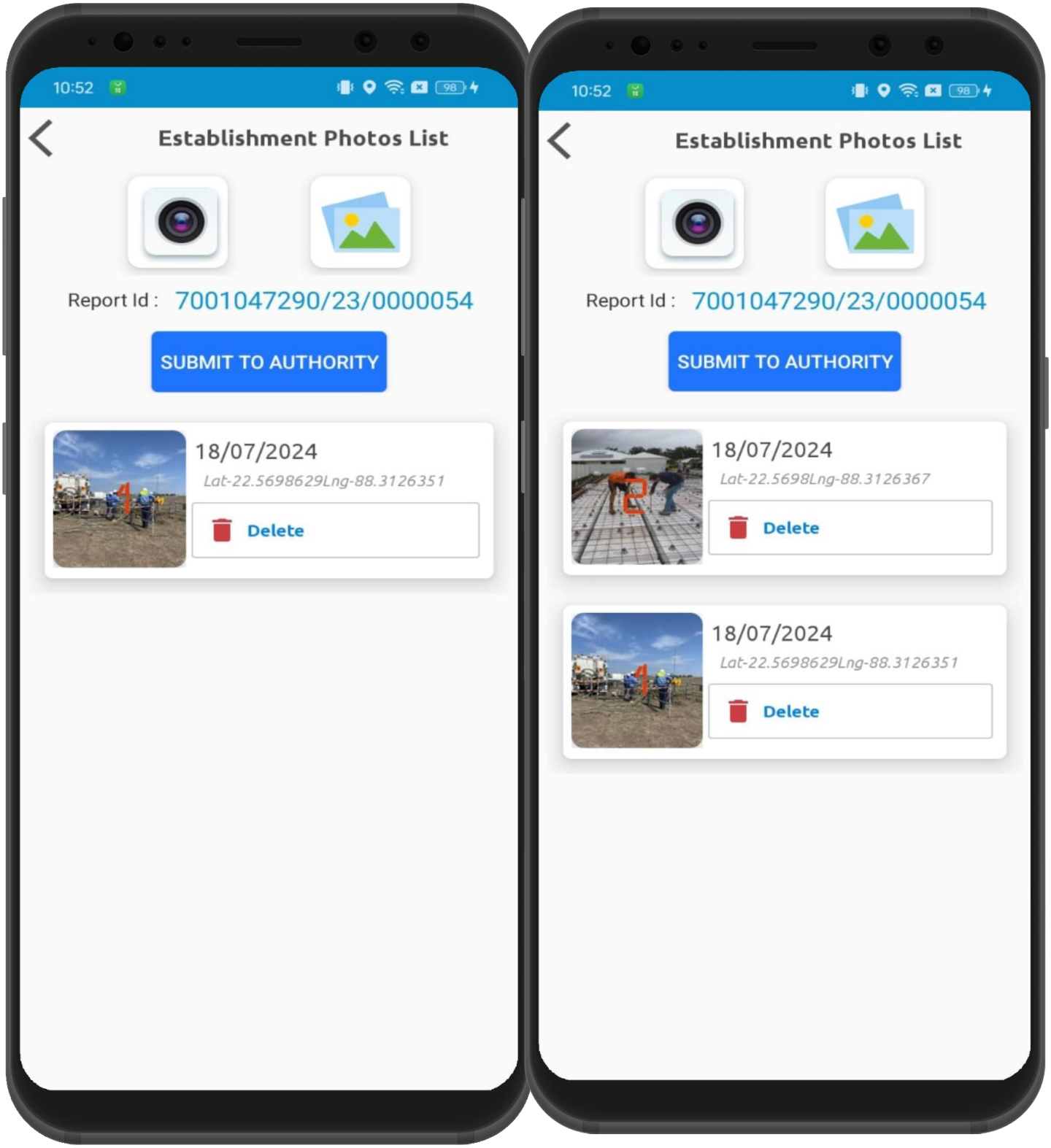
Upload Photo
Delete


10:52
Establishment Photos List
Report Id : 7001047290/23/0000054
SUBMIT TO AUTHORITY
18/07/2024
Lat-22.5698629Lng-88.3126351
Delete
10:52
Establishment Photos List
Report Id : 7001047290/23/0000054
SUBMIT TO AUTHORITY
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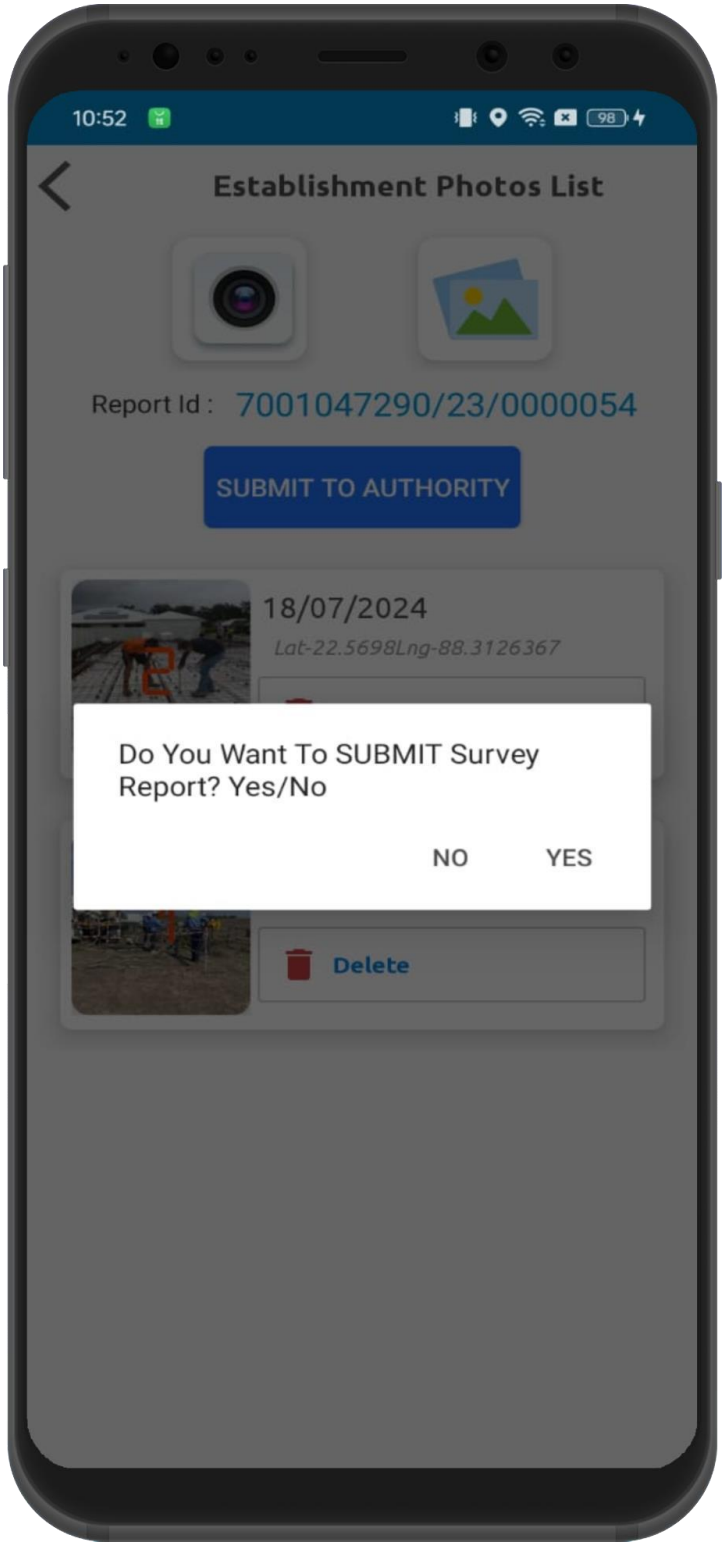
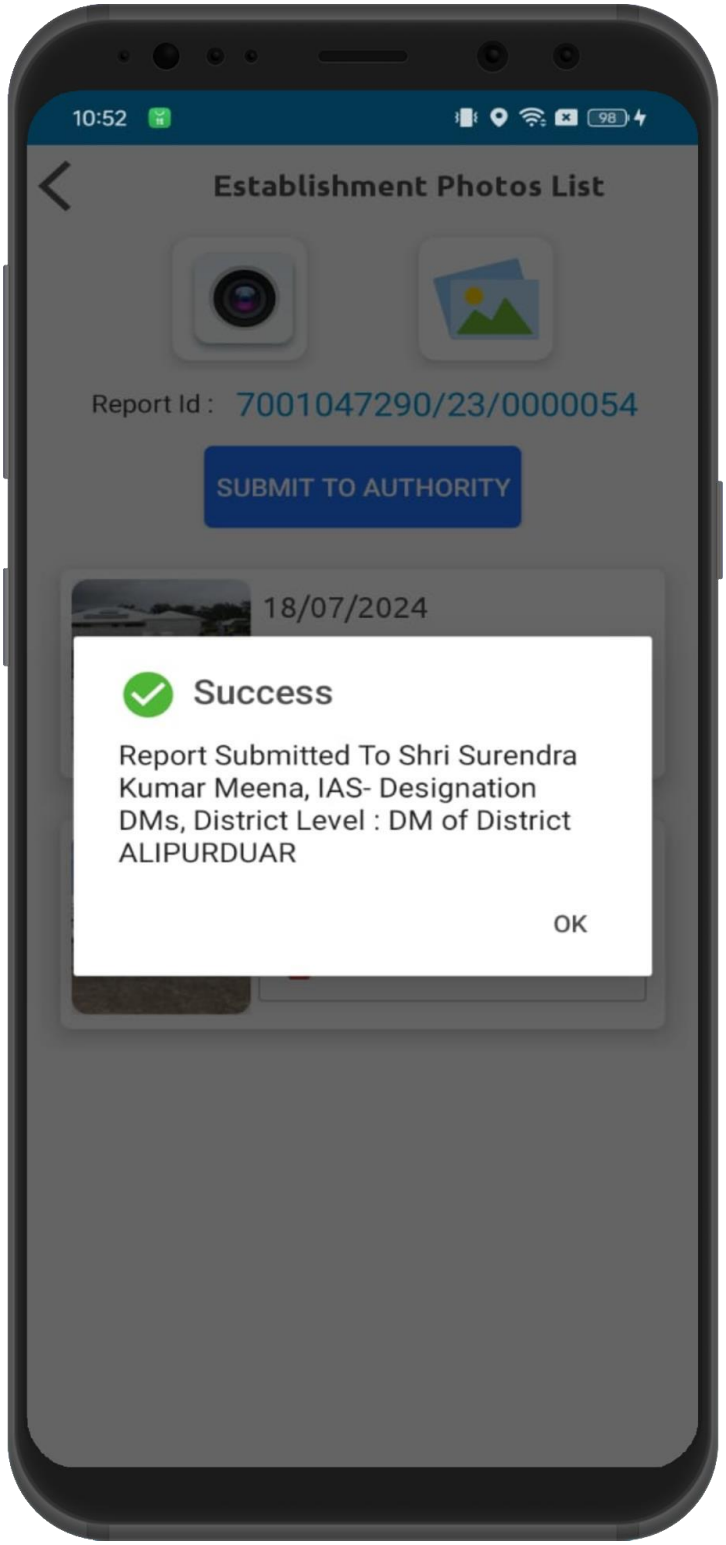
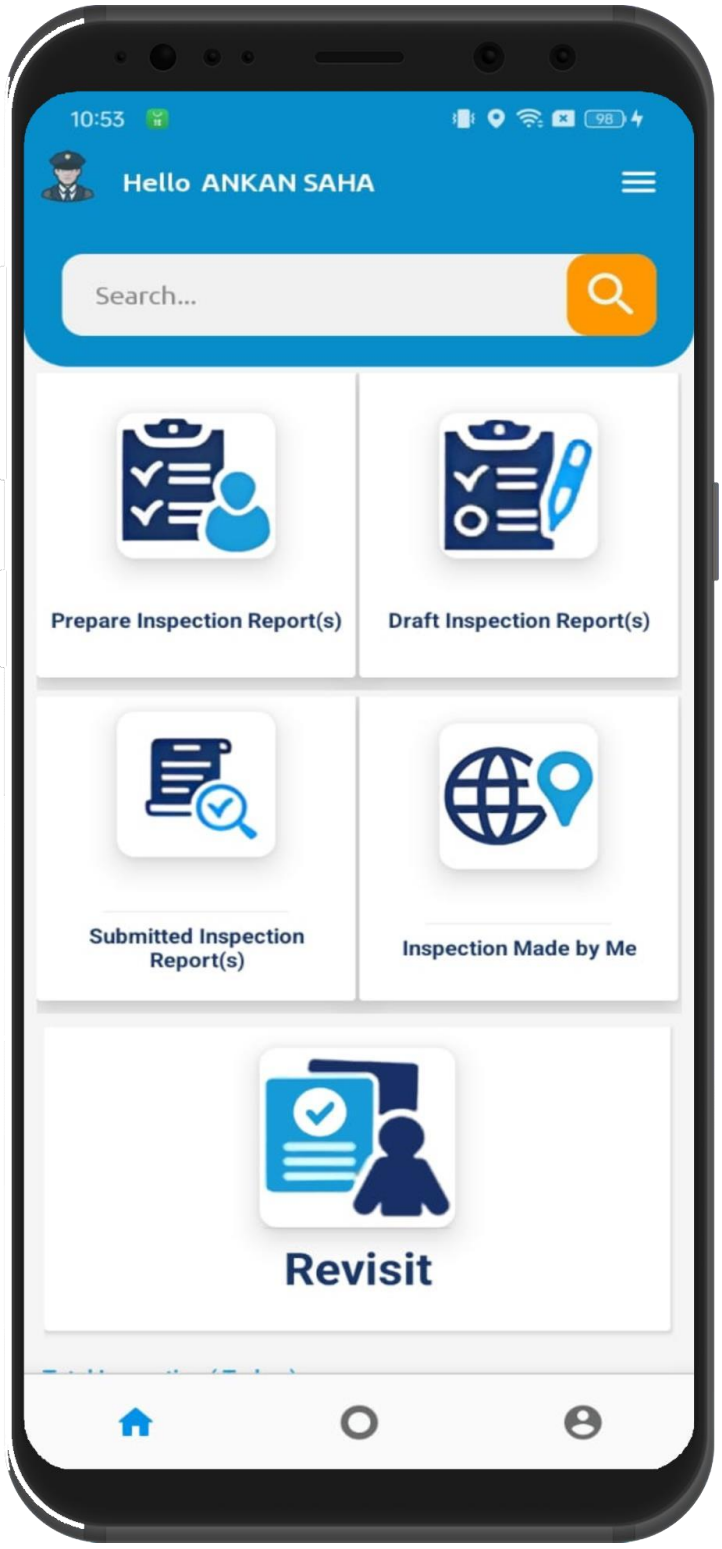
Delete


10:52
Establishment Photos List
Report Id : 7001047290/23/0000054
SUBMIT TO AUTHORITY
18/07/2024
Lat-22.5698Lng-88.3126367
Do You Want To SUBMIT Survey Report? Yes/No
NO
YES
Delete


10:52
Establishment Photos List
Report Id : 7001047290/23/0000054
SUBMIT TO AUTHORITY
18/07/2024
Success
Report Submitted To Shri Surendra Kumar Meena, IAS- Designation DMs, District Level : DM of District ALIPURDUAR
OK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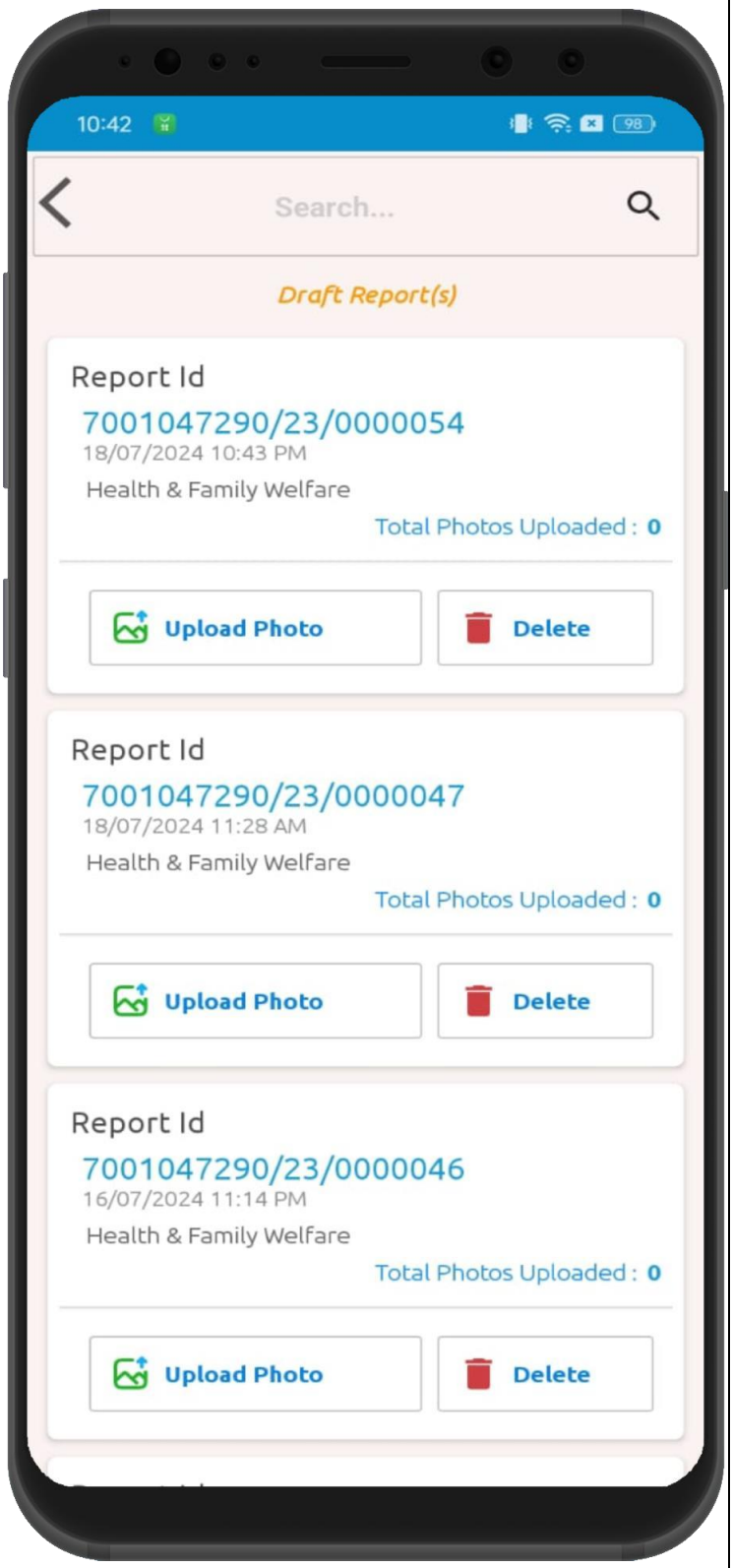
Prepare Inspection Report(s)
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me
Revisit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Draft Report(s)
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18/07/2024 10:43 PM
Health & Family Welfare
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Upload Photo
Delete
Report Id
7001047290/23/0000047
18/07/2024 11:28 AM
Health & Family Welfare
Total Photos Uploaded : 0
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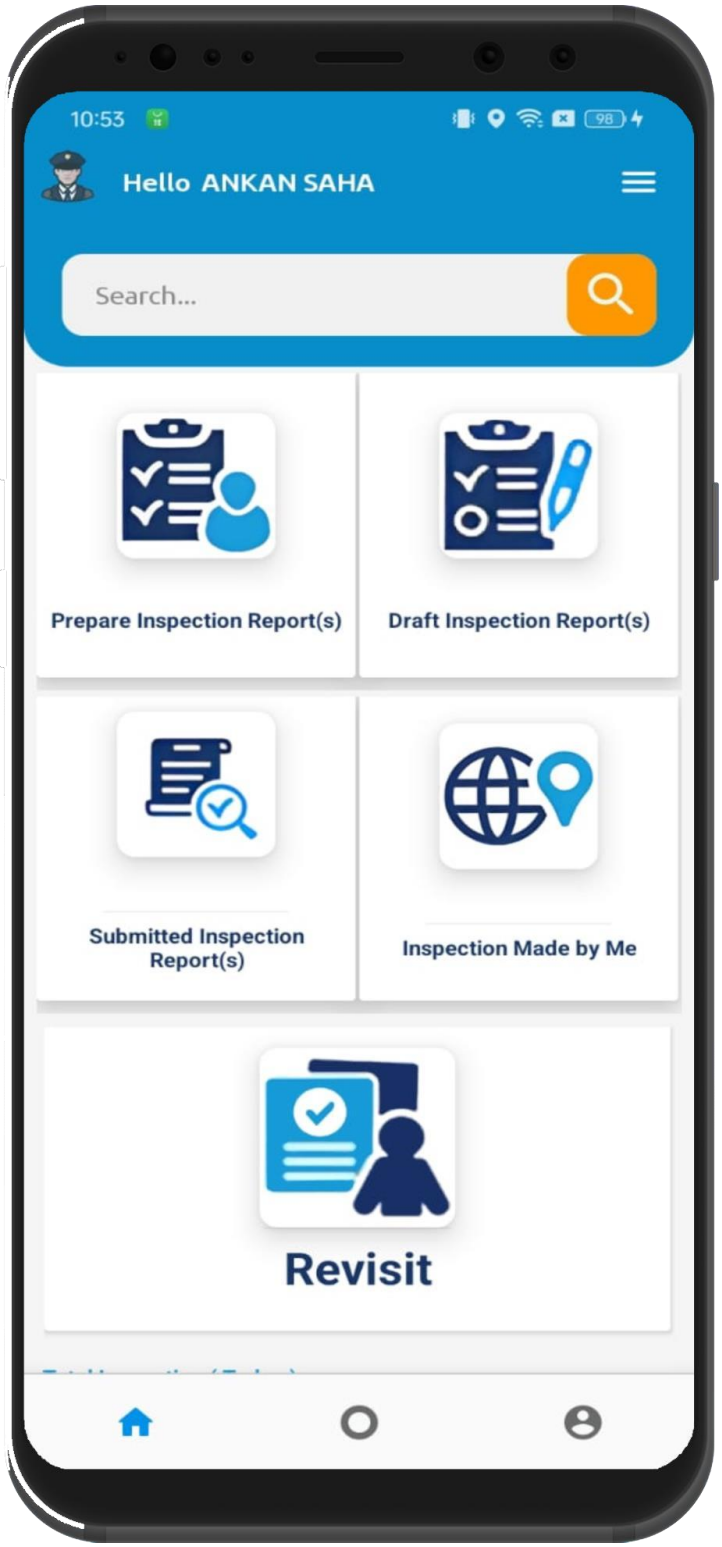
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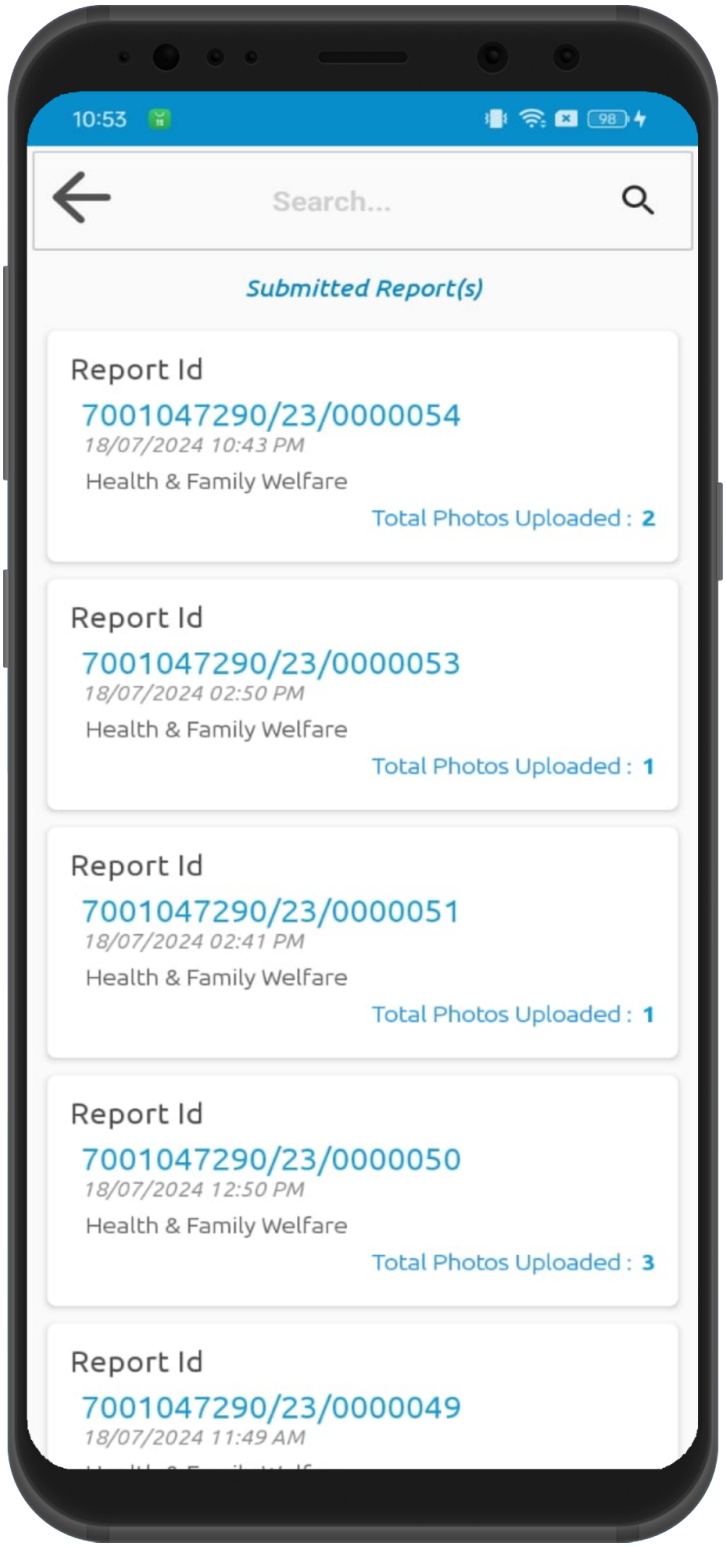
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me
Revisit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Health & Family Welfare
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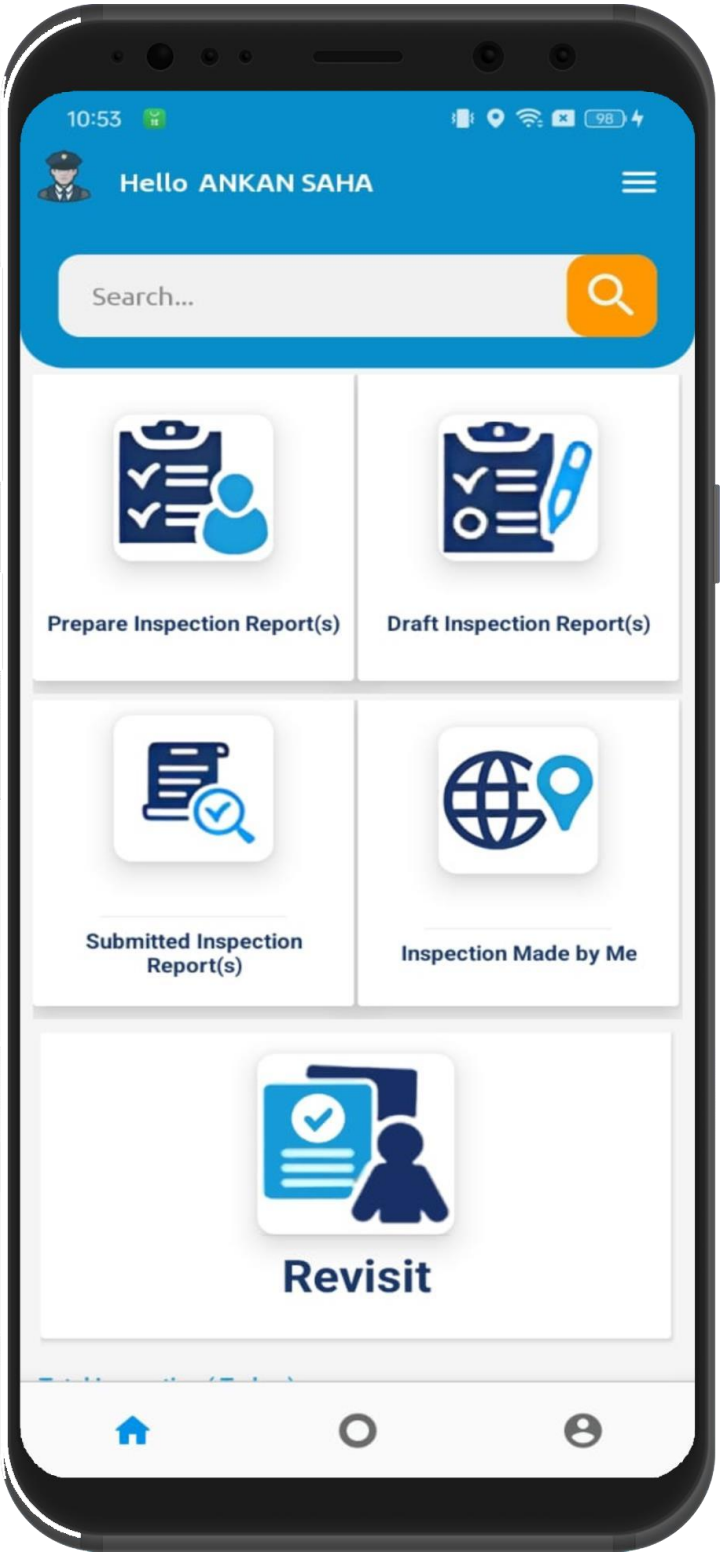
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Hello ANKAN SAHA
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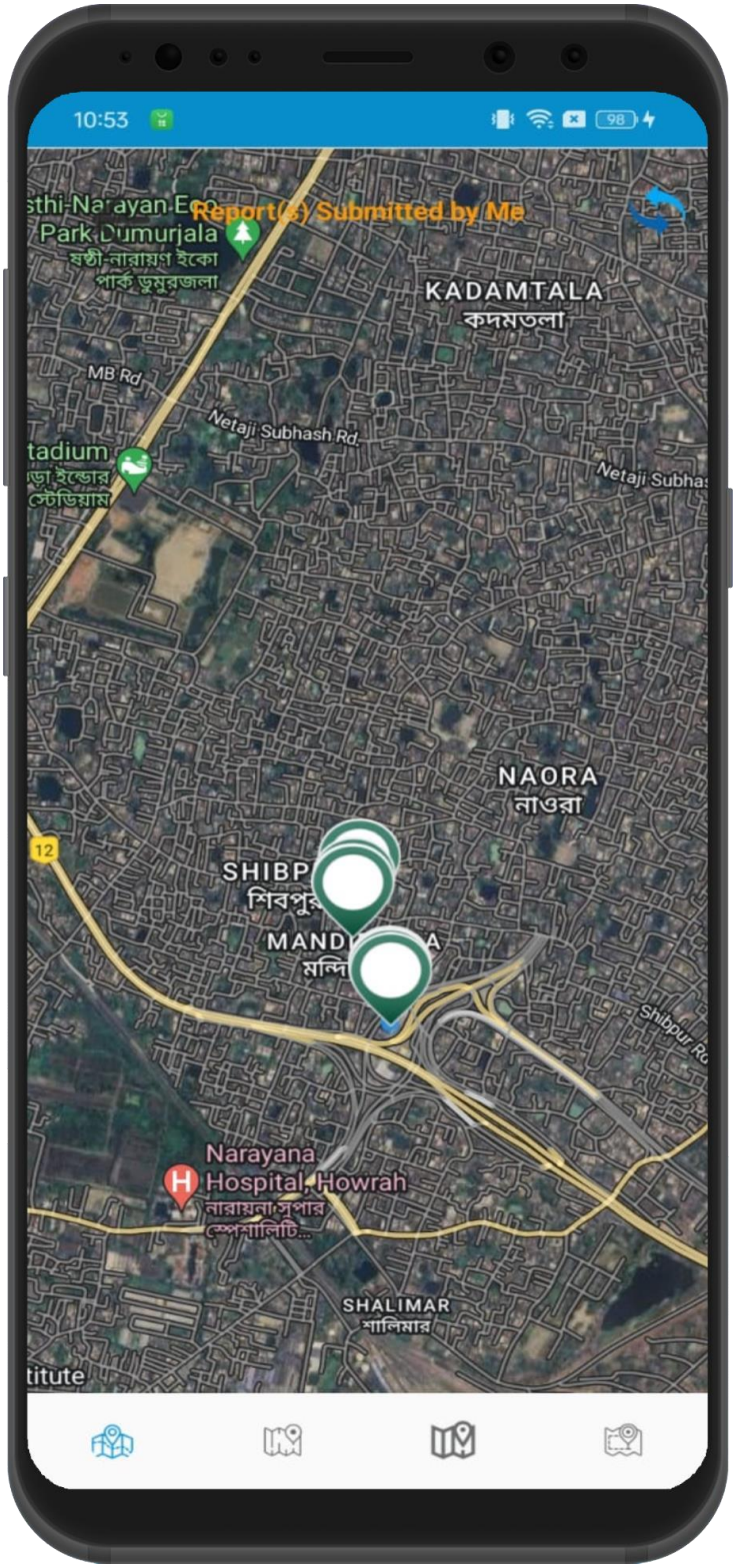
Prepare Inspection Report(s)
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me
Revisit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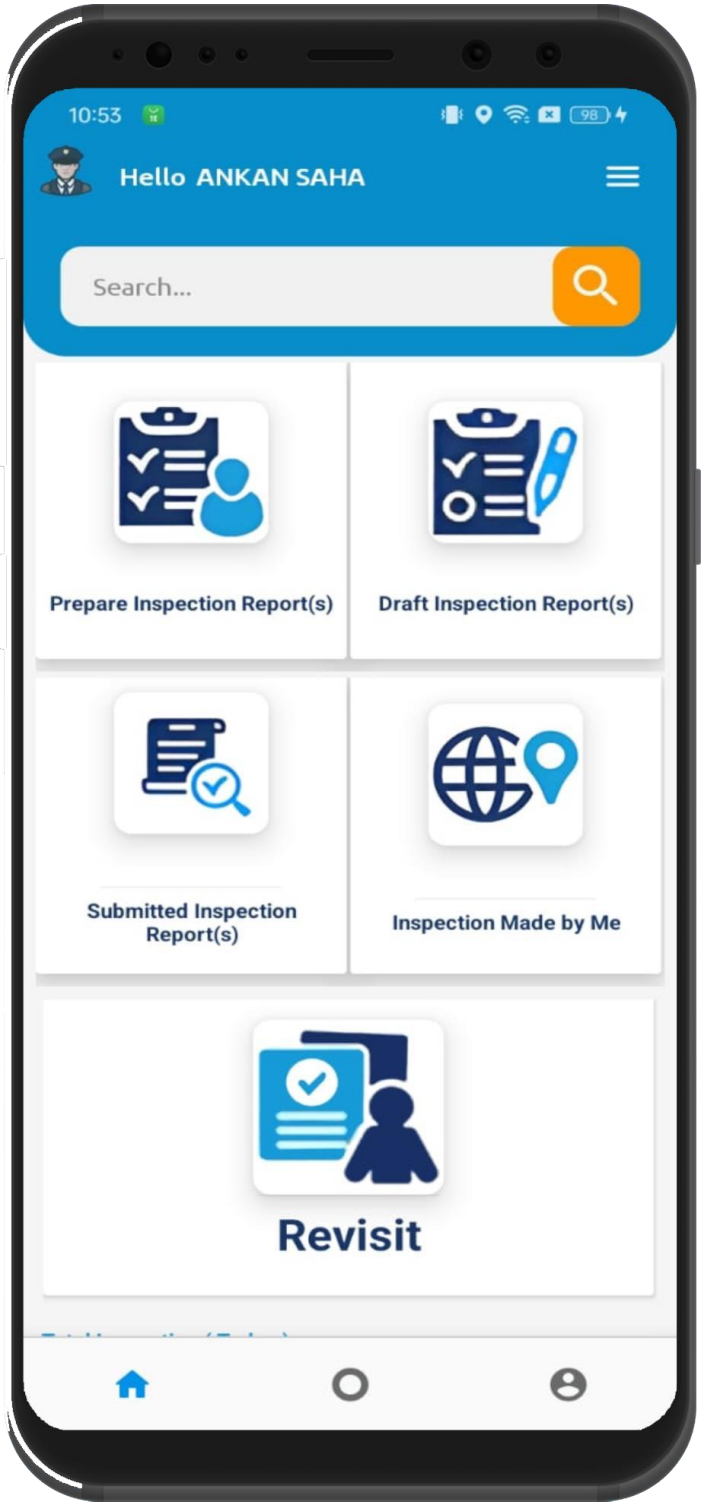
Report(s) Submitted by Me
KADAMTALA
কদমতলা
MB Rd
Netaji Subhash Rd.
NAORA
নাওরা
SHIBP
শিবপুর
MAND
মন্দি
Narayana Hospital, Howrah
SHALIMAR
শালিমার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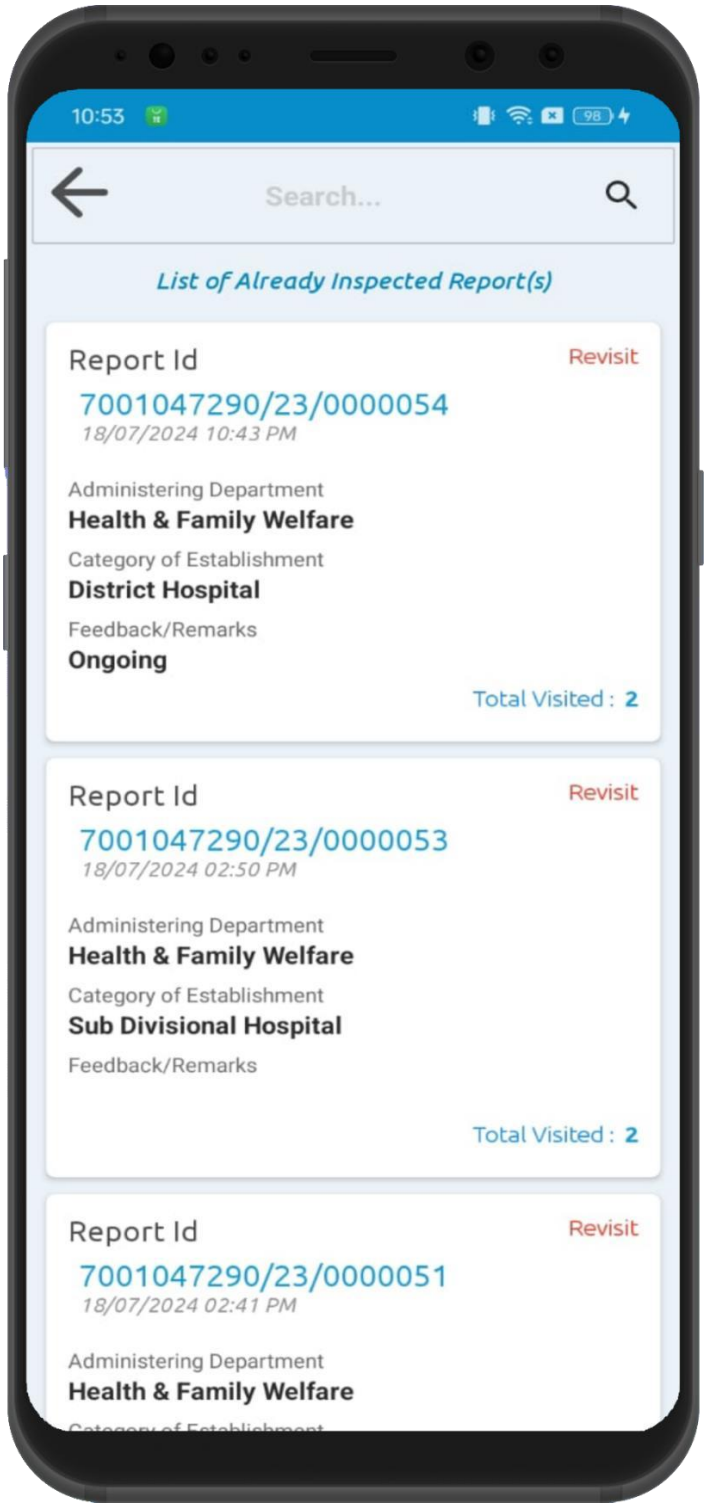
Hello ANKAN SAHA
Search...
Prepare Inspection Report(s)
Draft Inspection Report(s)
Submitted Inspection Report(s)
Inspection Made by Me
Revisit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List of Already Inspected Report(s)
Report Id
Revisit
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18/07/2024 10:43 PM
Administering Department
Health & Family Welfare
Category of Establishment
District Hospital
Feedback/Remarks
Ongoing
Total Visited : 2
Report Id
Revisit
7001047290/23/0000053
18/07/2024 02:50 PM
Administering Department
Health & Family Welfare
Category of Establishment
Sub Divisional Hospital
Feedback/Remarks
Total Visited : 2
Report Id
Revisit
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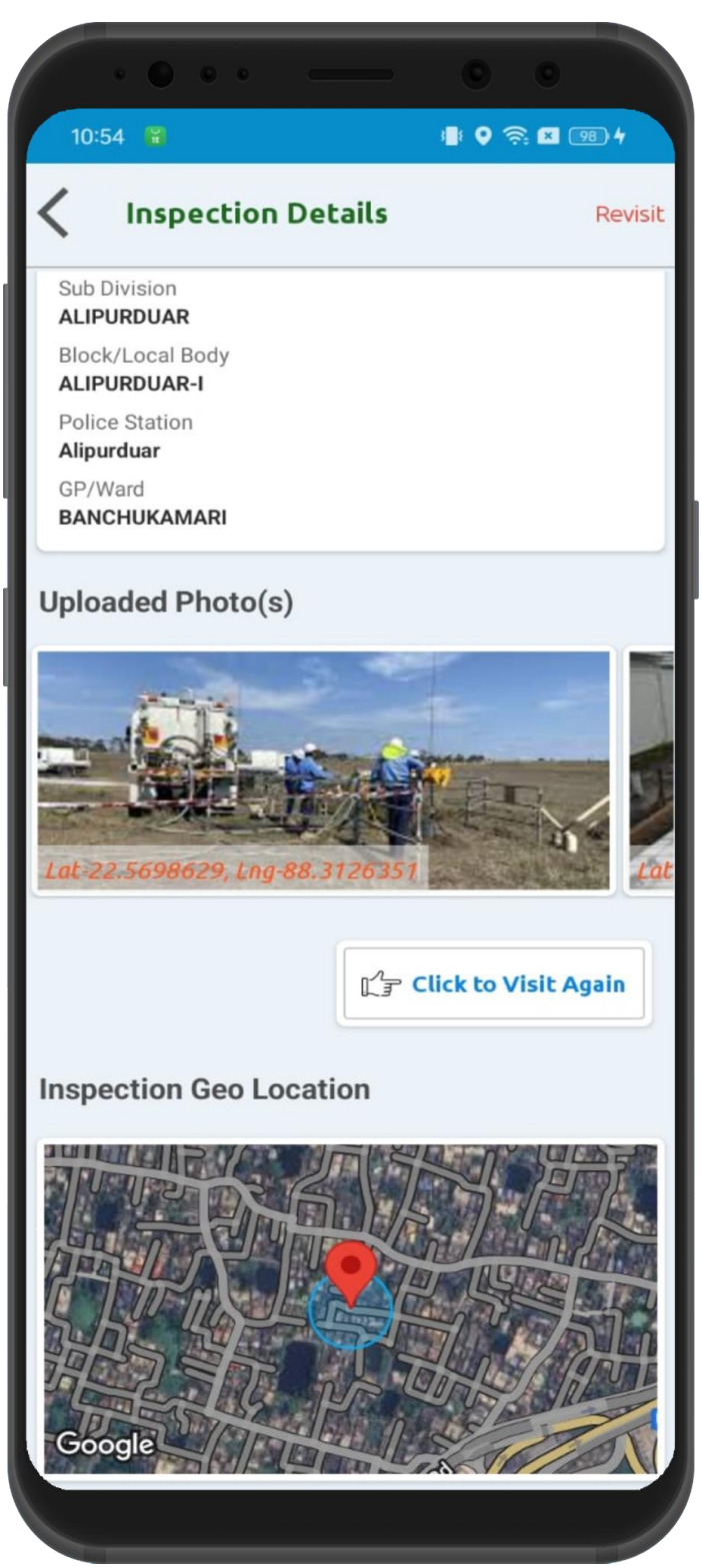
18/07/2024 02:41 PM
Administering Department
Health & Family Welfare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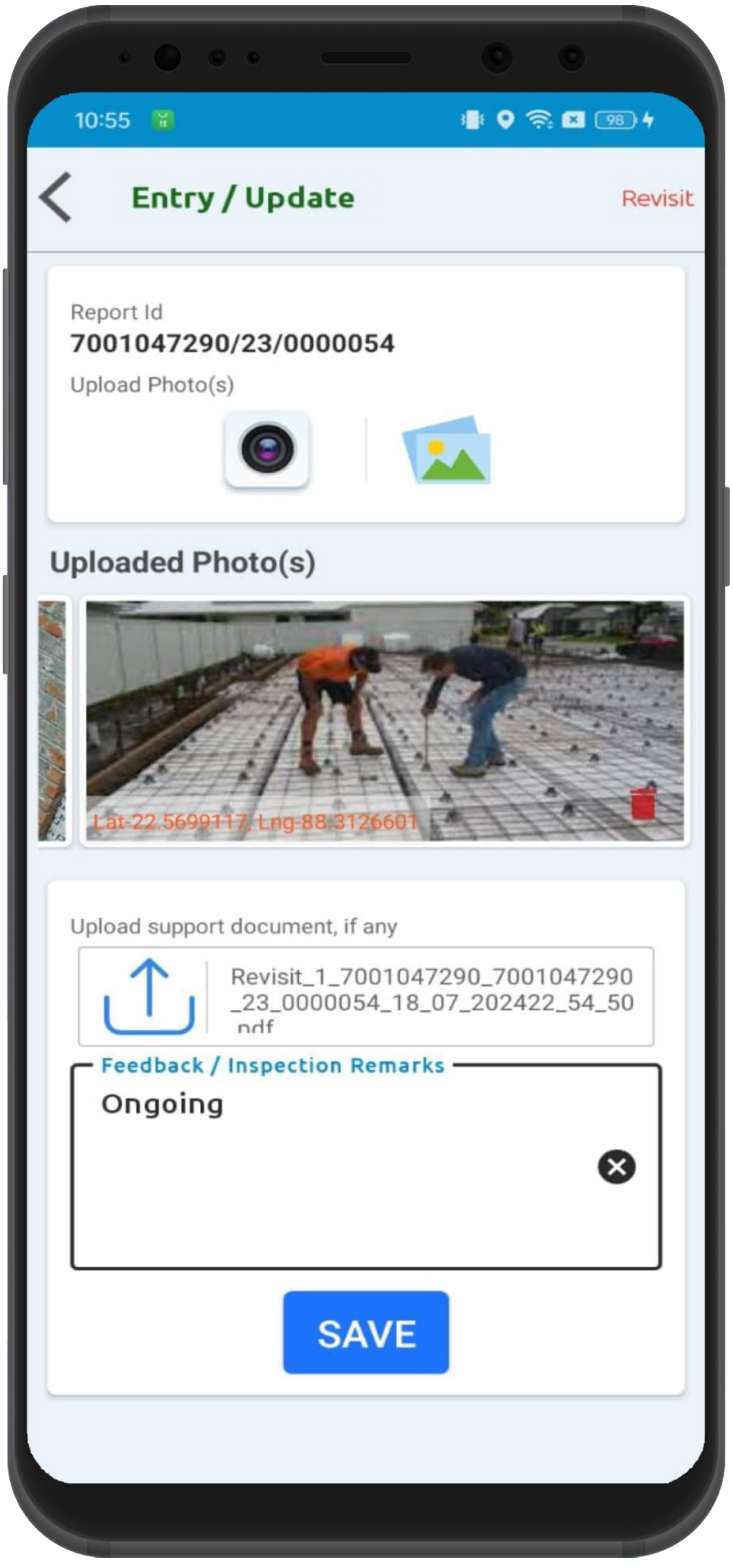
Inspection Details
Revisit
Sub Division
ALIPURDUAR
Block/Local Body
ALIPURDUAR-I
Police Station
Alipurduar
GP/Ward
BANCHUKAMARI
Uploaded Photo(s)
Lat-22.5698629, Lng-88.3126351
Click to Visit Again
Inspection Geo Location
Google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Entry / Update
Revisit
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Upload support document, if any
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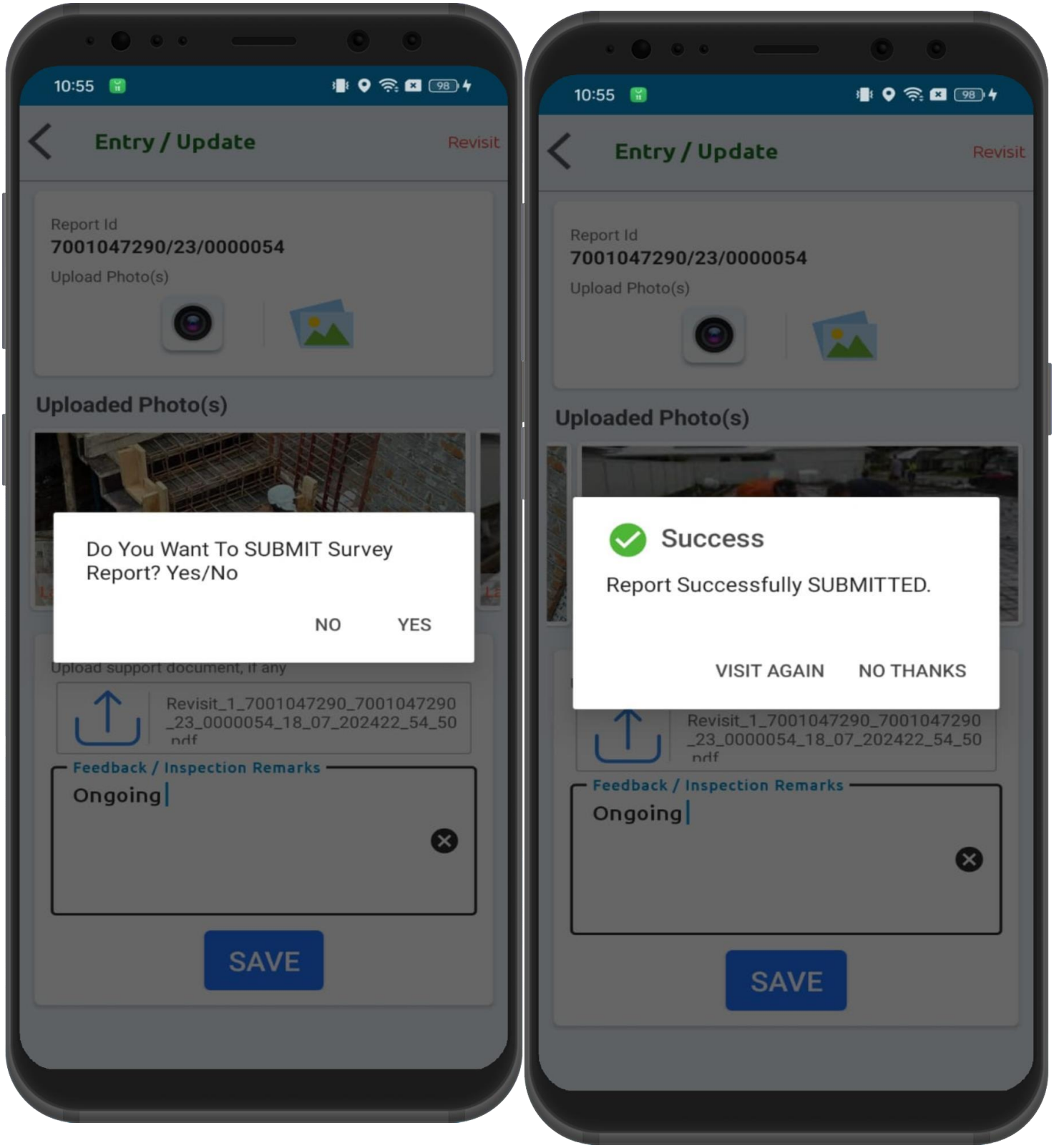
Feedback / Inspection Remarks
Ongoing
SAVE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Entry / Update
Revisit
Report Id
7001047290/23/0000054
Upload Photo(s)
Uploaded Photo(s)
Do You Want To SUBMIT Survey Report? Yes/No
NO
YES
Upload support document, if any
Revisit_1_7001047290_7001047290_23_0000054_18_07_202422_54_50.pdf
Feedback / Inspection Remarks
Ongoing
SAVE
10:55
Entry / Update
Revisit
Report Id
7001047290/23/0000054
Upload Photo(s)
Uploaded Photo(s)
Success
Report Successfully SUBMITTED.
VISIT AGAIN
NO THANKS
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Feedback / Inspection Remarks
Ongoing
SAVE