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SATHI

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SATHI

The HRMS aims to improve the performance of human resources, planning and management of organization, benefits administration, succession planning, and human resource administration of Government.

To achieve this, HRMS will automate all personnel administration related tasks. Staff and personnel data will be kept in a live database which will be accessible by all departments and subordinate offices at all times, and applications that are being processed such as leave, pay roll, performance management, PAR, APR, training, housing loans etc. can be tracked through the system.

Gujarat's Chief Minister Smt. Anandiben Patel on 3rd July, 2015 during 'Chintan Shibir' launched portal and mobile application for SAATHI, a Human Resource Management System of Government of Gujarat. With launch of SATHI and its mobile application, the first enterprise level HR solution in government has been implemented in Gujarat.

It is to be noted that the first phase of this software was rolled out in August 2014. It is an integrated end to end application that would cover multiple functionalities related to personnel management of Government of Gujarat. This software will also enable officers to join video conferencing from remote place in times of disaster. This will also make functions related to Karmayogis of the state government such as leave sanctions, retirement benefits, etc. streamlined, smooth and hasslefree.

Hon'able CM congratulated to General Administration Department for this exemplary software. She also added that with such a rich database and tracking, better management and better deployment of officers would be ensured based on their experience in various stints in different places and departments.

❖ Background:-

General Administration Department is one of the key departments of State Government. The overall administration process of state government from recruitment to retirement is driven by this department.

SATHI stand for System of Application of Technology for Human-resources Improvement. For Important government information required day-to-day admin activities like recruitments, training, transfers, etc. will be available online due to the SATHI application. The government officials will be able to avail latest government rules and notifications as well as benefits available for them in a simple way without any delay. The application will create profile of each government employee and update it with all the information of the person which can be utilized in deciding the transfers, in giving special assignments depending on his qualification and training and also ensure that no injustice is done to the employee. The application will save a huge chunk of human resource and time which could be diverted towards enhancing government's pro-people initiatives and services.

SATHI: The State Government has recently launched 'SATHI' an initiative of General Administrative Department. The system provides facility to create an integrated statewide employee HR database with modules for Employee Administration, Leave Management, Payroll Processing, Transfers and Posting, Recruitment and Training, Retirement processing, etc.

❖ Objective:-

- Easy and Real-time access to employee data thereby leading to informed decision.

- Reduced turnaround time for HR processes due to automated workflow, approvals and auto order generation and distribution to process specific mailing list.

- Significant saving due to reduced usage of paper based processing, reduced logistics cost, elimination of positions in support functions and elimination of transit loss.

- Management System for all employees of Gujarat Government.

- software would be very helpful to plug-in the gaps in the system and fix accountability

- Effective monitoring of employee and follow-up by the system through alerts.

- Decentralized decision making, reduced multi-level approvers.

- Using mobile technology for effective skill development.

- E-governance at state level, empowering employees and officers with decision support data for taking informed decisions.

- Mobile platform for seamless access of SATHI Application – promoting m-governance at the state level.

- Provision of timely & reliable management information relating to human resources for effective decision making within the government

- Provision of 'single window' services to employees

- Provision of user-friendly operating environment (to the employee), where in, the HRMS system is accessible by a majority of the employees, over a browser

- Complete Personnel information to be available on-line, in order to eliminate delays in decision making

- All personnel rules to be integrated into the decision making process defining the interconnectivity of different modules.

- All forms and templates to be on the HRMS platform

❖ Needs of SATHI :-

Govt of Gujarat's keenness in providing more transparent, efficient, scalable services to employees, led them to identify and remove the pain areas that pose challenges to major re-engineering of processes. Some of the major pain areas.

- Policy Perspective: Absence of quick decision support tools/ systems, Limited availability of forecasting tools.

- Management Perspective: Data exists at multiple repositories, Time consuming in sourcing employee data, Impacting quick and informed decisions.

- Employee Services: Complex Vertical and Horizontal Channels of submission, Risk of form loss during transit, Additional cost of logistics, Potential delay in decision making due to insufficiency of decision makers and support staff at duty.

- Absence of Central HR Application, Multiple HR applications across various departments, Paper based services/ processes, Difficulty in real-time availability of employee records, time lag / delay in updating crucial Employee Service Book.

- Data Digitization: A challenges as there are multiple sources of employee master data ranging from standalone systems, paper based employee service files etc.

- Standardization/ Harmonization: non-uniform communication templates, many appraisal documents for cadres.

- Skill Development: Encourage e-learning, empowering employee to own skill development.

❖ Situation before the Initiative:-

- As a part of e-Governance initiative, Government of Gujarat undertook a path breaking HR Transformation Program to redefine the Personnel and Administrative Processes pertaining to their Employees.

- Choosing Right Person for a Position (Profile Matching)

- Data exists at Multiple Repositories- Service Book, Personal File, PAR, APR Files

- Time consumed in Sourcing Data- Impacts Quick & Informed Decisions

- Absence of Central HR Application- Multiple HR Applications across Departments

- Non- uniform Communication Templates & Mailing list

- Additional Cost of Logistics

- Difficulty in availability of Real-time Employee Record

- Delay in Decision due to in- sufficiency of Decision- makers & Support- staff

- Time- lag in updating crucial Service- Book

- Non- availability of e- Learning facility to empower an employee for Continuous & Versatile Skill Development

❖ Technology :-

- The Gujarat State went one step ahead from e-Governance to m-Governance for providing timely, transparent and reliable services to employees using portable – mobiles, laptops, besides fixed devices like desktops and kiosks.

- SATHI uses SAP ECC 6.0 platform to build HRMS services. HCM Module is used to automate HRMS related services coupled with strong change management program. The SAP platform and the GHRMS solution are built on scalable model to cater / cover all the employees under State of Gujarat in future.

- SATHI is built on fundamentals of transparency, uniformity, standardization of processes. During SATHI development phase, the team developing SATHI undertook massive process reengineering to eliminate human interface at support function. Rules, processing transaction, generation of communication for the decisions, and the task of mailing list have been automated to bring in efficiencies.
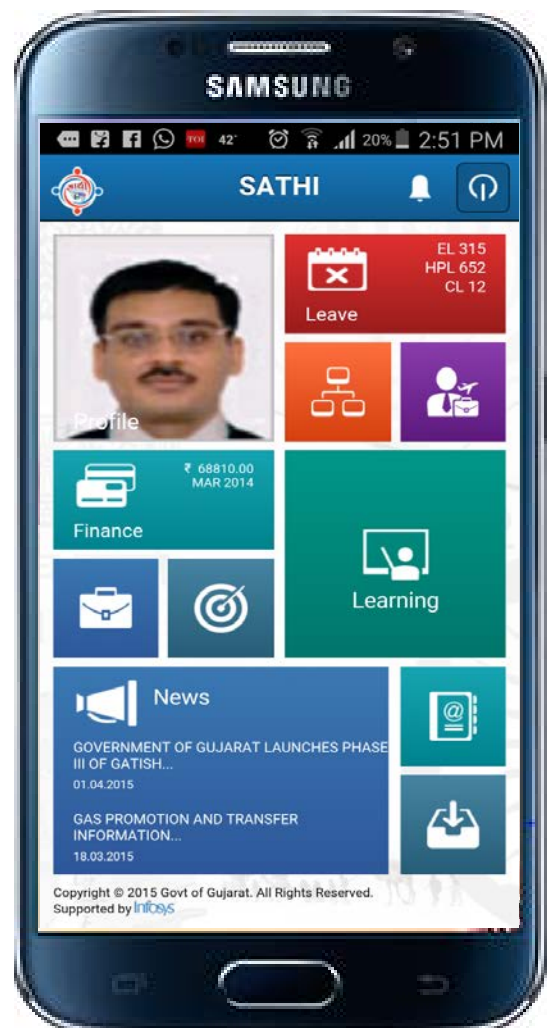
- The scalable platform, will free approximately 10% of employees, who are currently engaged in internal HR management, to be put productively on service delivery tasks. Built in decision support system, pre-defined reports for the policy makers, managers, employees, and cadre controlling authorities and elaborate management information system allows all stake holders to get the maximum out of the SATHI.

- The application is available on web portal inside the state wide area network and over the mobile platform for all three operating systems i.e. android, iOS and windows mobile platform.

❖ Features:-

- Data Digitization: Data digitization was a challenge as there are multiple sources of employee master data ranging from standalone systems, paper based, employee service files etc. A trained HRMS Cell team took up the challenge of converting physical service book into e-service book, working from multiple locations. Their efforts were aided by web based data capturing application that allowed data consolidation, online verification of data before upload into production system.

- Transfer & Posting: A highly sensitive process involving confidentiality and multiple decision makers, complex decision support references to employee profile, past reporting and performance history. SATHI solution allowed cadre controlling officer to navigate with ease, using drag & drop to create pairing between employee and new post, perform multiple iterations, automated workflow for decision making and release of final order.

- Leave & Charge Transfer: Complex leave process involving multiple decision makers and handling charge transfer management. SATHI automates leave process using workflow, facilitates charge transfer for all posts the user is holding and provides decision support system to users to make an informed decision.

- Learning Solution and Virtual Meetings using mobile app: Continuous skill development is a challenge that all departments / organizations face. An innovative approach led to combining of training platform and mobile technology. The result is SATHI mobile offering users to attend training programs or virtual class rooms using mobile phone enabling user to manage skill development at their own convenience.

- SATHI Mobile and Disaster Management: Response to any natural disaster requires right inputs from the source. How can one leverage smartphone during Disaster Management / Response. Another technological convergence between mobile and SATHI app. The Disaster team can relay / present the live feed data – audio & video – on a real time basis.

❖ Benefit:-

- Single source of truth on Employee master data.

- E-governance at state level, empowering employees and officers with decision support data for taking informed decisions.

- Mobile platform for seamless access of SATHI Application – promoting m-governance at the state level.

- Effective monitoring of employee and follow-up by the system through alerts.

- Decentralized decision making, reduced multi-level approvers.

- Using mobile technology for effective skill development.

- Automated payroll, pension & local regulatory compliance.

- All Administrative Departments across Gujarat.

- All Employees including AIS (IAS, IPS, IFS), Class 1, 2, 3 and 4 employees.

- Policy makers in the government such as Ministers, Secretary of the departments.

- Cadre Controlling Authorities.

- To achieve more efficient and effective workforce to serve the citizens of the State.

- Quick, Easy and Real-time access to employee data thereby leading to informed decision.

- Reduced turnaround time for HR processes due to automated workflow, approvals and auto order generation and distribution to process specific mailing list.

- Significant saving due to reduced usage of paper based processing, reduced logistics cost, elimination of positions in support functions and elimination of transit loss.

❖ Way Forward:-

- SATHI Mobile, undoubtedly, is one of the world's largest mobile app offering 25+ employee/manager services ranging from leave apply, approve leaves, view balances etc.

- Learning Solution on Mobile App: empowering officers and employees to manage learning courses on the go at their own convenience.

- Manage virtual meetings, virtual class room trainings.

- Scalable platform, easy to roll out across state level.

- Roll out at other state and Central Govt Departments.

- Achieve optimized ratio of 92:8 for Field Staff and Administrative staff.

- Hon'able CM also said that the software would bring about a total change in the traditional and routine administrative working procedures of Gujarat state government employees.

- Built in decision support system, pre-defined reports for the policy makers, managers, employees, and cadre controlling authorities and.

- Elaborate management information system allows all stake holders to get the maximum out of the SATHI.

- SATHI solution is expected to savers 1500 Crores and will make 15% of the administrative staff to be productively used for service delivery tasks.

- Employee Self Services: A one stop work area to own and manage own data. A wide range of Employee/ HR processes are now available via easy and intuitive web based employee portal – SATHI. These services include my tasks, my leaves, my profile, e-Service book, notifications and alerts, compensation & payments, my skill profile and my learnings, my appraisals, team information, and many more.

- Manager Self Services to empower officers and all Heads of Departments in planning, controlling, delegating and monitoring operational and strategic tasks. Services include team, department and leave analytics, approval work area for all employee processes, appraisals, and many more. MSS facilitates informed decision making using Decision support tools and multitude of analytical reports covering employees, departments, posts, etc.

- CCA page helps Cadre Controlling Authorities to effectively plan and monitor cadre specific services such as cadre analytics, perform reorganization of departments and posts, initiate recruitment and promotion process, 50:55 review for cadres, supported by multiple talent report for talent, career and succession management. CCA is supported by decision support system, alerts and notifications for all tasks.

❖ e-Governance News:-

The HRMS application will ease the work of personnel management and also improve the efficiency of the same. On this occasion, Chief Minister congratulated the General Administration department for launching SATHI application which would empower government officials and make services more transparent and result oriented. The application will boost the administration of Gatisheel Gujarat. She urged the officials to make optimum use of the application and avail the benefits of technology.

Web Corner

http://www.ndtv.com/india-news/gujarat-chief-minister-anandi-patel-launches-human-resources-software-648534

http://anandibenpatel.com/hon-cm-launches-hrms-application-sathi-to-improve-personnel-management/

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