DOCUMENT MANAGEMENT POLICY

(Governing Policy for the Document Management System for Government of Himachal Pradesh)

Prepared for Government of Himachal Pradesh

Created by Department of Digital Technologies and Governance (DDTG)

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1. BACKGROUND

The current practice of departments managing their documents independently has resulted in inconsistencies, insufficient security measures, and challenges in ensuring transparency and accessibility. This lack of uniformity hinders efficient referencing and citation of public documents, creating barriers to effective governance. To address these issues, there is a pressing need for a standardized policy that mandates the use of the Document Management System (DMS). This policy will ensure centralized and efficient document management, enhance security and compliance, and streamline document handling processes, ultimately leading to more effective and transparent government operations.

The Government of Himachal Pradesh ("GoHP") establishes this policy to govern the Document Management of all official documents handled and dealt with by its various bodies (collectively referred to as "Government bodies" or "Users").

The primary objective of this policy is to ensure compliance with applicable Indian laws while facilitating the effective implementation and governance of **document access and usage practices** across all GoHP departments.

To achieve this objective, the Department of Digital Technologies and Governance has developed the **Dastavez Portal** (http://dms.hp.gov.in/Index.aspx). This user-friendly portal functions as a one-stop solution for managing the storage, use, and access of all notified official documents on a single, integrated platform, ensuring adherence to the overall legal framework of India.

2. POLICY FEATURES

2.1.Scope:

This Document Management Policy applies to all official documents handled and managed by the Government of Himachal Pradesh ("GoHP") through its various departments and bodies. It encompasses all official government documents, including their usage information. All government employees, officials, and authorized users (collectively referred to as "Users") are required to comply with this policy while accessing, using, and managing documents through the Dastavez Portal.

Specifically, this policy is applicable to:

1. All departments and bodies under the GoHP.
2. All users with access to the Document Management System (DMS).
3. Any document uploaded, stored, accessed, or managed through the Dastavez Portal.

It shall be mandatory for the above mentioned departments/institutions to manage their official documents under the scope of this policy on the Document Management Portal developed by Department of Digital Technologies and Governance.

2.2.Training and Awareness:

Users unfamiliar with certain technical terms are encouraged to attend training and awareness programs provided.

2.3.Account Registration and Authentication:

Departments wishing to use the Document Management System must register through the HIMACCESS Login. Users must link their accounts with an official email ID for authentication purposes. User details will be associated with their Document Management System account upon authentication.

2.4.Document Uploading Authority:

Authorized personnel from various departments can upload documents to the DMS. Documents can be published in electronic or PDF form using a valid identifier. **Document types** include but are not limited to notifications, tender notifications, letters, instructions, acts and rules, office orders, R&P rules, clarifications, orders, annual reports, minutes, proceedings, guidelines, memorandums, booklets, policies, schemes, reports, circulars, notices, magazines, and brochures, and any other document aimed for public view and download.

2.5.Cookies and Session Management:

The Document Management System (DMS) does not use temporary or permanent cookies. Some session information may be recorded to enhance user experience on various web platforms. Users can control cookies through their browser settings and other tools, but blocking cookies may disrupt session continuity. Users are advised to close their sessions after use to prevent potential misuse of cookie information.

2.6.Privacy and Data Sharing:

DMS does not share or disclose user information collected during sign-up with any individual or government organization unless required by law or authorized by the account holder. Account holders have the liberty to share their uploaded documents or URIs with any individual or organization at their discretion. Users are responsible for the open sharing of documents and ensuring their actions comply with DMS terms and privacy policies. The policy does not detail the personal and usage information collected from users.

2.7.Transparency and User Control:

DMS provides transparency by allowing users to see and analyze the total number of documents shared with them by various departments and government organizations. Users can manage and view shared documents within the DMS interface.

2.8.User Responsibility and Compliance:

Account holders are solely responsible for all self-uploaded documents. Users must not share or perform any actions that violate DMS terms, privacy policies, the Information Technology Act, 2000, or any other applicable laws.

2.9.Policy Amendments:

The Document Management Policy may be amended at any time without prior notice, at the discretion of the Department of Digital Technologies and Governance, IT Bhawan Complex, Mehli, Shimla, Government of Himachal Pradesh to cater to the evolving digital ecosystem. Any changes to this policy will be communicated to all Document Management System (DMS) account holders and users.

3. KEY PORTAL FEATURES

In order to implement and govern the above policy features, the features of the Dastavez Portal are designed as follows:

3.1.Document Storage and Accessibility

3.1.1. **Unified Format:** All documents are stored in a standardized PDF format for consistent accessibility.

3.1.2. **Advanced Search Functionality:** Leveraging Artificial Intelligence, the portal offers robust search capabilities enabling users to locate specific content within uploaded PDF documents.

3.1.3. **Performance Metrics:** The system provides real-time statistics on connected departments, document issuers, and total uploaded documents, including details ofthe uploading employee.

3.2.Data Security and Integrity

3.2.1. **Robust Security Measures:** The Dastavez Portal is designed to be a secure repository, safeguarding document integrity and privacy in compliance with the Information Technology Act, 2000, and other relevant laws.

3.2.2. The DMS displays critical information such as:

3.2.2.1.The total number of connected departments.

3.2.2.2.The total number of issuers within registered departments.

3.2.2.3.The total number of uploaded documents.

3.2.2.4.The designation of employees who have uploaded documents.

3.4.Document Organization and Management

3.4.1. **AI-Driven Organization:** The portal utilizes AI to facilitate efficient document management by automatically creating department-specific folders and enabling categorization based on subject matter. Each folder will have a specified hierarchy for use/access and departments will have to give inter-departmental access on their discretion.

3.4.2. **Centralized Document Repository:** All official documents will be migrated to the Dastavez Portal, and future document references will exclusively utilize links from this system.

3.5.Enhanced Document Utilization

3.5.1. **AI-Powered Features:** The portal will incorporate AI-driven functionalities, enhancing document discovery and analysis.

3.6.Advanced Search Capabilities:

3.6.1. **Content-Based Search**: Enables users to search within the content of uploaded PDF documents using natural language processing (NLP) techniques.

3.6.2. **Contextual Search**: Provides search results based on the context and relevance of the query, improving the accuracy of search outcomes.

3.6.3. **Predictive Search Suggestions**: Offers real-time suggestions as users type their queries, helping them find relevant documents more quickly.

3.7. Document Recommendation:

3.7.1. **Related Document Suggestions**: Recommends documents similar to the ones being viewed or searched, based on content similarity and user behavior. This will also have a brief summary attached with each search finding to show the indicative context of the search result.

3.7.2. **Trending Documents**: Highlights documents that are frequently accessed or recently updated, keeping users informed about popular and relevant content.

3.7.3. **Personalized Recommendations**: Provides tailored document suggestions based on the user's past interactions and preferences within the portal.

3.8. Enhanced Document Discovery:

3.8.1. **Citation Analysis**: Identifies and links documents that cite or reference each other, similar to citation features in academic databases.

3.8.2. **Keyword Extraction**: Automatically extracts key terms and phrases from documents to aid in search and indexing.

3.8.3. **Topic Clustering**: Groups related documents into clusters based on their content

and topics, facilitating easier navigation and discovery.

3.9.AI-Powered Analytics:

3.9.1. **Usage Analytics**: Tracks and analyzes user interactions with documents, providing insights into document popularity and user engagement.

3.9.2. **Search Trends**: Monitors and reports on search trends within the portal, helping administrators understand user needs and improve document management.

4. IMPLEMENTATION

The following steps outline the implementation process for the Document Management Policy across various departments under the Government of Himachal Pradesh ("GoHP"):

4.1.Initial Setup and User Registration:

4.1.1. **Access through: Dastavez Portal** (http://dms.hp.gov.in/Index.aspx)

4.1.2. **Identify Key Personnel**: Appoint Document Management Officers (DMOs) tooversee document management within the department.

4.1.3. **Register Users**: Ensure all users register for the DMS through the HIMACCESSLogin and link their accounts with an email ID for authentication.

4.2.Training and Awareness:

4.2.1. **Attend Training Sessions**: Participate in mandatory training sessions organized bythe DDTG.

4.2.2. **Stay Informed**: Continuously update knowledge through refresher courses and ongoing support.

4.3.Document Migration and Uploading (Retrospective & Prospective Action):

4.3.1. **Perform Document Audit**: Conduct an audit of existing documents to identify those for migration.

4.3.2. **Upload Documents**: Authorized personnel upload documents to the DMS in standardized PDF format using valid identifiers.

4.3.3. **Use of Static Link**: Departments will be provided with a static link through whichthey can upload or share relevant documents directly to the DMS. This shall ensureconsistent and secure document management and sharing practices.

4.4.Document Management and Utilization:

4.4.1. **Organize Documents**: Use department-specific folders and subject-wise segregation for efficient document management.

4.4.2. **Monitor Metrics:** Track real-time statistics on connected departments, document issuers, and uploaded documents.

4.5. User Responsibility and Compliance:

4.5.1. Adhere to Policy: Comply with all DMS terms, privacy policies, the Information Technology Act, 2000, and other applicable laws.

4.5.2. Monitor Document Usage: Regularly check the total number of documents shared by various departments and government organizations.

4.6. Feedback and Improvement:

4.6.1. Provide Feedback: Submit feedback on the DMS and suggest improvements to the DDTG.

4.6.2. Implement Improvements: Integrate approved feedback into daily document management practices.

Approved vide NN-15
Chief Secretary to the
Government of Himachal Pradesh

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2. All the Heads of the Departments in Himachal Pradesh
3. The Registrar, HP High Court Shimla-171001.
4. The Divisional Commissioner, Shimla, Kangra and Mandi.
5. All the Deputy Commissioners in Himachal Pradesh.
6. All the Superintendent of Police in Himachal Pradesh.
7. All the Managing Director/ Member Secretary/ Commissioner/ Secretary/ Chief Executive Officer/ Registrars of Boards/Corporations/Councils/ Authority/ Universities/ Municipal Corporations/ Co-operative Banks in Himachal Pradesh.
8. Guard File.

Director,
Department of Digital Technologies and Governance,
Himachal Pradesh