

Letter No:- e.gov./WAMIS -01/20225700...../

Government of Bihar
Finance Department

From,

Mukesh Kumar Lal,
Special Secretary.

To,

Additional Chief Secretary/ Principal Secretary/Secretary
Road Construction Department/ Building Construction Department/ Environment, Forest &
Climate Change Department/ Water Resource Department/ Minor Water Resource
Department/ Rural Works Department/ Public Health Engineering Department/ Urban
Development & Housing Department/ Planning & Development Department, Govt. of Bihar
Patna, date...17.06.2022

Sub: Regarding implementation and rollout of Works &Accounts Management Information System (WAMIS).

Dear Sir/Madam,

As you are aware, Government of Bihar has been laying great emphasis on creation of infrastructure across the State with effective monitoring of the physical and financial progress to ensure that service delivery to citizen improves. Finance Department in consultation with the Works Departments zeroed upon the need of implementing a works management system which will not only complement the Comprehensive Financial Management System (CFMS) but will also assist in effective management and monitoring of projects. Finance Department, based on the recommendation of the committee constituted to identify a suitable solution, shortlisted WAMIS application for implementation and rollout across the State. The WAMIS application has been developed by Centre for Development of Advanced Computing (C-DAC) and adopted by four states (Maharashtra, Odisha, Jharkhand and Tripura). The WAMIS application covers the entire lifecycle of a typical construction project work, right from its inception to its final completion and includes functionalities such as administrative approvals, technical sanctions, e-Measurement Book (e-MB), billing, mobile application for survey/inspection etc.

This is to inform you that the C-DAC team under necessary technical guidance from WAMIS Working Committee has completed (with few exceptions) some of the key project related activities such as current state assessment, gap analysis, customization of WAMIS application, integration with CFMS, pilot run cum UAT and training of users. Finance Department, based on the recommendation from WAMIS working committee, has decided to operationalise the WAMIS application from 1st July 2022. In this regard, the following instructions are being issued. It is requested that the departmental nodal leads should cascade the same to the concerned e-billing offices:

- All works management related functionalities such as expenditure sanction, first bill, running bill etc. in CFMS will cease to function from 1st July 2022. All new works should be mandatorily created in WAMIS from the cut-off date. The following should be noted:
 - The e-billing offices must ensure that all relevant work-related bills are raised in CFMS & submitted to the treasury by 30th June 2022.
 - Treasury officers will process & D-sign the bills in CFMS by 6 PM - 30th June 2022.
 - **Sanction(s) / Bill(s) which are 'pending' or 'in-progress' status for submission (by e-billing offices) and approval (by Treasury) will be auto-cancelled in CFMS by end-of-day, 30th June 2022.**

- Functionality related to creation of new works in CFMS will cease to function from 16th June 2022. This is required for seamless migration of works related data, TCS team to ensure compliance of the same.
- C-DAC team must ensure that all data migration activities are successfully completed and signed-off by the WAMIS working committee within the given cut-off date to ensure seamless migration to WAMIS. A detailed instruction will be issued in due course and all works divisions are requested to extend necessary support in this regard.
- Building Construction Department and Road Construction Department has operationalized the helpdesk of WAMIS from 8th March 2022. Please refer to Annexure - 1 for the detailed Helpdesk process and operational structure.
- Training for master trainers and majority of the divisional users has been completed. However, if there is any additional training related requirement, concerned divisions may reach out to the following officers to arrange additional training.
 - Shri Santosh Kumar, Accounts Officer, Finance Department (WAMIS Coordinator)
Mobile No. +91 95721 73710, Email Id: santosh.k@e-nidhi.bihar.gov.in
 - Shri Saurabh Tripathi, WAMIS Project Manager, C-DAC – Mobile No. +91 70355 35570,
Email Id: saurabht@cdac.in

I look forward to your support in making this project a success.

Yours Sincerely,



(Mukesh Kumar Lal),
Special Secretary.

Memo No- e.gov./WAMIS -01/2022 5700

Patna, Date- ... 17.06.2022

Copy To:-

1. Smt. Manish Kumar, I.T.S Special Secretary, BCD
2. Shri Ashok Kumar, Chief Engineer, PHED
3. Shri Nand Kumar Jha, Chief Engineer, WRD
4. All Treasury Offices, Bihar.
5. Shri Prabhat Bhushan, OSD to Principal Secretary, UDHD
6. Shri Bhagwat Ram, Superintendent Engineer, RWD
7. Shri Shambhu Rai, Superintendent Engineer, MWRD
8. Shri Rajeev Kumar, Executive Engineer, RCD
9. Shri Gopal Thakur, Executive Engineer, LAEO
10. Dr. K. Ganesh Kumar, Conservator of Forest, EFCCD
11. Shri Shashi Mukund, Director, PwC
12. Shri Samarendra Prasad Biswal, C-DAC
13. Shri Saurabh Tripathi, C-DAC
14. Shri Prakash Mishra, TCS Ltd. Patna for necessary action

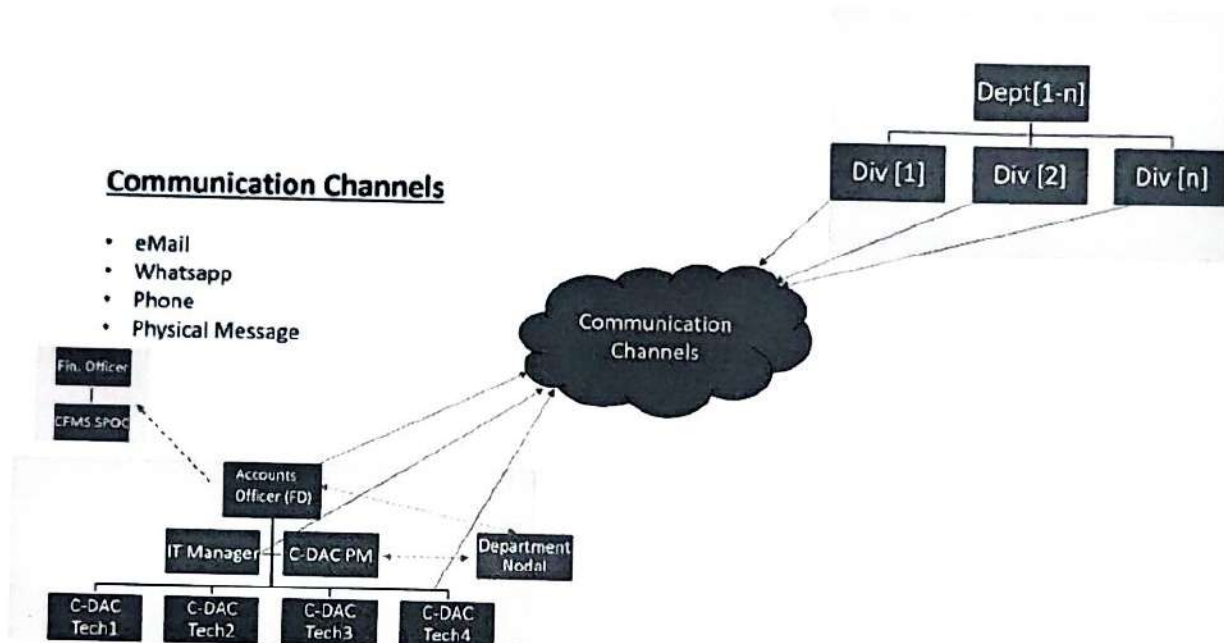


(Mukesh Kumar Lal),
Special Secretary.

Annexure - 1

WAMIS Helpdesk Process

As WAMIS getting rolled out across departments, the need for helpdesk support is important especially in the rollout period due to initial glitches, functional clarifications, and any other user support. An elaborate system and process have been envisaged to address this need. The below diagram depicts the organisational structure of the helpdesk.



The helpdesk shall be headed by Accounts Officer, Finance Department and assisted by an IT Manager and Project Manager from C – DAC. C – DAC technical staff shall be providing the support in resolution of issues raised w.r.t. WAMIS application. There shall be a CFMS – Single Point of Contact (SPOC) available for resolution of technical issues related to CFMS under the Finance Department Officer. The Finance Department Officer shall be responsible for resolution of any functional issues / queries reported from the field related to finance process. The table below represents the roles and responsibilities of various positions depicted in the organization chart.

Actors	Responsibility
WAMIS Users	- Report the issues, queries, and support requests. - Monitor their progress and status through the communication channels - Provide any feed to the modifications / progress to the issues/ requests reported - Provide confirmation to the closure of the raised issues/ requests

Actors	Responsibility
Finance Department Officer and Helpdesk In-charge	• Provide direction and leadership to the helpdesk function • Provide functional clarifications, support, and assistance related to finance, to the end users on a case-to-case basis, based on the issues reported / escalated • Ensure the required functional support to the users • Monitoring of the overall functioning of the Helpdesk and the resolution of reported issues/ requests • SLA administration
Helpdesk IT Manager	• Monitor the issues/ requests raised by the user • Allocating the issues/ requests to the helpdesk members • Monitor and evaluate the performance of the helpdesk agents • Ensure adequate support and handholding is provided to the users
C-DAC Tech Team	• Responsible to answer the calls from the users and gather issues/ requests received through the communication channels and record the same • Responsible for resolving the technical issues/ requests raised by the users • Provides handholding support to the users to ensure the adoption of the system
Department Nodal Officers	• Provide functional clarifications, support, and assistance to the end users on a case-to-case basis, based on the issues reported
CFMS – SPOC	• Act as the first point of contact for any integration issues between WAMIS and CFMS • Actively involve in the resolution of any integration related issues

Helpdesk Process

The users from the various departments shall use any one of the communication channels shown below to report an issue, query, or support request. The reported issues shall be allocated to the appropriate engineers for resolution if it requires any technical intervention. Any changes to the status of the issues logged shall be notified to the various users involved in the process through mail alerts. The users are expected to monitor the raised issues related to them. In case of functional clarification, either the Accounts Officer, Finance Department shall provide the clarifications / resolution or assign the same to the department nodal officers for resolution for any works department specific queries. The issues reported related to CFMS integration shall be escalated to the CFMS – SPOC and Accounts Officer, Finance Department for resolution. The issues related to functional aspects of finance department shall be escalated to Accounts Officer, Finance Department for resolution.

Communication Channels

Channel	
eMail	wamishelpdesk@bihar.gov.in
Whatsapp Groups	https://chat.whatsapp.com/JBLbAQRUOR0JSvYBnoKWdg
Phone Number (Toll free)	18003456066
Anydesk	Tool for Remote Desktop Connection

Contact Details of Key Staff (including Helpdesk Personnel)

Name	Designation	Role in helpdesk	Email	Mobile
Santosh Kumar	Accounts Officer, Finance Department	Finance Department Officer and Helpdesk In-charge	santosh.k@e-nidhi.bihar.gov.in	9572173710
TCS Team	To be Nominated	CFMS SPOC	To be Nominated	To be Nominated
Neha Saurabh Tripathi	Programmer Joint Director	Helpdesk IT Manager Helpdesk Project Manager	rudraneha89@gmail.com saurabh@cdac.in	9955016358 7035535570
Dhiraj Kumar	C-DAC L1 Support Engineer	Helpdesk Team, C-DAC	dhirajk@cdac.in	9899673051
Nawal Kishor	C-DAC L1 Support Engineer	Helpdesk Team, C-DAC	nawalk@cdac.in	8368038599
Jyoti	C-DAC L1 Support Engineer	Helpdesk Team, C-DAC	iyotik.cdac@gmail.com	7783866465
Sukesh Kumar	C-DAC L1 Support Engineer	Helpdesk Team, C-DAC	sukesh.kumar.cdac@gmail.com	7717745989