

GO-SMILE

Inspection of industries is done for a number of reasons including registration and licensing, renewal of licenses', inspection of factories and boilers for certification to improve working condition in factories and securing safety and Health of the industrial workers.

The industrial establishments are being inspected by different bodies at different times causing problems for the respective industries. Departments like, Factory & Boilers, Pollution Board, Industries, Excise and a few more are basically involved when it comes to inspecting an industry. So in normal circumstances the industries have to be on alert as there are number of visits from the officials on different days with different questions on same issues that makes it tiresome and clumsy for both the industries and the Government officials.

Pre Scenario

It was regular with industrial establishments to receive multiple visits from different bodies often checking on the same things, and, on some occasions, contradicting each other. There were no specific criteria on these visits and by whom.

Looking at the situation it was felt that there was a need for a central inspection framework to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination.

Solution

It was needed to streamline and improve the industries inspection framework as a part of “Ease of Doing Business” context .Inspection being a critical parameter ensuring clarity on inspections, frequency of inspections, and reducing duplications was foremost a challenge. Therefore, with an intention to implement a centralized inspection system to streamline the inspection process for industries GO SMILE was developed by CSM. The basic objective of the solution was to -
Develop transparent checklists, procedures & ensure synchronized inspections and facility for uploading of inspection report within a defined time.

GO SMILE is a web based Portal for Central Inspection System that covers the following module.

- > Online Registration of Industries
- > Online scheduling of inspections.
- > Online random allocation of inspectors for inspection.
- > Online submission of inspection reports.

Post Scenario

Go SMILE portal is responsible for monitoring the performance of field offices and collecting regular reports at suitable intervals, and then aggregating these reports to determine benchmark achievements against plans. The portal addresses has made the entire process of Inspection of Industries embezzlement free and transparent. The major achievements are:

- > Synchronized joint inspection covering Directorate of Factories & Boilers, Labour Directorate and Odisha State Pollution Control Board.
- > Inspection by following Standard operating procedures and transparent checklists
- > Risk based selection of companies for inspection
- > Computerized random allocation of inspectors
- > Same inspector will not inspect the same unit on two consecutive occasion
- > Prior intimation of inspection schedule via email and SMS to the unit
- > Availability of online inspection reports for company verification within 48 hours of completion of inspection

