

**CENTRAL RAILWAY**  
NO. NGP/STORE/FTS

**OFFICE OF Sr.DMM, NGPUR**  
DATE : 11.09.2015

**ENVIS SOLUTIONS**

Plot No. 33, Jambudeep Nagar  
Post Ayodhya Nagar,  
Nagpur- 440024  
Tel – 9665654165

**Sub - Problems in file Tracking system**

Re - This office P.O.no. 95.15.5249.1.65271 dtd 07.07.2015

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It is to inform you that web based File Tracking System developed by your firm for DRM office, Central Railway, Nagpur, is creating problems and hence work is getting suffered.

As per contract conditions, you have to develop and install software including training to staff and 6 months maintenance of the software

Accordingly on 15<sup>th</sup> July 2015, software is installed but from the beginning, there are some logical corrections in the software. Also software is giving troubles and not working properly. You have been contacted / informed many times through phone / email but till date the issue is not sorted out.

The list of problems in the software is once again reiterated and attached as annexure "A"

As per service conditions, you are supposed to maintain the software for 6 months from the date of installation. But neither, you are resolving the software issues nor responding to calls / mails. Hence you are hereby instructed to resolve the issues and provide maintenance as per service conditions within a week time i.e. before 19.09.2015. Failure to respond before this target date will liable for legal action in this matter.

This is issued without prejudice to the Railway legal rights in this matter.



**Sr. DMM / NGP**

वरिष्ठ मंडल सामग्री प्रबंधक  
Sr. Divisional Material Manager

मध्य रेल, नागपुर  
Central Railway, Nagpur

Following troubles are being experienced in FTS. All these troubles are long pending and based on original programme only. No additional feature is added.

#### **A) File**

1. **File sending issue** – When file sent to department A, it goes to Deptt B (Not always but very rarely).
2. **File Missing Issue** – File seen in search menu but not seen either in INBOX or in Pending of any of the department.
3. **Received Status Issue** - The files which are sent once to the department in past and while sending in second loop ( resend), the file status shows "received" even though file is not received at other end
4. **File Pull Back Issue** – The files which are sent once to the department in past and while sending in second loop ( resend), the file status shows "received" even though file is not received at other end. Such files could not be pulled back.
5. **Pull back Issue** – The files which are pulled back are not reflected in pending files. First of all the separate tab of pull back should be removed and should be reflected in pending files.
6. **Create File** – File number generated as soon as create tab pressed without submit. FTS number should be generated only after SUBMIT.
7. **Inbox** – Many files did not show the IN date and Time. There should be facility to reject the file.
8. **Receive** – Many times 2-3 attempts are required to receive the file.
9. **Achieve** - Archived files are not reflected in any of the reports – it should be reflected in DRM's and BOs report.
10. Time difference between sent and received should be counted.
11. **Report** - BOs should have the reports of their own department like DRM.
12. **Report** – Inbox files of sub users are actually pending files for main user, so in DRMs / BOs report such file should be seen pending with deptt.

#### **B) Letter – overlooked from the very beginning**

13. **Sending** – while sending file Deptt >> User wise selection should be there without which it is difficult to choose among 100s of users.
14. **Create** – There is an issue while selecting officer. The officer other than login user cannot be selected. Then Why the drop down list?
15. **Archive** – This tab is useless as no achieve facility is available.
16. **Order** – Presently latest is at bottom – it should be on TOP.

**C) Admin** : Many issues – will be discussed on one to one basis personally.

**D) Delete** – facility of deleting record should be available to remove closed junk files.

**E) Up-to-date coding should be provided in soft copy.**