To-Be Processes
&
Functional Requirement Specifications

e-District, Assam

Submitted By,

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LIST OF ACRONYMS

SI #	Term	Definition
1	ASWAN	Assam State Wide Area Network
2	BPR	Business Process R-Engineering
3	CBS	Core Banking Solutions
4	CSC	Common Service Centre
5	DIT	Department of Information Technology
6	eDA	e-District Application
7	G2C	Government to Citizen
8	G2G	Government to Government
9	GoI	Government of India
10	HoD	Head of the Department
11	ICT	Information & Communication Technology
12	IVRS	Integrated Voice Response System
13	LAN	Local Area Network
14	MIS	Management Information System
15	MMP	Mission Mode Project
16	NeGP	National e-Governance Plan
17	NIC	National Informatics Center
18	RTI	Right To Information
19	SDC	State Data Centre
20	SMS	Short Messaging Service
21	SWAN	State Wide Area Network
22	ToR	Terms of Reference

EXECUTIVE SUMMARY

"The To-Be processes and Functional Requirement Specifications (FRS) report" prepared by Wipro is a continuation to the "Gap analysis & Business Process Re-engineering (BPR)report" submitted for the pilot districts of Sonitpur and Goalpara, under the e-District project in Assam. This report contains the detailed 'To-Be' scenario for all the services selected under e-District project and also the Functional Requirement Specifications (FRS) for the software that needs to be prepared for both the districts, envisaged as a part of the e-District project.

Section I of the report consists of the Prelude to the report and approach to BPR.

Section II of the report consists of the Functional Requirement Specifications (FRS) of the general service components that has been identified during the Business Process Re-Engineering phase.

Section III consists of the To-be workflow and Functional Requirement Specifications (FRS) of the services that has been identified under the e-District MMP. It broadly covers the basic pre-requisites for implementing the envisaged workflow, the process details, Databases required, Service request forms, Record view for the logged in officers, various Monitoring Reports, internal Service Levels, digital signature requirements and the FRS for the particular service.

Section IV of the report consists of the Technical and Application Architecture envisaged to implement the e-district project.

The concluding section of the report consists of the proposed Way forward.

This report will be followed by the 'Request for Proposal for the Application software', which will be inline with the suggested Functional Requirement Specifications for the identified services.

1.0 **Prelude to the Report**

1.1 Introduction

'e-District' project is a State Mission Mode Project (MMP) funded under National e-Governance Plan (NeGP), initiated by Department of Information Technology (DIT), Government of India. Government of Assam envisages e-District as a model district in the State in which majority of the G2C and G2G services are delivered by the district administration leveraging Information, Communication and Technology.

According to the guidelines framed by the Department of Information Technology, 10 core categories of services has been studied under the e-District Mission Mode Project (MMP) out of which six core categories of services were identified at the National level and one non-core category of service was added under the State level, at the State's discretion.

The six core categories of services as identified at the national level are given below:-

- Certificates
- Revenue Court Cases
- Pensions
- Revenue Dues and Recovery
- Ration Card related Services (PDS)
- Grievance Redressal Services

Three additional categories of services identified at the State level are given below:

- Right To Information (RTI) Services
- Electoral Services
- Employment services

Following the identification of 10 categories of services and the sub-services under each category, an As-Is study was conducted for each of the identified services to

evaluate and understand the current ground situation keeping in perspective the people, process and the technology involved. Specific inputs were taken to understand the current scenario with respect to the mandated process vis-à-vis the process being followed, transaction volume, revenue generated, existing digitization level and current IT capability of the service owners. The "As-Is study" report on our understanding of the As-Is Scenario for the identified categories of services of e-District MMP has been submitted and approved by both the district administrations of Sonitpur and Goalpara.

This has been followed by the submission of the "Business Process Engineering and Implementation Report" which includes the Gap analysis and the process re-engineering that has been identified as a part to implement in the e-District project in both the district administrations of Sonitpur and Goalpara. The "Business Process Engineering and Implementation Report" was submitted to the District Administration of Sonitpur on 16/02/2008 and to the District Administration of Goalpara on 07/02/2008. The Business Process Engineering and Implementation Report" has been reviewed and approved by the District Administrations of Sonitpur & Goalpara. The same has been submitted to the State also.

The remaining sections of the report consists of the Functional Requirement Specifications(FRS) of the general service components that has been identified during the BPR exercize and also the detailed t-be workflow and FRS for each service that has been identified to be implemented under the e-District MMP in Assam.

2.0 Functional Requirement Specifications for the General Service Components

2.1 Information Dissemination Component

S. No.	Functional Requirement Specifications - Information Dissemination
1.	Should allow only the NIC / Department officials to update information obtained from the departments
2.	Should provide detailed information on the following to the user: § Scheme Name: § Eligibility Criteria: § Nodes of obtaining service: § Application Fees: § Grievance filing procedure: § Authorities to contact: § Forms and documents required: § Other locations for obtaining detailed information
3.	Should be able to add new information components besides the above
4.	Should be accessible to citizens, department officials, other government officials, e district centre operators, SCA
5.	The NIC should be able to update the document over the e district application but this information would not be viewable to the end user until the department head puts his digital signature verifying its authenticity and correctness
6.	Should not allow any un authorized user to upload information besides NIC officials
7.	Should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.
8.	Should notify the HoD once the information is updated over the e application
9.	Should allow the HoD to either approve or reject the information update
10.	Should update information over the e-district application only after digital signatures of the department head has been put up on the information update
11.	Should ask for digital signature of the HoD in case of rejection also
12.	Should ask for changes from the HoD desired in case of rejection by the HoD
13.	Should notify the NIC officials both in case of acceptance or rejection of

	the information update
14.	Should allow only the NIC officials to make changes in the updated information hosted over the e district application
15.	Should request NIC official to put his digital signature after each updation
16.	Should have a counter at the bottom of the page to record the number of people hitting the website, this would prove beneficial in capturing the usefulness of information
17.	Should auto generate grievances in case of HoD or NIC officials are not performing against their set SLAs
18.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.2 Forms Availability Component

S.No	Functional Requirement Specifications – Form Availability
1.	The system should store all the service request form at predefined location for the selected services
2.	The system should be able to retrieve service request form from the predefined location
3.	The system should allow for service request form to be easily downloadable both through HTML and word format
4.	The system should provide for printable version of the service request form
5.	The system should give an error message in case it is not able to retrieve the application from the given location
6.	The system should have a provision for uploading new version of the forms as and when it is required to change the version
7.	The system should maintain the version control for the service request form
8.	The system should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version
9.	The system should maintain log for all version change with the details of the process owner making version change
10.	The system should not allow to change the content of the form and should be in read only version
11.	The system should be able to make available service request form should be through

	• Online / website • CSC
12.	The system should allow for easy searching of the service request form
13.	The system should allow for easy and user friendly layout for locating the service request form
14.	The system should be able to export forms in multiple formats so as to ensure compatibility of forms
15.	The system should have a life counter feature to keep track of number of forms being downloaded from the application
16.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.3 Application Receipt Component

S.No	Functional Requirement Specifications – Application Request
1.	The System should enforce secure login as per the Login process, where the CSC or e-District center operator will have to authenticate his Username, Password to access the Application home page.
2.	The System, on successful login, should display the Main page or the Home page of the Applications Services Request with links to various services as per the Service Request Form mentioned above.
3.	The System should be able to retrieve and load the online Application Form for the service as selected by the Applicant / Operator.
4.	The System should assign a Unique Application Number to every form.
5.	The System should allow the Operator / Applicant to take a printout of the form before submitting it.
6.	The System should allow editing of the details in the online Application form even after a printout has been taken.
7.	The System should allow the Operator / Applicant to attach any scanned documents, photograph, or any other supplementary attachments as required with the Application Form
8.	The System should imprint the Unique Application Number and the ID details of the operator on the Application Form.
9.	The System should allow the operator to submit the Application Form online

10.	The System must display a message for Successful or Unsuccessful submissions and it should log all such events.
11.	The System must refresh the page and Load a new Application form in case the previous submission attempt was unsuccessful.
12.	The System should save the Application Form and all attached documents into a Database.
13.	The System should be able to immediately electronically forward the Application Form and the attachments and notify to the Process Owner, as identified in respective processes.
14.	The System should be able to generate a Receipt for the Applicant, and allow it to be printed.
15.	The system should support multilingual interface (minimum Hindi and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

2.4 Payment Component

S.No	Functional Requirement Specifications – Payment
1.	The system should provide for and allow financial transaction functions
2.	The system should check for all details of the service request form before initiating the payment
3.	The system should enable the payment option only when all the fields of service request forms are filled
4.	The system should return back and highlight the field which have inconsistencies / error for user to rectify the error
5.	The system should retain all the information of the service request form besides those having inconsistencies
6.	The system should return back after successful checking of the fields with the prompt of confirmation to open the payment page
7.	The system should open a new page for recording payment details against the service request
8.	The system should allow payment to be registered on the service application request against the following – § Payment against the service § Payment against the dues / payments as defined under service charter of the specific service
9.	The system should record and maintain all details of payment against a

	unique service application number
10.	The system should be able to maintain all the payment records in a database and retrieve the same as and when record
11.	The system should be able to open a page with declaration on successful payment output
12.	The system should able to record specific payment details on the service request form after successful payment has been made
13.	The system should be such that it should allow for part payment function
14.	The system should be able to retrieve information of first part payment during the final delivery of service output for final payment as per the overall payment specified for service request • Unique application number for requested service • CSC details and unique number for CSC
15.	The system should be able follow the payment cycle as mentioned above for the final payment also
16.	The system should be able to maintain all records of part payments as well as consolidated payment amount against the service request
17.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.5 Verification Component

S.No.	Functional Requirements Specifications – Verification
1.	The System should be able to allow the Process Owner to enter query parameters to search any Database connected with the System.
2.	The System should be able to query the specified Database with the specified parameters and return the result of the same to the Process Owner.
3.	The System should be able to retrieve various information from the individual databases and aggregate it before displaying it.
4.	The System should allow the Process Owner to electronically, using his digital signature, forward / delegate the Application to a Field Officer or any other Officer registered with the System.

5.	The System should be able decode the digital signed data and display the details of the signatory.
6.	The System should allow the Field Officer to modify the Database as per the Access rights
7.	The System should allow the Field Officer to electronically forward the Application back to the Process Owner after the details in the Database have been updated.
8.	The System should notify the Process Owner after the Field Officer has marked the Application back to him.
9.	The System should allow the Process Owner to either Approve or Reject the application as per the Approval or Rejection component, using his digital signature.
10.	The System should ensure that a Reason for Rejection is entered by the Process Owner if he selects to reject an application before accepting the Rejection.
11.	The System should log all the electronic movements of the application with date and time details along with the sender's and receiver's information.
12.	The system should support multilingual interface (minimum Hindi and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

2.6 Approval Component

S.No.	Functional Requirements Specifications – Approval
1.	The system should allow defined users to login to the system for approving the service request through a valid user ID and password and bio-metric authentication
2.	The system should show a login failure screen in case the user name and password are not verified by the application
3.	The system should intimate the users through predefined channels for pending approval on a daily basis
4.	The pending approvals should highlighted for the users on entering the application
5.	The pending approvals should be intimated to the users through SMS on pre-defined intervals until the same is addressed and closed by the respective process owner

6.	The system should have a provision to mark the approval of service request
7.	The system should allow the user to digitally sign the documents one by one
8.	The system should also allow the user the digitally sign all the selected approved service request at one go
9.	The system should open a page for all approved service request with a prompt of digital signature in form a button to initiate the process of digital signing
10.	The system should reconfirm from the user for initiating the digital signing before actually initiating the process
11.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hard copy of the same document will be provided to the applicant
12.	System should print the unique encrypted key/code on the hard copy of the digitally signed document such that the same printed unique encrypted key/code can be used to check the authenticity of the document. The unique encrypted key/code will be information of the authority who digitally signed the document in the encoded form
13.	System should provide a link to the page where the user can enter the unique encrypted key/code printed on the hard copy of the document to check for the authenticity of the document
14.	On clicking the link, system should display the fields as described in the section Document retrieval form such that the user can retrieve the required information
15.	System should retrieve and display the digitally signed document on the user screen once the user enters the unique encrypted key/code printed on the document
16.	System should not allow the user to make any alteration in the digitally signed document or access the database on entering the unique encrypted key/code
17.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not be found due to any reason
18.	The system should allow the user to terminate the approval process at any point of time during approval
19.	The system should keep and maintain the data in a data repository (database) for all the approval made

20.	The system should be able to keep the records of all transaction performed and link it to the unique code of digital signature
21.	The system should open a page informing the user of successful completion of approval
22.	The system should open a page at any point of process in case the process termination with the request to restart the process
23.	The system should not allow the user to initiate the process of digital signature in case of no selection of pending service request for approval
24.	The system should not allow the user to modify the approval once it has been digitally signed
25.	The system should not allow the user to delete any service request pending for approval at his end
26.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.7 Rejection Component

S.No.	Functional Requirements Specifications – Rejection
1.	The system should allow defined users to login to the system for reject the service request based on rejection criteria as mentioned for the service through a valid user ID and password
2.	The system should show a login failure screen in case the user name and password are not verified by the e-district application
3.	The system should intimate the users through predefined channels for pending service request application on a daily basis
4.	The pending service request application should be highlighted for the predefined process owners on entering the application
5.	The pending applications should be intimated to the predefined process owners through SMS on pre-defined intervals until the same is addressed and closed by the respective process owner
6.	The system should have a provision to mark the rejection of service request
7.	The system should have a provision where the predefined process owner states the reason for rejection of the service request
8.	The system should open a page with marked rejected application form and text entry provision against all the rejected application form

9.	The system should close the service request only and only once the text box is filled
10.	The system should be able to retrieve the closed rejected service request on the new page for digitally signing it
11.	The system should allow the user to digitally sign the document one by one
12.	The system should also allow the user the digitally sign all the closed rejected service request at one go
13.	The system should open a page for all rejected service request with a prompt of digital signature in form a button to initiate the process of digital signing
14.	The system should reconfirm from the user for initiating the digital signing before actually initiating the process
15.	Upon digitally signing the document, digitally signed document should be saved in the given repository for future references and a hard copy of the same document will be provided to the applicant
16.	System should print the unique encrypted key/code on the hard copy of the digitally signed document such that the same printed unique encrypted key/code can be used to check the authenticity of the document. The unique encrypted key/code will be information of the authority who digitally signed the document in the encoded form
17.	System should provide a link to the page where the user can enter the unique encrypted key/code printed on the hard copy of the document to check for the authenticity of the document
18.	System should retrieve and display the digitally signed document on the user screen once the user enters the unique encrypted key/code printed on the document
19.	System should not allow the user to make any alteration in the digitally signed document or access the database only on entering the unique encrypted key/code
20.	System should display an appropriate message in case of retrieval failure or any other communication failure or in case the document could not be found due to any reason
21.	The system should allow the user to terminate the rejection process at any point of time during rejection
22.	The system should keep and maintain the data in a data repository (database) for all the rejection made
23.	The system should be able to keep the records of all transaction performed and link it to the unique code of digital signature

24.	The system should open a page informing the user of successful completion of rejection function
25.	The system should open page at any point of process in case the process termination with the request to restart the process
26.	The system should not allow the user to initiate the process of digital signature in case of no selection of pending service request for rejection
27.	The system should not allow the user to modify the rejection once it has been digitally signed
28.	The system should not allow the user to delete any service request pending for approval at his end
29.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.8 Delivery Component

S.No.	Functional Requirements Specifications – Delivery
1.	The system should be able to provide delivery against all service request made
2.	The system should be able to link delivery against specific service request through unique service application request number
3.	The system should allow delivery only when the service request has been either approved / rejected
4.	The system should allow only validated predefined users to log into the e-district application for retrieving the delivery against the service request
5.	The system should ask for unique service request number / unique application number to retrieve specific service delivery
6.	The system should provide for the printable version of the service output
7.	The system should be able to print the unique kiosk number, unique application number on the every service output generated through it
8.	The system should be able to print the <url> of the site from where the content of the service delivery could be verified
9.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be manipulated
10.	The system should open new page specifying error in case of incorrect digital verification

11.	The system should be able to maintain the database of the all the service delivery output in a logical manner to ease the retrieval of the same as and when required
12.	The system should have a life counter to keep log of all delivery made with specific association of unique service application number and unique CSC number
13.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.9 Status Component

S.No	Functional Requirement Specifications – Status Component
1.	The system should have integrated auto status tracking features embedded in the overall architecture of the system
2.	The system should keep track of all the service requests from the citizens along with the respective unique application reference id generated at the time of the application receipt
3.	The system should be available in public and administrative view
4.	The system should be able to keep track of the status of all the service requests with the help of the respective unique application reference id (application id) and map the current status with the pre-defined service level against each process
5.	The system should be able to detect any change in the status of a given unique application reference id
6.	In case there is a change in the status of a unique application reference id , the system should update the status information in the database
7.	The system should have provisions for intimating the applicant about the current status of his/her application through SMS and/or Email especially if there is a change in the status with respect to the final delivery of the service
8.	The system should not provide details about the internal SLAs to the applicant and only provide update about the status with respect to the final delivery. This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery
9.	System should display the link for e-district portal from where the applicant can retrieve the status information by entering the unique application reference id

10.	The system should also allow the applicant to retrieve update about his/her service request through the web portal by entering the reference id in the link provided on the portal
11.	System should display the number from where the applicant can retrieve the status information by sending SMS along-with the unique application reference id
12.	The system should also allow the applicant to retrieve update about his/her service request by sending a SMS containing the unique application reference id to the e-District application
13.	The system should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc and also provide contact details of the system administrator and alternate link (if available)
14.	The System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
15.	The system should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
16.	The system should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
17.	The System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
18.	The System should have provision for Calendar System, which displays the dates and time of schedule events on a page formatted as a standard monthly calendar
19.	The system should have additional capability to integrate and extend portals to support a vast array of mobile devices in addition to PCs (WAP enabled)
20.	The system should have provisions such that the System Administrator can add/remove/modify the hierarchy of the Government officials with adequate authentication mechanism
21.	If there is any modification in the hierarchy of the relevant authority against a given service (in the system), system should automatically map the escalation levels with the new hierarchy of Government officials
22.	The system should support multi-lingual interface (minimum Hindi and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.10 Monitoring Component

S. No.	Functional Requirement Specifications – Monitoring Component
1.	The Process Owner should be able to use the e-District Application to query the Departmental Databases using the name or other details of the applicant.
2.	Should allow the e-District Application to retrieve various information from the individual databases and aggregate it
3.	The application should support the monitoring in both the occurrence, when an event or time driven activity is triggered.
4.	Should be able to retrieve all information about the status of the application form of the citizen.
5.	Should be able to automatically generate the following reports to the concerned authorities at regular time interval:-
6.	Should be able to generate Service Report on a regular time interval, this report should include the no of application received, no of application processed, no of application rejected and the no of application under process.
7.	Should able to generate SLA Report on regular time interval, this report should give information related to centre wise details of no of SLA met and centre wise details of no of SLA breached.
8.	Should be able to generate Performance Report on regular time interval, this report should give information related to centre wise details of no of application processed against the no of application received.
9.	Should be able to generate Payment Report on regular time interval, this report should give information related to centre wise transaction, money collected and money deposited along with date and time.
10.	Should be able to generate Inventory Report on regular time interval, this report should give information related to pre-printed stationary used and issued to each centre.
11.	Should be able to generate Attendance Report on regular time interval, this report should give information related to centre wise attendance.
12.	Should provide a search option to the authorized stakeholder so that he can search the information which should be sorted according to Date, Department/Section, Service, District, Block, Sub Division and Circle.
13.	Should allow the stakeholder to review the progress report and give his comments online.
14.	Should provide the facility to print and e-mail the report.
15.	Should provide a printer – friendly version automatically for all pages.
16.	The system should support multi-lingual interface (minimum Hindi and

English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

2.11 Log in Component

S. No.	Functional Requirement Specifications – Log In Component
1.	Should allow only the authentic users (Kiosk Operators, Department Officials) to login to the system through the use of: § Bio metric device using the thumb impression § User id and Password combination (for kiosk operators and verification officers) § Both (for Forwarders and issuing Authorities)
2.	Should display the login page as the first page when the user enters the e district application.
Thumb Impression Based Biometric Device	
1.	Should map the thumb impression of all the users to the application database and only these users should be allowed to enter the e District application. In case of any irregularities the combination of thumb impression and digital signature put on the document would be used to mark responsibility.
2.	Should give a welcome message once the user is able to successfully login to the e district application.
3.	Should give an error message once the user provides wrong login information and ask the user to re log in.
User id & Password Combination	
1.	The user login and password both should be a combination of following: Alphabets (at least 1) Symbols Numeric
2.	The user name and password should have a minimum of 8 characters each
3.	Should not create duplicate user ids or passwords
4.	Should not allow the user to have the same password for more than 30 days
5.	Should generate alerts for password expiry from two days of actual expiry
6.	Should not allow same user id and password
7.	Should not allow blank spaces while setting user id or password
8.	Should notify the user in case the Caps Lock is on
9.	Should notify the use if Num Lock is on
10.	Should generate user id based on the criteria of - Zone, district, Circle an SCA

	name, kiosk number
11.	Should not allow a user who forgets the password to access the password retrieval mechanism
12.	Should allow only the machines whose mach id is registered with the application enter the e district application
13.	Should prompt the user to change the password in case of first login at the client side i.e. after imaging
14.	Should give a welcome message once the user is able to successfully login to the e district application.
15.	Should give an error message once the user provides wrong login information and ask the user to re log in.
16.	Should block the user to enter into the e-district application if he puts in wrong login info continuously thrice.
17.	Should support multilingual interface (minimum Hindi and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines

3.0 Work Flow - To-Be Processes and Functional Requirement Specifications

3.1   Certificates

3.1.1   Issuance of Order sheet for obtaining Birth Certificate incase of delayed registration (Registration after one year of Birth)

Basic Assumptions

§   The department should agree to accept service request application to issue the order sheet for obtaining the Birth Certificate from the applicants through Common Service Centers

§   The department should accept the provision of forwarding service request through e-District application to District Registrar

§   The department should accept the validity of digital signature instead of physical signing and stamping by concerned District Registrar

§   The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§   It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§   The Citizens to come with all the supporting documents, including the affidavits to the CSC/e-District centre to avail the service.

§   The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

PROCESS   FLOW   DIAGRAM   -   BIRTH

Process details

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the order from the District Registrar to obtain the Birth Certificate ► Birth Report from local Gaonburah's Certificate/Ward Commissioner's Certificate in respect of Municipality/Town Committee areas ► Doctor's Certificate regarding Birth ► School Certificate/ Admit Card ► Certified copy of voter list 1997 or 1966 or relevant paper(in special cases) ► Affidavit duly signed by the Executive Magistrate ► Other documents (required, if any)	Applicant
2.	Following application receipt and payment component the e-district application would register the request for order from the District Registrar incase of delayed registration (registration after one year) for obtaining Birth Certificate for a particular applicant	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the District Registrar for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the District Registrar	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the	Forwarder

	auto generated notesheet to the registrar	
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	Registrar checks the note sheet and based on the same, he either issues the digitally signed Order sheet or rejects the application along with the reasons for rejection	Registrar
10.	The e-district application would host the action taken by the District Registrar and will notify the relevant stakeholders.	e- District Application
11.	The kiosk operator logs into the e-District application, takes the print out of the application, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator
12.	The citizen goes with the order sheet to the concerned institution and collects the Birth Certificates	Citizen

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Database required

S. No.	Database	Remarks
1	Order sheet database	This database will store all the information about the application, order issued and other related details.

Service Request Form – Birth Certificate

The format of Birth Certificate Form will be same as Form no 1 in Registration of Birth and Death Act 1969.

Records view for the Forwarder (Dealing Assistant)

S.No	Fields Description of the view
1	Reg. No.
2	Date of Registration
3	Application Ref. No.
4	Application Date
5	Candidate's Date of Birth
6	Candidate's Sex
7	Name of child
8	Name of Father
9	Mother's Name
10	Place of Birth
11	Place of Applicant
12	List of the supporting documents
13	Informant's Name
14	Informant's Address
15	Date of Application Submission at CSC/e District Center

Records view for the Authority (District Registrar)

The Records view for the District Registrar is as follows:

S.No	Fields Description of the view
1	Application Number
2	Name of the Applicant
3	Address
4	Details of the supporting documents
5	Note sheet along with the auto generated File No.
6	Date of Application Submission at CSC/e District Center
7	Due date for decision on application

Monitoring Report

MIS Component 1

The following fields will be required for showing status to DM/SDO is as follows:-

Responsibility Centre (Issuing Authority)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

MIS Component 2

The following fields will be required for showing status to DM/SDO/Approving Authority is as follows:-

Responsibility Centre (Forwarder)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

Internal Service Levels- Issuance of Order for obtaining Birth Certificate

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt and Forward to the Forwarder(Dealing Assistant)	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	District Registrar Approves or Rejects the application using his digital sign	1 day	2nd day

Digital Signature requirement

S.No	Designation officer	Number of Digital Signature Used (In - Number)
1.	District Registrars	All

General Functional Requirement Specifications for all services:-

S. No.	General Functional Requirement Specifications for Certificates
1.	The system should be able to display Birth Certificate related page through multiple routes • Service links • Information links • District links
2.	Should be able to identify the user logging into the system using the login component.
3.	The system should be able to provide information to the citizens about the relevant services both in public as well as private domain as per the 'Information component' • Web access to information content in public domain • E-District application access to information content
4.	The system should be able to channel as per the process map and relevant description for the service mentioned
5.	The System should make available the latest copy of the Application Form online (24x7) as per the Form Availability component.
6.	The System should be able to retrieve the service request form for a particular service
7.	The system should allow the operator to fill in the online application on behalf of citizen availing the service as per the 'application receipt' component
8.	The System should be able to generate a unique registration number during registering an applicant with the application.
9.	The System should be able to identify the applicant uniquely based on this registration number for all future references.
10.	The System should be able to record the payment made by the applicant against the service as per the Payment Component
11.	The System should display a message regarding successful or unsuccessful completion of any transaction.
12.	The system should refresh the page in case of failure in submission of service request
13.	The system should be able to issue an acknowledgement receipt once the applicant is registered with the system
14.	The System should be able to notify the concerned officer about the new

	application and this date and time must be logged.–
	• through e-District application
	• through SMS
	• through e-mail
15.	The system should allow concerned officials to view the service request only on authenticated login as per login process
16.	The system should show service request to concerned Approving authority as pending for approval till it is marked for further action
	• by default the system should be able to auto escalate within the service level as per the escalation matrix defined
17.	The system should be able to auto generate MIS reports for the following officials as per the requirement–
	• District Magistrate
	• SDOs/COs/BDOs
	• Forwarder
18.	The system should be able to support the status tracking component as defined in the process map for status tracking
19.	The system should be able to support the monitoring and reporting component as defined in the process map for monitoring and reporting
20.	The System should be able to detect changes in status and send status updates to the citizen as per the Status Tracking component.
21.	The System should be able escalate the application as per the Auto Escalation matrix defined in Auto Escalation Matrix table, by notifying the next level of authority and sending him a copy of the application.
22.	The system should be able to maintain all records for the login sessions with date and time
23.	The system should be able to provide date and time stamping for all transactions done with digital signature
24.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in District administration registered with the System.
25.	The system should support multilingual interface (minimum Hindi and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

Functional Requirement Specifications - Issuance of Order sheet for obtaining Birth Certificate incase of delayed registration (Registration after one year of Birth)

S. No.	Functional Requirement Specifications - Issuance of Order sheet for Birth Certificates incase of Birth Registration after one year
1.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow District Registrar to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request District Registrar to provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the District Registrar
9.	The District Registrar must be able to download the application from the System
10.	The System should allow the District Registrar to enter query parameters for the IT Database, if access is available, and then display the results for the query to District Registrar.
11.	The System should save the digitally signed copy of the Order for obtaining Birth Certificate in case of delayed registration(registration after one year) issued as a soft copy in a Database
12.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

3.1.2 Issuance of Order sheet for obtaining Death Certificate incase of delayed registration (Registration after one year of Death)

Basic Assumptions

§ The department should agree to accept service request application to issue the order sheet for obtaining the Death Certificate from the applicants through Common Service Centers

§ The department should accept the provision of forwarding service request through e-District application to District Registrar

§ The department should accept the validity of digital signature instead of physical signing and stamping by concerned District Registrar

§ The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§ It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§ The Citizens to come with all the supporting documents, including the affidavits to the CSC/e-District centre to avail the service.

§ The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

Process Flow diagram –landscape - Death

Process details:

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the order from the District Registrar to obtain the Death Certificate ▶ Local Gaonburah's Certificate/Ward Commissioner's Certificate in respect of Municipality/Town Committee areas ▶ Doctor's Certificate regarding Death ▶ School Certificate/ Admit Card ▶ Certified copy of voter list 1997 or 1966 or relevant paper(in special cases) ▶ Affidavit duly signed by the Executive Magistrate ▶ Other documents (required, if any)	Applicant
2.	Following application receipt and payment component the e-district application would register the request for order from the District Registrar incase of delayed registration (registration after one year) for obtaining Death Certificate for a particular applicant	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the District Registrar for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the District Registrar	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the registrar	Forwarder

8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	Registrar checks the note sheet and based on the same, he either issues the digitally signed Order sheet or rejects the application along with the reasons for rejection	Registrar
10.	The e-district application would host the action taken by the District Registrar and will notify the relevant stakeholders.	e- District Application
11.	The kiosk operator logs into the e-District application, takes the print out of the application, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator
12.	The citizen goes with the order sheet to the concerned institution and collects the Death Certificate	Citizen

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Database required

S. No.	Database	Remarks
1	Order sheet database	This database will store all the information about the application, order issued and other related details.

Service Request Form – Death Certificate

The format of Birth Certificate Form will be same as Form no 1 in Registration of Birth and Death Act 1969.

Records view for the Forwarder (Dealing Assistant)

S.No	Fields Description of the view
1	Reg. No.
2	Date of Registration
3	Application Ref. No.
4	Application Date
5	Candidate's Date of Death
6	Candidate's Sex
7	Name of Father
8	Mother's Name
9	Place of Death
10	Place of Applicant
11	List of the supporting documents
12	Informant's Name
13	Informant's Address
14	Date of Application Submission at CSC/e District Center

Records view for the Authority (District Registrar)

The Records view for the District Registrar is as follows:

S.No	Fields Description of the view
1	Application Number
2	Name of the Applicant
3	Address
4	Details of the supporting documents
5	Note sheet along with the auto generated File No.
6	Date of Application Submission at CSC/e District Center
7	Due date for decision on application

Monitoring Report

MIS Component 1

The following fields will be required for showing status to DM/SDO is as follows:-

Responsibility Centre (Issuing Authority)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

MIS Component 2

The following fields will be required for showing status to DM/SDO/Approving Authority is as follows:-

Responsibility Centre (Forwarder)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

Service Level – Issuance of Order for obtaining Death Certificate

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt and Forward to the Forwarder(Dealing Assistant)	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	District Registrar Approves or Rejects the application using his digital sign	1 day	2nd day

Digital Signature requirement

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1.	District Registrars	All

Functional Requirement Specifications – Issuance of Order sheet for obtaining Birth Certificate incase of delayed registration (Registration after one year of Birth)

S. No.	Functional Requirement Specifications - Issuance of Order sheet for Death Certificates incase of Death Registration after one year
1.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow District Registrar to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request District Registrar to provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the District Registrar
9.	District Registrar must be able to download the application from the System
10.	The System should allow the District Registrar to enter query parameters for the IT Database, if access is available, and then display the results for the query to District Registrar.
11.	The System should save the digitally signed copy of the Order for obtaining Death Certificate in case of delayed registration(registration after one year) issued as a soft copy in a Database
12.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

3.1.3   Issuance of Income Certificate

Basic Assumptions

§   The department should agree to accept   service request application for obtaining the Income Certificate from the applicants through Common Service Centers

§   The department should accept the provision of forwarding service request through e-District application from the forwarder to the CO without being manually forwarded as a noting on the service request file

§   The department should accept the validity of digital signature instead of physical signing and stamping by concerned Circle Officer

§   The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§   It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§   The Citizens need to submit all the supporting documents to the CSC/e-District centre to avail the particular service.

§   The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

PROCESS FLOW DIAGRAM _LANDSCAPE- INCOME CERTIFICATE

Process Details :

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Income Certificate ► Revenue Receipt ► Gaonburah's Certificate ► Payslip ► Other documents(required, if any)	Applicant
2.	Following application receipt and payment component the e-district application would register the request for obtaining Income Certificate for a particular applicant	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the Circle Officer (CO) for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the CO	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the CO	Forwarder
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	CO checks the note sheet and based on the same, he either issues the digitally signed Income Certificate otherwise he forwards the application to the concerned Lotmandal for field verification.	Circle Officer

10.	e-district application registers the response of the CO and notifies the Lotmandal about the orders to initiate field verification	e- District Application
11.	Lotmandal receives notification from the e district application about the orders updated by the CO to carry out the physical verification.	Lotmandal
12.	Lotmandal verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	Lotmandal
13.	System registers the change in the database made by the Lotmandal and notifies the CO to review the report to Lotmandal for information that verification has been carried out.	e- District Application
14.	CO reviews the changes in the Database made by the Lotmandal on the e district application database. CO can then : a) If he finds the Lotmandal report favoring the applicant's request then the he approves the Income Certificate request and updates it over the e district application using his digital signature on receiving the physical documents. b) If he finds Lotmandal report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	Circle Officer
15.	The e-district application would host the action taken by the CO and will notify the relevant stakeholders.	e- District Application
16.	The kiosk operator logs into the e-District application, takes the print out of the digitally signed Income Certificate, signs and stamps it	Kiosk Operator

	with the CSC seal and hands over to the applicant	
Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Database required

S. No.	Database	Remarks
1	Income Certificate database	This database will store all the information about the application data and the Income Certificates issued.

Service Request Form – Income Certificate

The fields required in the request form for Income Certificate are as follows:

S.No	Fields Description of the form
1.	Name
2.	Father's or Husband's Name
3.	Current Address
4.	Permanent Address
5.	Village
6.	Circle
7.	District
8.	Occupation
9.	Income from farming
10.	Income from any other Scheme
11.	Income from other sources
12.	Father's / Husband's Monthly income
13.	Is applicant a Scheduled Caste (Yes/No)
14.	Source of Daily wage, if any

| 15. | Average number of days doing labour work in a month |
| 16. | Any other details |

Records view for the Forwarder

New Applications View for the Forwarder is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Father's / Husband's Name
4.	Address
5.	List of the scanned supporting documents
7.	Date of Application Submission at CSC/e District Center
8.	Due date for decision on application
9.	Target Date

Records view for the Logged in officer

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Father's / Husband's Name
4.	Address
5.	Details of the supporting documents
6.	Note sheet along with the auto generated File No.
7.	Date of Application Submission at CSC/e District Center
8.	Due date for decision on application
9.	Target Date
10.	Lotmandal assigned
11.	Search box

The Logged in Authorized user (Circe Officer) should be able to assign a Lotmandal to the application for verification. The Records for this action would be:

S.No	Fields Description of the view
1.	Application Number
2.	Selection of Area
3.	Selection of Lotmandal

Monitoring Report

The following table specifies the fields required in the MIS Report 1

S.No	Name of the Circle Office	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees
1.					
2.					
3.					
4.					
5.					

The following table specifies the fields required in the MIS Report 2

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

The following table specifies the fields required in the MIS Report 3

S.No	Name of the Circle Office	Application requiring Physical verifications	Total number of application received	%age of the application requiring physical verifications
1				
2				
3				

Service Levels – Income Certificate

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	Circle Officer(CO) checks the documents and/or details in the Database		2nd day
4.	CO Approves and issues the Income Certificate or rejects the application and using his digital sign, in case no physical verification required	Same day	2nd day
5.	CO forwards the Application to Lotmandal if physical verification required		2nd day
6.	Physical verification and Updation of the application with details of income by Lotmandal	3 days	5th day
7.	CO Approves and issues the Income Certificate or rejects the application using his digital sign	1 day	6th day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	Circle Officers	7

Functional Requirement Specifications- Income certificate

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow Circle Officer to accept or reject any service request application
7.	The system should request the Circle Officer to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Circle Officer
9.	The Circle Officer must be able to download the application from the System
10.	The System should enable the Circle Officer to conduct verification as per the Verification component.
11.	The System should allow the Circle Officer to enter query parameters for the IT Database, if access is available, and then display the results for the query to Circle Officer.
12.	The System should allow the Circle Officer to either approve or reject the application using his digital signature as per the Approval and Rejection component.
13.	The System should log the Approval or Rejection and the date and time of the action.
14.	The System should save the digitally signed copy of the Income certificate issued as a soft copy in a Database

15.	The System should be able to notify the Applicant and deliver the Income certificate as per the Delivery Mechanism component.
16.	The System should log the details of who accessed the online soft copy and took a printout of the same.
17.	The System should allow the Circle Officer to electronically forward the application to the Lotmandal for physical verification, using his digital signature.
18.	The System should be able to notify the Lotmandal of the new verification request.
19.	The System should enable the Lotmandal to download the application details.
20.	The System should allow the Lotmandal to create or update the Income details in the application.
21.	The System should allow the Lotmandal to electronically forward the application to the Circle Officer
22.	The System should be able to notify the Circle Officer of the updates status of the application.

3.1.4   Issuance of Permanent Residence Certificate

Basic Assumptions

§   The department should agree to accept service request application for obtaining the Permanent Residence Certificate from the applicants through Common Service Centers

§   The department should accept the provision of forwarding service request through e-District application to Certificate Issuing Authority

§   The department should accept the validity of digital signature instead of physical signing and stamping by concerned Certificate Issuing Authority

§   The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§   It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§   The Citizens to come with all the supporting documents including the Police verification report to the CSC/e-District centre to avail the service but the CO report will be taken care of internally as a part of the automated workflow

§   The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

Process flow Diagram –Landscape -PRC

Process Details:

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Permanent Residence Certificate(PRC) ▶ Call Letter (for services) ▶ Mark sheet (for higher education) ▶ Police Verification Report ▶ Other documents(required, if any)	Applicant
2.	Following application receipt and payment component the e-district application would register the request for obtaining PRC for a particular applicant	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the Circle Officer (CO) for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the CO	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the CO	Forwarder
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	CO checks the note sheet and based on the same, he either issues the digitally signed Income Certificate otherwise he forwards the application to the concerned Lotmandal for field verification.	Circle Officer

10.	e-district application registers the response of the CO and notifies the Lotmandal about the orders to initiate field verification	e- District Application
11.	Lotmandal receives notification from the e district application about the orders updated by the CO to carry out the physical verification.	Lotmandal
12.	Lotmandal verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	Lotmandal
13.	System registers the change in the database made by the Lotmandal and notifies the CO to review the report to Lotmandal for information that verification has been carried out.	e- District Application
14.	CO reviews the changes in the Database made by the Lotmandal on the e district application database. CO can then : c) If he finds the Lotmandal report favoring the applicant's request then the he approves the Income Certificate request and updates it over the e district application using his digital signature on receiving the physical documents. d) If he finds Lotmandal report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	Circle Officer
15.	The e-district application would host the action taken by the CO and will notify the Forwarder at the DC/SDO office about the status	e- District Application
16.	Forwarder checks the scanned supporting documents and the CO report and other details and if everything is ok, forwards the application	Forwarder

	along wth the auto generated notesheet to the Certificate Issuing Authority	
17.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
18.	Certificate Issuing Authority checks the note sheet and based on the same, he either issues the digitally signed PRC otherwise he forwards the application to the concerned Lotmandal for field verification.	Issuing Authority
19.	The kiosk operator logs into the e-District application, takes the print out of the digitally signed PRC, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Databases required

S. No.	Database	Remarks
1.	Permanent Residence Certificate database	This database will store all the information about the application data and the Permanent Certificates issued for Jobs and Service

Service Request Form – Permanent Residence Certificate (Higher education and Service)

S.No	Fields Description of the form
1.	Name of Applicant
2.	Age
3.	Caste
4.	Name of Father/Husband
5.	Permanent Address • Village/Ward • Town/GP • Post Office • Mouza • Revenue Circle • Police Station • Place of Birth • Place of Birth of his father
6.	Nationality
7.	Applicant's last place of stay
8.	Period of stay in the last place
9.	By Birth/Others
10.	Years of residence in the above address
11.	Details of Land possessed by applicant Father/Mother/Husband • Mouza • Village/Ward • Patta No. • Dag No.
12.	Purpose for which PRC is needed

Records view for the Circle Officer

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Father's / Husband's Name
4.	Address
5.	Details of the supporting documents
6.	Note sheet along with the auto generated File No.
7.	Date of Application Submission at CSC/e District Center
8.	Due date for decision on application
9.	Target Date
10.	Lotmandal assigned
11.	Search box

The Logged in Authorized user (Circe Officer) should be able to assign a Lotmandal to the application for verification. The Records for this action would be:

S.No	Fields Description of the view
1.	Application Number
2.	Selection of Area
3.	Selection of Lotmandal

Records view for the Forwarder

The Records view for the Forwarder is as follows:

S.No	Fields Description of the view
1.	All the applicant details
2.	Scanned supporting documents
3.	Circle Officer Report
4.	Lotmandal Report

Records view for the Issuing Authority

The Records view for the Issuing Authority is as follows:

S.No	Fields Description of the view
1	Application Number
2	Name of the Applicant
3	Address
4	Details of the supporting documents
5	Note sheet along with the auto generated File No.
6	Date of Application Submission at CSC/e District Center
7	Due date for decision on application

Monitoring Report

Internal Service Levels – Permanent Residence Certificate

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day

3.	Circle Officer(CO) checks the documents and/or details in the Database		2nd day
4.	CO Approves and issues the Income Certificate or rejects the application and using his digital sign, in case no physical verification required	Same day	2nd day
5.	CO forwards the Application to Lotmandal if physical verification required		2nd day
6.	Physical verification and Updation of the application with by Lotmandal	2 days	4th day
7.	CO Approves and issues the CO report or rejects the application using his digital sign	Same day	5th day
8.	Forwarder (Dealing Assistant) at the DC/SDO office receives the application along with the CO report	1 day	6th day
9.	Forwarder (Dealing Assistant) at the DC/SDO office forwards the application to the issuing authority	1 day	7th day
10.	Issuing Authority approves/rejects and issues the final output using his digital sign	Same day	7th day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	Circle Officers	All
2.	SDOs	All

Functional Requirement Specifications - Permanent Residence Certificate

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the forwarder at the CO office
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto

	generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow Circle Officer to accept or reject any service request application
7.	The system should request the Circle Officer to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Circle Officer
9.	The Circle Officer must be able to download the application from the System
10.	The System should enable the Circle Officer to conduct verification as per the Verification component.
11.	The System should allow the Circle Officer to enter query parameters for the IT Database, if access is available, and then display the results for the query to Circle Officer.
12.	The System should allow the Circle Officer to either approve or reject the application using his digital signature as per the Approval and Rejection component.
13.	The System should log the Approval or Rejection and the date and time of the action.
14.	The System should save the digitally signed copy of the Permanent Residence certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Permanent Residence certificate as per the Delivery Mechanism component.
16.	The System should log the details of who accessed the online soft copy and took a printout of the same.
17.	The System should allow the Circle Officer to electronically forward the application to the Lotmandal for physical verification, using his digital signature
18.	The System should be able to notify the Lotmandal of the new verification

	request.
19.	The System should enable the Lotmandal to download the application details.
20.	The System should allow the Lotmandal to create or update the Income details in the application.
21.	The System should allow the Lotmandal to electronically forward the application to the Circle Officer
22.	The System should be able to notify the Circle Officer of the updates status of the application.
23.	Should be able to route the application from the Circle Officer to the forwarder at the DC/SDO office
24.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
25.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
26.	The System should allow the Forwarder to reject the application
27.	The system should request Forwarder to provide comments in case of rejection
28.	The system should allow ADC to accept or reject any service request application as per the Approval and Rejection components respectively
29.	The system should request Issuing Authority to provide comments in case of rejection
30.	The system should save the acceptance / rejection only after digital signature of the Issuing Authority
31.	The Issuing Authority must be able to download the application from the System
32	The System should allow the Issuing Authority to enter query parameters for the IT Database, if access is available, and then display the results for the query to Issuing Authority.
33.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

3.1.5   Issuance of Senior Citizens Certificate

Basic Assumptions

§   The department should agree to accept service request application for obtaining the Senior Citizens Certificate from the applicants through Common Service Centers

§   The department should accept the provision of forwarding service request through e-District application from the forwarder to the Certificate Issuing Authority without being manually forwarded as a noting on the service request file

§   The department should accept the validity of digital signature instead of physical signing and stamping by concerned Certificate Issuing Authority

§   The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§   It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§   The Citizens need to submit all the supporting documents to the CSC/e-District centre to avail the particular service.

§   The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

PROCESS FLOW DIAGRAM - LANDSCAPE

Process Details

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Senior Citizens Certificate ▶ Age proof Certificate ▶ School Certificate ▶ One Photograph ▶ Other documents (if any)	Applicant
2.	Following application receipt and payment component the e-district application would register the request for Senior Citizens Certificate	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the ADC for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the ADC office	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the ADC	Forwarder
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	ADC checks the note sheet and based on the same, he either issues the digitally signed Senior Citizens Certificate or rejects the application along with the reasons for rejection	ADC

10.	The e-district application would host the action taken by the ADC and will notify the relevant stakeholders.	e- District Application
11.	The kiosk operator logs into the e-District application, takes the print out of the application, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e-district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Databases required

S. No.	Database	Remarks
1	Senior Citizens Certificate database	This database will store all the information about the application data and the Senior Citizens Certificates issued.

Service Request Form – Senior Citizens Certificate

S.No	Fields Description of the form
1.	Name of Applicant
2.	Name of Father/Husband
3.	Date of Birth
4.	Address - Village/Ward - Town/GP - Post Office - Mouza - Revenue Circle - Police Station
5.	Occupation
6.	Blood Group
7.	Identification Mark

Records view for the Forwarder

New Applications View for the Forwarder is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Address
4.	List of the scanned supporting documents
5.	Date of Application Submission at CSC/e District Center
6.	Due date for decision on application
7.	Target Date

Records view for the Issuing Authority

New Applications View for the issuing Authority is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Address
4.	Details of the supporting documents
5.	Note sheet along with the auto generated File No.
6.	Date of Application Submission at CSC/e District Center
7.	Due date for decision on application
8.	Target Date
9.	Search Box

Monitoring Report

The following table specifies the fields required in the MIS Report 1

S.No	Name of the Office	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees
1.					
2.					
3.					
4.					
5.					

The following table specifies the fields required in the MIS Report 2

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

Internal Service Levels – Senior Citizens Certificate

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt and Forward to the Forwarder(Dealing Assistant)	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	Issuing Authority Approves or Rejects the application using his digital sign	1 day	2nd day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	ADCs	All

Functional Requirement Specifications – Senior Citizens Certificate

S. No.	Description
1.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow ADC to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request ADC to provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the ADC
9.	The ADC must be able to download the application from the System
10.	The System should allow the ADC to enter query parameters for the IT Database, if access is available, and then display the results for the query to ADC.
11.	The System should save the digitally signed copy of the Senior Citizens Certificate issued as a soft copy in a Database
12.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

3.2   Pensions

Old Age Pensions under the National Old Age Pension (NOAP) scheme

Basic Assumptions

§   The department should agree to accept service request for registering to the NOAP scheme from the applicants through Common Service Centers

§   The department should accept the provision of forwarding service request through e-District application from the forwarder to the concerned Authority

§   The department should accept the validity of digital signature instead of physical signing and stamping by concerned Authority

§   The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§   It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§   The Citizens need to submit all the supporting documents to the CSC/e-District centre to avail the particular service.

§   The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

PROCESS FLOW DIAGRAM –OLD AGE PENSION

Process details

Sr.	Process Details Process Details	Responsibility Centre
Applying for Old Age Pension - National Old Age Pension (NOAP) Scheme		
1.	The Citizen comes to the CSC for applying for Old Age Pension along with the following supporting documents:- - Application Form signed by the Gaon Baruah & GP Secretary - Original Age Certificate (By the Medical & Health Officer)	Citizen
2.	Following application receipt and payment component the e-district application would register the request for registering into NOAP scheme	e-district application
3.	Once the pension request has been registered the e district application would collate the information on an event basis and generate an online report. The request report would be forwarded to the BDO	e-district application
4.	Kiosk operator forwards physical documents and form printout to the BDO/TC/MB	Kiosk operator
5.	The Forwarder at the BDO office, after scanning the supporting documents will forward the report generated on the event basis to the concerned authority at the BDO/TC/MB office	Forwarder at the BDO/TC/MB office
6.	The authority at the BDO/TC/MB office will either digitally approve or reject the list.	Authority at the BDO/TC/MB office
7.	All the approved beneficiaries will be forwarded to the DC office as the beneficiary list.	BDO/TC/MB
8.	The Forwarder at the DC office receives the beneficiary list from the BDO/TC/MB and forwards to the DC for approval	Forwarder at the DC office
9.	DC will either digitally approve or reject the list and updates the status in the e-District database gets updated	e-district application

Database required

S. No.	Database	Remarks
1	Old Age Pension Database	The database would contain details of the existing beneficiaries and also the new beneficiaries that will be added under the scheme

Service Request Form – Old Age Pension

Old Age Pension Service Request Form would have the following details:

S.No	Fields Description of the form
1.	Registration No
2.	Name of Applicant
3.	S/o, D/o, w/o
4.	Address:
5.	Caste (SC/ ST/ OBC/ General)
6.	Address
7.	Village
8.	Block
9.	Circle
10.	District
12.	Duration of Stay in Assam
13.	Age as on date of application submission
14.	Documents attached
15.	Details of family members:
16.	Identification Mark

Records view for a Logged in user

Record view for the BDO/TC/MB incase of new application:

S.No	Fields Description of the form
1.	Service Name
2.	Pension Category
3.	Applicant's name
4.	S/o, W/o, D/o Gram Panchayat/Ward Name
5.	Block/MB/TC Name
6.	Documents Attached

Record View for Applicant

The applicant would view the following fields updated by the Department Head to know the status of his application I the following form:

Sr.	Fields Description of the Record View
1	Registration No.
2	Name:
3	Block Village Circle
4	Status (Current / Waitlisted)
6	Date of Last Updation

Record view for DM

The DM would view the allocated quota proposed by the Department Head in the following format:

District Name:

No.	Urban			Rural		
	MB/TC Name	Ward Name	No. of Pensioners to be benefited	Block	Gram Panchayat	No. of Pensioners to be benefited
1.						
2.						
3						
4.						
Total Urban			Total Rural			
Total Pensioners						

Monitoring

The following table specifies the fields required in the MIS Report (MIS component) generated for the DM

S.No	Name of GP	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DM

S.No	City Name/ Town Name	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

Internal Service Levels – Old Age Pension

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	BDO/TC/MB digitizing the Pensions database	30 days	31st day
3.	BDO Forwarding the beneficiary list to DM	1 day	32nd day
4.	Updation of pension status on the system (with beneficiary names, quota availability or not)	10 days	42nd day

Number of digital signature required

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1.	DM	1
2.	BDO	All
3.	Authority at TC/MB	All

Functional Requirement Specifications – Old Age Pension

Sr.	Description
1	The system should provide all services under various pension schemes under a single category "Pension" with following sub categories – § Old age pension § Widow pension
2	The system should be able to channel as well as handle different pension schemes as per the process map and relevant description for the service mentioned

3	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
4	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
5	The System should allow The forwarder at the BDO/TC/MB office and at the DC office to forward the beneficiary list to the concerned authority
6	The System should allow the Forwarder to reject the application
7	The system should request Forwarder to provide comments in case of rejection
8	Should allow the DM/BDO/authority at the TC/MB to either accept / reject the application after affixing the digital signature
9	The system should auto generate email notification to concerned departmental head about approval / rejection by the DM
10	The system should show the allocated village/GP/ward wise quota
11	The system should check for all the mandatory entries in the application form before submission of application form
12	The system should be able to update the information in the specified database where all service request are stored
13	The system should notify concerned Block Development Officer about uploading of beneficiary list
14	The system should allow concerned authority at the BDO/TC/MB to view beneficiary list
15	The system should allow the BDO/authority at the TC/MB to do either of the following – § approve and forward the service application request to concerned line department § rejects the service request application
16	The system should display the approved service request in order of priority to the concerned authority
17	The system should be able to map the quota allocation details Village wise (as approved by BDO/MB/TC) against the approved service request
18	The system should be able to differentiate between the approved service request application
19	The system should not allow in any change in priority of the service request application form
20	The system should be able to auto escalate the service request if the service levels are not met as defined in the service level description for the process

Process flow diagram – Landscape –Widow Pension

Process details:-

Sr.	Process Details Process Details	Responsibility Centre
Applying for Widow Pension - National Family Benefits Scheme (NFBS)		
1.	The Citizen comes to the CSC for applying for Widow Pension along with the following supporting documents:- ▶ Application Form with Gaonbaruah & GP Secretary sign ▶ Attested copy of Death Certificate by Gazetted officer	Citizen
2.	Following application receipt and payment component the e-district application would register the request for registering into NFBS scheme	e-district application
3.	Once the pension request has been registered the e district application would collate the information on an event basis and generate an online report. The request report would be forwarded to the BDO	e-district application
4.	Kiosk operator forwards physical documents and form printout to the BDO/TC/MB	Kiosk operator
5.	The Forwarder at the BDO office, after scanning the supporting documents will forward the report generated on the event basis to the concerned authority at the BDO/TC/MB office	Forwarder at the BDO/TC/MB office
6.	The authority at the BDO/TC/MB office will either digitally approve or reject the list.	Authority at the BDO/TC/MB office
7.	All the approved beneficiaries will be forwarded to the DC office as the beneficiary list.	BDO/TC/MB
8.	The Forwarder at the DC office receives the beneficiary list from the BDO/TC/MB and forwards to the DC for approval	Forwarder at the DC office
9.	DC will either digitally approve or reject the list and updates the status in the e-District database gets updated	e-district application

Database required

S. No.	Database	Remarks
1	WIdow Pension Database	The database would contain details of the existing beneficiaries and also the new beneficiaries that will be added under the scheme

Service Request Form –Widow Pensions

Widow Pension Service Request Form would have the following details:

S.No	Fields Description of the form
1	Registration No.:
2	Name of Applicant:
3	W/o: Late Expired on :
4	Date and location of death:
5	Before death his occupation and income
6	Address:
7	Gram Panchayat: Block:
8	Circle: District:
9	Age as on date of application submission:
10	Caste and sub caste:
11	Documents attached:
12	Details of dependants:
13	If have any earning son / grandson his occupation …….. and monthly income ……….
14	Whether applicant is working then her occupation and monthly income ……………………
15	Whether applicant is having and movable / immovable properties if yes please provide total income from all the sources……………
16	Whether applicant is owner for such a property which serves free lodging and fooding if yes provide details……………….
17	Whether applicant is receiving aids /help from any source is yes please provide details ……………
18	Duration of residence in Assam………………

19	Whether applicant is staying in a rented / self owned accommodation………………
20	Whether applicant is staying with some one then name of supporter………………

Records view for a Logged in user

Record view for the BDO/TC/MB incase of new application:

S.No	Fields Description of the form
1.	Service Name
2.	Pension Category
3.	Applicant's name
4.	S/o, W/o, D/o Gram Panchayat/Ward Name
5.	Block/MB/TC Name
6.	Documents Attached

Record View for Applicant
The applicant would view the following fields updated by the Department Head to know the status of his application I the following form:

Sr.	Fields Description of the Record View		
1	Registration No.		
2	Name:		
3	Block	Village	Circle
4	Status (Current / Waitlisted)		
6	Date of Last Updation		

Record view for DM
The DM would view the allocated quota proposed by the Department Head in the following format:

District Name:

No.	Urban			Rural		
	MB/TC Name	Ward Name	No. of Pensioners to be benefited	Block	Gram Panchayat	No. of Pensioners to be benefited
1.						
2.						
3						
4.						
Total Urban				Total Rural		
Total Pensioners						

Monitoring

The following table specifies the fields required in the MIS Report (MIS component) generated for the DM

S.No	Name of GP	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DM

S.No	City Name/ Town Name	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

Internal Service Levels – Widow Pension

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	BDO/TC/MB digitizing the Pensions database	30 days	31st day
3.	BDO Forwarding the beneficiary list to DM	1 day	32nd day
4.	Updation of pension status on the system (with beneficiary names, quota availability or not)	10 days	42nd day

Number of digital signature required

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1.	DM	1
2.	BDO	All
3.	Authority at TC/MB	All

Functional Requirement Specifications – Widow Pension

Sr.	Description
1	The system should provide all services under various pension schemes under a single category "Pension" with following sub categories – § Old age pension § Widow pension
2	The system should be able to channel as well as handle different pension schemes as per the process map and relevant description for the service mentioned
3	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
4	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
5	The System should allow The forwarder at the BDO/TC/MB office and at the DC

	office to forward the beneficiary list to the concerned authority
6	The System should allow the Forwarder to reject the application
7	The system should request Forwarder to provide comments in case of rejection
8	Should allow the DM/BDO/authority at the TC/MB to either accept / reject the application after affixing the digital signature
9	The system should auto generate email notification to concerned departmental head about approval / rejection by the DM
10	The system should show the allocated village/GP/ward wise quota
11	The system should check for all the mandatory entries in the application form before submission of application form
12	The system should be able to update the information in the specified database where all service request are stored
13	The system should notify concerned Block Development Officer about uploading of beneficiary list
14	The system should allow concerned authority at the BDO/TC/MB to view beneficiary list
15	The system should allow the BDO/authority at the TC/MB to do either of the following – § approve and forward the service application request to concerned line department § rejects the service request application
16	The system should display the approved service request in order of priority to the concerned authority
17	The system should be able to map the quota allocation details Village wise (as approved by BDO/MB/TC) against the approved service request
18	The system should be able to differentiate between the approved service request application
19	The system should not allow in any change in priority of the service request application form
20	The system should be able to auto escalate the service request if the service levels are not met as defined in the service level description for the process

3.3   Revenue Court Cases

Basic Assumptions:

§   The District Administration should accept the provision of Assistant Revenue Peshkar entering the details of the cases into the Revenue Court Database using the e District application

§   The District Administration should accept the provision of displaying the Daily Cause List on the e District Website.

§   The District Administration should accept the provision of displaying and downloading the Final Order PDF from the e District Website.

SPACE FOR PROCESS FLOW DIAGRAM -LANDSCAPE

Process details

S. No	Process Description	Responsibility Centre
Revenue Court Service – Daily Cause List, Status Tracking and Final Orders		
1	ADC(Revenue) accepts the case and assigns a hearing date for the same or will adjourn a running case and assign a hearing date	ADC (Revenue)
2	The Assistant Revenue Peshkar will make a Data entry into the Revenue Court Database	Assistant Revenue Peshkar
3	System will save the details of the case(Summary, next hearing and final orders if any) in the database	E District Application
4	System will generate a Daily Cause List based in the database	E District Application
5	Assistant Revenue Peshkar will take out a printout of the daily cause list and display it outside the respective court	Assistant Revenue Peshkar
6	The cause list, Case Summary and a copy of Final Order will also be available on the e District Website from where a citizen can access it	E District Application

Service Request Form

The citizen will have to provide the court details and the case number to view status of a case or get the Final Order copy.

S.No	Fields Description of the view
1	Court details
2	Case number

The Citizen will have various options in terms of viewing the cause list:

S.No	Fields Description of the view
1	Selection of court
2	Listing date
3	View Criteria

Records view for a Logged in user

Peshkar record view

The fields required in entering the details of the case are as follows:

S.No	Fields Description of the view
1	Name of the Applicant(s)
2	Name of the Defendant(s)
3	Section(s) under trial
4	Discussion subject(s) for next hearing
5	Summary of the trial

Monitoring

The following table specifies the fields required in the MIS Report generated for the Presiding Officer (ADC Revenue) wise

S.No	Name of the Presiding Officer(ADC Revenue)	Number of New Cases	Number of Cases Decided or Disposed	Number of Cases pending

Internal Service Levels

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Data entry into the Revenue Court Database	1 Day (When the Case details are updated)	1st Day

Number of digital signature required

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1	ADC(Revenue)	1

Functional Requirement Specifications

Sr.	Description
1	The System should be able to channel as well as handle different Revenue Court Services as per the process map and relevant description for the service mentioned
2	The System should provide Information on Revenue Courts as per the Information Dissemination component defined previously
3	The System should make Application Form for filing and application of a case available online as per the Form Availability component defined previously.
4	The System should enable the Assistant Revenue Peshkar to enter the case details for his court.
5	The System should be able to generate dynamic Daily Cause Lists
6	The System should enable the Peshkar of the revenue court to take a Printout of the specified date's Cause List.
7	The System should provide a printer-friendly version automatically for all pages
8	The System should have provision for Calendar System, which displays the dates and time of schedule revenue cases on a standard monthly calendar.
9	Under Court Case Status System: § Select Court from Multilayered Menu (District Name -> List of Revenue Courts) § Provision for accepting Case number from user § Retrieval of Court case status with summary § Option for searching Court case with help of name of "Applicant or Defendant"
10	Under Copy of Final Order system should provide the following information: § Select of Court from Multilayered Menu (District Name -> List of Revenue Courts) § Provision for accepting Case number from user § Retrieval and Downloading of Copy of final Order of Court Case § Option for searching Court case with help of name of "Applicant or Defendant" § Option for uploading scanned/Digitally signed soft copy of Final Order of court case. § The Copy of the Final Order must be Non-Editable.
11	Under Cause List system should generate the following information:

Sr.	Description
	§ Select of Court from Multilayered Menu (District Name -> List of Revenue Courts) § Provision for Registering Case by ADC(Revenue) with following details, 　• Applicant (1st party) 　• Defendant (2nd party) 　• Section 　• Discussion subject § ADC(Revenue) should able to assign hearing date on FCFS basis § ADC(Revenue) should able to assign next hearing date § Date wise list of cases should be available for view and print out § Option for viewing list of cases on given date

3.4　Revenue Dues & Recovery

3.4.1　Issuance of Bakijai Clearance Certificate

Basic Assumptions:

§ The department should agree to accept   service request application for obtaining the Bakijai Clearance Certificate from the applicants through Common Service Centers

§ The department should accept the provision of forwarding service request through e-District application from the forwarder to the Certificate Issuing Authority without being manually forwarded as a noting on the service request file

§ The department should accept the validity of digital signature instead of physical signing and stamping by concerned Certificate Issuing Authority

§ The department should accept the provision for SCA / Delivering agency charge a convenience fees from either the citizen or department to make the process self sustainable

§ It is the responsibility of the kiosk operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned govt. offices/departments

§ The Citizens need to submit all the supporting documents to the CSC/e-District centre to avail the particular service.

§ The Applicant should be able to take the print out of the final output from any CSC within the district, upon producing the application reference no.

PROCESS FLOW DIAGRAM –LANDSCAPE -BAKIJAI

Process details:

S.No	Process Details	Responsibility Centre
1.	The Citizen comes and applies for the Bakijai Clearance Certificate in the CSC/e-District centre	Citizen
2.	Following application receipt and payment component the e-district application would register the request for Bakijai Clearance Certificate	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the ADC for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the Bakijai office	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the Certificate Officer	Forwarder
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	Certificate Officer checks the note sheet and based on the same, he either issues the digitally signed Bakijai Clearance Certificate or rejects the application along with the reasons for rejection, based on the Approval or Rejection component respectively	Certificate Officer
10.	The e-district application would host the action taken by the Certificate Officer and will notify the relevant stakeholders.	e- District Application

11.	The kiosk operator logs into the e-District application, takes the print out of the application, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e-district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Service Request Form – Bakijai Clearance Certificate

S.No	Fields Description of the form
1.	Name of Applicant
2.	Name of Father
3.	Name of Mother
4.	Name of Husband
5.	Permanent Address • Village/Ward • Town/GP • Post Office • Mouza • Revenue Circle • Police Station
6.	Present Address • Village/Ward • Town/GP • Post Office • Mouza • Revenue Circle • Police Station

Records view for the Forwarder

New Applications View for the Forwarder is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Permanent Address
4.	Present Address
5.	List of the scanned supporting documents
6.	Date of Application Submission at CSC/e District Center
7.	Due date for decision on application
8.	Target Date

Records view for the Certificate Authority

New Applications View for the Certificate Authority is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Permanent Address
4.	Present Address
5.	Details of the supporting documents
6.	Note sheet along with the auto generated File No.
7.	Date of Application Submission at CSC/e District Center
8.	Due date for decision on application
9.	Target Date
10.	Search Box

Monitoring Report

The following table specifies the fields required in the MIS Report 1

S.No	Name of the Office	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees
1.					
2.					
3.					
4.					
5.					

The following table specifies the fields required in the MIS Report 2

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

Internal Service Levels – Bakijai Clearance Certificate

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt and Forward to the Forwarder(Dealing Assistant)	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	Issuing Authority Approves or Rejects the application using his digital sign	1 day	2nd day

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	Certificate Officers	All

Functional Requirement Specifications – Bakijai Clearance Certificate

S. No.	Description
1.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The System should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The system should allow Certificate Officer to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request Certificate Officer to provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Certificate Officer
9.	The Certificate Officer must be able to download the application from the System
10.	The System should allow the Certificate Officer to enter query parameters for the IT Database, if access is available, and then display the results for the query to Certificate Officer.
11.	The System should save the digitally signed copy of the Bakijai Clearance Certificate issued as a soft copy in a Database
12.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

3.5   Family Identity Card related Services

Basic Assumptions:

§   The department should accept the provision of Common Service Centre / e District Centers accepting service request application from the applicants.

§   The department should accept the CSCs to print the Family Identity Cards

§   The department should accept the provision of providing digital signature to concerned DDS, ADS, BDOs, DM and the authorities at MB/TC who would be involve in processing of service request.

§   The department should accept the provision of forwarding service request to AI/SI through e-District application without being manually forwarded by as a noting on service request file.

§   The department should accept the provision for review and approval of application requests for BPL and AAY FICs by the BDO in the electronic form over the e district application.

§   The department should accept the provision of SCA / Delivering agency charging a convenience fees from either the citizen or department to make the process self sustainable.

3.5.1   Issuance of New Family Identity Card (FIC) -APL

PROCESS FLOW DIAGRAM - APL

Process Details

S. No	Process Description	Responsibility
Ration Card Process-APL		
1.	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining a new APL Family Identity Card (FIC) ▶ Surrender Certificate ▶ Other Supporting documents, as per the need	Applicant
2.	Following application receipt and payment component the e-district application would register the request for obtaining a new APL Family Identity Card (FIC)	e-District Application
3.	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the DDS/ADS for action.	Kiosk Operator
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the DDS/ADS as applicable	Kiosk Operator
6.	Once the system registers a new application, a notification will go to the DDS/ADS	DDS/ADS
7.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant).	e-District Application
8.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the DDS/ADS	Forwarder
	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	If the details are matched or found in the e-District application, then the details are updated in the application , for issuance of new Family Identity Card	e-district application

	to the applicant	
10.	If details are found, the DDS/ADS issues the new FIC on receiving of physical hard copy of the application form from the applicant.	DDS/ADS
11.	If the details are not found by the system, the DDS/ADS forwards the same to the SI for physical verification by affixing the digital signature	e- District Application
12.	SI/AI receives notification from the e district application about the orders updated by the DDS/ADS to carry out the physical verification.	SI/AI
13.	SI/AI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	SI/AI
14.	System registers the change in the database made by the SI/AI and notifies the DDS/ADS to review the Verification report	e- District Application
15.	DDS/ADS reviews the changes in the Database made by the SI/AI on the e district application database. DDS/ADS can then : a) If he finds the SI/AI report favoring the applicant's request then the he approves the new APL card request and updates it over the e-district application using his digital signature on receiving the physical documents. b) If he finds SI/AI report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	DDS/ADS
16.	Then the database is updated and a trigger is generated for the DDS/ADS for final approval of issuance of a new APL Family Identity Card	
17.	The e-district application is updated and a new Family Identity Card is issued upon receiving the hard copy of the application form signed by the applicant	e-district application
18.	The kiosk operator logs into the e-District application, takes the print out of the digitally signed APL Family Identity Card, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator

	Family Identity Card Status Tracking-APL	
1.	The citizen would be able to track the status of details of the FIC against him through SMS, Online and CSC/e-district centre.	e-district application
2.	Upon registration of the application of the citizen, he would receive communication of through SMS.	e-district application
3.	The applicant would check the final status through Online or visiting to CSC/e-district centre. Through SMS the citizen would get the final status.	e-district application

Database required

S. No.	Database	Remarks
1.	Family Identity Card Database	This database will contain details of a citizen like Name, Age and Address. It contains details of issued Family Identity Card.

Records view for a Logged in user

The fields required in showing the status of registered application are as follows:

DDS/ADS/SI/AI record view

S.No	Fields Description of the form
1	Service Request for: New Family Identity Card APL
2	Registration No.
3	Name of City\ Village:
4	Name of District:
5	Name of the Karta of the Family:
6	Address (House No, Place and Ward No):
7	Name of his Family members
8	Age of each member of the family
9	Monthly income of Karta
10	Occupation
11	Electricity Connection: (Yes or No)
12	Cooking Gas Connection: (Yes or No)
13	Residing Period of above Address:
14	Receipt of house tax if own a house or Electricity bill:
15	Applicant's Signature

Monitoring Report

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	Name of GPSS	Number of Applications received under APL	Number of Applications accepted under APL	Number of applications rejected under APL with stated reasons
1.				
2.				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	City Name/ Town Name	Number of Applications received under APL	Number of Applications accepted under APL	Number of applications rejected under APL with stated reasons
1.				
2.				

Internal Service Levels– New Ration Card - APL

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the DDS/ADS or rejects the application	1 day	2nd day
3.	DDS/ADS checks the documents and/or details in the Database		2nd day
4.	DDS/ADS Approves and issues the new APL FIC or rejects the application and using his digital sign, in case no physical verification required	Same day	2nd day
5.	DDS/ADS forwards the Application to AI/SI if physical verification required		2nd day
6.	Physical verification and Updation of the application with details of income by AI/SI	4 days	6th day
7.	DDS/ADS Approves and issues the new APL FIC or rejects the application using his digital sign	1 day	7th day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	DDS/ADS	All

Functional Requirement Specifications – New APL FIC

Sr.	Description
1.	The system should provide all services under Family Identity Card under a single category
2.	The system should be able to channel as well as handle different Family Identity Card as per the process map and relevant description for the service mentioned
3.	The system should be able to route the FIC details to concerned officer at the following levels – § DM/SDO § DDS § ADS
4.	Should be able to mark the application to the DM/DDS/SDO/ADS.
5.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
6.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
7.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
8.	The System should allow the Forwarder to reject the application
9.	The system should request Forwarder to provide comments in case of rejection
10.	Should allow the user to search the database on preset query set.

Sr.	Description
11.	Should maintain records of all the APL Family Identity Card Holders in the district along with their complete details, whether issued in Urban or Rural areas in the database.
12.	Should be able to help the DDS/ADS to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the DDS/ADS to either accept / reject the application after affixing the digital signature
14.	Should allow the AI/SI to enter/update the result of physical verification of applicant in the Family Identity Card Database of Public Distribution Supply Department.
15.	Should allow the DDS/ADS to update the result of physical verification of applicant in the Family Identity Card Database of Public Distribution Supply Department
16.	Should allow the DDS/ADS to digitally sign the New Family Identity Card.

3.5.2   Issuance of New Family Identity Card (FIC) –BPL & AAY

PROCESS FLOW DIAGRAM -LANDSCAPE

Process details:

Sr.	Process Details Process Details	Responsibility Centre
	Applying for BPL/AYY Card -	
1.	The Citizen comes to the CSC for BPL/AAY FIC along with the required supporting documents:-	Citizen
2.	Following application receipt and payment component the e-district application would register the request for registering into the service	e-district application
3.	Once the request has been registered the e district application would collate the information on an event basis and generate an online report. The request report would be forwarded to the BDO	e-district application
4.	Kiosk operator forwards physical documents and form printout to the BDO/TC/MB	Kiosk operator
5.	The Forwarder at the BDO office, after scanning the supporting documents will forward the report generated on the event basis to the concerned authority at the BDO/TC/MB office	Forwarder at the BDO/TC/MB office
6.	The authority at the BDO/TC/MB office will either digitally approve or reject the list.	Authority at the BDO/TC/MB office
7.	All the approved beneficiaries will be forwarded to the DC office as the beneficiary list.(after getting the beneficiaries list from the concerned GP also)	BDO/TC/MB
8.	The Forwarder at the DC office receives the beneficiary list from the BDO/TC/MB and forwards to the DC for approval	Forwarder at the DC office
9.	DC will either digitally approve or reject the list and updates the status in the e-District database gets updated	e-district application

Database required

S. No.	Database	Remarks
1	BPL & BPL FIC Database	The database would contain details of the people belonging to BPL category and also the beneficiaries that holds the BPL cards

The fields required in showing the status of registered application are as follows:

DDS/ADS record view

S.No	Fields Description of the form
1	Service Request for: New Ration Card BPL
2	Registration No.
3	Name of City\ Village:
4	Name of District:
5	Name of the Karta of the Family:
6	Address (House No, Place and Ward No):
7	Name of his Family members
8	Age of each member of the family
9	Monthly income of Karta
10	Occupation
11	Electricity Connection: (Yes or No)
12	Cooking Gas Connection: (Yes or No)
13	Residing Period of above Address:
14	Receipt of house tax if own a house or Electricity bill:
15	Applicant's Signature

Monitoring Report

The following table specifies the fields required in the MIS Report (MIS component) generated for the BDO/TC/MB/DDS/ADS

S.No	Name of GPSS	Number of Applications received under BPL & AAY	Number of Applications accepted under BPL & AAY	Number of applications rejected under BPL & AAY with stated reasons
1				
2				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	City Name/ Town Name	Number of Applications received under BPL&AAY	Number of Applications accepted under BPL&AAY	Number of applications rejected under BPL&AAY with stated reasons
3.				
4.				

Internal Service Levels– New Ration Card – BPL & AAY

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	BDO/TC/MB digitizing the BPL & AAY requests database	30 days	31st day
3.	BDO Forwarding the beneficiary list to DM	1 day	32nd day
4.	Updation of BPL & AAY status on the system (with beneficiary names, quota availability or not)	10 days	42nd day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	BDOs	All
2.	Authorities at the TC/MBs	All

Functional Requirement Specifications – BPL/AAY FIC

Sr.	Description
1	The system should be able to channel the request for BPL & AAY as per the process map and relevant description for the service mentioned
2	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting

	documents as uploaded by the Kiosk operator
3	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4	The System should allow The forwarder at the BDO/TC/MB office and at the DC office to forward the beneficiary list to the concerned authority
5	The System should allow the Forwarder to reject the application
6	The system should request Forwarder to provide comments in case of rejection
7	Should allow the DM/BDO/authority at the TC/MB to either accept / reject the application after affixing the digital signature
8	The system should auto generate email notification to concerned departmental head about approval / rejection by the DM
9	The system should show the allocated village/GP/ward wise quota
10	The system should check for all the mandatory entries in the application form before submission of application form
11	The system should be able to update the information in the specified database where all service request are stored
12	The system should notify concerned Block Development Officer about uploading of beneficiary list
13	The system should allow concerned authority at the BDO/TC/MB to view beneficiary list
14	The system should allow the BDO/authority at the TC/MB to do either of the following – § approve and forward the service application request to concerned line department § rejects the service request application
15	The system should display the approved service request in order of priority to the concerned authority
16	The system should be able to map the quota allocation details Village wise (as approved by BDO/MB/TC) against the approved service request
17	The system should be able to differentiate between the approved service request application
18	The system should not allow in any change in priority of the service request application form
19	The system should be able to auto escalate the service request if the service levels are not met as defined in the service level description for the process

3.5.3   Issuance of Duplicate Family Identity Card (FIC)

PROCESS FLOW DAIGRAM – DUPLICATE FIC

Process details:

S. No	Process Description	Responsibility
Duplicate Family Identity Card – Process		
1.	The citizen comes to the CSC/e-District centre & apply for the Duplicate APL Family Identity Card along with the following ► Surrender Certificate ► GPSS Secretary's forwarding letter for rural area ► Police Verification Report ► Other documents, if any	Citizen
2.	Following application receipt and payment component the e-district application would register the request for obtaining a new APL Family Identity Card (FIC)	e-District Application
3.	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the DDS/ADS for action.	Kiosk Operator
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the DDS/ADS as applicable	Kiosk Operator
6.	Once the system registers a new application a notification will go to the DDS/ADS	
7.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant).	e-District Application
8.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the DDS/ADS	Forwarder
9.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
10.	If the details are matched or found in the e-District application, then the details are updated in the application , for issuance of new Family Identity Card	e-district application

	to the applicant	
11.	If details are found, the DDS/ADS issues the duplicate Family Identity Card on receiving of physical hard copy of the application form from the applicant.	DDS/ADS
12.	If the details are not found by the system, the DDS/ADS forwards the same to the SI for physical verification by affixing the digital signature	DDS/ADS
13.	SI/AI receives notification from the e district application about the orders updated by the DDS/ADS to carry out the physical verification.	SI/AI
14.	SI/AI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	SI/AI
15.	System registers the change in the database made by the SI/AI and notifies the DDS/ADS to review the Verification report	e- District Application
16.	DDS/ADS reviews the changes in the Database made by the SI/AI on the e district application database. DDS/ADS can then : e) If he finds the SI/AI report favoring the applicant's request then the he approves the Duplicate FIC request and updates it over the e-district application using his digital signature on receiving the physical documents. f) If he finds SI/AI report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	DDS/ADS
17.	Then the database is updated and a trigger is generated for the DDS/ADS for final approval of issuance of a duplicate Family Identity Card	e-district application
18.	The e-district application is updated and a duplicate Family Identity Card is issued upon receiving the hard copy of the application form signed by the applicant	e-district application
Duplicate Family Identity Card - Status Tracking		
1.	The citizen would be able to know the status of details of the FIC against him through SMS, Online and CSC/e-district centre.	e-district application

2.	Upon registration of the application of the citizen, he would receive communication of through SMS.	e-district application
3.	The applicant would check the final status through Online or visiting to CSC/e-district centre. Through SMS the citizen would get the final status.	e-district application

Database required

S. No.	Database	Remarks
1.	Family Identity Card Database	This database will contain details of a citizen like Name, Age and Address. It contains details of issued Family Identity Card .

Records view for a Logged in user (Duplicate Ration Card)

The fields required in showing the status of registered application are as follows:

DDS/ADS/AI/SI Record view

S.No	Fields Description of the form
1.	Service Request for: Duplicate(Urban/Rural)
2.	Registration No.
3.	Family Identity Card No.
4.	Name of City\ Village:
5.	Name of District:
6.	Name of the Karta of the Family:
7.	Address (House No, Place and Ward No):
8.	Name of his Family members
9.	Age of each member of the family
10.	Monthly income of Karta
11.	Occupation
12.	Electricity Connection: (Yes or No)
13.	Cooking Gas Connection: (Yes or No)
14.	Residing Period of above Address:
15.	Receipt of house tax if own a house or Electricity bill:
16.	Applicant's Signature

Monitoring Report

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	Name of GPSS	Number of Applications received under APL	Number of Applications accepted under APL	Number of applications rejected under APL with stated reasons
3.				
4.				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	City Name/ Town Name	Number of Applications received under APL	Number of Applications accepted under APL	Number of applications rejected under APL with stated reasons
5.				
6.				

Internal Service Levels - Issuance of Duplicate FIC

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	DDS/ADS checks the documents and/or details in the Database		2nd day
4.	DDS/ADS Approves and issues the Duplicate FIC or rejects the application and using his digital sign, in case no physical verification required	Same day	2nd day
5.	DDS/ADS forwards the Application to AI/SI if physical verification required		2nd day
6.	Physical verification and Updation of the application by AI/SI	4 days	6th day

7.	DDS/ADS Approves and issues the Duplicate FIC or rejects the application using his digital sign	1 day	7th day

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	DDS/ADS	All

Functional Requirement Specifications – Issuance of Duplicate FIC

Sr.	Description
1.	The system should provide all services under Family Identity Card under a single category
2.	The system should be able to channel as well as handle different Family Identity Card as per the process map and relevant description for the service mentioned
3.	The system should be able to route the FIC details to concerned officer at the following levels – § DM/SDO § DDS § ADS
4.	Should be able to mark the application to the DM/DDS/SDO/ADS.
5.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
6.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
7.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority

Sr.	Description
8.	The System should allow the Forwarder to reject the application
9.	The system should request Forwarder to provide comments in case of rejection
10.	Should allow the user to search the database on preset query set.
11.	Should maintain records of all the Family Identity Card Holders in the district along with their complete details, whether issued in Urban or Rural areas in the database.
12.	Should be able to help the DDS/ADS to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the DDS/ADS to either accept / reject the application after affixing the digital signature
14.	Should allow the AI/SI to enter/update the result of physical verification of applicant in the FIC Database of Public Distribution Supply Department.
15.	Should allow the DDS/ADS to update the result of physical verification of applicant in the Family Identity Card Database of Public Distribution Supply Department
16.	Should allow the DDS/ADS to digitally sign the Duplicate Family Identity Card.

3.5.4   Issuance of Surrender Certificate

PROCESS FLOW DIAGRAM - SC

Process details:

S. No	Process Description	Responsibility
Issuance of Surrender Certificate – Process		
1.	The citizen comes to the CSC/e-District centre & apply for the Surrender Certificate along with the following documents: ▶ GPSS Secretary's forwarding letter for rural area ▶ Original FIC ▶ Other supporting documents	Citizen
2.	Following application receipt and payment component the e-district application would register the request for obtaining a Surrender Certificate	e-district application
3.	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the DDS/ADS for action.	kiosk operator
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	kiosk operator
5.	Kiosk operator forwards physical documents and application form printout to the DDS/ADS as applicable	kiosk operator
6.	Once the system registers a new application a notification will go to the DDS/ADS	e-District Application
7.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant).	e-District Application
8.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the DDS/ADS	Forwarder
9.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
10.	If the details are matched or found in the e-District application, then the details are updated	e-district application

	in the application , for issuance of Surrender Certificate to the Applicant	
11.	If details are found, the DDS/ADS issues the Surrender Certificate on receiving of physical hard copy of the application form from the applicant.	DDS/ADS
12.	If the details are not found by the system, the DDS/ADS forwards the same to the SI for physical verification by affixing the digital signature	DDS/ADS
13.	SI/AI receives notification from the e district application about the orders updated by the DDS/ADS to carry out the physical verification.	SI/AI
14.	SI/AI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	SI/AI
15.	System registers the change in the database made by the SI/AI and notifies the DDS/ADS to review the Verification report	e- District Application
16.	DDS/ADS reviews the changes in the Database made by the SI/AI on the e district application database. DDS/ADS can then : a) If he finds the SI/AI report favoring the applicant's request then the he approves the Surrender Certificate request and updates it over the e-district application using his digital signature on receiving the physical documents. b) If he finds SI/AI report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	DDS/ADS
17.	Then the database is updated and a trigger is generated for the DDS/ADS for final approval of issuance of a Surrender Certificate	e-district application
18.	The e-district application is updated and a Surrender Certificate is issued upon receiving the hard copy of the application form signed by the	e-district application

	applicant	
Surrender Certificate - Status Tracking		
1.	The citizen would be able to know the status of details of the Surrender Certificate against him through SMS, Online and CSC/e-district centre.	e-district application
2.	Upon registration of the application of the citizen, he would receive communication of through SMS.	e-district application
3.	The applicant would check the final status through Online or visiting to CSC/e-district centre. Through SMS the citizen would get the final status.	e-district application

Database required

S. No.	Database	Remarks
1.	Family Identity Card & Surrender Certificate Database	This database will contain details of a citizen like Name, Age and Address. It contains details of issued Family Identity Card and the details of the surrendered cards

Records view for a Logged in user (Surrender of Ration Card)

The fields required in showing the status of registered application are as follows:

DDS/ADS record view

S.No	Fields Description of the form
1.	Service Request for: Issuance of Surrender Certificate (Urban/Rural)
2.	Registration No.
3.	Name of Village/Ward:
4.	Name of GP/Town
5.	Name of District:
6.	Name of the Karta of the Family:
7.	Address (House No, Place and Ward No):
8.	Name of his Family members
9.	Age of each member of the family
10.	Monthly income of Karta
11.	Occupation
12.	Electricity Connection: (Yes or No)

13.	Cooking Gas Connection: (Yes or No)
14.	Residing Period of above Address:
15.	Receipt of house tax if own a house or Electricity bill:
16.	Applicant's Signature
17.	Family Identity Card No.

Monitoring Report – Issuance of Surrender Certificate

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	Name of GPSS	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
5.				
6.				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	City Name/ Town Name	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
7.				
8.				

Internal Service Levels – Issuance of Surrender Certificate

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	DDS/ADS checks the documents and/or details in the Database	Same day	2nd day

4.	DDS/ADS Approves and issues the Surrender Certificate or rejects the application and using his digital sign, in case no physical verification required		2nd day
5.	DDS/ADS forwards the Application to AI/SI if physical verification required		2nd day
6.	Physical verification and Updation of the application by AI/SI	4 days	6th day
7.	DDS/ADS Approves and issues the Surrender Certificate or rejects the application using his digital sign	1 day	7th day

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	DDS/ADS	All

Functional Requirement Specifications – Issuance of Surrender Certificate

Sr.	Description
1.	The system should provide all services under Family Identity Card under a single category
2.	The system should be able to channel as well as handle issuance of Surrender Certificate as per the process map and relevant description for the service mentioned
3.	The system should be able to route the FIC details to concerned officer at the following levels – § DM/SDO § DDS § ADS
4.	Should be able to mark the application to the DM/DDS/SDO/ADS.
5.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder

Sr.	Description
6.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
7.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
8.	The System should allow the Forwarder to reject the application
9.	The system should request Forwarder to provide comments in case of rejection
10.	Should allow the user to search the database on preset query set.
11.	Should maintain records of all the Family Identity Card Holders in the district along with their complete details, whether issued in Urban or Rural areas in the database.
12.	Should be able to help the DDS/ADS to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the DDS/ADS to either accept / reject the application after affixing the digital signature
14.	Should allow the AI/SI to enter/update the result of physical verification of applicant in the FIC Database of Public Distribution Supply Department.
15.	Should allow the DDS/ADS to update the result of physical verification of applicant in the Family Identity Card Database of Public Distribution Supply Department
16.	Should allow the DDS/ADS to digitally sign the Surrender Certificate

3.5.5   Modification in FIC

PROCESS FLOW DIAGRAM – MODIFN IN FIC - LANDSCAPE

Process details:

S. No	Process Description	Responsibility Centre
Modification in FIC – Process		
1.	The citizen comes to the CSC/e-District centre & apply for Modification of FIC along with the following documents: ▶ GPSS Secretary's forwarding letter for rural area ▶ Original FIC ▶ Other documents(as the case may be)	Citizen
2.	Following application receipt and payment component the e-district application would register the request for modification in FIC	e-district application
3.	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the DDS/ADS for action.	kiosk operator
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	kiosk operator
5.	Kiosk operator forwards physical documents and application form printout to the DDS/ADS as applicable	kiosk operator
6.	Once the system registers a new application a notification will go to the DDS/ADS	e-District Application
7.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant).	e-District Application
8.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the DDS/ADS	Forwarder
9.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
10.	If the details are matched or found in the e-District application, then the details are updated in the application , for Modification of FIC to the	e-district application

	Applicant	
11.	If details are found, the DDS/ADS issues the modified FIC on receiving of physical hard copy of the application form from the applicant.	DDS/ADS
12.	If the details are not found by the system, the DDS/ADS forwards the same to the SI for physical verification by affixing the digital signature	DDS/ADS
13.	SI/AI receives notification from the e district application about the orders updated by the DDS/ADS to carry out the physical verification.	SI/AI
14.	SI/AI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification report	SI/AI
15.	System registers the change in the database made by the SI/AI and notifies the DDS/ADS to review the Verification report	e- District Application
16.	DDS/ADS reviews the changes in the Database made by the SI/AI on the e district application database. DDS/ADS can then : g) If he finds the SI/AI report favoring the applicant's request then the he approves the Modification in FIC request and updates it over the e-district application using his digital signature on receiving the physical documents. h) If he finds SI/AI report stating that the information submitted by the applicant is false then the he rejects the application and updates his rejection over the e district application stating the reason.	DDS/ADS
17.	Then the database is updated and a trigger is generated for the DDS/ADS for final approval of the modification of FIC	e-district application
18.	The citizen comes and collects the modified FIC after coming to the concerned office and producing the acknowledgement receipt, received from the CSC	e-district application

Modification in FIC - Status Tracking		
1.	The citizen would be able to know the status of details of the FIC against him through SMS, Online and CSC/e-district centre.	e-district application
2.	Upon registration of the application of the citizen, he would receive communication of through SMS.	e-district application
3.	The applicant would check the final status through Online or visiting to CSC/e-district centre. Through SMS the citizen would get the final status.	e-district application

Database required

S. No.	Database	Remarks
1.	Family Identity Card Database	This database will contain details of a citizen like Name, Age and Address. It contains details of modified Family Identity Card issued .

Records view for a Logged in user

DDS/ADS record view

S.No	Fields Description of the form
1.	Service Request for: Modification(Urban/Rural)
2.	Registration No.
3.	Name of Village/Ward:
4.	Name of GP/Town
5.	Name of District:
6.	Name of the Karta of the Family:
7.	Address (House No, Place and Ward No):
8.	Name of his Family members
9.	Age of each member of the family
10.	Monthly income of Karta
11.	Occupation
12.	Electricity Connection: (Yes or No)
13.	Cooking Gas Connection: (Yes or No)
14.	Residing Period of above Address:

15.	Receipt of house tax if own a house or Electricity bill:
16.	Applicant's Signature
17.	Family Identity Card No.

Monitoring Report –Modification in FIC

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	Name of GPSS	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

The following table specifies the fields required in the MIS Report (MIS component) generated for the DDS/ADS

S.No	City Name/ Town Name	Number of Applications received	Number of Applications accepted	Number of applications rejected with stated reasons
1				
2				

Internal Service Levels – Modification in FIC

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt at the CSC/e-District centre and Forward to Forwarder	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the issuing authority or rejects the application	1 day	2nd day
3.	DDS/ADS checks the documents and/or details in the Database	Same day	2nd day
4.	DDS/ADS Approves and issues the FIC with modifications or rejects the application and using his digital sign,		2nd day

	in case no physical verification required		
5.	DDS/ADS forwards the Application to AI/SI if physical verification required		2nd day
6.	Physical verification and Updation of the application by AI/SI	4 days	6th day
7.	DDS/ADS Approves and issues the modified FIC or rejects the application using his digital sign	1 day	7th day

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	DDS/ADS	All

Functional Requirement Specifications – Modification in FIC

Sr.	Description
1.	The system should provide all services under Family Identity Card under a single category
2.	The system should be able to channel as well as handle Modification in the FIC as per the process map and relevant description for the service mentioned
3.	The system should be able to route the FIC details to concerned officer at the following levels – § DM/SDO § DDS § ADS
4.	Should be able to mark the application to the DM/DDS/SDO/ADS.
5.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
6.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator

Sr.	Description
7.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
8.	The System should allow the Forwarder to reject the application
9.	The system should request Forwarder to provide comments in case of rejection
10.	Should allow the user to search the database on preset query set.
11.	Should maintain records of all the Family Identity Card Holders in the district along with their complete details, whether issued in Urban or Rural areas in the database.
12.	Should be able to help the DDS/ADS to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the DDS/ADS to either accept / reject the application after affixing the digital signature
14.	Should allow the AI/SI to enter/update the result of physical verification of applicant in the FIC Database of Public Distribution Supply Department.
15.	Should allow the DDS/ADS to update the result of physical verification of applicant in the Family Identity Card Database of Public Distribution Supply Department
16.	Should allow the DDS/ADS to digitally sign the Modification in the FIC

3.6   Grievance Redressal Services

Basic Assumptions:

PROCESS FLOW DIAGRAM - LANDSCAPE

Process details:

S. No	Process Description	Responsibility Centre
Grievance Process		
1.	The applicant comes to the CSC /e-District centre for registering grievances	e-district application
2.	The e-district application registers the Grievance from citizen.	e-district application
3.	Once the Grievance has been registered, the e-district application would notify concerned HoD about the Grievance located at District, Sub Division office, Circle Office and Block office. If the department name is "other" than grievance would route the to DM Office for marking of department	e-district application
4.	HoD officer at District/Sub Division/Circle// Block level logs into account and receives Grievance	HoD
5.	DM logs onto e-district application and receive service request that falls under other categories. Upon receiving, DM checks the service request and marks to HoD of relevant department	DM office
6.	HoD officer at District/Sub Division/Circle// Block level checks the Grievance § HoD update approval status and assigns Investigation Officer (IO) onto e-district application using his digital signature § If the grievance is not genuine, then HoD officer update rejection status with reason onto e-district application using his digital signature	HoD
7.	The e-district application registers service request of HoD and notifies to IO	e-District application
8.	IO logs onto e-district application and receive notification from HoD	IO
9.	IO uploads Action Taken Report onto e-district application using digital signature. The e-district application would give notification to the HoD about the report.	IO
10.	HoD logs onto e-district application and verifies the Action Taken Report.	HoD

11.	HoD on basis of IO report updates his decision and final status.	HoD
12.	The applicant visits CSC with application receipt issued by CSC during grievance registration and gets the copy of Action taken Report after payment of service charges	Applicant
Grievance Status Tracking		
1.	The applicant would be able to know the status of the grievance through SMS, Online and CSC/e-District centre.	e-district application
2.	Upon registration of application, the applicant would receive communication of approval/rejection of application through SMS. If application is rejected then applicant would be able to view the rejection with stated reasons through online and CSC/e-District centre.	e-district application
3.	The applicant would check the final status through Online or visiting to CSC/e-District centre. Through SMS the applicant would get the final status (work in progress/ ATR ready to collect).	e-district application

Database required

S. No.	Database	Remarks
1.	Grievance Database	The Grievance database will contain the details such as the grievances received, disposed off, pending etc.

Service Request Form – Grievance

The format of Grievance redressal form would comprise of following fields:

S.No	Fields Description of the form
1.	Name of Applicant:
2.	Village:
3.	Block:
4.	Circle:
5.	District:
6.	Subject of Grievance:
7.	Details:
8.	Name of department (if Known):
9.	Self declaration:
10.	Date:

Records view for a Logged in user

DM record view

S.No	Fields Description of the view
1	Application Number
2	Name of department (to be selected by PA to DM)
3	Grievance details
4	Date of filling of Grievance
5	Date of disposal

The fields required in showing the status of approved/rejection application under MIS component 1 (HoD for approval/rejection of service request) are as follows:

HoD record view

S.No	Fields Description of the view
1	Application Number
2	Status (Approved/Rejected)
3	HoD officer details
4	Reasons of rejections, if any

The fields required in delegating of service request to Investigation Officer (HoD can appoint himself also as IO) under MIS component 2 are as follows:

HoD/IO record view

S.No	Fields Description of the view
1	Application Number
2	Name of IO
3	Date of Action Taken Report (ATR) submission

The fields required for updating service request by IO under MIS component 2 are as follows:

HoD/IO record view

S.No	Fields Description of the view
1	Application Number
2	Action Taken Report (ATR)
3	Date of ATR submission (Locked Field)

The fields required in showing the final status under MIS component 3 are as follows:

DM record view

S.No	Fields Description of the view
1	Name of HoD
2	Number of grievances assigned
3	Number of grievances disposed
4	Number of grievance delayed in redressal by less than or equal to 3 days
5	Number of grievance delayed in redressal by more than 3 days
6	HoD officer details

Monitoring Report

The following table specifies the fields required in the MIS Report (MIS component 1) generated for the DM

S.No	Name of the HoD	Number of Grievances received by HoD	Number of Grievance for which IO has been appointed	Number of Grievances for which appointment of IO is delayed by HoD	Number of Grievances rejected by HoD with stated reasons
7.					
8.					

The following table specifies the fields required in the MIS Report (MIS component 2) generated for the PIO

S.No	Name of the Investigation Officer	Number of Grievances processed by Investigation Officer	Number of Applications for which action taken by IO is delayed by 5 days	Number of Applications for which action is delayed by IO by more than 5 days
1.				
2.				

The following table specifies the fields required in the MIS Report (MIS component 3) generated for the DM

S.No	Name of the HoD	Number of Grievances redressed and ATR approved by HoD	Number of Grievances for which action taken report by HoD is delayed by less than or equal to 3 days	Number of Grievances for which action taken report by HoD is delayed by more than 3 days
1.				
2.				

Internal Service Levels - Grievance

S. No.	Activities	Time required	Service Level
1.	Filling of grievance		1st day
2.	Generation of Receipt	1Day	1st day
3.	Marking of grievance to HoD if department is not selected by citizen		1st day
4.	Appointment of Investigation Officer (IO) by HoD	2 day	3rd day
5.	IO logs in and receive communication from HoD		3rd day
6.	IO does redressal of grievance	9 days	12th day
7.	IO Uploads Action Take Report (ATR) on e-district application	1 day	13th day
8.	HoD logs onto e-district application and verifies ATR submitted by IO & Availability of ATR against grievance	2 days	15th day

Number of Digital Signature required

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1.	District Magistrate	1
2.	ADM/SDMs/SDOs	All
3.	HoDs of selected departments/branches	All HoDs at the DM/SDO/BDO office
4.	Circle Officers	All Circle Officers
5.	BDO	All BDO

Functional Requirement Specifications – (Grievance)

Sr.	Description
1.	Should be able to mark the application to the District Magistrate for grievance redressal
2.	Should maintain records of all the grievances filed through the CSC/e-District centres for a particular period of time.

Sr.	Description
3.	Should allow the DM to reject any frivolous grievances using the rejection component.
4.	Should be able to help the District Magistrate to assign officials to take action on the filed grievance
5.	Should allow the stakeholders to track the application status at different stages as per the status tracking component.
6.	Should allow the assigned officer the Action Taken Report over the system duly digitally signed by him
7.	Should be able to store soft copy of Action Taken Report (ATR) in database and generate trigger for CSC / Applicant that the certificate has been prepared and he can take a printout of the same.
8.	Should be able to auto generate grievance to higher authorities in case specified SLAs are not met by the officials as per the auto escalation mechanism of monitoring component.
9.	Should generate monitoring reports on specified time intervals and send it to relevant authorities
10.	Should provide access to authorities to monitor Application Status / Performance / SLAs for a particular period by logging onto the system
11.	Should allow the user to take a print out of the soft copy of the Action Taken Report as per the delivery component
12.	Should provide a site map at the opening page of the application
13.	Should be able to deliver the output (ATR – Printout) from any of the registered centres
14.	Should be able to send SMS to applicant in case of missing of final SLAs and status tracking.

3.7   RTI (Right to Information) Services

Basic Assumptions

§ The PIO for the district (District Magistrate) should accept the provision of forwarding the applications which could not be marked to any particular department under the "others category". All these applications would be then marked to the DM Office from where it would be routed to concern PIO.

§ All concerned department should accept the provision of e-District front end for accepting payment for information material produced basis the service request at the CSC.

§ The acknowledgement receipt issued by the front end (CSC) of e-District should be considered as an authentic document by the department through which information could be furnished to the applicant.

PROCESS FLOW DAGRAM - RTI

Process Details:

S. No	Process Description	Responsibility Centre
RTI Process		
1.	The applicant comes to the CSC /e-District centre for registering grievances	Applicant
2.	The e-district application registers the RTI application.	e-district application
3.	Once the RTI application has been registered, the e-district application would notify the concerned PIO office about the RTI request located at District /Sub Division/ Circle / Block office respectively depending on the service request. § If the service request is not directed to any of the above, the e-district application would route the service request to DM under "others categories" section	e-district application
4.	PIO officer at District /Sub Division/ Circle / Block level logs into account and receives and view the RTI application request	PIO officer
5.	PIO officer at District /Sub Division/ Circle / Block checks the RTI request § If the service request qualifies under RTI ACT , then PIO officer update "Accepted request" status into e-district application using digital signature § If the service request does not comes under the purview of RTI act, then PIO officer rejects the service request and updates rejection status into e-district application using digital signature	PIO officer
6.	DM logs into the e-district application and receive service request that falls under other categories section. Upon receiving the request, DM re-routes the service request to concern PIO for further action	DM office
7.	Upon approval of service request, PIO officer delegates service request to APIO for furnishing information within stipulated timeframe	PIO officer
8.	The e-district application registers decision of PIO on service request and updates approval or rejection	e-District application

S. No	Process Description	Responsibility Centre
	status § e-district application notifies APIO for furnishing information after PIO has delegated the service request	
9.	APIO logs into e-district application and receives notification from PIO	APIO (District /Sub Division/ Circle / Block)
10.	APIO prepares Action Taken Report on the service request and copy of the required information is forwarded to PIO officer.	APIO (District /Sub Division/ Circle / Block)
11.	APIO upload Action Taken Report> into e-district application using digital signature and sends the copy of information physically to PIO. § The e-district application would give notification to the PIO officer about the report.	e-district application
12.	PIO logs into e-district application and verifies the APIO report. § PIO also checks the copy of information sent physically by APIO and give his decision accordingly	PIO officer (District /Sub Division/ Circle / Block)
13.	PIO on basis of APIO report update his decision and final status.	e-district application
14.	On 30th day the applicant visits PIO office with application receipt issued by CSC during form submission. The applicant has two options for paying which are as follows: § applicant pays at CSC and produces payment receipt at PIO office to collect the furnished information. § applicant pays directly at PIO office and produces challan copy issued from treasury to collect the furnished information	Applicant
15.	If the applicant has paid at CSC, then e-district application registers the payment and saves the transaction details in the RTI database.	e-district application

S. No	Process Description	Responsibility Centre
	§ application notifies the concerned PIO officer about the payment details against the service request	
RTI Status Tracking		
	Upon registration of application, the applicant would receive communication of approval/rejection of application through SMS. § If application is rejected then applicant would be able to view the rejection with stated reasons through online and CSC/e-District centre	e-district application
	Upon final confirmation of service delivery, citizen would get the final status SMS (ready to collect) § The applicant can check the final status through Online as well as by visiting to CSC/e- District centre which would check status online.	e-district application

Database required

S. No.	Database	Remarks
1.	RTI Database	The RTI database will contain RTI application details like Name, Age, Address, requested information details, etc. The database would also maintain the status of approved/rejected applications and status and decision of PIO. The database would also maintain the work completion report of APIO along with his comments.

Service Request Form – Right to Information

The format of RTI request form would comprise of following fields:

S.No	Fields Description of the form
1	Name of Applicant:
2	Village:
3	Block:
4	Circle:
5	District:
6	Requested Information details:
7	Date:

Records view for a Logged in user

PIO / DM record view

The fields required in delegating of service request to APIO under MIS component 1 are as follows:

S.No	Fields Description of the view
1	Application Number
2	Name of department
3	Requested Information details
4	Date of Service Registration
5	Date of delivery

The fields required in showing the status of approved/rejection application under MIS component 1 (PIO for approval/rejection of service request) are as follows:

PIO record view

S.No	Fields Description of the view
1	Application Number
2	Status (Approved/Rejected)
3	PIO officer details
4	Reasons of rejections, if any

The fields required in delegating of service request to APIO under MIS component 2 are as follows:

PIO/APIO record view

S.No	Fields Description of the view
1	Application Number
2	Name of APIO
3	Date of service delivery

The fields required for updating service request by APIO under MIS component 2 are as follows:

PIO/APIO record view

S.No	Fields Description of the view
1	Application Number
2	Subject details
3	Availability of Information (Yes/No)

The fields required in showing the final status under MIS component 3 are as follows:
PIO record view

S.No	Fields Description of the view
1	Application Number
2	Name of the Applicant
3	Status (Work in progress/Ready to collect)
4	PIO officer details

Monitoring Report

The following table specifies the fields required in the MIS Report (MIS component 1) generated for the DM

S. No	Name of the Department	Number of Applications received by PIO	Number of Applications for which affirmative action taken by PIO	Number of Applications for which action taken by PIO is delayed	Number of rejection applications by PIO with stated reasons

The following table specifies the fields required in the MIS Report (MIS component 2) generated for the PIO

S. No	Name of the department	Number of Applications processed by APIO	Number of Applications for which action taken by APIO is delayed	Number of Applications for which information was not available with APIO

The following table specifies the fields required in the MIS Report (MIS component 3) generated for the DM

S. No	Name of the department	Number of Applications successfully processed and final information updated by PIO	Number of Applications for which action taken by PIO is delayed	Number of Applications for which information was not available with PIO

Internal Service Levels – RTI

S. No.	Activities	Time required	Service Level
2.	Filling of application	1Day	1st day
3.	Submission of Application		1st day
4.	Online filling of application		1st day
5.	Generation of Receipt		1st day
6.	PIO approval of application and updating status onto e-district application		1st day
7.	DM approval of application and forwards to PIO		1st day
8.	PIO delegating information to APIO for further action	1 day	2nd day
9.	APIO logs in and receive communication from PIO		2nd day
10.	APIO furnish information and prepares report	18 days	20th day
11.	APIO Uploads work completion report and status onto e-district application	1 day	21st day
12.	PIO logs onto e-district application and verifies report and information copy provided physically by APIO	3 days	24th day
13.	PIO updates final status	1 day	25th day
14.	Confirmation on readiness and availability of information against service request	5 days	30th day

Number of Digital Signature required

S.No	Designation officer	Number of Digital Signature Used (In – Number)
1.	District Magistrate	1
2.	Public Information Officer	All PIOs (District, Sub Division, Circle and Block)
3.	Assistant Public Information Officer	All APIOs (District, Sub Division, Circle and Block)

Functional Requirement Specification – (RTI)

Sr.	Description
1.	The system should provide all services under RTI under a single category
2.	The system should be able to retrieve service request form
3.	The system should be able to route the service request to concerned officer (Public Information Officer - PIO) at the following levels – § Block § Circle § Sub Division § District
4.	The system should be able to route service request basis following criteria – § Name of Block / Circle/Sub Division § Name of Department (in case of district)
5.	The system should have the functionality to accept service request even if the service request is not directed to Block/Circle/Sub Division, or department under "others categories"
6.	The system should be able to route such application to DM office for further re – routing
7.	The system should be allow DM to allocate service request to concerned PIO for service request under "other categories"
8.	The system should save re-routing only when the DM digitally signs the re-routing of the service request
9.	The system should auto generate notification of pending service delivery request to concerned PIO on successful submission of service request § through CSC § through DM office
10.	The system should allow the concerned PIO to accept / reject the service request as per the guidelines of the RTI act
11.	In case of rejection, the system should allow the concerned PIO to state the reason of rejection
12.	In case of acceptance, the system should open a new page with all the accepted service request by the concerned PIO

Sr.	Description
13.	The system should allow the PIO to allocate service request to Assistant Public Information Officer (APIO)
14.	The system should save the acceptance / rejection only on digital signature of the PIO
15.	The system should auto generate notification to concerned APIO about service request allocation by the concerned APIO
16.	The system should allow APIO to view service request as assigned by the PIO
17.	The system should allow APIO to print the individual service request § The system should be allow printer friendly version of service request
18.	The system should allow the APIO to submit report on the service request on defined values as given in the process description
19.	The system should submit the report only when it is digitally signed by the APIO
20.	The system should auto generate email to concerned PIO about the report submission against the service request by the APIO
21.	The system should open a page for PIO to fill in specific details on documents pertaining to the service request as defined in the process description
22.	The system should ask for digital signature of PIO for submission of the final delivery against the service request
23.	The system should ask for re-confirmation of PIO before actually submitting the form

3.8   Employment Services

3.8.1 Employment Exchange

Basic Assumptions:

§   The department should accept the provision of Common Service Centre / e District Centres accepting service request application from the applicants.

§   The department should accept the provision of forwarding service request through e-District application to Employment Exchange Office without being manually forwarded as a noting on service request file.

§   The department should also accept provision of delegating or marking of an application to another official electronically through digital signing and electronic mode of transfer.

§   The department should accept that no original documents will be required for registration, only photocopies would be submitted.

§   The department should accept that the Registration Number would be automatically generated at time of application itself without any approval. This Registration Number can be cancelled / deleted by the ADE (Assistant Director Employment) on later inspection of documents.

§   The department should accept validity of a secure, digitally signed database as an authentic and trustable source for verification.

SPACE FOR PROCESS FLOW DIAGRAM -LANDSCAPE

Process Details

Sr.	Process Details	Responsibility Centre
Registration of candidates		
1	The Form for Registering on the Employment Exchange should be made available as per the Forms Availability component.	Assistant Director Employment (ADE)
2	The Application is received along with required documents as per the Application Receipt component with Mandatory Photo	e-District Application (eDA)
3	The eDA saves the application data and generates a Unique Registration Number.	eDA
4	The eDA notifies the ADE	eDA
5	The ADE or any other authorized Officer at the Employment Exchange Office receives the Application along with the assigned Registration Number	Employment Exchange Office
6	The authorized officer inspects the application and if he finds anything incorrect he informs the DEO of the same.	Authorized officer / dealing assistant
7	The ADE deletes the Entry from the database and provides a reason for the same	ADE
8	The eDA deletes the application and the Registration Number, and notifies the applicant of the deletion and the reason provided	eDA
9	The Applicant receives the notification of deletion and the reason for the same	Applicant
10	If everything is correct with the application, the authorized officer / dealing assistant assigns a NCO Code to the application and makes the entry into the Register X 63	Authorized officer / dealing assistant
11	The authorized officer / Registration Clerk makes an entry in the Database against the Registration number specifying the NCO Code and date of completion of Registration process	Authorized officer / dealing assistant
12	The eDA saves the NCO Code and the Registration completion status against the Registration Number.	eDA
13	The eDA notifies the Applicant of the NCO Code and the Registration completion status	eDA
14	The Applicant receives the NCO Code and the Registration	Applicant

Sr	Employment Exchange Status tracking	Responsibility Centre
	completion status	
	The Status Tracking and Escalation would be handled by the Status Tracking component.	eDA
	The Applicant will be notified of acceptance and delivery of his Application to the concerned officer	eDA
	The Applicant will be notified if his application being rejected and Registration Number being deleted.	eDA
	The Applicant will be notified when his NCO Code has been assigned and the Registration process is complete.	eDA

Service Request Form

The fields required in the online form for registering on the Employment Exchange are as follows:

S.No	Fields Description of the form
1.	Name
2.	Father's / Husband's Name
3.	Religion
4.	Caste
5.	Date of Birth
6.	Date of Registration
7.	Qualifications (Highest Exam passed, Subjects taken, Rank, Institute's Name, Year of passing, Remarks)
8.	Identification mark
9.	Full Postal Address
10.	Temporary Address(if different from above)
11.	Marital Status (Married/Widow/Widower/Divorced/Single)
12.	Main Business
13.	Any other business
14.	Any preference for place of job
15.	Special Talent
16.	Previous employment details (Employer's details, Job description, Date of employment, Last drawn salary, Remarks)
17.	Languages known and proficiency (Written, spoken, reading)

S.No	Fields Description of the form
18.	Eyesight, Height, Weight, Chest, Any physical weakness
19.	If member of Union, name of Union and Branch of which is a member
20.	Minimum Salary Expected
21.	Do you want to work in army (Yes/No)
22.	Only for people who have previously served in the army (Name of the employer, Position, Regiment, Date of joining, date of leaving, Character, reason for leaving)

Field Description of the Job (Identity) card

S.No	Fields Description of the form
1.	Name
2.	Registration Number
3.	Father's / Husband's Name
4.	Religion
5.	Caste
6.	Date of Birth
7.	Date of Registration
8.	Qualifications (Highest Exam passed, Subjects taken, Rank, Institute's Name, Year of passing, Remarks)
9.	Identification mark
10.	Address
11.	Languages known and proficiency (Written, spoken, reading)

Records view for a Logged in user

S.No	Fields Description of the view
1	Registration Number
2	Name of the Applicant
3	Address
4	Qualifications in brief

Monitoring

The following table specifies the fields required in the MIS Reports

S.No	Number of Registration requests received	Number of Registrations completed successfully	Number of Registrations deleted
1.			
2.			
3.			

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	CDO	1
2.	ADE	1
3.	AEO	All

Functional Requirement Specifications –Registration to Employment Exchange

Sr.	Description
1.	The system should provide all services under various Employment schemes under a single category "Employment Related Schemes" with following sub categories – § SGSY § Employment Exchange § PMRY
2.	The System should ensure availability of Forms for registration on Employment Exchange as per the Form Availability component.
3.	The System should ensure that the photo of the Applicant is captured and attached with the Application before it can be submitted.
4.	The System should be able to generate a Job Card (Identity Card) with a Unique Registration Number, Name, Photo, Address, NCO Code, Qualifications and Address.
5.	The System should be able to notify the ADE or any authorized officer at the Employment Exchange office of the new application and allow him to view the Application details as per the 'Records View for the Logged in Officer'
6.	The System should be able to retrieve and display the complete Application to

Sr.	Description
	the authorized officer on clicking on any one of the records.
7.	The System should allow Only the ADE to delete / cancel a Registration Number.
8.	The System should ensure that a reason is provided for any deletion and that the ADE signs it using his digital signature
9.	The System should allow the authorized officer or Dealing Assistant to update the application with the NCO Code against a Registration Number and also update the Status of Registration process as complete.
10.	The System should be able to notify the Applicant of the assigned NCO Code and the Status of the Registration process whenever it is updated.
11.	The System should be able to detect changes in status and send status updates to the citizen as per the Status Tracking component.
12.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
13.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in District administration registered with the System.

3.8.2   PMRY (Pradhan Mantri Rozgar Yojana)

Basic Assumptions:

§ The department should accept the provision of Common Service Centre / e District Centres accepting service request application from the applicants.

§ The department should accept the provision of forwarding service request through e-District application to DIC without being manually forwarded as a noting on service request file.

§ The department should also accept provision of delegating or marking of an application to another official electronically through digital signing and electronic mode of transfer.

§ The department should accept the validity of digitally signed document on par with any physically signed document.

§ The department should accept validity of a secure, digitally signed database as an authentic and trustable source for verification.

Space for Process Flow Diagrams(Landscape)

Process details:

S.No.	Process Details	Responsibility Centre
1.	The applicant approaches the CSC/e-district center for the registration purpose. The applicant has to pay the requisite application fee for the registration purpose. The applicant requires the following documents for the registration purpose: • Education Proof • Caste Certificate • Address Proof • Experience Certificate • Business Proposal • 4 self-addressed postcards These self-addressed postcards will be used to inform the applicant of the interview date	Applicant
2.	The application is received by the CSC as per the application receipt component along with the following documents: • Education Proof • Caste Certificate • Address Proof • Experience Certificate • Business Proposal • 4 self-addressed postcards	CSC
3.	The system generates an acknowledgement confirming the registration process	e-District Application
4.	The system forwards the application to the DIC office.	e-District Application
5.	The information in the application form is verified against the documents submitted by the applicant	DIC
6.	Depending on the interview date availability, an interview date for each applicant is updated in the database	DIC
7.	The system generates a receipt for each applicant. The receipt contains each applicant's registration number and the interview date.	e-District Application
8.	The result for each applicant's interview is updated in the database	DIC

9.	A training date for each applicant is chosen which is updated in the database	DIC
10.	Trainings are conducted for all the applicants	DIC
11.	The status of training completion for each applicant is updated in the database	DIC
12.	After successful completion of the training process, the application is forwarded to the bank	DIC
13.	The loan amount is approved and the status is informed to DIC	Bank
14.	The status of the loan approval is updated in the database	DIC
15.	The loan amount is collected from the bank	Applicant

Service Request Form -PMRY

S.No.	Field Description of the form
1.	Name
2.	Father's/Husband's Name
3.	Father's/Husband's Occupation
4.	Permanent Address
5.	Interview Date (To be filled in by the DIC staff)
6.	Have you been residing in the place for the past 3 years from where you have applied for a loan (Yes/No)
7.	Date of Birth
8.	Age at the time of applying for loan
9.	Qualification
10.	Any Technical Qualification obtained? If yes, then give details
11.	Are you registered with the employment exchange? If yes, then give details
12.	Caste
13.	Handicapped/Women
14.	Business details
15.	Any previous experience related to the business
16.	
17.	Family's annual income
18.	Cost of business
19.	Contribution by applicant
20.	Prior to this, have you taken any loan from any agency? If yes, then give details
21.	Loan amount
22.	Name of the bank from where the loan is applied
23.	I hereby confirm that the information provided by me is true to the best of my knowledge.
24.	I --------------- son/daughter/wife of Mr. …………, resident of ------------------------------------ declare that:

	i. I am unemployed ii. I am unable to put in the entire amount for the business iii. I am a resident of -------------- for the past ---------- years iv. Neither my Husband/Wife nor my Mother/Father earn more than Rs. 24000 per annum v. I have not defaulted in any previous case vi. I agree to abide by all the rules of Pradhan Mantri Rozgar Yojna (PMRY) Signature of the Applicant Name of the Applicant

Records view for a Logged in user

S.No.	Field Description of the View
1	Name
2	Permanent Address
3	Qualification
4	Subject

Monitoring

MIS Report 1

S.No	Number of Applications received	Number of Interviews scheduled	Number of interviews conducted	Number of successful candidates	Number of candidates approved by Banks
1.					
2.					
3.					

MIS Report 2

S.No	Number of people who participated in training	Number of people who successfully completed training	%age of attendance of training programs	Number of people who have been given loan amount by banks
1.				
2.				
3.				

MIS Report 3

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1.				
2.				
3.				

Number of digital signature required

S.No.	Authority	Digital Signature Required
1.	GM DIC	1
2.	DIC Staff (Project Manager PMRY etc.)	2

Functional Requirement Specifications -Registering to PMRY

Sr.	Description
1	The system should provide the registration service for the PMRY
2	The system should be able to retrieve relevant service request form using 'form availability' component
3	Status will be available to the citizen through the following channels: i. SMS ii. E-mail iii. CSC/e-District center
4	The system should check for all the mandatory entries in the application form before submission of application form
5	The system should be able to forward the application request to the concerned DIC staff
6	The system should be able to provide the interview date to the applicant once the same has been updated in the database by the DIC staff
7	The applicant should be able to track the status of his application

	through the system, using the registration number provided to him
8	The system should be able to monitor the progress of each applicant's request
9	The system should be able to provide the training details for each applicant
10	The system should be able to forward the application to the respective bank for loan approval
11	The system should be able to provide the approved loan amount details to each applicant

3.8.3   SGSY (Swarnjayanti Gram Swarozgar Yojana)

Basic Assumptions:

§   The department should accept the provision of Common Service Centre / e District Centers accepting service request application from the applicants.

§   The department should accept the provision of forwarding service request through e-District application to BDO without being manually forwarded as a noting on service request file.

§   The department should also accept provision of delegating or marking of an application to another official electronically through digital signing and electronic mode of transfer.

§   The department should accept the validity of digitally signed document on par with any physically signed document.

§   The department should accept validity of a secure, digitally signed database as an authentic and trustable source for verification.

SPACE FOR PROCESS FLOW DIAGRAM -LANDSCAPE

Process details:

Sr.	Process Details	Responsibility Centre
SGSY Process		
1	The Form for expression of interest in forming a Self Help group would be made available by the Forms Availability component.	BDO
2	The Applicant files his application expressing interest to form a Self Help group. The Application will include a tentative list of group members	Applicant
3	The e-District Application (eDA) saves the application and issues a Receipt with a unique Application number	e-District Application (eDA)
4	The eDA then notifies the BDO of the new Application	eDA
5	The BDO receives the Application and Assigns a local Village Development Officer (VDO) to the application.	BDO
6	The eDA saves the assignment of the VDO to the application and notifies the VDO and the Applicant	eDA
7	The VDO receives the Application and downloads it from the eDA	Village Development Officer(VDO)
8	The VDO visits the group in the village and explains the scheme to them in details	VDO
9	The VDO helps the group open a Bank Account and helps them in filling up the SGSY Application form	VDO
10	The VDO then updates the status manually in the eDA specifying the dates when: a. Scheme explained in detail b. Bank Account opened c. Group members finalized	VDO
11	The eDA saves and updates the Status inputs by the VDO and notifies the BDO and Applicant about the same.	eDA
Sr.	SGSY Application Status Tracking details	Responsibility Centre
1	The Status Tracking and Escalation would be handled by the Status Tracking component.	eDA
2	The Applicant will be notified of acceptance and delivery of	eDA

3	his Application to the concerned officer	
	The Applicant will be notified about assignment of a Village Development Officer(VDO)for his application	eDA

4	The Applicant will be notified whenever VDO updates the status of:
	     a. Scheme explained in detail
	     b. Bank Account opened
	     c. Group members finalized
		eDA

Sr.	Process Details	Responsibility Centre
Application to request Grading of the Self Help group		
1	The Form for requesting Grading of the Self Help group would be made available by the Forms Availability component.	BDO
2	The Applicant files his application requesting Grading of his Self Help Group.	Applicant
3	The e-District Application (eDA) saves the application and issues a Receipt with a unique Application number.	e-District Application (eDA)
4	The eDA then notifies the BDO of the new Application	eDA
5	The BDO receives the Application and Assigns a local Village Development Officer (VDO) to the application.	BDO
6	The eDA saves the assignment of the VDO to the application and notifies the VDO and the Applicant	eDA
7	The VDO receives the Application and downloads it from the eDA	Village Development Officer(VDO)
8	The VDO schedules the grading process by the banks for the Self Help group.	VDO

9	The VDO then updates the status manually in the eDA specifying the dates when:
	     a. Grading process completed
	     b. Result of the Grading process
		VDO

10	The eDA saves and updates the Status inputs by the VDO and notifies the BDO and Applicant about the same.	eDA
Sr.	SGSY Grading Request Status Tracking details	Responsibility Centre
1	The Status Tracking and Escalation would be handled by the Status Tracking component.	1

2	The Applicant will be notified of acceptance and delivery of his Application to the concerned officer	2
3	The Applicant will be notified about assignment of a Village Development Officer(VDO) for his application	3
4	The Applicant will be notified whenever VDO updates the status of: a. Grading process completed b. Result of the Grading process	4

Service Request Form

The fields required in the online form for every requesting a grading are as follows:

S.No	Fields Description of the form
1	Names of members of the Self Help Group
2	Address
3	Nature of Business

Records view for a Logged in user

S.No	Fields Description of the view
1	Application Number
2	Address of the Applicants
3	Subject of the Application

Monitoring

The following table specifies the fields required in the MIS Reports

MIS Report 1 for New Self Help group applications

S.No	Name of the Block	Number of New Self Help Group Applications received	Number of Self Help groups successfully started	Number of Applications rejected – with reasons
9.				
10.				
11.				

MIS Report 2 for grading of Self Help groups requests

S.No	Name of the Block	Number of Grading requests received	Number of Groups graded successfully	Number of groups graded unsuccessfully
1.				
2.				
3.				

MIS Report 3

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

Number of digital signature required

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Number of Digital Signature required
1.	CDO	1
2.	DDO	1
3.	BDO	All
4.	VDO	All

Functional Requirement Specifications

Sr.	Description
1.	The system should provide all services under various Employment schemes under a single category "Employment Related Schemes" with following sub categories – § SGSY § Employment Exchange § PMRY
2.	The System should ensure availability of Forms for requesting a new Self Help group and requesting Grading of their Self Help group as per the Form Availability component.

Sr.	Description
3.	The System should allow the Applications for new Self Help group and Grading of a Self Help group to be submitted online.
4.	The System should be able to notify the BDO of the new application and allow him to view the Application details as per the 'Records View for the Logged in Officer'
5.	The System should be able to retrieve and display the complete Application to the BDO on clicking on any one of the records.
6.	The System should enable the BDO to assign a VDO to the application and forward the application to him.
7.	The System should save the assignment of the VDO to an application and notify the assigned VDO of the new application.
8.	The System should also notify the applicant about the assignment of VDO.
9.	The System should allow the VDO to download the complete application.
10.	The System should allow the VDO to manually update the Status of Application specifying dates when: § Scheme explained in details § Bank Account opened § Group members finalized § Grading completed § Result of Grading
11.	The System should be able to detect changes in status and send status updates to the citizen as per the Status Tracking component.
12.	The System should be able to generate MIS reports as per the format specified in the table Monitoring Report.
13.	The System should have a facility for forwarding of the application, with remarks and digital sign of the sender, to any person in District administration registered with the System.

3.9   Electoral Services

Basic Assumptions

SPACE FOR PROCESS FLOW DIAGRAM - LANDSCAPE

Process Details:

S.No	Process Details	Responsibility Centre
1.	The applicant comes to the CSC/e-District centre for obtaining the Certified Copy of Electoral Roll	Applicant
2.	Following application receipt and payment component the e-district application would register the request for obtaining the certified copy of Electoral Roll	e-District Application
3	The kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to the District Election Officer for action.	e-District Application
4.	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator
5.	Kiosk operator forwards physical documents and application form printout to the District Election Officer	Kiosk Operator
6.	e-District application routes the request from the applicant to the forwarder (concerned Dealing Assistant)	e-District Application
7.	Forwarder checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated notesheet to the District Election Officer	Forwarder
8.	If the application is not complete in any respect, the Forwarder rejects the application along with the reason for rejection	Forwarder
9.	District Election Officer checks the note sheet and based on the same, he either issues the digitally signed Order sheet or rejects the application along with the reasons for rejection	District Election Officer
10.	The e-district application would host the action taken by the District Election Officer and will notify the relevant stakeholders.	e- District Application

11.	The kiosk operator logs into the e-District application, takes the print out of the Digitally signed document, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator

Status Tracking		
S.No	Process Details	Responsibility Centre
1	The applicant is notified at the time of application submission whether his application has been submitted by the kiosk operator to the e-district application and that e district application has registered his service request	e-District Application
2	The application would also notify the applicant whether his application has been rejected or accepted	e- District Application

Databases required

S. No.	Database	Remarks
1	Electoral Rolls database	This database will store all the information about the application data, Updated Electoral Roll and the Certified Copy of Electoral Roll issued

Service Request Form – Certified Copy of Electoral Roll

S.No	Fields Description of the form
1.	Name of Applicant
2.	Father's Name
3.	Permanent Address • Village/Ward • Town/GP • Post Office • Mouza • Revenue Circle • Police Station
4.	Name & No. of Legislative Assembly Constitution (LAC)
5.	Name and No. of Polling Stations
6.	Serial No. of Voter in the Electoral Roll
7.	Year of Electoral Roll

Records view for the Forwarder

New Applications View for the Forwarder is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Address
4.	List of the scanned supporting documents
5.	Date of Application Submission at CSC/e District Center
6.	Due date for decision on application
7.	Target Date

Records view for the Issuing Authority

New Applications View for the issuing Authority is given below:-

S.No	Fields Description of the view
1.	Application Number
2.	Name of the Applicant
3.	Address
4.	Details of the supporting documents
5.	Note sheet along with the auto generated File No.
6.	Date of Application Submission at CSC/e District Center
7.	Due date for decision on application
8.	Target Date
9.	Search Box

Monitoring Report

The following table specifies the fields required in the MIS Report 1

S.No	Name of the Office	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees
1.					
2.					
3.					
4.					
5.					

The following table specifies the fields required in the MIS Report 2

S.No	Name / Designation of the Officer	Applications Completed within defined SLAs	Number of Application exceeding SLAs	Current owner of the application after escalation
1				
2				
3				

Internal Service Levels – Certified Copy of Electoral Roll

The following table specifies the internal Activity-wise service levels:

S.No	Activity	Service Level in days	Service Level from day of Application
1.	Application Receipt and Forward to the Forwarder(Dealing Assistant)	1 day	1st day
2.	Forwarder (Dealing Assistant) forwards the application to the District Election Officer or rejects the application	1 day	2nd day
3.	District Election Officer Approves or Rejects the application using his digital sign	1 day	3rd day

Digital Signature requirement

The following table specifies the designations that need to receive the Digital Signatures:

S.No	Designation	Details (Nos.)
1.	District Election Officer	All

Functional Requirement Specifications – Certified Copy of Electoral Roll

S. No.	Description
1.	Should be able to route the application from the receiver (Kiosk operator) to the forwarder
2.	After authentication of username and password, the System should allow the Forwarder to view the relevant application details and scanned supporting documents as uploaded by the Kiosk operator
3.	The System should be able to generate an auto-file number and auto generated note sheet before the forwarder forwards the application to the Approving Authority
4.	The system should allow the Forwarder to reject the application
5.	The system should request Forwarder to provide comments in case of rejection
6.	The System should allow the District Election Officer to check the Electoral Roll database based on specific query parameters
7.	The system should allow the District Election Officer to accept or reject any service request application
8.	The system should request District Election Officer to provide comments in case of rejection
9.	The system should save the acceptance / rejection only after digital signature of the District Election Officer
10.	The System should allow the DEO to enter query parameters for the IT Database, if access is available, and then display the results for the query to DEO.
11.	The System should save the digitally signed copy of the Certified Copy of Electoral Roll issued as a soft copy in a Database
12.	The System should log the details of who accessed the online soft copy and took a printout of the same and the number of print outs taken

4.0   Technical and Application Architecture

4.1   Architecture Framework & Principles

Department of Information Technology, India has prescribed a framework for e-District Applications which will aid the various States Stakeholders, application vendor in the development of interoperable and good quality software. It is of prime and utmost importance for the vendor to follow various standards like IEEE standards for development prescribed by the IEEE Standard Association to ensure adherence to best practices and standards at every stage of the software development and implementation process.

E-District is a mission critical application which has to interact in an environment where silos of frozen assets are maintained in heterogeneous formats in multiple departments situated at varying geographical locations. The envisioned E-District solution aims at bridging the gaps between people, processes, applications and systems.

4.1.1   Architecture Vision

Having a strong architecture framework is akin to having a good foundation. The objective of this exercise is to define this framework which would be inline with the overall vision and also define standards and guidelines that shall act as a beacon of light for all its future ventures on e-District of overall e-Governance initiative.

The e-District Vision and Strategy of GoA were then effectively collaborated with environmental and technical factors and the following sub goals have been identified

- § Increase the use of electronic forms and workflow as replacements for current paper based processes (e.g., applications for certificates and pension) for faster and better service.

- § Increase the sharing of data/ information among State, local bodies, other agencies, citizens, and business groups.

- § Increase the use of third parties to deliver some department / agency services and develop appropriate systems for quality management and oversight.

- § Build common IT infrastructure through consolidation, centralization, and standardization.

§   Develop the policies and procedures for secure and appropriate access to State information by various constituents (e.g., citizens, other agencies, and the Central government).

§   Move toward electronic collection and distribution of data and information.

§   Establish a single entry point for multiple services both within and between departments / agencies

§   Increase the variety of ways that citizens can interact with the departments / agencies (e.g., license renewal via the web, kiosks, or in person).

§   Automate the core applications (e.g., accounting, personnel, payroll, and procurement etc) used by most departments.

§   Increase data consolidation and analysis of department / agency information for multiple purposes (e.g., performance measures, policy enhancement).

§   Add geographical references to data and information so that location or proximity can be used in analysis and reporting.

§   Training of users and technical staff to keep up with changes in technology and systems, and to promote more effective use of technology resources

§   Deliver individualized services as close as possible to the location of a client or customer to improve accessibility and acceptable outcomes (e.g., using third party providers, neighbourhood facilities or remote access).

4.1.2 Application Architecture

a)   Data Architecture

The following diagram is a sample Data Architecture covering Pension Department to design e-District Data Model.
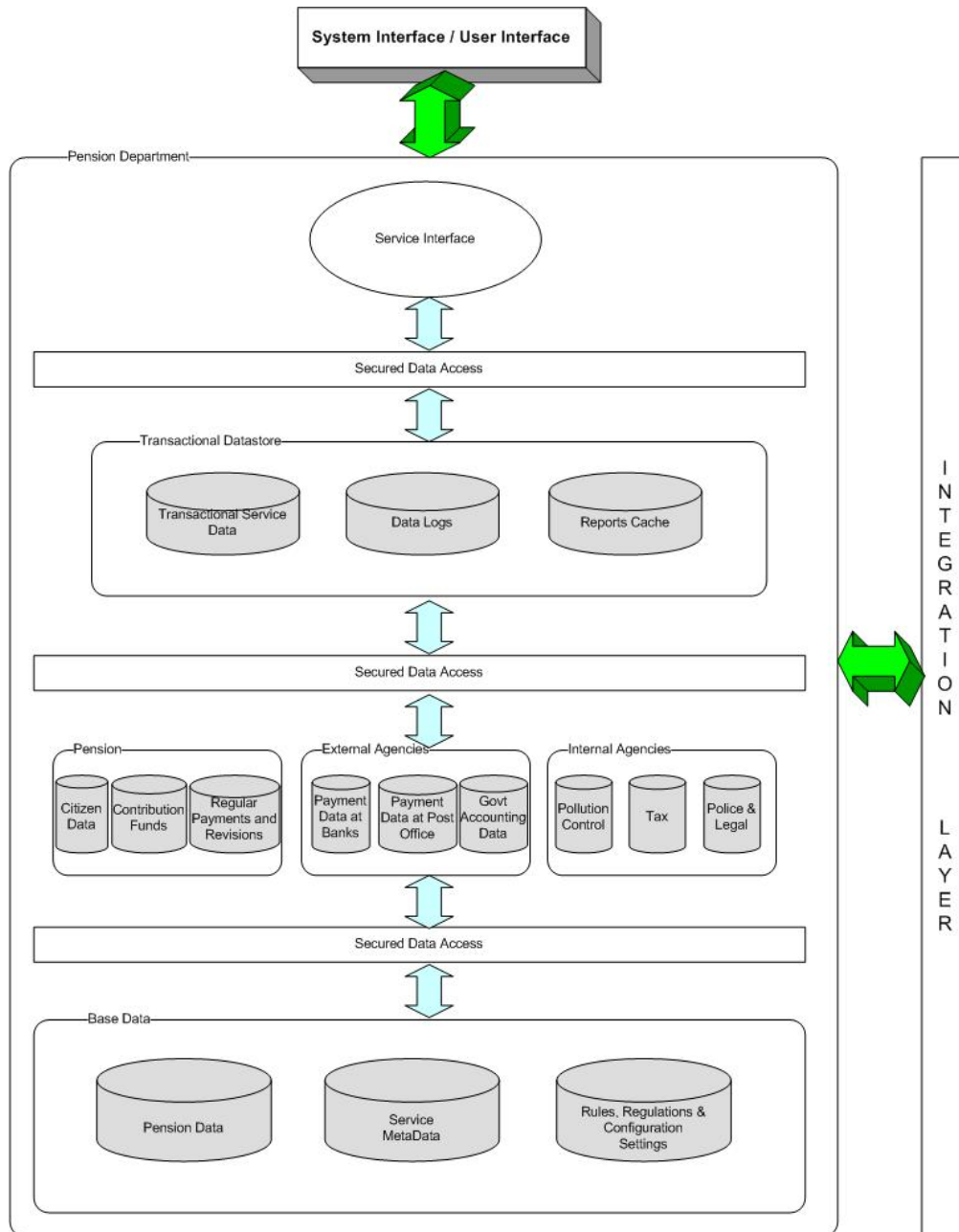
As depicted in the above diagram, we recommend a layered data architecture. At the minimum, the data architecture should comprise of the following layers

§   Base / Foundation data store

This layer should have the core information that is required for the operation of the department. This would include information about the various Regional Pension Offices across the state, working rules, guidelines, application forms, master data and configuration information for the IT systems to function.

§   Pension data store

It is recommended that all the information directly related to pension be grouped together.   This includes information such as Citizen Data Contribution Fund, Regular Payments etc. Such a logical grouping would result in a more cohesive system.

§   External Agency data store

Apart from end users (citizen), the Pension department also interfaces with several external agencies such as Banks (Payments data), Post Offices (Payments Data), and Government Accounting Data. It is advisable to store these set of information in a separate data store so that software integration and maintenance can be done in an efficient manner.

§   Internal Agency data store

Apart from interfacing with external agencies, the Pension department also works with other government agencies and departments.   These include the pollution control board, police / legal agencies, tax collection centres and commercial tax department.

§   Transaction data store

The transactional data store will hold the day to day transactions including application processing, receipt generation, approvals etc. As part of transaction processing, the system will also generate data logs and application logs that would be stored for maintaining transaction history, legal and repudiation purposes. It is also advisable to have a separate data cache specifically for reporting purpose to improve the overall system performance and maintenance.

Access to each set of information should be through secured data access channels. This channel would provide required security features such as authentication and data encryption / decryption.

The entire data would be protected from direct access from regular users (except administrators).   The functionality should be encapsulated and specific interfaces should be exposed to the external world (includes portal, kiosks and service centres). These service interfaces would be invoked by clients directly via end-user interface or by other systems via system interface mechanisms.

Data exchange and integration should be handled by a dedicated integration layer (discussed in the overall enterprise architecture).   All data transfers between the Payment department data store (s) and external agencies or other government agencies will happen through this integration layer only.

b) Access Rights Management

The Access to the databases, which will store all the information related to the applications, the verified details, and the digitally signed deliverables, should be tightly governed and monitored. The integrity and security of these databases is of paramount importance.

These databases will accessed by various stakeholders at different stages of processes. We would define the access parameters based on the CRUD Model for access management. The acronym CRUD refers to all of the major functions that need to be implemented in a relational database application or web application to consider it complete. An indicative mapping of each letter in the acronym to a standard SQL statement is demonstrated below:

Operation	SQL
Create	INSERT
Read (Retrieve)	SELECT
Update	UPDATE
Delete (Destroy)	DELETE

c) Scalability

This factor can be understood with the help of scalability Pyramid. It is evident that a good design is the foundation of a highly scalable application. At no other point in the lifecycle of an application can a decision have a greater impact on the scalability of an application than during the design and conceptualization phase.
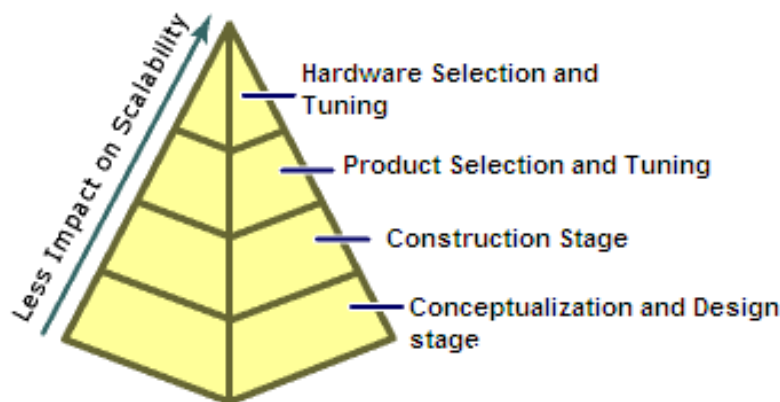
As the scalability pyramid indicates, fast hardware, software, and tuning are only a small part of the scalability equation. At the base of the pyramid is design, which has the greatest influence on scalability. As you move up the pyramid through decreasingly important factors, the ability to impact scalability decreases. What the pyramid illustrates is that smart design can add more scalability to an application than hardware.

When designing for scalability the primary goal is to ensure efficient resource management. Designing for scalability is not limited to any particular tier or component of an application. Application architects must consider scalability at all levels, from the user interface to the data store. Following are the factors which need to be considered when designing for Scalability.

1) Prioritization of services- Generally systems like e-district envisaged to provide a large number of services to be provided. In initial roll out the main services or the services which are immediately required are introduced with the system rollout and remaining services will be plugged in to system in phased manner as and when required. The Architectural framework should be designed to cater this aspect.

2) Classes of service - as stated above the Architecture should also accommodate to increase or decrease the number of classes, in order to achieve more services.

3) Dynamic change support- The system architecture should capable to support the dynamic change in to the system.

4) Transparent resource addition - The system architecture should capable to support the transport resource addition with the system.

5) Commutability - The application design should try to incorporate the principle of Designing for commutability. Two or more operations are said to be commutative if they can be applied in any order and still obtain the same result. Typically, operations that you can perform in the absence of transaction

are likely candidates. The less transaction oriented the operations are, easy it is to scale up the application.

6) Interchangeability:-   The idea here is to move the state out of the components. As we add more state to the components, they become less interchangeable. Requiring components to maintain state between method calls defeats interchangeability and, ultimately, scalability is adversely impacted. Instead, each method call should be self-contained. Store state outside the component when it is needed across method calls. When calling a method of a stateless component, any state required by that method can either be passed in as a parameter or read from the storage. At the end of the method call, preserve any state by returning it to the method caller or writing it back to the storage. Interchangeability extends beyond resource pooling. Server-side page caching for a Web application will most likely increase its scalability.

7) Logical versus physical tiers consideration - When designing application, logical separation should always be considered. Always logically partition the application between the user interface layer, business logic layer, and the data layer. Although logical separation does not mandate physical separation, it makes physical separation possible. By partitioning the application to enable physical separation, we can achieve scalability by scaling out the application across several machines.

8) Isolate transactional methods - Separate transactional methods from non-transactional methods. Placing non-transactional methods in a component that requires a transaction for its transactional methods will negatively impact the scalability of that component because calls to either class of method incurs the overhead of a transaction.

9) Eliminate business logic layer state when possible - By making the business logic layer as stateless as possible, the scalability of the layer can be increased.

d)   Maintainability

Following are the factors which need to be considered while require time to add a Component /Service / Module to an Existing Application

Architecture and Component Framework - The Architecture is based on open standards take less time to add the Component / Service / Module to an Existing Application.

Classes and services- It is very important to understand how the classes and services has been developed and configured in the application framework. These should be created in such a way that any future requirement or addition of services etc helps to introduce new services easily.

Access and Roles- The roles and responsibilities are assigned to new users through LDAP or equivalent service. This service must be compatible enough to take care of the whole hierarchy of the departments which are going to be included. Incase the flexibility in design has not been taken in cognizance it may create the problem at later stage and take longer time to add the service into the architecture.

Master data Management- This aspect   take care of the master data which would be used by each department. If this factor is considered and system architecture addressed respective issues, then any service can be plugged easily in to the framework and used instantly.

Integration-The following integration issues will determine the ease and time required to add the Component /Service/Module to an Existing Application.
   o Integration across disparate platforms and data sources
   o Integration of legacy data and applications with distributed systems
   o Applications or data that use proprietary APIs, making it difficult to take advantage of them from reporting, analysis, integration, and development tool

Communication Protocols – There is need to define the interaction relationships with facilities for synchronous and asynchronous communication by message . These can be Exchange on the one hand and shared data elements on the other hand.

Data Accessibility & Handling – The proprietary data and its accessibility and handling etc are the factors which defines the require time to add a Component /Service / Module to an Existing Application.

Implementation and Deployment - Deployment of frameworks introduces many challenges in the area of interoperability between different communication and control protocols. There are implementation and vendor interoperability issues related with deployment which needs to be dealt.

e)   Extendibility

When application is rolled out in a district across Block and villages, the following factors can be important.

- Architecture and Component Framework - The Architecture should be based on open standards and interoperable industry standards so that inherent flexibility would be there is system to make any changes from the district level to village level. Once this stabilized in vertical plane then minimum changes will be required when rolled out in horizontal plane.

- Classes and services- The classes and services should be developed and configured in the application framework in such a way that any future requirement or addition of services etc helps to introduce new services easily. This will be frequent when changes required from the district level to village level. Once this stabilized in vertical plane then minimum changes will be required when rolled out in horizontal plane.

- Access and Roles- The roles and responsibilities are assigned to new users through LDAP or equivalent service. This service must be compatible enough and ensured to take care of the whole hierarchy of the departments which are going to be included. Incase the flexibility in design has not been taken in

cognizance it may create the problem at later stage and can severely impact the services of framework. Once this stabilized n vertical plane then minimum changes will be required when rolled out in horizontal plane.

- Master data Management- This aspect   take care of the master data which would be used by each department. If this factor is considered and system architecture addressed respective issues, then any service can be plugged easily in to the framework and used instantly. This would be once at any vertical plane and will be changed on each implementation in Horizontal plane.

- Configuration Management – There may be instances where the same application as developed for a vertical plane can be used as it is or minimum changes required. But there may be circumstances when whole of new type of service is required. At that time configuration management would be must to take care of both the requirements. Hence this would remain approximately same in both the horizontal and vertical plane.

- Addition of services – There may be change in addition of services to be added in to the application in the horizontal and vertical plane.

- Standards and Protocols – There is need to define the interaction relationships with facilities for synchronous and asynchronous communication by message. These can be exchange on the one hand and shared data elements on the other hand. This would remain same in both the horizontal and vertical plane.

- Integration and interoperability - Deployment of framework in vertical plane introduces challenges in the area of integration and interoperability. This would be severe in case of horizontal plane for integration.

- Implementation and Deployment - Deployment of frameworks introduces many challenges in the area of interoperability between different communication and control protocols. There are implementation and vendor interoperability issues related with deployment which needs to be dealt.

- Data standardization and Management- Data must be standardize to form a unique nomenclature and format so that each district and its vertical plane data would be different in style. This will help in collating the data at state level at later stage. Also Data backup and recovery should be defined to take care the vertical plane of district, tehsils and villages.

- Hardware- The hardware at district would be sufficient enough to take care the requirements of number of users its vertical plane which includes district, tehsils and villages.

- Security – There should be vertical propagation of security configurations in the framework to enable the extendibility in that direction.

- Integration – There would be cases when departmental/organizational boundaries are not the same as of district boundary in that case the master data would be available in both the e-district systems that are under that organization's boundary. This can introduce some challenges when consolidating the data at state level and hence need to be properly investigated and addressed

f) Security

Digital Signature

The e-District application should have PKI infrastructure, digital signatures as the measure for ensuring high degree of user authentication and security. For e.g. the online approval of the an application for issuance of birth certificate shall require approval of the concerned departmental officer using his digital signature. An exercise has already been carried out to identify such sensitive and critical transactions requiring digital signature based authentication and approvals, which are detailed in the functional requirements of the services.

Following outlines certain guidelines with respect to implementation of PKI Services.

i. The security solution implemented for e-District application shall support usage of Digital Certificates authentication for all the personnel performing critical transactions in the system

ii. The eForms must support PKI Digital Certificate based signatures. All the eForms are expected to have the capability to be signed digitally by concerned departmental staff, depending on the service.

iii. The integrity of the original e- Form and its data content must be verifiable using the PKI digital signatures even after notes/comments/water marks are added by the employees

iv. For ensuring full integrity of transaction, one service application comprising both data and documents should be treated as one whole package that will be signed digitally and stored in the database

v. The solution should support digital certificates issued by all (or chosen one) licensed CA in India and should accept digital certificates based on criteria (Issuer, Class, Policy Identifiers)

vi. The digital signatures used in for the portal must be compliant to RSA standards as required by IT-Act 2000 and any further amendments, if any.

vii. Automatic validation of digital certificates used for authentication and digital signatures is required. The validation must include check for acceptance criteria (Issuer, Class and Policy Identifiers), validity period, and current CRL based revocation checking.

viii. Digital signatures to be used shall be compatible with all platforms without any limitation

ix. Digital signing and encryption of attachments (documents) compliant to PKCS standards is required.

x. Database server shall support PKI based authentication for administrative access to the server as a measure for database security

xi. Access management and privileges for content management should be secured and advanced authentication technologies such as PKI shall be used for controlling access to the content management.

xii. The system design should be extensible to support newer authentication mechanisms

4.1.3 Technical Architecture

Above is the proposed Technical Architecture of the E-District System. The System will be of Distributed Architecture. There will be one Central Database hosted in the State Data Center and one local copy of the database will reside at the DC office Server. The E-district application will run by accessing the local Database and at the end of the day the local copy of the Database will replicate the Central Database for the full synchronization of the database. The advantages of using this system are

§ The application will not be dependent on the connectivity between SHQ and DHQ of SWAN. Even if the link fails then also the application will run smoothly using the local database resides at the DC office.

§ For accessing the data from the database the system will not have to traverse the entire SWAN backbone every time thus saves valuable amount of bandwidth and improves system response latency.

a)   Description of the Technical Architecture

The proposed Architecture shown above will have the following components.

ü DC Office Network: The DC office network will have the local components of the Database server and Application Server. The nodes will be connected over by a switch and the authorizing officers and clerks can use the application over LAN.

ü SDO office network: The SDO office will connect to the DC office using DHQ-SDHQ connectivity of SWAN backbone as shown in the diagram and will use the application over SWAN. The users in this office will be connected over LAN.

ü Block office network: The block office users will connect the application by using DHQ-BHQ connectivity of SWAN.

ü State Data Center: The State Data Center will host the central repository of the Data base and applications of the E-District. It will host the entire data of the E-District application in the SAN (Storage area Network) and on demand of the user for older data access will provide it. The State Data Center will provide the necessary security to the applications which will be replicated in the local database also.

ü Common Service Center: They will be provided with the front-end of the applications and will be able to apply for a service , view the status, take

print out of final certificates with necessary authentications. They will be able to use the E-District application over SWAN only.

b)   Basic Assumptions

The Technical Architecture has been designed after taking into consideration the following assumptions:

- ü At the time of Implementation of E-District Applications the Assam SWAN will be up and operational.
- ü At the time of Implementation of E-District Applications The State Data Center (SDC) of ASSAM will be operational.
- ü At the time of Implementation of E-District Applications the CSC (Common Service Center) of ASSAM will be operational.

c)   Key Concern Areas

- ü If the SWAN is not coming up at the time of Implementation of E-District Applications then the Backbone Connectivity between various SDO's and DC office will be a concern area and in that circumstance the SDO's will have to use the NIC VSAT connectivity to connect the DC office to access the application.
- ü If the State Data Center is not implemented at the time of Implementation of E-District Applications then the system will have to run only using a localized Database system.

5.0 Way Forward

The To-Be Processes and Functional Requirement Specifications (FRS) for the selected services will be followed by the RFP for Application Software, Hardware and Networking components. Going forward, the major milestones for e-District implementation at the pilot districts are given below:-

► **Comprehensive RFP for Application, Data Digitization &   Hardware Procurement**

RFP would be prepared covering amount of data to be digitized, service level parameters and metrics for vendor

► **Legal Changes document**

A Legal changes document covering the legal changes which needs to be addresses at the State level for implementing the e-District model of service delivery

► **Change Management Plan**

Change management plan would be developed to address the training requirements of the government staff identified during the subsequent phase

► **Application Development**

Application development for selected services would be carried out by NIC or an outside agency

► **Procurement of IT Infrastructure**

Based on the RFP for Hardware & Network components, tendering and subsequent procurement action will commence

► **Site Preparation Monitoring**

Preparation of site lay out plan for office renovation and monitoring of renovation works would be carried out by consultants

► **Implementation of application at field level**

Application would be implemented at the district and field level department offices of both the pilot districts

► **RFP for Statewide Roll out**

Post implementation at the pilot districts, the State wide roll out RFP will be prepared

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