TO-BE PROCESS AND FUNCTIONAL REQUIREMENT SPECIFICATION REPORT

e-District Mission Mode Project

Orissa

Submitted By,

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Wipro Ltd. is pleased to present the "To-Be Process and Functional Requirement Specification Report " for the list of services identified under orissa e-District project. The preparation of this report has been an extremely enriching experience.

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- Shri S.N. Sahu, Deputy Collector, Election
- Shri Manoj Kumar Patnaik, GM, OCAC
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List of Abbreviations

S.No.	Term	Definition
•	BDO	Block Development Officer
•	BPR	Business Process Re- Engineering
•	RI	Revenue Inspector/ Circle Officer
•	CSC	Common Service Centre
•	DC	Deputy Commissioner
•	DIO	District Informatics Officer
•	DIT	Department of Information Technology
•	G2B	Government to Business
•	G2C	Government to Citizen
•	G2G	Government to Government
•	GoO	Government of Orissa
•	GoI	Government of India
•	GP	Gram Panchayat
•	GPSS	Gram Panchayat Samabay Samiti
•	ICT	Information, Communication & Technology
•	LAN	Local Area Network
•	MCIT	Ministry of Communication and Information Technology
•	MMP	Mission Mode Project
•	NeGP	National e-Governance Plan
•	OBC	Other Backward Classes
•	PDS	Public Distribution System
•	RC	Recovery certificate
•	RFP	Request for Proposal
•	SC	Scheduled Caste
•	SCA	Service Centre Agency
•	SCO	Sub Collector Office
•	SDC	State Data Centre

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•	SEO	Social Education Officer
•	ST	Scheduled Tribe
•	SWAN	State Wide Area Network
•	VLW	Village Level Worker

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1 *Executive Summary*

E-district is a State Mission Mode Project under the National e-Governance Plan. The project aims to target high volume services currently not covered by any MMP under NeGP and undertake backend computerization to e-enable the delivery of these services through Common Service Centers.

e-District has been envisaged by Government of Orissa (GoO) as automation of workflow and internal processes of District Administration with the possibility of seamless integration of various services covered under the project like Certificates, Revenue Dues and Recoveries, Public Grievances & Right to Information, Public Distribution System, Pension and Revenue Court services.

The objective of this program is to implement Pilot e-district model in Ganjam district of Orissa and provide integrated citizen centric services in the district. An extensive "As Is Study" report for 10 categories of services under e-District project was submitted to the state. This was followed by the submission of Business Process Re-engineering requirements report to the state government.

This report is a final consolidation of the BPR report, To-Be & FRS for all six core services and four non core services along with the proposed technological architecture and includes the suggested changes in the document after reviews at various levels.

After an extensive study of the current processes considering all Government rules and regulations and a thorough analysis of people perspective like behavioral, managerial, staffing pattern, load factor, preparedness regarding the acceptance of IT intervention a comprehensive To Be process for each individual service has been recommended. The main focus was put on the six core service category – Certificate, PDS, Pension, Revenue Court Cases and Government Dues and Recoveries. The non core services-Education, Health, Police and Transport are under separate MMPs and the recommendation is once the backend of these four departments is fully automised only the front ends of these services will be provided through e-District application portal.

Also various Best Practices from the industry has been considered and evaluated to formulate the To Be processes. The main references are taken from the following five projects-

- Ahmedabad, Gujrat
- Gandhinagar, Gujrat
- Pallakad, Kerala
- Thiruvarur, Tamilnadu
- West Godavari, Andhra Pradesh
- Choice Project, Jharkhand

Though e-district projects are still to be fully implemented is any of the places. But key features have been considered from the above mentioned initiatives to formulate the To Be Process.

In general the key building blocks of 'To-Be' process are as follows:-

1. **Reach of Service Delivery**- Citizen does not necessarily need to come only to Tahsil/Block/Sub Collector/Collector Office for availing the services
2. **Processing time of application**- Automation of whole process flow has been suggested so that the key information can be fetched as and when required and the queue time gets reduced significantly
3. **Touch Points for the Citizen**- Citizen will have only one touch point for availing any service
4. **Storage and Retrieval of data and information**- Fully digitized registers and data base so that information can be accessed on line and reduce the work load from the staffs
5. **Elimination of redundant steps**- Redundant and unnecessary steps in each process have been found out and eliminated to increase the process efficiency

All the To Be process steps have been designed considering the above mentioned building blocks.

The key technology interventions suggested are as follows

1. Proper security measure/ authentication procedure for all the users
2. Use of Digital Signature for approval/Rejection

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3. Automated Progress Report generation (MPRs/QPRs)
4. Online Status Report generation
5. Status update to the citizen through email/SMS alert
6. Online payment options

Indicative list of SLAs/ various payment options have also been provided in this report. The actual SLAs and Payment mechanism will be finalized in consultation with various stake holders like State/DC officials, CSC operator and other vendors. The capacity building requirement along with the people alignment to the defined processes and the exact legal change requirement will also be suggested in subsequent reports.

The report has been structured in a way to cover the architectural framework to support the e district application and then it explains the service components which serve as the pillars for defining the 'To Be' processes which have been reengineered using the components. The service components will be linked with the 'To-Be' processes so as to provide for consolidated delivery of the services under the e-District Project. The streamlining of the front end, channels of delivery, service components and 'To-Be' process will provide a comprehensive service delivery mechanism for efficient delivery of services to the citizen.

The proposed Functional Requirements Specifications (FRS) in this document deals with the application's intended capabilities and interactions with the users. The proposed FRS also mentions the functional aspects that the application needs to have to support the various requests that the users might require from the system. The FRS takes into account the various scenarios that the application might have to encounter during service request reprisal and also it specifies how the system will integrate with the various components specified in the BPR report.

An overview of the technology architecture has been presented that the proposed application would be built upon. During the preparation of application architecture standards specified in the e District guidelines have been strictly adhered.

In a nutshell the To-Be report forms the basic guidelines on which the e-District application is to be developed. Due care has been taken to use the best-in-class processes existing in similar initiatives across India and abroad.

2 Building Blocks of To-Be Process

2.1 Basic Assumption for To-Be Process

- State Wide Area Network (SWAN) would provide all networking requirements for e-District project
- Citizen Service Centers (CSC) would be the front end for service delivery through e-District application
- State Data Center (SDC) will provide for all data storage requirements and host the Central server to be procured as part of Centralized architecture of the project.
- DC administration and its subordinate offices should agree to accept service request application for various services from the applicants through Common Service Centers
- DC administration and its subordinate offices should accept the provision of forwarding service request through e-District application from the Dealing Assistant / Bench Clerk to the authority without being manually forwarded as a noting on the service request file
- The ICT infrastructure deployment for DC office, SCO, Tehsil office and Block offices and only Selected RI Offices under Berhampur Tehasil is under the scope of e-District project.
- The primary focus of this report is Core set of services. The automation of non-core set of services requires backend computerization, which is beyond the scope of e-District. However, the non-core set of services would be provided a gateway through e-District application as and when the backend computerization happens through respective MMPs

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- DC administration and its subordinate offices should accept the validity of digital signature instead of physical signing and stamping by concerned authority
- DC administration and its subordinate offices should accept the provision for 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 (CSC) operator to hand over the physical documents within the stipulated timeframe, as decided by the Government to the concerned Govt. offices / Sections
- 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.

References taken while design of To-Be processes:-

1. The Orissa Misc. Certificate Rules, 1984
2. The Orissa Caste Certificate Rules, 1980
3. Registration of Birth and Death Act, 1969
4. Manual of Tahsil Accounts
5. Orissa Govt Land Settlement Act and Rules
6. Orissa Prevention of Land Encroachment Act and Rules
7. Mutation Manual
8. Orissa Public Demand Record Act
9. Govt Instruction for settlement of Bebandobast (Orissa Land Reforms Act)
10. RTI Act, 2005
11. Govt Instruction for Grievances

12. MBPY Rule

13. Essential Commodities Act

The following table depicts the key building blocks considered for designing To-Be Process which would enable citizen to avail better services in e-District application

S.No.	Area of consideration	Re-Engineering Requirement	Service delivery enablement	Impact of Re-Engineering
1.	Reach of Service delivery	**As-Is Sub-Process** Citizen comes to Tahsil Office/Sub-Collector Office/Collector for filling an application for various Services **Proposed Sub-Process** Citizen can submit application for various Services in any near by CSC	Ease of Accessibility of service to citizen	Citizen does not necessarily needs to come only to Tahsil/Sub-Collector/ Collector Office for availing the services
2.	Processing of Application / Service request	**As-Is Sub-Process** • Dealing Assistant receives application from citizen verifies the identity of applicant and submits to Tahsildar • Tahsildar after signature sends application to Dealing Assistant to send to RI for field	Electronic flow of documents Minimization of redundant sub-process	RI and Tahsildar simultaneously receive application for Service, thereby reducing the time lag.

		verification • RI sends his field verification report to DA for submitting it to Tahsildar • Tahsildar based on RI's verification either issues Service or send it to relevant approving authority for issue of Service • Finally Citizen collects the Service from Tahsil Office/ Sub-Collector Office/ Collector Office **Proposed Sub-Process** • Kiosk Operator registers application and sends and intimation alert to RI and Tahsildar • Dealing Assistant at Tahsil Office verifies and examines documents sent by Kiosk operator and sends to RI and Tahsildar. • Dealing Assistant puts application 'on-hold' in case some additional information is required by applicant • RI sends his verification report (physical/non-physical) online directly to approving authority for approval • Citizen collects the Service from CSC		Application reaches directly to signing authority for approval
3.		**As-Is Sub-Process**	Minimize the	The Citizen need not

	Touch point for the Citizen	• The Citizen has various touch points viz, Tahsildar, Dealing Assistant and Sub-Collector **Proposed Sub-Process** • The Citizen has only one touch point i.e. CSC Operator	touch points for the Citizen	follow up with any other process owner for his service request
4.	Storage and retrieval of data / information	**As-Is Sub-Process** • Service Registers maintained at various offices like Tahsil office/RI office/ Sub-Collector Office • Reconciliation of all the registers done quarterly **Proposed Sub-Process** • A centralize database for register will be maintained on real time basis in which registers relevant to RI office, Tahsil Office, Sub-Collector Office and Collector Office. Relevant registers would be accessible by RI, Tahsildar, Sub-Collector and Collector	Single point of storage of data and elimination of Redundant/ Duplicate Registers	Easy reconciliation and single source of data. Reduces work-load on Bench Clerks of respective offices who are involved in maintaining registers
5.	Loss of time and hassles for authentication / verification of the Citizen credentials	**As-Is Sub-Process** No Unique Applicant Id(UAI) given to applicant so that UAI can be used in future for reference **Proposed Sub-Process** Database needs to be maintained for every citizen	Re-usability of available information in future	Incremental database for Services reduces the need of physical verification done by RI if information about citizen is already present in

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		looking for any services through CSCs by providing a Unique Applicant Id(UAI) to the citizen if he/she is using the services for the 1st time otherwise kiosk operator can directly fetch the information from the database by UAI provided by citizen		database Reduces work-load of RI and increases process efficiency
6.	Number of times a Citizen has to travel for getting his / her service request attended Information to the Citizen on exactly when his request will be attended	**As-Is Sub-Process** • No citizen charter for delivery of service is in place, only tentative dates are given to citizen for delivery of services • Citizen needs to visit respective office 4-5 times for enquiring about the status of the application **Proposed Sub-Process** • Citizen is provided with an acknowledgment receipt mentioning the date of delivery of Service by kiosk operator at the time of application • Citizen will obtain Service only on showing the acknowledgement and authenticating his identity to kiosk operator in the CSC where he/she had submitted application • Pre-defined Service Level Agreement for delivery of Services. • This will be done through specifically mentioning	Citizen charter with predefined Service Level Agreements Integration among all the Process owner in a seamless manner to provide services as per the Citizen charter with defined service levels	Citizen gets a fixed time period in which he/she will be issued requested Service, so he/she is not required to follow-up about the status of his/her application at every step of the process Citizen needs to visit CSC twice to obtain the requested Service; once to submit application and 2nd to collect Service

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		and monitoring SLAs for each sub-process using MIS report generated by e-District application. • Respective Sub-Process owner should be accountable for completing the sub-service in the stipulated time.		
7.	Reporting activities	**As-Is Sub-Process** • All reports are prepared manually **Proposed Sub-Process** • System generated reports on a number of parameters, as required by the DC or other officials • Customization of the reports as per requirement	Management Information system	Authentic and real time information on services delivered, Services issued, pending activities, beneficiaries, etc Easy information / data generation to meet RTI and other requirements

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3 Service Category - Certificates

The following certificates have been taken with consultation of senior district officials considering the availability of the certificates, transaction volume etc. The list of certificates is given below.

- **Birth Certificate-** For delayed birth registration between 30 days and 1 year-CDMO and above 1year- Sub-Collector passes a directive for issuance of Birth Certificate
- **Death Certificate-** For delayed death registration between 30 days and 1 year-CDMO and above 1year- Sub-Collector passes a directive for issuance of Death Certificate
- **Income Certificate-** Issued from Tahsil Office under Misc. Certificate category for certifying citizen's income from all sources
- **Resident Certificate-** Issued from Tahsil Office under Misc. Certificate category as a proof of residence of citizen
- **Caste Certificate-** Issued from various sources but only issuance form Tahsil Office is considered under the project scope
- **Solvency Certificate-** Issued by Tahsil office for less than Rs 1 lac and SCO for Above Rs 1 lac
- **Legal Heir Certificate-** Issued from Tahsil Office under Misc. Certificate category
- **Disability Certificate-** Issued by CDMO.

3.1 Issuance of Birth/ Death Certificate

3.1.1 To-Be Process Summary (Registration after 30 days)

Registering Authority- PHC/ UGPHC/ CHC / Municipality/ NAC (Recently a Govt order has also authorized additional PHC, District HQ Hospital and Medical College Hospital as registering authorities for Birth Certificates under section 12)

S.No.	Process Details	Process Owner	BPR	SLA
1	The applicant comes to the CSC/e-District centre with the Application form (along with endorsement of Medical Officer in Charge, verification signature of Health worker on the body of Report form) in case of delayed registration (30 days to 1 year) and following supporting documents for obtaining the Birth/ Death Certificate (in case of delayed registration above 1 year) **Birth Certificate** • Affidavit • Any of the following supporting documents like School Leaving Certificate, Hospital Discharge Certificate, Matriculation Certificate, Driving License, Passport and so on **Death Certificate** • Affidavit • Any of the following supporting documents like School Leaving Certificate, Hospital Discharge Receipt, Matriculation Certificate, Driving License, Passport and so on • Incase of unnatural death the copies of Post Mortem report and Police Report	Applicant	Multiple Service point	Day 1

2	Kiosk operator would fill in the online form, attaches the scanned supporting documents along with physical application form and submits the online application to Dealing Assistant at Executive Magistrate Office (for Above 1 year)/ CDMO office (for Above 30 days and less than 1 year) for action and request for verification is forwarded to Concerned RI/ CDPO (for above 1 year). Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated	e-District Application	RI/CDPO has been sent the physical documents to aid enquiry before Dealing Assistant to reduce the time lag	Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator	Acknowledgement with Unique Registration No and delivery date	Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application form printout to the Executive Magistrate Office (Above 1 year)/ CDMO (Above 30 days and less than 1 year)	Kiosk Operator		
6	e-District application routes the request from the applicant to the Dealing Assistant at Executive Magistrate Office / CDMO office	e-District Application		Day 1
7	Dealing Assistant at SCO/ Vital Statistic Clerk at CDMO office checks the scanned supporting documents and other	Dealing Assistant/ VSC	Process based on scanned	Day 2

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	details and if everything is ok, forwards the application along with the auto generated notesheet and comment to the Executive Magistrate / CDMO		documents	
8	If the application is not complete in any respect, the Dealing Assistant/ VSC marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Higher authority is also informed	Dealing Assistant	Applicant can provide additional clarification	Day 2
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant	Applicant can be intimated before delivery date about 'hold-up'/ issuance of certificate	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	**For Registration above 1 year-** RI/CDPO checks office document/ database and goes for field verification. RI/CDPO verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tehasildar	RI/CDPO		Day 5

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12	System registers the change in the database made by the RI/ CDPO and Tahsilder forwards this to Sub Collector/Authorised Executive Magistrate	e- District Application/ Tahsilder		Day 5
13	The e-district application would host the action taken by the Tehasildar and will notify the Sub-Collector/ Authorized Executive Magistrate	e- District Application		Day 6
14	Sub-Collector/ Authorized Executive Magistrate will accept/ reject the changes in the database and accordingly will issue digitally signed directive to concerned office of Registrar of Births and Deaths. Copy is sent to CSC electronically and manually to the concerned Registering Authority	Sub-Collector/ CDMO		Day 8
15	**For Registration between 30 days and 1 year-** CDMO on the basis of comments from VSC will issue digitally signed directive for registration by the appropriate registration authority Copy is sent to CSC electronically and manually to the concerned Registering Authority			Day6
16	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally signed directive, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day 9

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17	Applicant can take the directive to registering authority to register Birth/ Death to obtain Birth/ Death Certificate	Applicant	Applicant does not need to fill form again in the Registrar Office	
18	On the basis of directive registering authority registers birth/ death and issues birth/ death certificate	Registering Authority		
19	On receipt of physical documents from Kiosk operator Dealing Assistant/ VSC will check with the scanned documents. In case of discrepancy is detected Higher Authority is informed and Birth/ Death Certificate is cancelled	Dealing Assistant/ VSC		

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Birth/Death Certificate can be lodged and will be highlighted at the desktop of proper authority

3.2 Issuance of Income, Residence and Caste Certificate

3.2.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Income/ Residence or Caste Certificate. **Income Certificate**	Applicant	Multiple Service point. Citizen can avail the service from the nearest	Day 1

	• Affidavit incorporating details of all source of income **Residence Certificate** • Proof of residence- RoR, EPIC, Land Pass Book etc. **Caste Certificate** • RoR • Affidavit • Land Pass Book • Recommendation from Sarpanch/ MLA/ MP		CSC	
2	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to Dealing Assistant/ Bench Clerk at Tahsil Office for action and request for verification is forwarded to Concerned RI. Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated	e-District Application	RI has been sent the physical documents to aid enquiry before Dealing Assistant to reduce the time lag	Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator		Day 1

4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator	Acknowledgement with Unique Registration No and delivery date	Day 1
5	Kiosk operator forwards physical documents and application form printout to the Tahsil Office	Kiosk Operator		Day 1
6	e-District application routes the request from the applicant to the Dealing Assistant/ Bench Clerk (concerned Dealing Assistant)	e-District Application		Day 1
7	Dealing Assistant/ Bench Clerk checks the scanned supporting documents and other details and if everything is ok, forwards the application along with the auto generated notesheet to the Tahsildar	Dealing Assistant/ Bench Clerk	Process on the basis of scanned documents	Day 2
8	If the application is not complete in any respect, the Dealing Assistant/ Bench Clerk marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to Tahsildar specifying the reasons for hold	Dealing Assistant/ Bench Clerk		
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant/ Kiosk Operator	Applicant can be intimated before delivery date about 'hold-up'/ issuance of	

			certificate	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	RI checks the office records/ database and based on the same, he/she sends on-line report clearly mentioning his/her recommendation to Tahsildar	Revenue Inspector	Report is sent directly to Tahsildar	Day 3
12	If RI is not satisfied with office records/ database, RI goes for physical verification	RI		
13	RI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tahsildar	RI		Day 6
14	System registers the change in the database made by the RI	e- District Application		Day 6

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15	The e-district application would host the action taken by the RI and will notify the Tahsildar	e- District Application		Day 6
16	Tahsildar will accept/ reject the changes in the database and accordingly will issue digitally signed Income/ Residence or Caste Certificate	Tahsildar		Day 8
17	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally signed Income/ Residence/ Caste Certificate, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day 9
18	For Caste Certificate intimation is also sent to DWO along with copy of digitally signed certificate			Day 9
19	On receipt of physical documents from Kiosk operator Dealing Assistant/ Bench Clerk will check with the scanned documents. In case of discrepancy is detected Tahsildar is informed The system will not allow any action on the basis of certificate for availing any service under e district application till the case is decided	Dealing Assistant		
20	On the basis of discrepancy report by Dealing Assistant, Tahsildar may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified	Tahsildar		

				Day 30
	date			
21	On hearing the party Tahsildar may decide to cancel or not.	Tahsildar		

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Income/ Residence/ Caste Certificate can be lodged and will be highlighted at the desktop of proper authority

3.3 Issue of Solvency Certificates

3.3.1 To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Solvency Certificate • Valuation of Property- Movable and Immovable • In case of immovable property details of land particular and Encumbrance Certificate for last 13 years issued by concerned Registrar/ Sub- Registrar • Affidavit in support • Plan Estimate approved by civil engineer of any Govt. department	Applicant	Multiple Service point. Citizen can avail the service at the nearest CSC/e-District center	Day 1

2	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to Dealing Assistant/ Bench Clerk at Tahsil Office for action and request for verification is forwarded to Concerned RI. Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated	e-District Application	RI has been sent the physical documents to aid enquiry before Dealing Assistant to reduce the time lag	Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator	Acknowledgement with Unique Registration No and delivery date	Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application form printout to the Tahsil Office	Kiosk Operator		Day 1
6	e-District application routes the request from the applicant to the Dealing Assistant/ Bench Clerk (concerned Dealing Assistant)	e-District Application		Day 1
7	Dealing Assistant/ Bench Clerk checks the scanned supporting documents and other details and if everything is	Dealing Assistant/ Bench Clerk		Day 2

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	ok, forwards the application along wth the auto generated order sheet to the Tehsilder (for less than 1Lac)			
8	If the application is not complete in any respect, the Dealing Assistant/ Bench Clerk marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to Tahsildar specifying the reasons for hold	Dealing Assistant/ Bench Clerk		
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant/ Kiosk Operator	Applicant can be intimated before delivery date about 'hold-up'/ issuance of certificate	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	RI checks the office record/ database and based on the same, he/she sends on-line report clearly mentioning his/her recommendation to Tahsildar	Revenue Inspector	Report is sent directly to Tahsildar	Day 3
12	If RI is not satisfied with office records/ database, RI goes for physical verification	RI		

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13	RI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tahsildar.	RI		Day 6
14	System registers the change in the database made by the RI	e- District Application		Day 6
15	The e-district application would host the action taken by the RI and will notify the Tahsildar	e- District Application		Day 6
16	Dealing Assistant checks the RI report and calculates the value of the land on the basis of 'Bench Mark Valuation Report' and sends the order sheet to Tahsildar	Dealing Assistant		Day 7
17	Tahsildar on the basis of all reports will accept/ reject the changes in the database and accordingly will issue digitally signed Solvency Certificate in case of less than Rs 1Lac. In case of more than 1 Lac, the report is sent to Sub Collector by Tahsilder for approval Sub Collector on the basis of all reports will accept/ reject the changes in the database and accordingly will issue digitally signed Solvency Certificate in case of more than Rs 1Lac.	Tahsildar/Sub Collector		Day 9 Day 10(In case of more than Rs1Lac)
18	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally	Kiosk Operator		Day 10

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	signed Solvency Certificate, signs and stamps it with the CSC seal and hands over to the applicant			
19	On receipt of physical documents from Kiosk operator Dealing Assistant/ Bench Clerk will check with the scanned documents. In case of discrepancy is detected Tahsildar is informed The system will not allow any action on the certificate till the case is decided	Dealing Assistant		
20	On the basis of discrepancy report by Dealing Assistant, Tahsildar may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified date	Tahsildar		
21	On hearing the party Tahsildar may decide to cancel or not.	Tahsildar		Day 30

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Solvency Certificate can be lodged and will be highlighted at the desktop of proper authority

3.4 Issue of Legal Heir Certificate

3.4.1 To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA

1	The applicant comes to the CSC/e-District centre with the following supporting documents for obtaining the Legal Heir Certificate • Death Certificate • Affidavit (Mentioning the purpose of certificate and list of survivors) • Land Pass Book	Applicant	Multiple Service point. Citizen can avail the service at the nearest CSC/e-District center	Day 1
2	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to Dealing Assistant/ Bench Clerk at Tahsil Office for action and request for verification is forwarded to Concerned RI. Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated	e-District Application	RI has been sent the scanned documents to aid enquiry before Dealing Assistant to reduce the time lag	Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator		Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application	Kiosk Operator		

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Applying Thought

	form printout to Tahsil Office			
6	e-District application routes the request from the applicant to the Dealing Assistant/ Bench Clerk (concerned Dealing Assistant)	e-District Application		Day 1
7	Dealing Assistant/ Bench Clerk checks the scanned supporting documents and other details and if everything is ok, forwards the application along wth the auto generated ordersheet to the Tahsildar	Dealing Assistant/ Bench Clerk		Day 2
8	If the application is not complete in any respect, the Dealing Assistant/ Bench Clerk marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is sent to Tahsildar with reason for hold.	Dealing Assistant/ Bench Clerk		
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant/ Kiosk Operator	Applicant can be intimated before delivery date about 'hold-up'/ issuance of certificate	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		

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11	RI checks the office records/ database and based on the same, he/she sends on-line report clearly mentioning his/her recommendation to Tahsildar	Revenue Inspector/ Circle Officer/RI	Report is sent directly to Tahsildar	Day 3
12	If RI is not satisfied with office records/ database, RI goes for physical verification	Circle Officer/ RI		
13	RI verifies the veracity of the details provided by the applicant in the application and he updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tahsildar	Circle Officer/ RI		Day 6
14	System registers the change in the database made by the RI	e- District Application		Day 6
15	The e-district application would host the action taken by the RI and will notify the Tahsildar	e- District Application		Day 6
16	Based on RI report, Tahsildar electronically issues general notice inviting objections within 15 days from the date of notice as to the survival of any other member	Tahsildar		Day 7
17	Dealing Assistant takes printout of General Notice and gets it published through process server			Day 7

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18	On expiry of 15 days, Tahsildar will accept in case no objection is received and issue digitally signed Legal Heir Certificate.	Tahsildar		Day 22
19	In case of objection, a digitally signed notice is issued to the objector and applicant for hearing on specified date	Tahsildar		
20	Dealing Assistant will take printout and sends the notice through process server	Dealing Assistant		
21	Tahsildar hears both parties and decides accordingly	Tahsildar		
22	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally signed Legal Heir Certificate, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day 23
23	On receipt of physical documents from Kiosk operator Dealing Assistant/ Bench Clerk will check with the scanned documents. In case of discrepancy is detected Tahsildar is informed The system will not allow any action on the certificate till the case is decided	Dealing Assistant		
24	On the basis of discrepancy report by Dealing Assistant, Tahsildar may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified date	Tahsildar		

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25	On hearing the party Tahsildar may decide to cancel or not.	Tahsildar		Day 43

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Legal Heir Certificate can be lodged and will be highlighted at the desktop of proper authority

3.5 Disability Certificate

3.5.1   To-Be Process Summary

S.No.	Process Steps	Process Owner	BPR	SLA
1	Applicant collects application from CDMO office and fills the application and submits it to the same office on 2nd and 16th of every month (in case of holidays next working day). Some special single window camps are held at Block level occasionally for issuance of disability certificate Documents Required:- 1 Passport size photograph showing disability - ID and address proof	Applicant	No separate process change has been recommended except applicant can collect and submit his/her application form in CSCs	
1 a.	The applicant comes to the CSC/e-District centre and fills form for obtaining Disability Certificate	Applicant		
1 b.	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant	Kiosk Operator		

	ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID. Submits online application to District Disability Board			
2	Application is placed before the District Disability Board comprising of CDMO (Head), 4 Specialist (Eye, ENT, Orthopedic, Psychiatry) and min. 2 doctors selected by CDMO	Applicant		
3	Applicant is examined and degree of disability is certified by concerned Specialist in presence of 2 DDB members and CDMO.	CDMO		
4	Specialist is assisted in the work by District Disability Rehabilitation Centre(DDRC) staff who fills up the attached disability certificate	DDRC staff		
5	Disability certificate is signed by 2 DDB members and CDMO	CDMO		
6	Digitally Signed Disability Certificate is issued to applicant	CDMO		
7	Intimation of issue of disability certificate is sent to DSWO	e-District Application		

State Govt may consider waiving off the service/delivery charges in case any certificate is obtained through CSCs for disabled person

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Disability Certificate can be lodged and will be highlighted at the desktop of proper authority*

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Applying Thought

3.5.2 To-Be Process Summary for certificate issued in Camps

S.No.	Process Steps	Process Owner	BPR	SLA
1	After receipt of instructions from the GoO, A Block-wise schedule for single-window camps for Identification and provision of services to the Differentially-abled persons is prepared by the DSWO and sent to Collector for approval electronically.	DSWO		
2	Collector approves the file and sends it back to DSWO electronically	Collector		
3	DSWO intimates the following participatory offices electronically/ manually – • Concerned BDO • CDMO • DDRC (District Disabled Rehabilitation Centre) • Concerned Tahsildar/s • District Project Coordinator (Sarva Sikhsha Abhiyan) • District Red Cross Society • Concerned Child Development Project Officer (CDPO) • All local bankers	DSWO	Electronically sent through e-mail/ system integration, wherever possible	

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Applying Thought

	• Regional Employment Officer • All the line departments such as horticulture, fisheries, agriculture, textile etc. so that the packages of their respective departments for the differentially-abled persons are on display on the day of the camp.			
4	On receipt of this intimation , the concerned BDO takes the following steps – • Selection of venue and inspection of its suitability by the BDO • Communication of the detailed programme (which includes the map of the venue) to all concerned participatory offices and - the local Police, Fire Officer, Block Resource Coordinator & IED Coordinator of SSA, Public Health Authorities, local electricity company, local medical officer and local NGOs and voluntary organizations including NCC. This intimation will be done electronically/manually and e-register is updated accordingly • Also an auto intimation goes to CDPO, Tahsildar, & DPC from BDO regarding the joint- meeting date	BDO		

5	CDPO intimates all ICDS supervisors & Anganwadi workers to attend this meeting. In this meeting the anganwadi workers are imparted training regarding identification and briefing of suitable differentially-abled persons of their respective jurisdictions.	CDPO	
6	Anganwadi workers conduct the field survey. The to-be covered target group is identified and list of the same is communicated to the CDPO.	Anganwadi worker	
7	CDPO forwards the list to the BDO with a copy to Tahsildar. This can be done through e-mail	CDPO	
8	On receipt of the list, the Tahsildar electronically directs the concerned RI to conduct field level enquiry for the purpose of income and residence verification, in advance.	Tahsildar	
9	RI conducts the enquiry and submits online report to the Tahsildar, sufficiently in advance. Digitally signed certificates by Tehasilder can be prepared	RI/ Tehasilder	
10	BDO sends intimation to all the participatory offices for a joint meeting, around 2-3 days in advance to take stock of the preparedness and the progress made.	BDO	
11	On the day of the camp, the following services are rendered to all the differentially-abled persons		

	attending the camp, including the ones identified earlier – • Issue of the Disability Certificate by the competent Medical Board • Selection of beneficiaries for provision of aids and appliances, artificial limbs and corrective surgeries • Issue of Residence and Income Certificate by the concerned Tahsildar. • Issue of Bus passes by the BDO • Issue of Train Passes by the concerned Medical Officer • Counseling for self-employment by the Officers of the Regional Employment Office and the concerned line departments • On-the-spot Sanctioning of DRI loans by the concerned local banks.			
12	BDO updates the system and a detail report regarding the camp and its coverage is sent through e district application to DSWO.			
13	A detailed report regarding the camp and its coverage is sent electronically by the BDO to DSWO.	BDO		

Whenever any action performed by any stakeholder, system will updated automatically regarding the change

4 Service Category – Government Dues and Recovery

The following services have been identified under service category Government Dues and Recoveries

- ► Issue of Notice
- ► Track default loan processes
- ► Demand Collection
- ► Maintain record of payments
- ► Updation of treasury receipts

4.1 Issue of Notices

4.1.1 To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	e-district application sends an alert to RI for issue of notice to tenant with amount to be paid by him/her	e-District Application	RI does not need to manually check Tenant Register	Day 1
2	RI checks the entry in database and issues demand notice to tenant	RI		Day 1
3	Circle Peon serves the demand notice to tenant informing him/her about his payment due amount and time (2 months)	Dealing Assistant		

4	Tenant goes to CSC for payment	Tenant		
5	Kiosk operator receives payment, gives receipt and system is updated about payment received	Kiosk Operator	Payment Status is automatically updated	
6	e-District application updates its database for payment received and sends an alert to Tahsildar and RI for information of payment received	e-District Application		
7	If tenant does not make payment in stipulated time (2 months) e-district application adds the arrears in tenant's record with 12% interest	e-District application	Payment Status is automatically updated	
8	Defaulter's list gets updated	e-District application		

4.2 Demand Collection/ Track Default loan processes/ Maintain record of payments/ Updating treasury receipts

4.2.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
	e-district application sends an alert to Bench Clerk, OPDR section of Tahsil Office about the tenants who have defaulted payment of dues of land revenue for consecutive last 3 years and 1 year (Sairat and Misc. items)	e-District Application	RI does not need to manually check Tenant Register	
	Bench Clerk verifies the default of payment and	Bench Clerk	Bench Clerk	

sends it to Tahsildar		forwards request for initiating 'Certificate Case'	
Tahsildar sends digitally signed Notice for initiation of 'Certificate Case' against defaulter to Bench Clerk Unique case record no. is generated	Tahsildar		
Bench Clerk issues notice to the party	Bench Clerk		
Tenant (defaulter) makes payment in stipulated time in CSC	Tenant		
Kiosk operator receives payment and updates in system about payment recived	Kiosk Operator		
e-District application updates its database for payment received and sends an alert to Tahsildar for information of payment received	e-District Application		
If tenant does not make payment in stipulated time e-district application sends an alert to Tahsildar informing about non payment	e-District application		
Tahsildar issues digitally signed attachement warrant against defaulter and sends it to RI for execution	Tahsildar	Bench Clerk is not involved	
RI prints the attachement warrant and executes it	RI		

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Applying Thought

	Tenant (defaulter) makes payment in stipulated time in CSC	Tenant		
	Kiosk operator receives payment and updates in system about payment received	Kiosk Operator		
	e-District application updates its database for payment received and sends an alert to Tahsildar for information of payment received	e-District Application		
	If tenant does not make payment in stipulated time e-district application sends an alert to Tahsildar inofrming about non payment	e-District application	Auto alert for defaulters	
	Tahsildar issues digitally signed arrest warrant against the defaulter and court process is initated against him/her	Tahsildar		

5 Service Category – Revenue Court Cases

The following multiple services have been identified to be incorporated in E District application at Ganjam District

Application of following revenue court cases, notice issuance, case listing adjournment, tracking of status and stay/ final order

Revenue Court Cases

- Mutation

- Encroachment

- Bebandobast

- Lease

5.1 Mutation

5.1.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The applicant comes to the CSC/e-District centre with the following supporting documents for Mutation • Copy of Sale Deed • STR from concerned sub-registrar • Court Order	Applicant	Multiple Service point	Day 1
2	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant ID (UAI). If applicant is registered the relevant information is	e-District Application	RI has been sent the scanned documents to aid	Day 1

			enquiry before Dealing Assistant to reduce the time lag	
	fetched from database otherwise kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to Bench Clerk at Tahsil Office for action and request for verification is forwarded to Concerned RI. Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated			
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator		Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application form printout to the Tahsil Office	Kiosk Operator		
6	e-District application routes the request from the applicant to the Bench Clerk (concerned Dealing Assistant)	e-District Application		Day 1
7	Dealing Assistant/ Bench Clerk checks the scanned supporting documents and other details and if everything is ok, forwards the application along with the auto generated ordersheet to the Tahsildar	Bench Clerk		Day 2
8	If the application is not complete in any respect, the Bench Clerk marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to Tahsildar	Bench Clerk		

	specifying the reasons for hold			
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant	Applicant can be intimated before delivery date about 'hold-up'/ Mutation	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	In case of Court order Tahsildar issues digitally signed order to the record section to make corrections in RoR and map	Tahsildar		Day 4
12	In other cases Tahsildar issues direction to RI for disposal of case	Tahsildar		Day 4
13	RI issues party notice, individual notice and general notice inviting objection within 15 days	RI		Day 5
14	RI verifies the veracity of the details in office records/ database provided by the applicant in the application and he updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tahsildar on expiry of 15 days notice period	RI		Day 20

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15	System registers the change in the database made by the RI	e- District Application		Day 20
16	The e-district application would host the action taken by the RI and will notify the Tahsildar	e- District Application		
17	On receipt of RI report Tahsildar cum Mutation Officer issues notice to the concerned parties and hears the case (in case of contested case) and disposes accordingly On receipt of RI's decision in case of uncontested cases Tahsildar cum Mutation Officer after approval sends it to record section for necessary action	Tahsildar		Day 22
18	On confirmation of mutation case by Mutation Officer and expiry of appeal period of 30 days, RoR is updated and intimation slip is sent to RI	e-District Application		Day 52
19	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the corrected RoR, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day 53
20	On receipt of physical documents from Kiosk operator Dealing Assistant/ Bench Clerk will check with the scanned documents. In case of discrepancy is detected Tahsildar is informed The system will not allow any action on the certificate till the	Dealing Assistant		

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Applying Thought

S.No.	Process Details	Process Owner	BPR	SLA
	case is decided			
21	On the basis of discrepancy report by Dealing Assistant, Tahsildar may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified date	Tahsildar		
22	On hearing the party Tahsildar may decide to cancel or not.	Tahsildar		

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Mutation can be lodged and will be highlighted at the desktop of proper authority

5.2 Encroachment

5.2.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	RI initiates Encroachment case by requesting to Tahsildar to initiate case against the party on receiving information about encroachment and field verification	RI	Case is sent directly to Tahsildar	Day 1
2	RI sends online request by providing information for encroached land to Tahsildar	RI		Day 1
3	Tahsildar fills on-line order to issue Show-Cause notice to the party	Tahsildar		Day 2

4	Tahsildar decides date for hearing of case based on his availability and puts it in e-district application	Tahsildar		Day 17
5	e-district application sends request for issuing show-cause notice along with selected date of hearing to Bench Clerk	e-District application		Day 17
6	Bench Clerk issues notice to the party through process peon	Bench Clerk		
7	Party appears before Tahsildar and gives cause for the enroachement with proper documents	Party		Day 32
8	Tahsildar after hearing the case if wants to settle the land to the party, checks information about encroached land in e-district application	Tahsildar		Day 32
9	If encroached land is not objectionable and party is homestead less/ landless Tahsildar explores the possibility of settlement of land as per eligibility of encroacher under OPLE Act in case of rural area	Tahsildar		Day 34
10	Tahsildar issues digitally signed General Notice inviting objection 'if any' within 15 days for settlement of the case land in favor of the encroacher	Tahsildar		Day 34
11	Bench Clerk takes printout of digitally signed General notice and get it served	Bench Clerk		Day 34
12	After appeal period Tahsildar settles the land in favor of encroacher by conducting spot visit and obtaining affidavit from the party as to having no land elsewhere. Assessment of the rent and cess as applicable is done.	e-District Application		Day 52

13	After expiry of appeal period of 30 days system sends an alert to Tahsildar. Accordingly Tahsildar sends direction to record section where RoR is updated and intimation slip is sent to RI	e-District Application		Day 84
14	e-District application in case of approval of settlement routes the updated RoR to kiosks operator	e-District Application		Day 81
15	The kiosk operator logs into the e-District application, takes the print out of the updated RoR, signs and stamps it with the CSC seal and hands over to the party	Kiosk Operator		Day 82
16	If it is an objectionable land Tahsildar passes eviction order and imposes Taram Assessment(TA) and Penalty on the party and intimates the same to RI for realization	Tahsildar		
17	e-district application routes the digitally signed eviction order to RI for execution	e-District application		

5.3 Lease

5.3.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The applicant comes to the CSC/e-District centre with the following supporting documents for Lease of land ▪ Land Schedule	Applicant	Multiple Service point	Day 1

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	▪ Other documents(required, if any)			
2	The kiosk operator checks whether applicant is registered in e-district application or not through, Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, attaches the scanned supporting documents and submits the online application to Dealing Assistant/ Bench Clerk at Tahsil Office for action and request for verification is forwarded to Concerned RI. Unique Applicant ID and corresponding Unique Misc. Case No. is auto-generated	e-District Application		Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator		Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application form printout to the Tahsil Office	Kiosk Operator		
6	e-District application routes the request from the applicant to the Bench Clerk	e-District Application		Day 1
7	Bench Clerk checks the scanned supporting documents and other details and if everything is ok, forwards the application along with the auto generated ordersheet to the	Bench Clerk		Day 2

	Tahsildar			
8	If the application is not complete in any respect, Bench Clerk marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to Tahsildar specifying the reasons for hold	Bench Clerk		
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant	Applicant can be intimated before delivery date about 'hold-up'/ Lease	
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	RI verifies the veracity of the details provided by the applicant and he/she updates the database based on his physical verification and sends on-line report clearly mentioning his/her recommendation to Tahsildar	RI	On-line report is send directly to Tahsildar	Day 4
12	System registers the change in the database made by the RI	e- District Application		Day 4
13	The e-district application would host the action taken by the RI and will notify the Tahsildar.	e- District Application		Day 4

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14	Tahsildar issues digitally signed general notice for 30days inviting objection against lease of land in case RI sends a positive report for Lease, otherwise rejects the Lease application with stated reason.	Tahsildar		Day 6
15	After 30 days from issue of general notice e-district application sends an alert to Tahsildar for Lease	e-District Application		Day 38
16	After expiry of period of proclamation Tahsildar digitally signs the order and settles land in party's favor with certain conditions after conducting field visit and obtaining affidavit from the party	Tahsildar		Day 43
17	Bench Clerk scans affidavit and uploads	Bench Clerk		Day 44
18	After expiry of 30days of appeal period, the lease case record along with scanned affidavit is sent to Sub-Collector Office for confirmation through e-District application	e-District Application		Day 74
19	Revenue Officer scrutinizes the case and along with his/ her comments sends it to Sub-Collector	Revenue Officer		Day 75
20	Sub-Collector approves/ rejects Lease using his digital signature and sends it to Bench Clerk with a copy to Tahsildar	Sub-Collector	Case is not sent again to Tahsildar	Day 77

21	Bench Clerk assess rent and cess as applicable and forwards the order-sheet to Tahsildar	Bench Clerk		Day 78
22	Tahsildar sends direction to record section for updation of RoR	Tahsildar		Day 80
23	e-District application sends intimation to RI	e-District Application		Day 80
24	The kiosk operator logs into the e-District application, takes the print out of the updated RoR, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day 81
25	On receipt of physical documents from Kiosk operator Dealing Assistant/ Bench Clerk will check with the scanned documents. In case of discrepancy is detected Tahsildar is informed The system will not allow any action on the certificate till the case is decided	Dealing Assistant		
26	On the basis of discrepancy report by Dealing Assistant, Tahsildar may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified date	Tahsildar		
27	On hearing the party Tahsildar may decide to cancel or not.	Tahsildar		

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Applying Thought

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Lease can be lodged and will be highlighted at the desktop of proper authority

5.4 Bebandobast

5.4.1 To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	RI initiates Bebandobast case by requesting to Tahsildar to initiate case against the party	RI	Case is sent directly to Tahsildar	
2	RI sends online request by providing information for the land to Tahsildar	RI		
3	Tahsildar fills on-line order to issue notice along with hearing date to the person in possession/ bebandobast khata holder, present possessor and a general notice inviting objection for 15 days with a copy to GP/ULB	Tahsildar		
4	e-district application sends request for issuing notice and General Notice along with selected date of hearing to Bench Clerk	e-District application		
5	On the date of hearing/ local enquiry in the field, Party and objector/s (if any), along with relevant document appear before Tahsildar for examination of document	Party		
6	Tahsildar after hearing the case prepares memorendum of enquiry in Form 'D', pronounces the order, if not possible	Tahsildar		

	he may adjourn the case to another date intimating the parties then and there			
7	After expiry of 30 days of order of settlement by Tahsildar, Tahsildar sends case record to Sub-Collector Office for approval along with spot visit memo	Tahsildar		
8	Revenue Officer scrutinizes the settlement made by Tahsildar and sends it to Sub-Collector along with his/ her comments	Revenue Officer		
9	Sub-Collector approves/ rejects the settlement made by Tahsildar and sends back to Tahsil Office	Sub-Collector		
10	System registers the change in the database made by the Sub-Collector and intimation is sent to Bench Clerk and Tahsildar	e- District Application		
11	On approval Bench Clerk, Tahsil Office calculates Salami and back rent and enters the 'amount payable' by party in e-District application and also sends intimation to the party	Bench Clerk		
12	Tahsildar issues direction to record keeper for updation of RoR	Tahsildar		

13	e-District application in case of approval of settlement routes the 'amount payable' by party to kiosks operator	e-District Application		
14	The kiosk operator logs into the e-District application, collects 'amount payable' by party, takes the print out of the updated RoR, signs and stamps it with the CSC seal and hands over to the party after	Kiosk Operator		
15	If party fails to produces proper documents, Tahsildar orders land to be vested with Government. Land is recorded in AJA (Abada Jogya Anabadi) khata after the expiry of appeal period of 30 days	Tahsildar		
16	Accordingly RoR is updated and intimation slip is sent to RI by Bench Clerk in Tahsil Office	e-District application		
17	Kiosk operator logs into e-District application, takes print out of the digitally signed evacuation order signs ands stamps it with the CSC seal and hands over to the party	Kiosk Operator		

6 Service Category- Social Security

Following services have been identified under category Social Security to be provided through e-District application.

Processing and Sanctioning of Pension for

- MBPY
- Handicap People
- National Family Benefit schemes
- National Old age Pension

6.1 Pension (MBPY) and NOAP

MBPY pension is for the following:-

1. Old Age:- Age Limit is 60 years and Above
2. Leprosy Patients:- With visible signs of deformity (irrespective of age)
3. Disabled Person:- A person of 5 years of age or, above and unable to do normal work due to his/her deformity or , disability being totally blind or orthopaedically handicapped or, mentally retarded or, with cerebral palsy.
4. Widow (Widow of AIDS patient have to be given priority)

6.1.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The Citizen comes to the CSC and fills application forms which contains columns for income and identification mark	Applicant	Multiple Service point	Day 1

	for applying for Madhu Babu Pension Yojna In case of BPL applicant a copy of BPL card is also submitted And a copy of any of the following documents for age verification • Electoral Roll of the GP/NAC/Municipality • Photo ID card issued by Election Commission of India • School Leaving Certificate • Birth Registration Certificate • If none of the above is available/ dependable, the age certificate from a Medical Officer not below the rank of an Assistant Surgeon of the nearest PHC/ Hospital may be obtained		Verification certificate on Identification mark is not required to be submitted by applicant	
2	For grant of pension to disabled person under MBPY, a certificate from the competent authority regarding the percentage of disability is required			
3	For grant of pension under MBPY to leprosy patients who due to deformity or loss of limbs are unable to do normal work, a medical certificate from the competent authority/ Medical officer of local PHC/ Hospital			
4	In case of non-BPL applicant, system sends an intimation to RI for conducting verification of income		Citizen is saved with the hassle of obtaining income	3 days

				certificate from RI	
5	The kiosk operator checks whether applicant is registered in e-district application or not, through Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID, attaches the scanned supporting documents and submits the online application to the concerned Extension Officer at Block Office for action. A unique application number is auto-generated	e-District Application			Day 1
6	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator			Day 1
7	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator			Day 1
8	Kiosk operator forwards physical documents and application form printout to the SSWO Sub Collector office	Kiosk Operator			Day 1
9	e-District application routes the request from the applicant to the concerned Extension Officer at Block Office	e-District Application			Day 1
10	SEO checks the scanned supporting documents and other details and if everything is ok, Concerned Extension Officer or the concerned VLW will conduct field verification	Extension Officer			Day 11

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11	If the application is not complete in any respect, SEO marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to BDO specifying the reasons for hold	Extension Officer		
12	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant	Applicant can be intimated before delivery date about 'hold-up'	
13	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
14	System registers the change in the database made by the concerned Extension Officer(EO) after field enquiry	EO		Day 11
15	On the basis of office record/ database and field verification report, SEO sends on-line auto-generated note-sheet clearly mentioning his/her recommendation to BDO On the basis of office record/ database and field verification report, RI also sends on-line auto-generated report clearly mentioning his/her recommendation to	Extension Officer (EO)	Report is sent directly to BDO	Day 12

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Applying Thought

	Tehasilder and Tehasilder forwards it to BDO			
16	The e-district application would host the action taken by the SEO and Tehasilder and will notify the BDO	e- District Application		Day 12
17	Based on Extension Officer's field enquiry report and SEO's comments BDO recommends application for sanction to Sub Collector In case of rejection BDO gives his/her reason and system registers the change and updates accordingly	BDO		Day 14
18	SSWO at Sub Collector office examines it and recommends to Sub Collector for sanction/rejection Sub Collector sanctions / rejects or orders further enquiry (by appropriate officers) if required In case some clarification is required from BDO/ ULB office by Sub Collector, it is sent to the concerned office and clarification is provided to Sub Collector	SSWO and Sub Collector		Day 16
19	Sanction order is sent electronically to BDO and database is updated accordingly	Sub Collector		Day 16
20	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally signed Sanction Order, signs and stamps it with the CSC	Kiosk Operator		Day 17

	seal and hands over to the applicant			
21	1st payment of pension to pensioner is done in presence of BDO at Block Office, identification mark of applicant is verified and electronically generated identity card digitally signed by BDO is also handed over to pensioner	BDO		
22	On receipt of physical documents from Kiosk operator Dealing Assistant will check with the scanned documents. In case of discrepancy is detected Sub Collector is informed	Dealing Assistant		
23	On the basis of discrepancy report by Dealing Assistant, Sub Collector may instruct the Dealing Assistant to issue notice to the applicant/party for appearance on specified date	Sub Collector		
24	On hearing the party Sub Collector may decide to cancel or not.	Sub Collector		

Rationalization logic will be incorporated in the system

* In addition to the Grievance services the system will have a separate tab where the complaint related to the Pension can be lodged and will be highlighted at the desktop of proper authority

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Applying Thought

6.2 MBPY AIDS

6.2.1   To-Be Process Summary

S.No	Process Details	Process Owner	BPR	SLA
1	Block level Integrated Counseling and Testing (ICT) Centers send a list of HIV +ve patients to the Orissa State AIDS Control Society(OSACS) At the time of counseling, the following details are obtained – 1. Whether the person is married? If yes, HIV status of the spouse. 2. Whether the person would like to avail pension support from the government? If yes, details of savings bank account along with copy of the account holder details page of the passbook. In case the person does not have a bank account, he/she may be advised to open an individual bank account and intimate the same. In case the spouse also test positive at ICT level check up then a joint passbook may be opened with the spouse as the other stake holder. Person is assured about complete confidentiality of his/her HIV status at the block level, from where the pension will be disbursed.	ICT		

2	OSACS uploads list of patients with details of address and above mentioned information on the e-District application and along with scanned copies of certificates of the Medical Officers sends to the DSWO	OSACS	List is uploaded directly to e-District portal List is sent directly to DSWO rather than sending list via Collector
3	DSWO processes the list. A unique ID number is generated by the system and the list is sent it to Collector for sanction	DSWO	Only bank account information is being sent to BDO office to maintain confidentiality
4	After Collector's sanction, sanction order containing only bank account number & the name of the bank for each ID number is sent electronically to BDO While sanction order containing all the information about the beneficiary is sent to Director OSACS DSWO also issues letters to the beneficiaries just mentioning that they have been sanctioned pension under MBPY, without any mention of HIV-AIDS factor, to enable confidentiality.	DSWO	
5	After allocation of funds from Collector, BDO directs the cashier to prepare advices to the concerned banks for deposit of pension in the accounts of the beneficiaries. Banks are also	BDO	

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Applying Thought

	advised to inform the BDO office about the first withdrawal by the beneficiary and also in cases where there is no withdrawal from a particular account for three consecutive months.			
6	In case information about non-withdrawal for three consecutive months comes from the bank, DSWO is asked to provide identity details of the beneficiary for necessary field enquiry. In case wife of the HIV MBPY beneficiary tests negative at the ICT level , then in case of death of beneficiary her name will automatically be listed on a priority basis for sanction of MBPY meant for the widows category.	BDO		

Pension is given to beneficiary from the date of vacancy not from the date of sanction

**Sub Collector will have access to all MBPY database

6.3 National Family Benefit Scheme

Applicable only for BPL families

6.3.1   To-Be Process Summary

S.No.	Process Details	Process Owner	BPR	SLA
1	The Citizen comes to the CSC and fills application for applying for NFBS with following documents • Details about deceased person who is the primary	Applicant	Multiple Service point	Day 1

	bread winner of the family • Death Certificate of deceased Age Certificate of the deceased person in any of the following forms providing proof of his/her age being less than 60 years:- • Electoral Roll of the GP/NAC/Municipality • Photo ID card issued by Election Commission of India • School Leaving Certificate • Birth Registration Certificate			
2	The kiosk operator checks whether applicant is registered in e-district application or not, through Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID, attaches the scanned supporting documents and submits the online application to the concerned Extension Officer at Block Office for action. A unique application number is auto-generated	e-District Application		Day 1
3	Kiosk Operator receives Processing Fee for processing application and gives acknowledgment receipt with delivery date of service to the applicant	Kiosk operator		Day 1
4	The Kiosk operator will also send a declaration electronically that all the enclosures collected by him/her are from originals.	Kiosk Operator		Day 1
5	Kiosk operator forwards physical documents and application form printout to the SEO at SCO	Kiosk Operator		Day 1

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Applying Thought

6	e-District application routes the request from the applicant to the concerned Extension Officer at Block Office	e-District Application		Day 1
7	SEO checks the scanned supporting documents and other details and if everything is ok, Concerned Extension Officer or the concerned VLW will conduct field verification	Extension Officer		Day 11
8	If the application is not complete in any respect, SEO marks 'on-hold' in the application along with the reason for hold and sends to kiosk operator for further clarification by applicant. Intimation is also sent to BDO specifying the reasons for hold	Extension Officer		
9	Applicant provides the 'required' information to kiosk operator on the delivery date. Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status	Applicant		
10	Kiosk operator again gives acknowledgment receipt with delivery date of service to the applicant and go to step 6	Kiosk Operator		
11	System registers the change in the database made by the concerned Extension Officer(EO) after field enquiry	EO		Day 11
12	On the basis of office record/ database and field verification report, SEO sends on-line auto-generated note-sheet clearly mentioning his/her recommendation to BDO	Extension Officer (EO)	Report is sent directly to BDO	Day 12

13	The e-district application would host the action taken by the SEO and will notify the BDO	e- District Application		Day 12
14	Based on Extension Officer's field enquiry report and SEO's comments BDO recommends application for sanction to Sub Collector Office In case of rejection BDO gives his/her reason and system registers the change and updates accordingly	BDO		Day 14
15	SSWO in SCO scrutinizes the application and sends the same to Sub-Collector with his/ her recommendation	SSWO		Day 15
16	Sub Collector sanctions / rejects or orders further enquiry (by appropriate officers) if required In case some clarification is required from BDO/ ULB office by Sub Collector, it is sent to the concerned office and clarification is provided to Sub Collector	Sub Collector		Day 17
17	Sanction order is sent electronically to BDO and database is updated accordingly. Sub Collector directs the concerned Dealing Assistant to prepare cheque In case of rejection the same is intimated to BDO along with reasons	Sub Collector		Day 17
18	Dealing Assistant prepares the A/C payee cheque for the beneficiary and puts up to Sub-Collector for signature	Dealing Assistant		Day 20

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Applying Thought

19	Dealing Assistant sends cheque to BDO through special messenger for disbursement after signature from Sub-Collector	Dealing Assistant		Day 23
20	Cheque is delivered to applicant in presence of BDO at Block Office on proper identification by concerned VLW/ Extension Officer	BDO		Day 24
21	Applicant receives the cheque and signs the acknowledgement in token of receipt	Applicant		Day 24
22	Acknowledgement in original is sent to Sub- Collector for record keeping and production before audit	BDO		Day 27
23	Concerned Dealing Assistant in SCO checks the scanned documents with original In case any discrepancy is detected Sub Collector is informed and application is rejected	Dealing Assistant		

* In addition to the Grievance services the system will have a separate tab where the complaints related to the NFBS can be lodged and will be highlighted at the desktop of proper authority

7 Service Category- RTI and Grievance

7.1 RTI Services

7.1.1   To-Be Process Summary

S.No	Process Details	Process Owner	BPR	SLA
1	Applicant comes to CSC/e-District center and submits the application in prescribed form along with ID proof and requisite fee in form of Treasury Challan or fees can be deposited in Cash (exempted for BPL provided a copy of BPL Card is furnished) Applicant can choose any of the following mechanism for receiving the information • Through Kiosk Operator • Through Post • Personally collect information from concerned office	Applicant	Applicant does not need to go to Block/Tehsil/Sub Collector/Collector Office for application	Day1
2	Kiosk Operator fills in the details in the e-district application, scans the application and sends the application electronically to the concerned department PIO Physical application will also be sent to the concerned office once the confirmation of appropriate PIO for dealing with	Kiosk Operator	Electronic application directly goes to PIO and not via dealing clerk	Day1

	request is obtained			
3	An acknowledgement is generated by the e-District system and handed over to the applicant with the delivery date mentioned	Kiosk Operator		Day1
4	Public Information Officer checks whether information sought is related to his/her office.	PIO		Day2
5	If information relates to his/ her office, PIO sends the file electronically/ manually to the Dealing Assistant of the concerned Section for retrieval of information and its uploading if the information is sought electronically depending upon the feasibility. Kiosk operator is also intimated accordingly for forwarding the physical documents If information is not related to his/ her office the request is transferred to the concerned office electronically/ manually within 5 days and accordingly an intimation is sent to kiosk operator	PIO	Kiosk Operator does not send the physical document till he gets an intimation from PIO regarding the office	Day4
6	Dealing Assistant checks the availability of information, uploads the information, if required and intimates the PIO along with the cost for providing the information, if the information is available. If information is not available Dealing Assistant informs the same to PIO	Dealing Assistant		Day5
7	Dealing Assistant puts the sought information to PIO			Day5

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Applying Thought

	PIO checks the information and digitally signs it			
8	PIO updates database with digital signature in Form 'B' format about the cost of information, postal charges(if applicant wants information through Post) and whether information can be provided electronically through kiosk operator In case e-mail address is given by the applicant an auto-generated mail in Form 'B' format regarding the status of the application in case applicant has asked for earlier information on application status	PIO	Form B is digitized and available in the e-District system e-Mail containing updated electronic form B sent to applicant	Day6
9	If the information sought by applicant is not available the PIO updates database in Form 'C' format using his/ her digital signature In case e-mail address is given by the applicant an auto-generated mail in Form 'C' format regarding the status of the application in case applicant has asked for earlier information on application status	PIO	Form C is digitized and available in the e-District system e-Mail containing updated electronic form C sent to applicant	Day6
10	Kiosk operator will intimate applicant about the status of the application on delivery date *Alternatively a small refundable amount can be taken from applicant at the time of submission of application for earlier intimation of application status*	Kiosk Operator	Kiosk Operator directly informs applicant	
11	If applicant desires information through CSCs, he/ she deposit the delivery fees to kiosk operator. On deposit of the fee information sought is delivered to	Kiosk Operator		

	applicant			
12	If applicant desires information through post, the cost of information including the postal charge is deposited at CSCs and the intimation is sent to PIO	Kiosk Operator		
13	If applicant desires to collect information personally from the concerned office, kiosk operator updates the applicant regarding the status of application	Kiosk Operator		
14	PIO instructs concerned Dealing Assistant to prepare the information in the manner as desired by the applicant	PIO		
15	Dealing assistant prepares the information in the required manner and sends it through registered post (if required) or personally delivers the information after obtaining applicants acknowledgement	Dealing Assistant		
16	If the information is not related to the concerned PIO, but may be available at some other office the application is forwarded to that office and the electronic register is updated and kiosk operator informs the applicant (step 10)	Dealing Assistant		Day6

7.2 Grievance Services

7.2.1 To-Be Process Summary

S.No	Process Details	Process Owner	BPR	SLA
1	Applicant comes to CSC/e-District center and fills application in plain paper	Applicant	Applicant does not need to go to Block/Tehsil/Sub Collector/Collector Office for filing grievance	Day1
2	Kiosk Operator fills in the grievance details in the e-district system scans the application and sends it to Collector/ Sub Collector/ Tahsildar depending upon the authority to which application is addressed. A unique grievance ID is generated by the system. Minimal service charge is collected from applicant by Kiosk Operator Physical application is sent to the Grievance Officer at collectorate and Dealing Assistant at other offices	Kiosk Operator	Kiosk operator enters the description of the grievance application at e-District system and route the grievance to the concerned department	Day1
3	An acknowledgement is generated by the system and handed over to the applicant by the kiosk operator	Kiosk Operator		Day1
4	Collector/ Sub Collector/ Tahsildar peruses the application and records his/ her observation and forwards the same to Grievance Officer/ Dealing Assistant	Dealing Assistant		Day2
5	Grievance officer/ Dealing Assistant sends the application to the concerned officer/ Dealing Assistant for enquiry/ compliance as per the observation of Collector/ Sub Collector/	Concerned Officer	Dedicated Grievance Officer for Collectorate office monitoring the	Day2

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Applying Thought

	Tahsildar, stipulating date line of compliance based on the severity level		status of the grievances. Grievances are categorized on the basis of severity level	
6	An auto-generated e-mail is sent to applicant (if e-mail id is provided by the applicant) or action taken report is generated	e-District System	Auto generated mail to applicant sent regarding the status	
7	Applicant can take a print out of the e mail and contact the concerned department/ section if needed	Applicant		
8	The concerned department updates the status of grievance by logging in e-District Application along with their Action Taken Report	Concerned department	Concerned department will be given access to the web enabled e-district system so that they can directly update the grievance status and upload the Action Taken Report	
9	Grievance Officer/ Dealing Assistant monitors the ATR and on resolution sends it to Collector/ Sub Collector/ Tahsildar for final disposal			
10	If Collector/ Sub Collector/ Tahsildar are satisfied with the ATR, he/ she confirms the disposal of the Grievance, system is updated accordingly and applicant is intimated through			

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Applying Thought

	kiosk operator			
10	Dealing Assistant takes a print out of the final ATR and files it. Also electronically updates the grievance register	Dealing Assistant		
11	If ATR is not received within stipulated time reminder is sent to the concerned officer by Grievance Officer/ Dealing Assistant and Electronic Grievance Register is updated accordingly by the dealing assistant/ Grievance Officer	Grievance Officer/ Dealing Assistant		

Applicant and Officials concerned will get the status update through e mail or through SMS alert

WIPRO
Applying Thought

8 Public Distribution Service

8.1 Issuance of New AAY and AP Ration Cards

S.No	Process Details	Process Owner	BPR	SLA
1	The list of beneficiaries prepared by Pallisabha is sent manually/electronically by the concerned executive officer to MI at Block Office. To-Be introduced Beneficiary particulars form and 2 photographs of to-be beneficiary, one photograph duly attested by Executive Officer in the Application Form is sent physically to MI In case of electronic transfer the list will be uploaded by the Executive Officer on e-District Application Simultaneously the physical document will also be sent to MI	Executive Officer	Newly introduced Beneficiary particulars Form along with photographs to ensure authenticity of the beneficiary	
2	In case the list is manually transferred, MI at Block office enters the List of beneficiaries into the system. MI Processes it and sends it to BDO for recommendation	MI/IS	List is directly sent to MI. Head Clerk at BDO is not involved	Day 1
3	BDO sends the list electronically with his comment to Sub Collector Office for provisional approval	BDO		Day 3

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Applying Thought

4	The list is directly routed to ACSO desk top through e-district application	e-District Application	Electronic file directly goes to Sub Collector without involving Head Clerk/Dealing Assistant at Sub Collector office	Day 3
5	ACSO examines the report and puts his comments and sends it electronically to Sub Collector for provisional approval	ACSO		Day 4
6	Sub Collector gives provisional approval through his digital signature and sends the list to the following recipients i) Collector for his approval ii) BDO to start processing iii) Head Clerk/Dealing assistant in Sub Collector Office for taking print out and filing	Sub Collector		Day 6
7	e-District application routes the electronic file from the SCO to CSO at Collector office	e-district application		Day 6
8	CSO endorses his comments and forwards the electronic file to Collector	CSO	ADM need not examine the file	Day 7

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Applying Thought

9	Collector approves it and sends it to BDO with a copy to Sub Collector and CSO	DC		Day 9
10	Once the provisional approval is received (step-8), MI prepares the ration card, affixes the photograph of beneficiary and update the electronic register	MI	Photograph is affixed in each ration card	Day 10
11	BDO signs the ration card with seal	BDO		Day 12
12	All the cards with filled in details are sent to GP for distribution	MI		Day 13
13	After distribution of the cards the signed in acknowledgement slips are sent back to MI at BDO Office	PEO	Acknowledgement slips to monitor delivery of cards	Day28
14	After receipt of acknowledgement, MI updates the register electronically	MI		Day29

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Applying Thought

8.2 Modification of Ration Card

8.2.1 To Be Process

S.No	Process Details	Process Owner	BPR	SLA
1	Applicant comes to CSC/e-District center and submits the application in plain paper along with original ration card and processing and service fees to kiosk operator. In case of change of address on transfer of a Gov employee a copy of transfer order is also enclosed Applicant has option of collecting Modified Ration Card through the following 1. CSCs 2. By Post (The postal charges will be deposited to CSCs at the time of application) 3. Block Office	Applicant	Applicant does not need to go to Block Office for modification in ration card	Day 1
2	The kiosk operator checks whether applicant is registered in e-district application or not, through Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID, attaches the scanned supporting documents and submits the online application to the concerned MI at Block Office for action. A unique application number is	Kiosk Operator	Electronic application directly goes to MI	Day 1

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	auto-generated Kiosk Operator also sends the original card and document to the Block office			
3	An acknowledgement is generated by the application and handed over to the applicant with the delivery date mentioned	Kiosk Operator		Day 1
4	MI receives electronic application along with scanned copy of ration card and starts processing it and recommends the case to BDO for approval in case some additional document is required application is put 'on-hold' and intimation is sent to BDO and CSC along with the reason for hold	MI	Electronic file transfer without involving Senior Clerk/Head Clerk	Day 2
5	BDO approves/ rejects the application with his digital signature based on MI's recommendation and sends to MI	BDO		Day 4
6	On receipt of original ration card MI modifies the ration card and places the same before BDO for physical signature	MI		Day 8
7	BDO signs the modified ration card	BDO		Day 10
8	MI updates electronic register and returns the ration card incorporating necessary change to kiosk operator/ to applicant by post/ applicant personally collects ration card from Block Office	MI		Day 11
9	Kiosk Operator collects the delivery charge and hands over the Modified Ration Card to the applicant	Kiosk Operator		Day 18

WIPRO
Applying Thought

8.3 Surrender of Ration Card

8.3.1 To Be Process

S.No	Process Details	Process Owner	BPR	SLA
1	Applicant comes to CSC/e-District center and fills application in plain paper along with original ration card and submits it to kiosk operator along with the initial service charge	Applicant	Applicant does not need to go to Block Office for surrender of ration card	Day1
2	The kiosk operator checks whether applicant is registered in e-district application or not, through Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID, attaches the scanned supporting documents and submits the online application to the concerned MI at Block Office for action. A unique application number is auto-generated Kiosk Operator also sends the original card and document to the Block office	Kiosk Operator	Electronic application directly goes to BDO	Day1
3	An acknowledgement is generated by the application and handed over to the applicant with the delivery date	Kiosk Operator		Day1

	mentioned			
4	MI receives electronic application, processes it and recommends the case to BDO for approval	MI	MI receives the application and starts processing without involving Head Clerk	Day2
5	BDO approves the application with his digital signature based on MI's recommendation and sends to MI	BDO		Day3
6	MI receives the physical card from the Kiosk Operator and intimates the same to BDO	MI		Day8
7	BDO issues digitally signed surrender certificate	BDO		Day8
8	e-District application updates the database	MI		Day8
9	The kiosk operator collects Delivery Fees and logs into the e-District application, takes the print out of the digitally signed Surrender Certificate, signs and stamps it with the CSC seal and hands over to the applicant	Kiosk Operator		Day9
10	At the end of every month consolidated report of running number of ration card will be available online at Block Office, Sub Collector Office and DC Office			

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Surrender of Ration Card can be lodged and will be highlighted at the desktop of proper authority

8.4 Issue of Duplicate Ration Card

8.4.1   To Be Process

S.No	Process Details	Process Owner	BPR	SLA

1	Applicant fills application in to be introduced application form along with ration card number and submits it to Kiosk Operator with following documents and initial service charge
	  1. Affidavit of loss of ration card along with reason for the same
	  2. ID proof (Voter ID, Driving License and so on)
	  3. Two passport size photographs
	Applicant is given the option of collecting the card with following options
	  1. Personally collect from Block
	  2. Card distributed from GP
	  3. Card sent through Post (Postal charges has to be
		Applicant	Applicant does not necessarily need to go to Block Office for duplicate ration card Passport size photograph is collected from applicant	Day1

	deposited at CSC at the time of application)			
2	The kiosk operator checks whether applicant is registered in e-district application or not, through Unique Applicant ID (UAI). If applicant is registered the relevant information is fetched from database otherwise kiosk operator would fill in the online form, and create Unique Applicant ID, attaches the scanned supporting documents and submits the online application to the concerned MI at Block Office for action. A unique application number is auto-generated Kiosk Operator also sends the original card and document to the Block office	Kiosk Operator	Electronic application directly goes to BDO	Day1
3	An acknowledgement is generated by the application and handed over to the applicant with the delivery date mentioned	Kiosk Operator		Day1
4	MI receives electronic application, processes it electronically. MI sends it to Executive Officer of concerned GP for enquiry along with the photograph manually/electronically	MI		Day2
5	Executive Officer conducts field verification and sends report to MI	Executive Officer		Day5 to Day9
6	MI on basis of field report from Executive Officer recommends the case to BDO for approval electronically	MI		Day10
7	BDO approves the application with his digital signature based on MI recommendation and sends to MI	BDO		Day11
8	MI receives the physical documents from the Kiosk Operator,	MI		Day8

	compares the same with scanned documents and intimates the same to BDO			
9	BDO signs the duplicate card physically prepared by MI	BDO		Day12
10	MI updates electronic register and sends the duplicate card to Applicant through the desired medium. Intimation to GP is sent by MI about issue of duplicate ration card	MI		Day13
11	After distribution of the cards the signed in acknowledgement slips are sent back to MI at BDO Office	PEO		Day28
12	After receipt of acknowledgement, MI updates the register electronically	MI		Day29

* In addition to the Grievance services the system will have a separate tab where the complaints related to the Issue of Duplicate Ration Card can be lodged and will be highlighted at the desktop of proper authority

WIPRO
Applying Thought

9 Monitoring and Progress Report

Auto generated monitoring and progress report for any of the services is a key feature of the to be process and new system. All the Progress Reports related to the six categories of services which are in practice at present will be digitized and generated periodically- Weekly, Fortnightly, Monthly, Quarterly, Half yearly and yearly. Some of the key progress reports are given in annexure

Along with the above mentioned Progress Report any point of time the following service specific status reports will be generated on a real time basis.

All the status report format given below are indicative and will be finalized later at the time of application development

9.1 Status Reports- Service Category- Certificates

DC and the respective process approvers will be able to view the status of the service in the following manner.

Responsibility Centre (Any person responsible for the delivery of the service)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

For each of the application the following details will be available at any point of time

Unique Application ID	Application Date	Name of the Applicant	Proposed Delivery Date	Present status

DC/Sub Collector/Tahsildar will be able to view the following details for any of the certificate related services

S.No	Name of the Office	Number of Applications received	Number of certificates issued	Number of Applications pending	Amount of application fees

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

9.2 Status Reports- Service Category- Government Dues and Recovery

Some of the indicative status reports which DC/Sub Collector/Tahsildar will be able to on a real time basis are shown below

S.No	Notice Reference	Amount Due	Recovery Date	Present status	Remarks/ Comments

Collection Target	Responsibility Center	Amount Collected	Present status (Red/Amber/ Green)	Remarks

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

9.3 Status Reports- Service Category- Revenue Court Cases

The Case Record Diary Register will be available on line to the proper authority to track the status of all the Revenue Court Cases.

S.No	Case Reference No	Type of Case	Hearing Date	Document Status	Case Status	Remarks/ Comments

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

9.4 Status Reports- Service Category- Pensions

Apart from the regular progress reports the following status reports can be generated for status tracking

Responsibility Centre (Any person responsible for the delivery of the service)	Number of Application waiting for his action	Number of Application with in Service Level	Number of Application crossed services level	Number of Application Rejected

Scheme Name	Target	Amount Disbursed	Present Status (Red/Amber/Green)	Remarks/Comments

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

9.5 Status Reports- Service Category- PDS

The following indicative MIS reports can be generated from the system to track status of various PDS related service.

S.No	Responsibility Center	Number of Applications received	Number of Duplicate Ration Card issued	Number of Applications pending	Remarks/Comments

S.No	Responsibility Center	Number of Applications received	Number of Surrender Certificate issued	Number of Applications pending	Remarks/Comments

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

9.6 Status Reports- Service Category- RTI and Grievance

The following indicative status reports can be generated for RTI and Grievance related services

RTI Related Services-

S.No	Responsibility Center	Number of Applications received	Number of Application Cleared	Number of Applications pending	Remarks/Comments

Application No	Type of application	Information delivery date	Present Status of the application	Conforming to SLA (Y/N)	Remarks/Comments

Grievance Related Services

S.No	Responsibility Center	Number of Grievance received	Number of Grievance case Addressed	Number of Grievance case Addressed with in SLA time specified	Remarks/Comments

S.No	Grievance Case Reference No	Date of Grievance Received	Grievance Type	Responsibility Center	Resolution Date	Present Status (Red/Amber/ Green)	Remarks/Comments

The system will be designed in a dynamic way so that different type of reports can be generated with various combinations of fields

10 Functional Requirement Specifications for the General Service Components

10.1 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: ▪ Touch points for 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,
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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.2 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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.3 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 Devnagri/Hindi, Oriya and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

10.4 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 Devnagri/Hindi, Oriya and English) as per localization and language**

	technology standards for National e-Governance plan defined in the e-District guidelines

10.5 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 be able to send alert to the authority to take action in stipulated time
13.	The System should forward application to next higher authority with color code in case relevant stakeholder does not take action in spite to alert
14.	The system should support multilingual interface (minimum Devnagri/Hindi, Oriya and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines.

10.6 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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.7 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

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

10.8 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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.9 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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.10 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 Devnagri/Hindi, Oriya and English) as per localization and language technology standards for National e-Governance plan defined in the e-District guidelines

10.11 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 Dealing Assistant/ Bench Clerks 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 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 Devnagri/Hindi, Oriya and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines

11 Functional Requirement Specifications for Individual Services

This section details the functional requirement specifications for the different service categories.

11.1 Birth and Death Certificates	
Sr.	**Issuance of Birth Certificate**
1.	Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Executive Magistrate/ CDMO to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request Executive Magistrate / CDMO to provide comments in case of rejection
8.	The system should save the acceptance / rejection of directive to issue birth certificate only after digital signature of the Executive Magistrate/ CDMO
9.	The Executive Magistrate/ CDMO must be able to download the application from the System

10.	The System should allow the Executive Magistrate/CDMO to enter query parameters for the IT Database, if access is available, and then display the results for the query to Executive Magistrate/CDMO.
11.	The System should save the digitally signed copy of the Order for obtaining Birth 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

Issuance of Death Certificates

Sr.	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 Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Executive Magistrate/CDMO to accept or reject any service request application as per the Approval and Rejection components respectively
7.	The system should request Executive Magistrate/CDMO to provide comments in case of rejection
8.	The system should save the acceptance / rejection of directive to issue death

	certificate only after digital signature of the Executive Magistrate/CDMO
9.	Executive Magistrate/CDMO must be able to download the application from the System
10.	The System should allow the Executive Magistrate/CDMO to enter query parameters for the IT Database, if access is available, and then display the results for the query to Executive Magistrate/CDMO.
11.	The System should save the digitally signed copy of the Order for obtaining Death 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

11.2 Issuance of Income Certificates

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application

7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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 RI to create or update the Income details in the application.

11.3 Issuance of Residence Certificate

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk at the RI office
2.	After authentication of username and password, the System should allow the

	Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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.

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| 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 be able to notify the Tahsildar of the updates status of the application. |

11.4 Issuance of solvency Certificates

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification

	component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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 Solvency certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Solvency 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 be able to notify the Tahsildar of the updates status of the application.

11.5 Issuance of Caste Certificates

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System

	should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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 Caste certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Caste 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 be able to notify the Tahsildar of the updates status of the application.

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Sr.	Description
11.6 Issuance of Legal Heir Certificate	
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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 Legal Heir certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Legal Heir 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 be able to notify the Tahsildar of the updates status of the application.

11.7 Issuance of Disability Certificates

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the CDMO
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow CDMO to accept or reject any service request application

7.	The system should request the CDMO to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the CDMO
9.	The CDCO must be able to download the application from the System
10.	The System should enable the CDMO to conduct verification as per the Verification component.
11.	The System should allow the CDMO to enter query parameters for the IT Database, if access is available, and then display the results for the query to CDMO.
12.	The System should allow the CDMO 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 Disability certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Disability 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.

11.8 Government Dues and Recovery: Issue of Notices

S. No.	Description
1.	System should send information about payment due by tenant to RI and Tahsildar, who can issue notice for payment to tenant
2.	Should be able to route the information of payment received by the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
3.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should save the acceptance / rejection only after digital signature of the Certificate Officer
7.	The Certificate Officer must be able to download the application from the System
8.	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.
9.	The System should save the digitally signed copy of the Notice as a soft copy in a Database
10.	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

11.9 Government Dues and Recovery: Demand Collection/ Track Default loan processes/ Maintain record of payments/ Updating treasury receipts

S. No.	Description
1.	System should send information about defaulter of payment dues for consecutive last 3 years by tenant to RI
2.	Should be able to route the information of payment received by the receiver (Kiosk operator) to the Tahsildar/RI
3.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should save the acceptance / rejection only after digital signature of the Certificate Officer
7.	The Certificate Officer must be able to download the application from the System
8.	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.
9.	The System should save the digitally signed copy of the 'Certificate Case Notice', 'Attachment Warrant' and 'Arrest Warrant' issued as a soft copy in a Database
10.	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

11.10 Mutation

Sr.	Description
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'

5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the RI to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Tahsildar.
12.	The System should allow the Tahsildar 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 Mutation certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Mutation 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 be able to notify the Tahsildar of the updates status of the application.

11.11 Encroachment	
Sr.	**Description**
1.	The System Should be able to route the request for initiating encroachment case from the RI to Tahsildar
2.	The system should allow Tahsildar to accept or reject RI's request of initiating encroachment case
3.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
4.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
5.	The system should allow Tahsildar to issue show-cause notice to the party and decide date of hearing
6.	The system should route Show-cause notice and hearing date to bench clerk
7.	The system should allow Tahsildar to issue digitally signed General Notice and route the same to Bench Clerk
8.	The system should allow Tahsildar to issue order to update RoR with his digital signature
9.	The System should save the digitally signed copy of the updated RoR issued as a soft copy in a Database
10	The System should be able to notify the party and deliver the updated RoR as per the Delivery Mechanism component.
11	The System should log the details of who accessed the online soft copy and took a printout of the same.
12	The System should be able to notify the Revenue Inspector of the updates status of the application.

11.12 Lease	
Sr.	**Description**
1.	The System Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk

2.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
4.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
5.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
6.	The system should allow Tahsildar to accept or reject any service request application
7.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
8.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
9.	The Tahsildar must be able to download the application from the System
10.	The System should enable the Revenue Inspector to conduct verification as per the Verification component.
11.	The System should allow the Tahsildar to enter query parameters for the IT Database, if access is available, and then display the results for the query to Revenue Inspector/ Circle Officer.
12.	The System should allow the Tahsildar 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 Lease certificate issued as a soft copy in a Database
15.	The System should be able to notify the Applicant and deliver the Lease

	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 be able to notify the Revenue Inspector/ Circle Officer of the updates status of the application.

11.13 Bebandobast

Sr.	Description
1.	The System Should be able to route the request for initiating Bebandobast case from the RI to Tahsildar
2.	The system should allow Tahsildar to accept or reject RI's request of initiating Bebandobast case
3.	The system should request the Tahsildar to compulsorily provide comments in case of rejection
4.	The system should save the acceptance / rejection only after digital signature of the Tahsildar
5.	The system should allow Tahsildar to issue show-cause notice to the party and decide date of hearing
6.	The system should route Show-cause notice and hearing date to bench clerk
7.	The system should allow Tahsildar to issue digitally signed General Notice and route the same to Bench Clerk
8.	The system should allow Tahsildar to issue order to update RoR with his digital signature
9.	The System should save the digitally signed copy of the updated RoR issued as a soft copy in a Database
10	The System should be able to notify the party and deliver the updated RoR as per the Delivery Mechanism component.
11	The System should log the details of who accessed the online soft copy and took a printout of the same.

| 12 | The System should be able to notify the Revenue Inspector of the updates status of the application. |

11.14 MBPY

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 ▪ MBPY
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 Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
5	The System should allow The Dealing Assistant/ Bench Clerk at the BDO/ULB office and at the DC office to forward the beneficiary list to the concerned authority
6	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
7	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
8	Should allow the DC/BDO/authority at the ULB 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 DC
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/ULB to view beneficiary list
15	The system should allow the BDO/authority at the ULB 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/ULB) 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
21	The system should be able to rationalize the beneficiary list logically for the disbursement of pension fund

11.15 National Family Benefit Scheme	
Sr.	**Description**
1	The system should provide all services under various pension schemes under a single category "Pension" with following sub categories – ▪ National Family Benefit Scheme
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 Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
5	The System should allow The Dealing Assistant/ Bench Clerk at the BDO/ULB office and at the DC office to forward the beneficiary list to the concerned authority
6	The System should allow the Dealing Assistant/ Bench Clerk to reject the application
7	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of rejection
8	Should allow the DM/BDO/authority at the ULB 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/ULB to view beneficiary list
15	The system should allow the BDO/authority at the ULB 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/ULB) 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
21	The system should be able to rationalize the beneficiary list logically for the disbursement of pension fund

11.16 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 –

Sr.	Description
	▪ Block ▪ Tehasil ▪ Sub Collectorate ▪ District
4.	The system should be able to route service request basis following criteria – ▪ Name of Block / Tehasil/Sub Collectorate ▪ Name of Department/Section (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/Tehasil/Sub Division, or department under "others categories"
6.	The system should be able to route such application to DC office for further re – routing
7.	The system should be allow DC to allocate service request to concerned PIO for service request under "other categories"
8.	The system should save re-routing only when the DC 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 DC office
10.	The system should be able to send SMS alert/Auto generated mails to the applicant and concerned authorities when ever required
11.	The system should allow the concerned PIO to accept / reject the service request as per the guidelines of the RTI act
12.	In case of rejection, the system should allow the concerned PIO to state the reason of rejection
13.	In case of acceptance, the system should open a new page with all the accepted service request by the concerned PIO
14.	The system should allow the PIO to send mail with a format of form B and Form C

Sr.	Description
15.	The system should save the acceptance / rejection only on digital signature of the PIO
16.	The system should auto generate notification to concerned officials about service request allocation
17.	The system should allow DA to view service request as assigned by the PIO
18.	The system should allow DA to print the individual service request ▪ The system should be allow printer friendly version of service request
19.	The system should allow the DA to submit report on the service request on defined values as given in the process description
20.	The system should submit the report only when it is digitally signed by the DA
21.	The system should auto generate email to concerned PIO about the report submission against the service request by the DA
22.	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
23.	The system should ask for digital signature of PIO for submission of the final delivery against the service request
24.	The system should ask for re-confirmation of PIO before actually submitting the form

11.17 Grievance

Sr.	Description
1.	System Should be able to mark the application to the District Magistrate and Grievance Officer for grievance redressal
2.	System Should maintain records of all the grievances filed through the CSC/e-District centers for a particular period of time.
3.	System Should allow the Grievance Officer to reject any frivolous grievances using the rejection component.
4.	System Should be able to help the District Magistrate to assign officials to take action on the filed grievance

Sr.	Description
5.	System Should allow the stakeholders to track the application status at different stages as per the status tracking component.
6.	System Should allow the assigned officer to upload the Action Taken Report on the system duly digitally signed by him
7	System should send auto generated mails to the concerned officials and applicant along with status
8.	System 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.
9.	System 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.
10.	System Should generate G2G Service (Monitoring Report)s on specified time intervals and send it to relevant authorities
11.	System Should provide access to authorities to monitor Application Status / Performance / SLAs for a particular period by logging onto the system
12.	System Should allow the user to take a print out of the soft copy of the Action Taken Report as per the delivery component
13.	System Should provide a site map at the opening page of the application
14.	System Should be able to deliver the output (ATR – Printout) from any of the registered centers
14.	System Should be able to send SMS to applicant in case of missing of final SLAs and status tracking.
15	Apart from grievance, system should have separate complaint tab for lodging complains for all the identified services
16	System should also able to take care of the grievances coming from Dak module

11.18 New AAY and AY Ration Card

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Sr.	Description
1.	The system should provide all services under Ration Card under a single category
2.	The system should be able to channel as well as handle different Ration Card as per the process map and relevant description for the service mentioned
3.	The system should be able to route the RC details to concerned officer at the following levels – • DC/CSO/ACSO • MI/IS • BDO
4.	Should be able to mark the application to the DC/Sub Collector/MI/BDO
5.	Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
6.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
8.	In case some additional information is required from applicant, the System should allow the Dealing Assistant/ Bench Clerk to put application 'on-hold'
9.	The system should request Dealing Assistant/ Bench Clerk to provide comments in case of 'hold-up' and intimation is sent to Higher Authority about 'hold-up' along with reason
10.	Should allow the user to search the database on preset query set.
11.	Should maintain records of all the AAY and AP Ration Card Holders in the district along with their complete details
12.	Should be able to help the MI to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the MI to either accept / reject the application after affixing the digital signature

Sr.	Description
14.	Should allow the proper authority to enter/update the result of physical verification of applicant in the Ration Card Database of Public Distribution Supply Department.
15.	Should allow the proper authority to update the result of physical verification of applicant in the Ration Card Database of Public Distribution Supply Department
16.	Should allow the proper authority to digitally sign the New Ration Card.

11.19 Modification in Ration Card

Sr.	Description
1.	The system should provide all services under Ration Card under a single category
2.	The system should be able to channel as well as handle Modification in the RC as per the process map and relevant description for the service mentioned
3.	The system should be able to route the RC details to concerned officer at the following levels – ▪ DM/SDO ▪ MI
4.	Should be able to mark the application to the proper authority
5.	Should be able to route the application from the receiver (Kiosk operator) to the Dealing Assistant/ Bench Clerk
6.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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/case no and auto generated note sheet before the Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority

Sr.	Description
8.	The System should allow the Dealing Assistant/ Bench Clerk to keep on hold the application
9.	The system should request Dealing Assistant/ Bench Clerk 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 Ration 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 MI to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the MI 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 RC Database of Public Distribution Supply Department.
15.	Should allow the MI to update the result of physical verification of applicant in the Ration Card Database of Public Distribution Supply Department
16.	Should allow the MI to digitally sign the Modification in the RC

11.20 Surrender of Ration Card

Sr.	Description
1.	The system should provide all services under Ration 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 RC details to concerned officer
4.	Should be able to mark the application to the proper authority
5.	Should be able to route the application from the receiver (Kiosk operator) to

Sr.	Description
	the Dealing Assistant/ Bench Clerk
6.	After authentication of username and password, the System should allow the Dealing Assistant/ Bench Clerk 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 Dealing Assistant/ Bench Clerk forwards the application to the Approving Authority
8.	The System should allow the Dealing Assistant/ Bench Clerk to keep on hold the application
9.	The system should request Dealing Assistant/ Bench Clerk 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 Ration 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 MI to enter into the database and check for particular applications in the case of non physical verification of the applicant.
13.	Should allow the MI 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 RC Database of Public Distribution Supply Department.
15.	Should allow the MI to update the result of physical verification of applicant in the Ration Card Database of Public Distribution Supply Department
16.	Should allow the MI to digitally sign the Surrender Certificate

11.21 Tracking of Stock Movement for Stock Agent

Sr.	Description

Sr.	Description
1.	The system should be under PDS Tracking category
2.	The system should be able to track the following details • Opening Stock Balance • Stock In Details • Stock Out details • Balance Stock details
3.	The system should be able to generate all the required MIS reports related to the tracking of stocks at storage agents
4.	DC and other proper authorities as and when required should be able to view
5.	The system should allow Stock Agents to update their stock position

11.22 Application Put on Hold

Sr.	Description
1.	The system should allow Dealing Assistant/ Bench Clerk to put application 'on-hold' with comments in case additional clarification/ documents is required from the applicant
2.	If application is put 'on-hold' system should send an intimation to higher authority alog with an intimation to the Kiosk Operator
3.	System should be able to route the application back to Kiosk operator with comments for additional information/ documents required
4.	In case initial refundable amount is deposited by the applicant intimation can be sent to applicant on receipt of 'on-hold' information Otherwise information can be given on date of delivery to applicant
5.	Kiosk operator after obtaining additional information/ documents from applicant should be able to route information/ document to Dealing Assistant/ Bench Clerk electronically
6	System should identify the applications put on hold separately

11.23 DAK

Sr.	Description
1.	The system should allow Dealing Assistant/ Bench Clerk at DC office to scan and upload letters received at DC office
2.	Dealing Assistant/ Bench Clerk should be able to mark letter received at DC office to recipient through the system
3.	System should be able to route the letter only to the recipient marked wherever possible
4	System should send the Daks related to Grivance for processing through Grievance Module
5.	The status of the Dak will be updated automatically whenever any action is performed

Sr.	Description
6.	System should allow recipient to put different color code for follow-up, forwarding or closed
7	DC should be able to view the status of any letter at any point of time and all other required MIS
8	Auto generated status mail will be send to the all the relevant stake holder if any SLA violation is there

11.24 Other Non Core Service Functionalities

For all the other non core services the link should be provided through the e-District portal once the back end computerization is over in their respective departments

The system should be designed in such a way that any relevant functionality can be accommodated easily as and when required

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12 Proposed Service Level Agreement

Service Levels are key criteria for the success of the whole project. Initially the service levels should not be very stringent. Various factors like employee work load, staff availability, people awareness and acceptance to the various technology interventions, preparedness of the various stake holders, employee motivations, etc have been analysed thoroughly to prepare an indicative list of Service Level Agreements (SLA).

The following table depicts the indicative SLAs suggested by DIT GoI for providing services to citizen and also to accomplish its back end activities. The basic activities for all the services have been identified and SLAs have been defined by GoI.

S.No.	Category of Service	Possible Service Levels
1.	Information Availability/ Dissemination	Site to be updated at least every 2 days Changes in existing information uploaded within 2 working days
2.	Tacking of Application	Status Change provided online within 2 working days
3.	Verification of documents	Less than 5 working days
4.	Field Verification	Less than 10 working days

The actual SLAs would be finalized in consultation of the various stake holders like Senior Management from State and DC, Various vendors and other process stake holders. Initially it is recommended that the service level should be exactly as the present service levels for the services (wherever service level exists) or there should not be any service level for two months after implementation of the application. With in that period the service level can be observed and after a complete observation of the

performance of the application along with other supporting entities like SWAN, CSC, SDC and other MMPs, the final SLA and their implementation time can be finalized.

13 Payment options

The following payment options have been identified from various best practices in the industry. This is indicative payment options which will be finalized in consultation with the CSC operators and State and District Officials.

13.1 PAYMENT COLLECTION FOR G2C SERVICES DELIVERED THROUGH CSCs/ e-DISTRICT CENTRES

There are two types of payment that needs to be collected by the kiosk operator.

a) **The service charges/Delivery Charges** as fixed by the Government from time to time for a particular service or for a class of services AND

b) **Prescribed charges** (i.e. taxes, fees, charges, dues or other sums of money that are otherwise payable under the relevant law when making an application to the concerned Appropriate Authority/Principal Office) other than the service charges.

To start with, the citizen may use only cash as the payment instrument for all transactions. The Government can extend payment options using credit card, debit card, DD, cheque etc. at a later point of time once the system gets stabilized.

Collection of the Amount

- The kiosk operator accepts the service charges and other prescribed charges from the citizen, makes entry in the e-district application and gives him a system generated acknowledgement receipt
- The system should automatically record the payment details against each of the service request as per the revenue sharing model between the State Government, Service Centre Agency (SCA) and the CSC Operators

13.2 Remittance of The Amount Collected at CSC

Option 1:

- The SCA, responsible for implementing the CSCs can generate a department/service wise scroll which contains the services availed, CSC details, date wise break up of the amount and consolidated amount to be paid to the department, the corresponding head of account etc.
- The SCA, after deducting SCA's & CSC's share of the service charges, remits the amount to the concerned head of accounts through internet banking/ECS transfer in a daily/weekly/fortnightly/monthly basis and forwards the transaction details to the nodal officer in hardcopy and electronic version(CD or Floppy).

To enable the internet/ECS transfer, both the SCA and the departments should have an account with a bank which provides for the Internet Banking/ECS facility.

Option 2:

- The SCA, responsible for implementing the CSCs can generate a department/service wise scroll which contains the services availed, CSC details, date wise break up of the amount and consolidated amount to be paid to the department, the corresponding head of account etc.
- The SCA, after deducting the SCA's & CSC's share of the service charges, remits the amount in a daily/weekly/fortnightly/monthly basis to the concerned head of accounts manually and forwards the remittance details in hardcopy and electronic version(CD or Floppy)to the nodal officer so appointed at the concerned principal office.

Option 3:

- The SCA, responsible for implementing the CSCs can generate a department/service wise scroll which contains the services availed, CSC details, date

wise break up of the amount and consolidated amount to be paid to the department, the corresponding head of account etc.

- The SCA, after deducting the SCA's & CSC's share of the service charges, hands over the department wise/service wise scroll in hardcopy and electronic version(CD or Floppy) in a daily/weekly/fortnightly/monthly basis to the nodal officer so appointed by the principal office along with the amount collected. The nodal officer at the principal office remits the amount to the concerned head of account(s) in a daily/weekly/fortnightly/monthly basis.

The Principal Office can have a bank guarantee from the SCA and the State Government may have the right to encash the Bank Guarantee either in part or full against the payment realizable from the SCA.

13.3 Remittance of The Amount Collected at E-District Centers

The e-district centre agent/nodal officer so appointed at the principal office, responsible for managing the operations related to CSC, can generate a department/service wise scroll which contains the services availed, break up of the amount and date wise break up of the amount and consolidated amount to be paid to the department, the corresponding head of account etc.

Option 1

- The e-district centre agent remits the amount to the concerned head of accounts manually at the end of every working day or the next day morning and forwards the transaction details (by e-mail and in hard copy) to the nodal officer. The nodal officer keeps the records and produces the details in front of DeGS or any other committee constituted for managing and monitoring the CSC operations.

Option 2

- The e-district centre agent hands over the amount to the concerned nodal officer with the necessary details at the end of every working day and the nodal officer remits the

amount to the concerned head of accounts manually the next day morning and produces the transaction details in front of the DeGS or any other committee constituted for managing and monitoring the CSC operations.

Option 3

- The e-district centre agent remits the amount to the concerned head of accounts through Internet Banking/ECS transfer at the end of every working day or the next day morning and forwards the transaction details to the nodal officer(through e-mail & hard copy of the same). The nodal officer keeps the records and produces the details in front of DeGS or any other committee constituted for managing and monitoring the CSC operations.

Option 4

- The e-district centre agent hands over the amount to the concerned nodal officer with the necessary details at the end of every working day and the nodal officer remits the amount to the concerned head of accounts through Internet Banking/ECS transfer at the end of every working day or the next day morning. The nodal officer keeps the records and produces the details in front of DeGS or any other committee constituted for managing and monitoring the CSC operations.

To enable the internet/ECS transfer, both the DeGS/any other committee of the Principal Office for that matter and the departments should have an account with a bank which provides for the Internet Banking/ECS facility.

Kindly note that if any of the persons in the capacity of the nodal officer or the e-district centre operator are allowed to transact through internet transfer or through ECS transfer facility, they shall be allowed to transfer funds to the stipulated head of accounts only in order to prevent the misappropriation of funds. Also note that incase the kiosk operator remits the amount to the HoA(s), he shall forward the remittance details to nodal officer and the collection and remittance details shall be periodically tracked by the DeGS/the person(s) appointed by DeGS.

For the purpose of the collection and remittance of the service charges and other prescribed charges, the State Government, from time to time, may prescribe the service charges and the revenue apportionment model in respect of any particular service or for a class of services.

13.4 Disbursement of the Share of SCA/CSC Operator

Option 1:-

The SCA, after deducting the SCA's & CSC's share of the service charges can remit, transfer or handover the remaining amount to the head of account(s) or to the concerned nodal officer of the principal office, as per the preferred option for remittance of the service charge and the other prescribed charges

Option 2:-

The payment of service charge to the SCA against collection shall be disbursed monthly/fortnightly from the Principal Office(s) on the basis of monthly summary of transactions duly prepared and signed by the SCA and certified by the Competent Authority of the Principal Office.

14 Training Plan

Capacity building for the staffs is a very important aspect for the success of the whole project. People analysis shows that the preparedness and acceptance to the technology changes/interventions is very low in all the relevant office staffs. Hence a proper capacity building requirement plan will be prepared in consultation with the State and District officials and software application vendor. This will also include the organizational restructuring plan as some stakeholders will be involved in different roles from what he/she is currently doing. An indicative training structure is given below.

Description	Maximum Recommended Batch Size	Duration (Working Days)	No of batches
Awareness / Behavioral Training Workshop: General Computer Awareness, awareness about project objective, Role and importance of each individual in the total process and society in general.	25 per batch	4-5	Will be decided at a later stage
Application User training: This training shall cover the basic training of developed operations, application running, module operations and troubleshooting. The trainees should have prior knowledge of computers.	20 per batch	10	Will be decided at a later stage

System administrator and Project Coordinators training: This training shall cover the necessary aspects of OS, RDBMS and hardware. The trainees should have a good understanding of the computer operations.	10 per batch	15	Will be decided at a later stage
Technical /user support specialists which will include training in the operations, usage, troubleshooting, application security and user support. The trainees should have a good understanding of the computer operations.	15 per batch	7	Will be decided at a later stage

15 Technical and Application Architecture

15.1 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.

15.2 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 GoO 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, neighborhood facilities or remote access).

15.3 Application Architecture

a) Data Architecture

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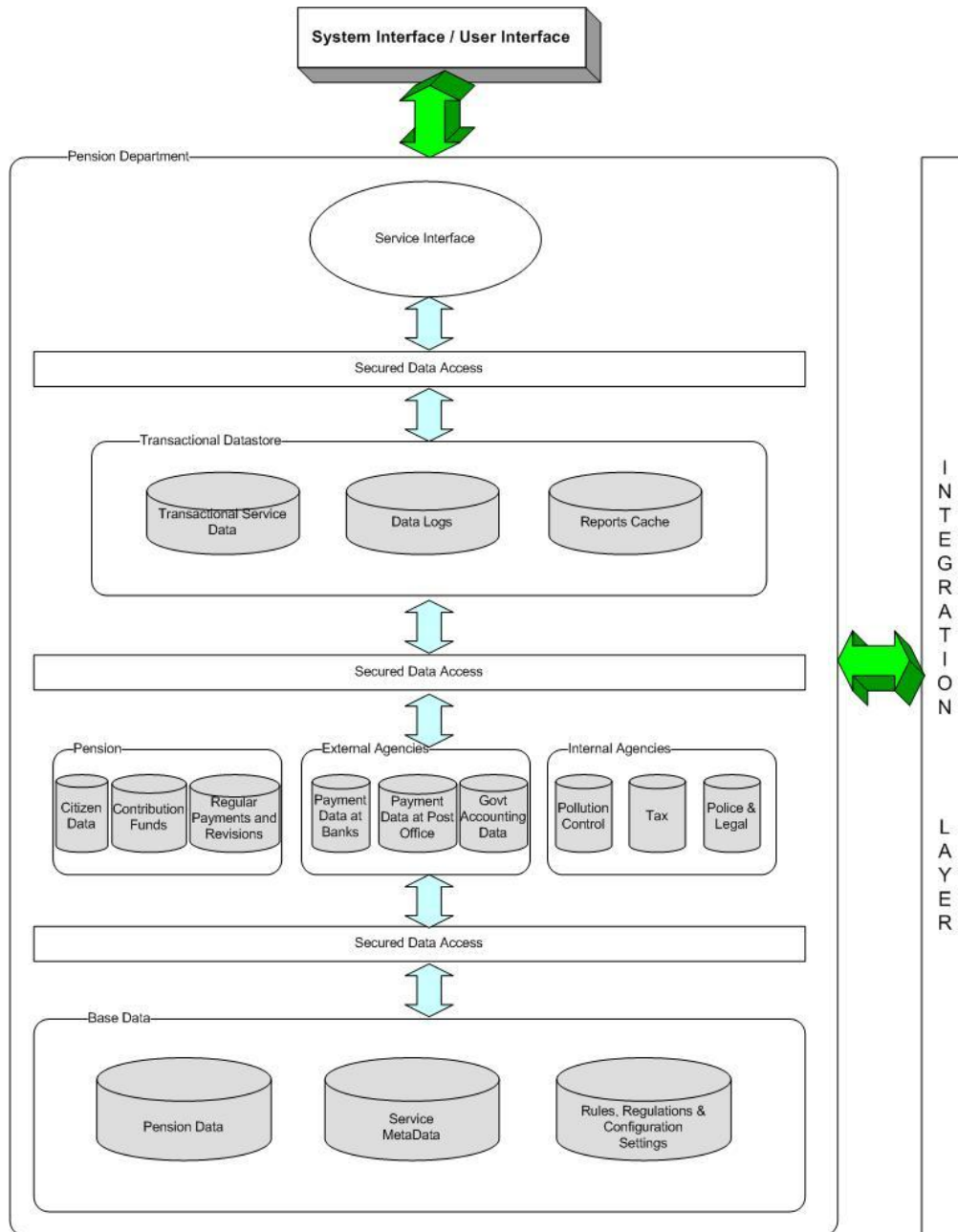
As depicted in the above diagram, we recommend a layered data architecture. At the minimum, the data architecture should comprise of the following layers

▪ **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 centers 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 centers). 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.
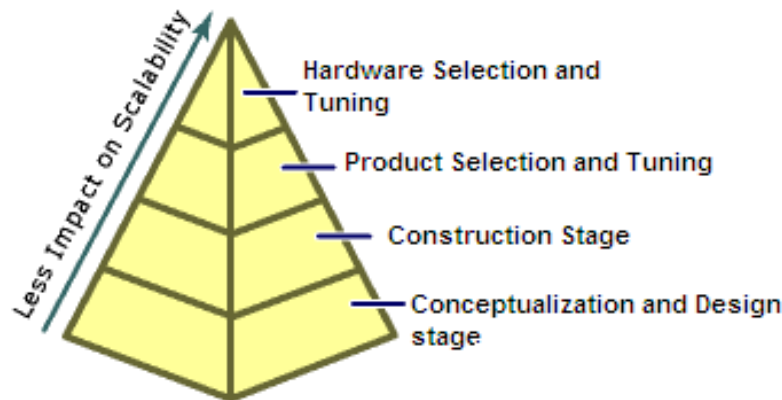
As the scalability pyramid indicates, fast hardware, software, and tuning are only a small part of the scalability equation. At the base of the pyramid is design, which has the greatest influence on scalability. As you move up the pyramid through decreasingly important factors, the ability to impact 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.

15.4 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.

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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.

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

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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, Sub-divisional offices 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, Tehsil 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

15.5 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 eForm 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

15.6 Technical Architecture

The Technical Architecture of the E-District applications can be of two types.

a) Centralized Architecture

b) Distributed Architecture

In the Centralized Architecture the main Database and Application Server resides in a Centralized locations and the user access the application over Internet/Intranet using Browser. To achieve the architecture following two criteria needs to be ensured:-

1. A 99.999% uptime of Connectivity with proper Back-up arrangement needs to be present between various Tiers of offices to ensure the users can do their transaction without any session break-up.

2. The Servers to be placed in a Data-Center Environment with proper Redundancy and Active-Active Disaster Recovery Site to ensure availability of the mission critical Applications.

When a Central Backbone Connectivity in the form of SWAN is not present in the State then the application can be of Distributed Architecture where the Database and Application Servers resides in the District locally and the users access the Servers locally.

15.7 Recommendation

The Technical Architecture of E-district application should be a Centralized one. However as in the present Scenario of the state The SWAN is in the process of implementation and when the pilot phase of the E-District application will come up the SWAN may not be up and running between all the Tiers of the POPs. Keeping the above scenario in mind the Connectivity between various tires of offices and the Front-Office Connectivity with the CSC centers can be a major concerned area for the accessibility of the E-District Servers from various tiers of offices. To address the above concerned area our suggestion is that the various Government offices will connect the E-District Application using Broadband Internet and a 2 MBPS Internet Leased Line should be present at the SHQ level office where the main Servers will reside. When the Orissa SWAN will be up and operational between all the Tiers of POP then these Broadband connectivity can be replaced by SWAN horizontal/Vertical Connectivity.

Below is the proposed Technical Architecture of the E-District System. The System will be of Centralized Architecture. A Data Base and Application Server along with one Web Server will be placed at a Central Location for the Pilot Phase of the E-District Project with proper redundancy, failover arrangement and Disaster Recovery Set-up. The entire data will be stored in the External Storage system. These Servers will run the Entire Applications and Database of the Pilot District. Going forward At the time of State wide roll out when the SWAN and SDC will be in place and operational then these servers may be replaced with a High end Database And Application Server in Cluster to cater the entire Database and Applications of the Entire state. These servers will be placed in the SDC and will be accessed by all the users using SWAN Backbone
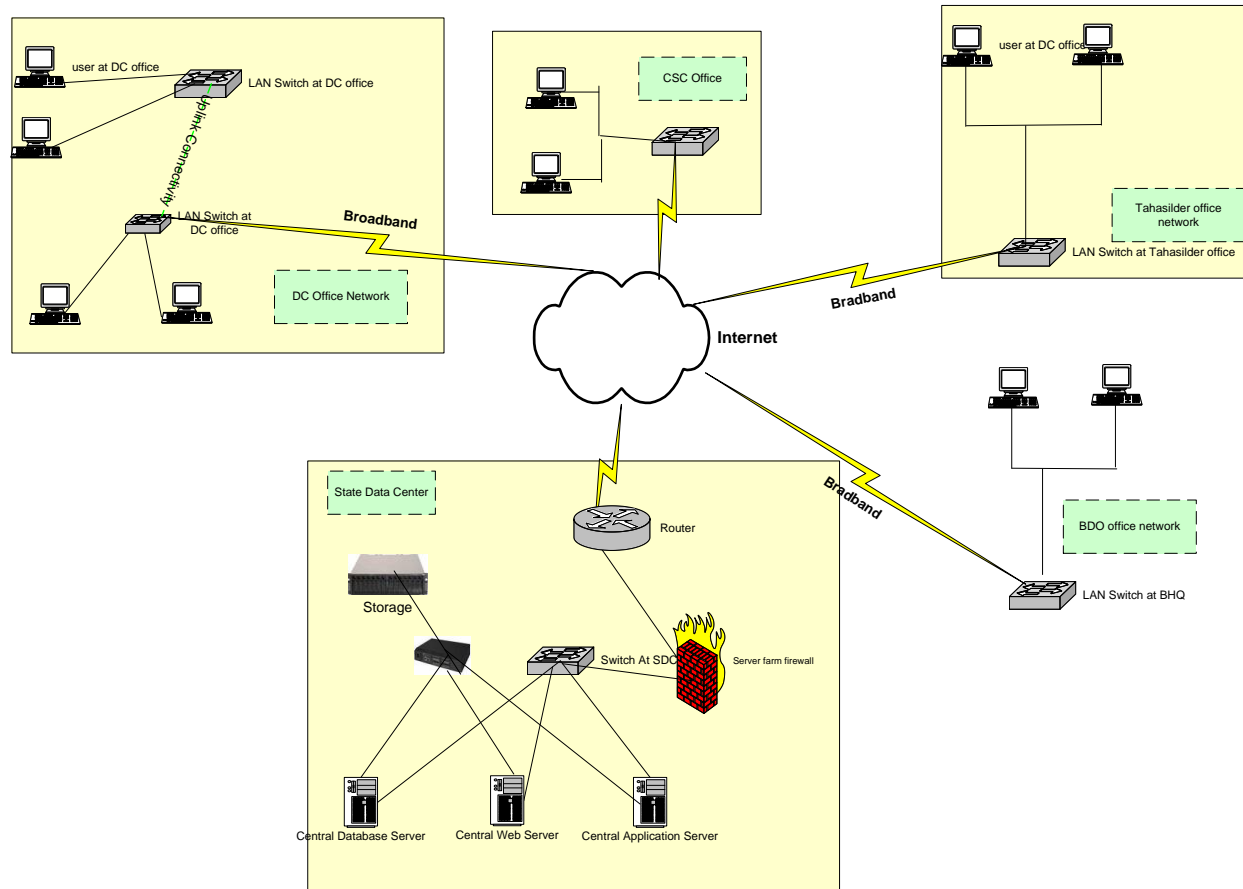
15.7.1 Description of the Technical Architecture

The proposed Architecture shown above will have the following components.

- ✓ **State Data Center**: The State Data Center when implemented 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. Till the time the SDC is not in place the Central Servers and Storage will be placed in a location provided by OCAC and the connectivity to these servers will be provided by 2 MBPS Internet Leased Line connectivity.

- ✓ **DC Office Network:** The DC office network will have the Back office users in the form of Dealing Hands and Authorizing officers. The nodes will be connected over by a switch and the main switch will be connected to the Broadband Modem. The authorizing officers and clerks can use the application over Broadband modem accessing the Server in the Central Location. Going Forward when SWAN will be in place then this Broadband connectivity will be replaced with SWAN SHQ-DHQ Vertical connectivity.

- ✓ **Tahsildar office network:** As SWAN is not in place so no direct connectivity exists in between the Tahsildar office and the DC office. However the Block offices are interconnected by using broadband connectivity and if a last mile fiber connectivity from the Block office to the nearby Tahsildar office can be connected then the Tahsildar office users can be connected to the E-District application by using the Block office connectivity. Going Forward the SWAN POP will be in place in the Block office area. So the Tahsildar office can use the SWAN backbone from the Block office using this proposed Last mile Fiber Connectivity.

- ✓ **Block office network**: The block office users will connect the application by using existing Broadband connectivity. Going forward when SWAN will be in place they will use the DHQ-BHQ backbone of SWAN to access the application.

- ✓ **RI office**: The RI offices will use the application using Broadband Internet Connectivity.

- ✓ **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 Internet.

16 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

Annexure

16.1 Monthly Progress Report for Certificates

S.No.	Name of Tahsil	No. of Misc. Certificate Applications Received		No. of Misc. Certificate Application Disposed Off		No. of Misc. Certificate Applications Pending	
		Collector	Sub-Collector	Collector	Sub-Collector	Collector	Sub-Collector
1							
2							
3							
4							

16.2 Monthly Progress Report for Government Dues and Recovery

S.No.	Name of the certificate officer	No. of cases pending at the beginning of the month		No. of cases instituted during the month		Total due for collection		Part Collection		Full Collection		Total collection		Balance	
		No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount	No.	Amount
1															
2															

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3																	
4																	

16.3 Monthly Progress Report for Revenue Court Cases

S.No.	Name of the Tahsil	No. of Khata under Bebando bast/ Encroac hment/ Mutation/ Lease	Area in Acre	Institution of Bebandobast/ Encroachment/ Mutation/ Lease Cases		No. of cases institute d during the month	Area in Acre	Total no. of cases instituted at the end of this month	Area in Acre	Disposal of Bebandobast/ Encroachment / Mutation/ Lease Cases		Progres sive disposal of cases at the end of this month	Area in Acre	Balanc e no. of cases pendin g for dispos al	Area in Acre
				No. of cases instituted upto end of previous month	Area in Acre					No. of cases dispos ed off during this month	Area in Acre				
1															

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| 2 | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | |

16.4 Monthly Progress Report for Social Security Services

S.No.	Name of the Block/ULB	Funds Opening Balance at the beginning of the month		Amount Released to the Blocks		Total		Expenditure during the Month	
		Programme Money	Admn Expr.	Programme Money	Admn. Expr	Programme Money	Admn. Expr	Programme Money	Admn. Expr
1									
2									
3									

Cumulative Expr during year		Balance		Target Fixed for Block/Ulb	Cumulative Coverage of Beneficiaries during the year							Total Applications for Pending Sanction	Remarks
Programme Money	Admn. Expr	Programme Money	Admn. Expr		SC		ST		OC		Total		
					Male	Female	Male	Female	Male	Female			

16.5 Monthly Progress Report for RTI and Grievances

S.No.	No. of applications pending with PIO	No. of applications received by PIO	Classification of Application		Total No. of applications disposed			Appeal Made before 1st Appellate Authority		Charges Collected Under the Act			
			General Category	BPL Category	No. of applications provided with information	No. of applications denied access to information	Total Disposal	No. of Appeals Received	No. of Appeals Disposed Off	Treasury Challan	Court Fee	CSC Fee	Total
1													
2													
3													

<u>Grievance</u>

Name of Tahsil	No. of Grievance petitions Received		No. of Grievance petitions Disposed Off		No. of Grievance Applications Pending	
	Collector	Sub-Collector	Collector	Sub-Collector	Collector	Sub-Collector

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