Company Information
Medhassu e Solutions (India) Private Limited is a software technology concern providing end-to-end cost effective turnkey software solutions to its customers. Since its inception in 2002, Medhassu e Solutions (India) Private Limited has established itself as a prime player in e-governance having rich experience in implementing right, scalable and multi-user solutions to small, large and government organizations using open-source technologies.

Copyright Notice

This document contains proprietary information of Medhassu e Solutions (India) Pvt. Ltd. Execution of a Non-Disclosure Agreement with Medhassu e Solutions (India) Pvt. Ltd is necessary to use any data/information in this document. No part of this document may be reproduced, stored, copied or transmitted in any form or by any means now known or hereinafter invented, electronic, digital, mechanical, photocopying, scanning, recording or by any information storage or retrieval system, without the express consent of Medhassu e Solutions (India) Pvt. Ltd.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acronyms</td>
<td>4</td>
</tr>
<tr>
<td>1  ASSAM E-DISTRICT OVERVIEW</td>
<td>5</td>
</tr>
<tr>
<td>1.1  What is e-governance &amp; NeGP?</td>
<td>5</td>
</tr>
<tr>
<td>1.2  What is SP &amp; SSDG?</td>
<td>5</td>
</tr>
<tr>
<td>1.3  What are the functions of State Portal?</td>
<td>5</td>
</tr>
<tr>
<td>1.4  What is State Service Delivery Gateway (SSDG)?</td>
<td>6</td>
</tr>
<tr>
<td>1.5  What are the functions of SSDG?</td>
<td>6</td>
</tr>
<tr>
<td>1.6  What are the services offered by SSDG?</td>
<td>7</td>
</tr>
<tr>
<td>1.7  Services considered under SP &amp; SSDG project</td>
<td>8</td>
</tr>
<tr>
<td>2  Functionality of eDistrict portal:</td>
<td>9</td>
</tr>
<tr>
<td>3  How to Login in eDistrict Portal?</td>
<td>10</td>
</tr>
<tr>
<td>3.1  Imaging page after successful login</td>
<td>11</td>
</tr>
<tr>
<td>3.2  Biometric Registration Process</td>
<td>12</td>
</tr>
<tr>
<td>3.3  Biometric Login Process</td>
<td>16</td>
</tr>
<tr>
<td>3.4  If any official forgot his/her password:</td>
<td>20</td>
</tr>
<tr>
<td>3.5  How to change Password?</td>
<td>22</td>
</tr>
<tr>
<td>4  How and where to check new and pending applications?</td>
<td>23</td>
</tr>
<tr>
<td>4.1  Application Process stages</td>
<td>23</td>
</tr>
<tr>
<td>4.1.1  Dashboard use:</td>
<td>23</td>
</tr>
<tr>
<td>4.1.2  How to forward any application?</td>
<td>24</td>
</tr>
<tr>
<td>4.1.3  How to preview and approve any application?</td>
<td>26</td>
</tr>
<tr>
<td>4.1.4  How to reject any application?</td>
<td>29</td>
</tr>
<tr>
<td>4.1.5  How to Send Back any application?</td>
<td>30</td>
</tr>
<tr>
<td>5  About Action button</td>
<td>31</td>
</tr>
<tr>
<td>6  About Report details</td>
<td>34</td>
</tr>
<tr>
<td>6.1  MIS Reports</td>
<td>34</td>
</tr>
<tr>
<td>6.2  Summary Reports</td>
<td>35</td>
</tr>
<tr>
<td>6.3  Diety Reports</td>
<td>36</td>
</tr>
<tr>
<td>6.4  Official Reports</td>
<td>37</td>
</tr>
</tbody>
</table>
7  District Admin Roles and Responsibilities: ................................................................. 38
7.1  Create a User: ............................................................................................................. 38
7.2  Update a user: ............................................................................................................. 41
7.3  Service-Role Revocation and Transfer services ......................................................... 44
7.4  Deactivate a user: ....................................................................................................... 47
7.5  Define Service workflow .............................................................................................. 48
7.6  Service wise certificate output language configuration .............................................. 51
7.7  Update Asset Management Module: ............................................................................. 53
7.8  How to solve Hidden application issue from UI? ....................................................... 56
7.9  How to reassign any application from one official to another(within same office)? ....... 59
7.10 How to roll back any application? .................................................................................. 61
7.11 How to install Java & Dongle Drivers? ........................................................................ 64
## Acronyms

<table>
<thead>
<tr>
<th>Abbreviations</th>
<th>Expanded Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPS</td>
<td>Designated Public Servant</td>
</tr>
<tr>
<td>CSC</td>
<td>Common Services Centre</td>
</tr>
<tr>
<td>PFC</td>
<td>Public Facilitation Centre</td>
</tr>
<tr>
<td>DA</td>
<td>Dealing Assistant</td>
</tr>
<tr>
<td>CO</td>
<td>Circle Officer</td>
</tr>
<tr>
<td>LM</td>
<td>Lot Mandal</td>
</tr>
<tr>
<td>SSDG</td>
<td>State Service Delivery Gateway</td>
</tr>
<tr>
<td>SP/SSDG</td>
<td>State Portal/ State Service Delivery Gateway</td>
</tr>
<tr>
<td>SPMU</td>
<td>State Project Management Unit</td>
</tr>
<tr>
<td>SMS</td>
<td>Short Message Service</td>
</tr>
<tr>
<td>SDC</td>
<td>State Data Centre</td>
</tr>
<tr>
<td>MDC</td>
<td>Mini Data Centre</td>
</tr>
</tbody>
</table>
1 ASSAM E-DISTRICT OVERVIEW

1.1 What is e-governance & NeGP?
National E-Governance Plan in India is taking initiatives to introduce E-Governance system across the country. This is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication, transactions and integration of various stand-alone systems and services between Government-to-Citizens (G2C), Government-to-Business (G2B), Government-to-Government (G2G) as well as back office processes and interactions within the entire government frame work. Though government services will be made available to the citizens in a convenient, efficient and transparent manner, a large-scale digitization of records is going down to enable simple, reliable access over the internet. The main objective of this plan is to bring public services closer to the citizens. E-governance has the potential to get multi-dimensional changes and a fruitful effect which will be beneficial for everybody including industry and citizens.

1.2 What is SP & SSDG?
To fulfill the vision of providing an easy and convenient services to the citizens through remote access primarily through Common Service Centre (CSCs)/PFCs, Assam e-District project is created under the National e-Governance Plan (NeGP). The main objective of developing State Portal (SP) along with Assam e-District is to provide all citizens with outlets where they can access the services under a single interface mechanism in the form of the Portal. The basic components of the Facilitating Services through CSC's/PFCs is enabling Implementation of State Portal & e-Forms, project are as follows:

• State Portal including Applications & electronic – forms

• Training and Manpower for Assam e-District, State Portal

• Gap Infrastructure at the destination offices including gaps in connectivity

1.3 What are the functions of State Portal?

• Information Dissemination: The portal will provide information about Government departments, line ministries, and web links of these departments. It will provide information about Government structure in the state, service key notifications to the offerings and business and citizen community. Content Architecture of the Portal shall be in accordance with State Portal Framework (SPF).

• Shall be accessible from a variety of channels: The portal can be accessed via a variety of established channels, including Common Service Centers, Government Service delivery counters, PFCs etc.

• Shall exchange information & services seamlessly across State Government departments. This exchange should be in accordance with SPF.
• The State Portal shall also host all the electronic forms for various Government Services accessible to citizens in the State. A citizen will be able fill the form electronically through internet services including Common Service Centre (CSCs) outlets and submit his/her application electronically. A citizen will be able to track the status of his/her application request at any point of time.

1.4 What is State Service Delivery Gateway (SSDG)?

The National e-Governance Plan (NeGP) aims to make all Government services accessible to the common man in his locality, through common service delivery channels and ensure effectiveness, lucidity & reliability of such services at affordable costs to realize the basic needs of a common man. One of the goals of the Government to meet this vision is the need to cooperate, collaborate and integrate information systems characterized by islands of legacy systems using heterogeneous platforms and technologies and spread across diverse geographical locations, in varying state of automation, make this task very challenging. The State e-Governance Service Delivery Gateway (SSDG), a core component in e-Governance infrastructure under the NeGP, can simplify this task by acting as a standards-based messaging switch and providing seamless interoperability and exchange of data across different departments in the Centre, States and Local Government. Government SSDG will:

• Act as center for all the interactions between service seekers (the citizen and businesses) and various service providers (Government Departments) and even among Government Departments.

• Handle large number of transactions across the entire network.

• Provide flawless interoperability and exchange of data across the departments.

• Managing and coordinating inter departmental working, tracking all transactions of the Government etc.

• Be a messaging middleware between State Portal (acting as service access provider (SAP) )and State Department Services (State Department acting as Service Provider (SP) ).

1.5 What are the functions of SSDG?

• Audit Management & Time Stamping: Results in better tracking (auditing) and security of each transaction.

• Web enabling of Legacy Applications: With Gateway Server, legacy applications can be Internet enabled as Gateway server can act as a web layer around them so Government Departments need to put least effort for web enabling of their legacy applications.
• Interoperability: The gateway as the middleware will facilitate easy inter-departmental data exchange.

• Departmental Workflow: The Gateway will also help the Departments backend workflow evolve gradually as the Gateway acts as a middleware de-linking the backend from the front end. This means that even the Departments, which do not have the complete automation or work flow at the back, can still deliver e-Service to the citizens in a limited manner.

• Seamless availability of information

• Necessary connectors to interface with the applications developed at the State level.

1.6 What are the services offered by SSDG?

SSDG offers the following services:

• Ensures the interoperability among the various departmental applications

• Help protect the legacy investments in software and hardware by easily integrating them with other technology platforms and software implementation.

• De-link the back-end departments/ Service Providers (SP) from the front-end Service Access Providers (SAP) thereby ensuring separation of concerns of service access from the service implementation i.e. separates the Portal, CSC, Kiosks etc. from the government services which reside in the backend departments.

• Encouraging competition at the front-end by allowing independent service access providers to provide services with varying levels of complexity, cost and service quality levels.

• Reduce the cost of e-Governance Projects by rationalizing, distributing and optimizing the services framework.

• Use of PKI infrastructure for secure transactions. Provision exists for encryption of department payload to ensure confidentiality of the department data. SSDG provides digital signature and certificates to all
stakeholders interacting with the gateway for identification, authentication and authorization. Transaction and audit logs help track government data.

- Enable transaction logging and time stamping for tracking of transactions and centralized control.

- Help the Departments backend workflow evolve. The Gateway acts gradually as middleware de-linking the backend as a means that from the front end. This even the Departments which do not have complete automation or work flow at the back can still deliver e-Service to the citizens in a limited manner through the Gateway.

### 1.7 Services considered under SP & SSDG project

- Providing easy, anywhere and anytime access to Government Services (both Informational & Transactional)

- Reducing number of visits of citizens to a Government office / department for availing the services

- Reducing administrative burden and service fulfilment time & costs for the Government, Citizens & Businesses.

- Enhancing perception & image of the Government and its constituent Departments
- Promotion of uniform web interfaces across Government and build in synergies with the National Portal of India (NPI) using the National Service Delivery Gateway

- Delivery of services through Common Service Centres leveraging the common (CSCs) by infrastructure (SWAN, SDC etc.) and development of the applications and infrastructure required for deployment of State Portal and State Service Delivery Gateway (SSDG) for the State.

- Publishing the static data and all information of the State departments in line with guidelines for necessary integration with NPI.
Functionality of eDistrict portal:
The functional requirements of the proposed Service are described below in terms of process. A process may be defined as a particular activity that an Actor can perform. An Actor is a user with a specific role. The following table gives a brief description of each process field in the process that follow:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The System will be able to identify user logging into the system as defined by the login component.</td>
</tr>
<tr>
<td>2.</td>
<td>The System will enable receiving of the application as per the Application Receipt component.</td>
</tr>
<tr>
<td>3.</td>
<td>The System will display a message regarding successful or unsuccessful completion of any transaction.</td>
</tr>
<tr>
<td>4.</td>
<td>The System will allow concerned officials to view the service request only on authenticated login as per login process.</td>
</tr>
<tr>
<td>5.</td>
<td>There is a second level of authentication mechanism through biometric device. If a user is biometric enabled then user has to login by using his biometric device.</td>
</tr>
<tr>
<td>6.</td>
<td>System will allow to raise official’s concern/feedback in the application and super admin can check their feedback and solve the same.</td>
</tr>
<tr>
<td>7.</td>
<td>District Admin has right to assign Roles in respective Service and Configure Workflow steps as per their District process. District Admin has option to add or delete levels of actors in workflow.</td>
</tr>
<tr>
<td>8.</td>
<td>System has facility to map Remarks with role, service, district and action taken.</td>
</tr>
<tr>
<td>9.</td>
<td>The System will be able to save the application data and route it to the concerned Officer.</td>
</tr>
<tr>
<td>10.</td>
<td>The System will be able to notify the concerned Officer about the new and pending applications through e-District application dashboard.</td>
</tr>
<tr>
<td>11.</td>
<td>The System will allow concerned Officer to accept/reject/revert/send back any service request application.</td>
</tr>
<tr>
<td>12.</td>
<td>The System will request the Officer to compulsorily provide comments in case of any action taken.</td>
</tr>
<tr>
<td>13.</td>
<td>The officer must be able to download the application from the System.</td>
</tr>
<tr>
<td>14.</td>
<td>The System will enable the officer to order verification as per the Verification component.</td>
</tr>
<tr>
<td>15.</td>
<td>The System will allow the Officer to enter/select query parameters for the Report and then display the results for the query to Officer.</td>
</tr>
<tr>
<td>16.</td>
<td>The System will allow the Officer to approve the application by using his digital signature.</td>
</tr>
<tr>
<td>17.</td>
<td>The System will log the every action’s date and time.</td>
</tr>
<tr>
<td>18.</td>
<td>System will check the timelines, if the SLA time is about to be breached then system will send a warning mail to DPS as well as to eDPM.</td>
</tr>
<tr>
<td>19.</td>
<td>System will check the timelines, if the SLA time is breached then system will send a warning mail to DC of respective district.</td>
</tr>
<tr>
<td>20.</td>
<td>Digitally signed certificate is saved physically inside a repository in the server.</td>
</tr>
<tr>
<td>21.</td>
<td>The System will be able to notify the Applicant through SMS/EMAIL service and deliver any certificate as per the Delivery Mechanism component.</td>
</tr>
<tr>
<td>22.</td>
<td>The System will be able to detect changes in status and send status updates to the citizen as per the Notification component.</td>
</tr>
<tr>
<td>23.</td>
<td>The System will be able to generate MIS reports as per the format specified in the table Monitoring Report.</td>
</tr>
<tr>
<td>24.</td>
<td>The System will have a facility for forwarding of the application, with remarks to any person in workflow registered with the System.</td>
</tr>
<tr>
<td>25.</td>
<td>The System will support multilingual interface (Bengali, Bodo, Assames and English) as per Localization and Language Technology Standards for National e-Governance Plan defined in e-district guidelines. Admin can configure the language in which the certificate should be generated district-wise as well as service-wise.</td>
</tr>
<tr>
<td>26.</td>
<td>The e-District Application supports Digital Signatures under the Controller of Certifying Authorities.</td>
</tr>
<tr>
<td>27.</td>
<td>The Digital Signatures used and the e-District Application provides the Time Stamping of the act of Digitally Signing a document as mandated by the IT Act 2000.</td>
</tr>
<tr>
<td>28.</td>
<td>Certificate output security features barcode and QR code used in eDistrict application.</td>
</tr>
<tr>
<td>29.</td>
<td>Citizen can verify the authenticity of the certificate through the certificate verification module present in the login screen in eDistrict portal. If a valid certificate number is entered and submitted then the corresponding certificate pdf is fetched from the repository and displayed.</td>
</tr>
</tbody>
</table>

### 3 How to Login in eDistrict Portal?

The application allows only the authentic users to login to the system.
There are two authentication mechanisms implemented in the system:

1. User id and Password combination.
2. Biometric Device

1. **User id and Password combination**: User needs to enter the correct username and password.

2. **Biometric Device Authentication**: In this mechanism the finger print of the user is registered first. This is a onetime process and once registration is done the system will ask for the user’s fingerprint using the biometric device subsequently.

### 3.1 Imaging page after successful login

- After successful login for the first time, User gets a window to change his/her password.

- User has to Enter old password and has to enter a new password.
- After successful updation, status shows as password has been changed.

3.2 Biometric Registration Process
- Enter user Id and password, click on “Login”:

- One window appears:
Mark the checkbox and click on “Run” button:

Window appears:
Press finger on biometric device, (it will scan fingerprint) -> click on "Capture R1":
➢ For confirmation, again Press finger on biometric device,(it will scan fingerprint )-click on “Capture R2”:

➢ Click on “Register” button:
3.3 Biometric Login Process
Once biometric is enabled via administrator then only biometric registration or login screen will be enabled.

Enter user-Id and password, click on “Login”: 
One window appears:

Mark the checkbox and click on “Run” button:
One window appears:

Press finger on biometric device, (it will scan fingerprint ) - click on “Capture”:

Click on Verify button:
If verification process is successful user will be taken to the Home page:

- Welcome
  - e-District State Wide Rollout Project

- Services
  - Bakjul Clearance Certificate (N0, P0)
  - Permission for Fairs Events (N0, P0)
  - Nest of Kin Certificate (N0, P0)
  - Permission for Delayed Birth Registration (N0, P0)
  - Permissions for Delayed Death Registration (N0, P0)
  - Permanent Resident Certificate (N0, P0)
  - Information Under RTI (N0, P0)
  - Senior Citizen Certificate (N0, P0)
  - Special Events under section OneFourFour (N0, P0)
  - Stamp Vendor

If verification process isn’t successful, an error message will appear
3.4 If any official forgot his/her password:

- Click on the link “Forgot Password”
FAQ

- A new window appears, enter username and valid Email-Id (Email ID should be registered in user’s details), click on Submit button.
- Password will be sent to user’s registered Mail-ID, user has to login into his registered email account and get his password details.
- “Click here to Login “ link will redirect the user to Login Page

- If login process is successful user will be taken to the Home page:
3.5 How to change Password?

- Click on “Change Password”

Password Policy: Password should contain min. 8 characters, at least 1 lowercase letter, at least 1 uppercase letter, at least 1 special character(!@#$%^&+=) and should not contain any blank space.

- New window appears with a status
4 How and where to check new and pending applications?

4.1 Application Process stages

4.1.1 Dashboard use:
- After successful login of any official dashboard will be showing.
- To access the particular application user needs to clicked on corresponding “Select”
- In this page there are two lists “New”/ “Pending”.
- To view new Application click on “New” option.
- For Bulk forward, Only Approving Authority has right to select all applications by clicking checkbox.
- To view the pending application for approval click on “Pending” option.
- User can logout from his/her account by clicking on “Logout” link.
4.1.2 How to forward any application?

- Respective departmental user can view the application details as well as the attached supporting documents. To view a document click on the “View” option.

- Select Actions, Forward button needs to be selected
 ➢ Once select forward button, Select User option will appear and once click on remarks, Application forwarding message shown on screen. Needful comments should be written into the field “Remarks”
Status shows as application has been successfully forwarded to concern DA.

4.1.3 How to preview and approve any application?

- If verification reports OK then DPS approves and digitally sign the certificate
- DPS has option to view attached document

“Approve” button needs to be selected
- Needful comments should be written into the field “Remarks”
- Approving Authority can Preview of the certificate before digitally signing.
- Preview button needs to be clicked
If supporting documents and reports are OK then DPS approves the certificate. To approve an application Approving Authority has to insert the digital signature dongle in his system and click on approve button.

Approving Authority has to check the checkbox and click on “Run” button.
DPS has to follow the below steps:
1) Click on “Load”
2) Enter Password
3) Select Digital Signature by using Drop-down option
4) Click on “Sign”

Confirmation should be given by clicking “OK” button in the alert massage
Status shows as application has been successfully approved

4.1.4 How to reject any application?
If verification reports are not OK then Approving Authority rejects the application with Justification and the intimation is given to the applicant via SMS.
The “Reject” button needs to be selected
Needful comments should be written into the field “Remarks”
30

- Confirmation should be given by clicking “OK” button in the alert massage

- Status shows as application has been Rejected

4.1.5 How to Send Back any application?
- There is an option to Send Back an application to the previous user in the workflow for further information is required.
- “Send Back” button needs to be Selected
- Needful comments should be written into the field “Remarks”
Confirmation should be given by clicking “OK” button in the alert massage.

Status is showing once sent back.

5 About Action button

a. Various buttons for processing an Application

Forward:

- Needful comments should be written into the field “Remarks”
- Forward button needs to be clicked
FAQ

Application forwarding message shown on screen

Send Back:
- There is an option to Send Back an application to the previous user in the workflow for further information is required.
- Needful comments should be written into the field “Remarks”
- “Send Back” button needs to be clicked
- Confirmation should be given by clicking “OK” button in the alert massage

Approve:
- If verification reports OK then DPS approves and digitally sign the certificate
- Needful comments should be written into the field “Remarks”
- “Approve” button needs to be clicked
- Confirmation should be given by clicking “OK” button in the alert massage

Preview:
- User can Preview of the certificate before digitally signing.
- “Preview” button needs to be clicked
- Confirmation should be given by clicking “OK” button in the alert massage

Revert:
- If application is not complete in all aspects DA update the status “Pending application Feedback” and reverts back to DPS. DPS in turn reverts back the application to SSDG for necessary correction/modification.
- Needful comments should be written into the field “Remarks”
- “Revert” button needs to be clicked
- Confirmation should be given by clicking “OK” button in the alert massage

Reject:
- If verification reports are not OK then DPS rejects the application with Justification and the intimation is given to the applicant via SMS.
- Needful comments should be written into the field “Remarks”
- “Reject” button needs to be clicked
- Confirmation should be given by clicking “OK” button in the alert massage

b. Selecting Comments Check Boxes
- Respective departmental user can select predefined remarks to process the application, for any additional remark official can write into the box

c. Highlight previous comments?

d. How to Forward an application?
If application complete in all aspects departmental user forwards the application, departmental user has to select predefined remark or add comment in the comment box as shown in fig

![Image of application processing]

e. Status shows where an Application is Forwarded to next Official

![Image of application forwarding]

6 About Report details

6.1 MIS Reports

a. Selection criteria – Service, District, Office Type, Office, Status, Official, From Date, To Date

b. Functionality of Report – Provide a list of Applications satisfying selection criteria
In fig: Selection conditions are showing

<table>
<thead>
<tr>
<th>Permanent Resident Certificate</th>
<th>District: Barpeta</th>
<th>Office: DC Office Barpeta</th>
<th>STATUS: In Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>MABUBUR RAHMAN</td>
<td>55ED/PRC/53175</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>MARINA DAR</td>
<td>55ED/PRC/53222</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>DEBUNKAR DAR</td>
<td>55ED/PRC/53285</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>PRATIMA SARKAR</td>
<td>55ED/PRC/53423</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>JURI NATH</td>
<td>55ED/PRC/53634</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>MOHAMMAD SUMM RAHMAN</td>
<td>55ED/PRC/54039</td>
<td>30-09-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>ALAKA MANDAL</td>
<td>55ED/PRC/54285</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>ANITA AKTAR</td>
<td>55ED/PRC/54346</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>ALMINA SADAT</td>
<td>55ED/PRC/54377</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>NAVIDA BEGUM</td>
<td>55ED/PRC/54484</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>DEEPAK TALUKDAR</td>
<td>55ED/PRC/54912</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>UPASANA TALUKDAR</td>
<td>55ED/PRC/54990</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>TALASHA NASIR</td>
<td>55ED/PRC/54999</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>JUGASMITA MORDER</td>
<td>55ED/PRC/55004</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
<tr>
<td>ANOWARA AHMED</td>
<td>55ED/PRC/55057</td>
<td>01-10-2015</td>
<td>DRABUL SARKAR</td>
</tr>
</tbody>
</table>

In fig: output of the report is showing

6.2 Summary Reports

a. Selection Criteria - Date Selection
b. Functionality of Report – Provide a list of Number of Applications satisfying selection criteria –
   -> Applications are classified as Number of Applications pending at District, Sub Division, Circle office;
   
   -> Number of Applications Approved, Number of Applications Rejected, Number of Applications with NO officials
c. Output of the report
In fig, selection conditions are showing

In fig, report output is showing

6.3 Diety Reports

a. Selection Criteria - Date Selection
b. Functionality of Report – Provides a District Wise list of Number of Applications satisfying selection criteria – Applications Approved, Applications Received
c. Output of the report:
In fig, based on selection conditions report output is showing

6.4 Official Reports

a. Selection criteria – Service, District, Office Type, Office, Designation, Gender, Biometric Enabled, Is Published
b. Functionality of Report – Provide a list of Officials satisfying selection criteria
c. Output of the report:

In fig: Selection conditions are showing
In fig: output of the report is showing

7 District Admin Roles and Responsibilities:
Following are the roles and responsibilities of District Admin:

- Create a user
- Update a user
- Service role revocation and transfer services
- Deactivate a user
- Define service workflow
- Service wise certificate output language configuration
- Update asset management module
- Reports and MIS

7.1 Create a User:
District Admin needs to enter the correct username and password, after successful login home page will appear.

Click on Link “User”
Example: To create a user with Name "M Abdul Rasid", please follow the below steps:

District Admin has to search with the first name that is "M Abdul", if record does not come District Admin has to check with the Last name example "Rasid". Sometimes result will not come though we put last name or first name then District Admin has to use partial name example "M" or "Abdul" or 'Rasid". If user is not present then only create a new user

Before entering details, District admin has to create userID. Example for user “M Abdul Rasid”, UserID will be "MABDULARASID" (firstname+lastname), if userID is not present then only use this userID. If this user ID is present it means another user already uses this ID, in this case admin has to create a new userID as "ABDULARASID" or "ABDULARASIDM"

- Click on "Add"

- District Admin has to fill the fields. FYI User Type should be "Official". If email-Id data is not with District Admin, District Admin has to fill with "dummy@email.com", Display name will be first name and last name for example display name will be for this user is M Abdul Rasid
FAQ

➢ Set Biometric and Dongle Enabled as "NO"

➢ Click on "Submit"

To assign service, role, office type, office:

➢ Search the user -> click on go under assign column
After clicking Go, the below window appears. District Admin has to select service, role, office type and office step by step.

Click on Submit.

7.2 Update a user:
- District Admin needs to enter the correct username and password. After successful login home page will appear.
To update a user, please find the below steps

Example: To update a user "Mukul Kathar"

- Admin has to search with the first name that is "Mukul", if record doesn’t come Admin has to check with the Last name example "Kathar". Sometimes result will not come though we put last name or first name then Admin has to use partial name example "Mu" (from first name Mukul) or "Kat"(from last name Kathar)

To update any personal information of any user, go to “Edit”->update information->click on Update

- Above record is showing that user is already present in the application. If any user is already present in the application, Admin has to update his profile by adding the new service.
- If we want to add one more service to them
- Admin has to click on "GO" under the column "Assign role"
After clicking Go, the below window appears. Admin has to select service, role, office type, office step by step.

Admin has to fill the fields with required data.
Admin has to click on "Submit"

7.3 Service-Role Revocation and Transfer services
District Admin needs to enter the correct username and password, After successful login home page will appear.

Click on “Go” under “Assign Role”
Click on Edit

Select OfficeType *

---Select---

Select Office *

---Select---

Submit  Cancel

Service And Role Details

<table>
<thead>
<tr>
<th>S.No</th>
<th>Service</th>
<th>OfficeType</th>
<th>Office</th>
<th>Role</th>
<th>Action</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Non Creamy Layer Certificate</td>
<td>DC Office</td>
<td>DC Office Golaghat</td>
<td>Approving Authority</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>2</td>
<td>Permanent Resident Certificate</td>
<td>DC Office</td>
<td>DC Office Golaghat</td>
<td>Approving Authority</td>
<td></td>
<td>Active</td>
</tr>
<tr>
<td>3</td>
<td>Senior Citizen Certificate</td>
<td>DC Office</td>
<td>DC Office Golaghat</td>
<td>Approving Authority</td>
<td></td>
<td>Active</td>
</tr>
</tbody>
</table>

Uncheck “Publish button” and click on Update.
If user has pending application under that service, a message will appear.

All pending applications need to be assigned to another user.

For that click on “Submit “ button

Click on service
Select application and select a user, enter remarks and reassign that application to another user.

Note: For this, another user should be present who delivers the particular service; otherwise dropdown menu will not show any user’s list.

### Deactivate a user:

- To deactivate a user -> Service-Role Revocation and Transfer all assigned services to another
user (please refer point 2.3)

- District Admin needs to enter the correct username and password, After successful login home page will appear.

Search the user -> Click on Edit ->

Uncheck the “Publish button”

Click on Update

7.5 Define Service workflow

- District Admin needs to enter the correct username and password, After successful login home page will appear. Click on Services
- For some services Different districts follow different workflows. District admin has rights to add workflow as per their District.
- If any District admin wants to create any workflow of any particular services, Admin has to follow two steps:

1. Assign Roles in respective Service and 2. Configure Workflow steps
1. To assign any role -> click on Assign Role -> select required roles -> click on “Update”

2. Configure Workflow Steps: To configure any workflow Admin should understand the application process stages. Depending on access rights of officials admin can define the step actions to official.

**When to select “Forward”:**

- Respective departmental user can view the application details as well as the attached supporting documents; by clicking forward action one official can forward the any application to another official to take necessary action. Every official has this access right.

**When to select “Approve”**

- Only Approving authority can “Approve” any application, If verification reports OK then DPS approves and digitally sign the certificate.

**When to select “Revert”**

- Only approving authority can Revert any application, If application is not complete in all aspects DPS reverts back the application to SSDG for necessary correction/modification.

**When to Select “Reject”**
Only approving authority can Reject any application. If verification reports are not OK then DPS rejects the application with Justification and the intimation is given to the applicant via SMS.

Steps for Sending Back the application

- There is an option to Send Back an application to the previous user in the workflow for further information is required, by default this feature will be added to every official.
- District Admin has to select Action Button as per process flow.
- Admin has to define forward as well as backward processes to in workflow.

example: For PRC,

**Forward process**: Approving Authority->Dealing assistant->Circle Officer->SK->Lot Mondal

**Backward process**: SK-> Circle Officer ->Dealing assistant-> Approving Authority

Same way Admin has to define this in workflow steps:

<table>
<thead>
<tr>
<th>Role</th>
<th>SLA Minutes</th>
<th>Step Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Warning</td>
<td>Escalation</td>
</tr>
<tr>
<td>Approving Authority</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Dealing Assistant</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Circle Officer</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>SK</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Lot Mondal</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>SK</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Circle Officer</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Dealing Assistant</td>
<td>2880</td>
<td>2880</td>
</tr>
<tr>
<td>Approving Authority</td>
<td>2880</td>
<td>2880</td>
</tr>
</tbody>
</table>

**For Birth Certificate,**

**Forward process**: Approving Authority->Dealing Assistant

**Backward process**: Dealing Assistant-> Approving Authority
Click on Submit

7.6 Service wise certificate output language configuration

District Admin needs to enter the correct username and password, After successful login home page will appear.

Click on Service
Click on Service Certificate Language

Select required Service and click on Update
7.7 **Update Asset Management Module:**
District Admin needs to enter the correct username and password, After successful login home page will appear.

Click on Asset Link:
- Fill the selection criteria, on basis of it output will be showing

- When view log is clicked:
Log will be showing:

When edit is clicked:

Details can be updated
7.8 How to solve Hidden application issue from UI?

Steps:
a. Login as District Administrator.
b. Click on the option “Hidden Application” in the side menu.
c. Enter the Hidden Acknowledgement No in the space provided and click on “Submit”.
d. It will show Some Application related details like Current Office, current Official etc.
e. By putting appropriate remarks, click on “Reassign” button.
f. If it is done, it will show a successful reassigned message with the official name.
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgement No</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Application ID</td>
<td>12345</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Applicant Mobile No</td>
<td>[Input field]</td>
</tr>
<tr>
<td>District</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Sub-Division</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Revenue Circle</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Role</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Service Category</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Office</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Service Role Messages</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Feedback Log</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Application Hescal</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Hidden Application</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Application Reassignment</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Remarks</td>
<td>[Input field]</td>
</tr>
</tbody>
</table>

- **Admin Module**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acknowledgement No</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Application ID</td>
<td>12345</td>
</tr>
<tr>
<td>Applicant Name</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Applicant Mobile No</td>
<td>[Input field]</td>
</tr>
<tr>
<td>District</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Sub-Division</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Revenue Circle</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Role</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Service Category</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Office</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Service Role Messages</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Feedback Log</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Application Hescal</td>
<td>[Input field]</td>
</tr>
<tr>
<td>Hidden Application</td>
<td>[Input field]</td>
</tr>
</tbody>
</table>

- **Success Message**

Application SED/ID/RE/DSE/19/01/28 Successfully assigned to Alok Bora.
7.9 How to reassign any application from one official to another (within same office)?

a. Login as District Administrator and click on the “Application Reassignment” option in the side menu.
b. Enter the Acknowledgement no in the space provided and click on “Submit” button.
c. It will show some Application related details like Current Office, Current Officials etc.
d. Provide the details like Office type, Role and User to which the application should be reassigned.
e. Provide suitable remarks and click on the “Reassign” button.
f. It will display a message with the official name after successful reassignment.
7.10 How to roll back any application?

a. Login as District Administrator.
b. Click on “Application Rollback” Option from the side menu.
c. Enter the Acknowledgement No in the space provided and click on “Submit”.
d. It will show all the previous remarks.
e. Put appropriate remarks and click submit.
f. A successful rolled back message will be displayed if the rollback is successful.
FAQ
7.11 How to install Java & Dongle Drivers?

Step 1: Copy JAVAINSTALL folder from Pendrive to Desktop & extract it.

Step 2: Open the folder and run "execute.sh" by clicking “Run in Terminal”
Step 3: This script will run in the terminal and will ask for the system password.

Step 4: Type “A” when the following lines comes.
Step 5: Note down the IP address

Digital Signature Registration process:

Step1 : Enter Username and Password for login.
Step 2: Click on “Register DSC” for register the Digital Signature.

Step 3: Click on “Load” button.
Step 4: One window appears:

![Security Warning Window]

Step 5: Mark the checkbox and click on “Run” button:
Step 6: Click on “Load” button again.

Step 7: Enter the Digital Signature password
Step 8: Dongle ID will popup and click on “OK” button.

Step 9: Click on “Read Dongle ID” , then Dongle ID and validation will appear in the respective boxes.
Step 10: Click on “Submit” button for the confirmation of Digital Signature Registration

****************************End of the document****************************