E-District Project, Assam

#### e-District Users' Application Manual

Product
Assam State Wide Roll out e-District Project

Document Title User Manual

Last Review on 01-07-2015

#### **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



# E-District Project, Assam

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**

1	ASS	AM E-DISTRICT OVERVIEW	4
	1.1	Overview of e-governance & NeGP	4
	1.2	Overview of SP & SSDG	4
	1.3	Functions of State Portal	4
	1.4	State Service Delivery Gateway (SSDG)	5
	1.5	Functions of SSDG	6
	1.6	Services offered by SSDG	6
	1.7	Services considered under SP & SSDG project	7
2	Pur	pose & Scope	8
3	Dist	trict Admin Roles and Responsibilities:	8
	3.1	Create a user:	8
	3.2	Update a user:	13
	3.3	Service-Role Revocation and Transfer services	16
	3.4	Deactivate a user:	20
	3.5	Define Service workflow	21
	3.6	Servicewise certificate output language configuration	24
	3.7	Update Asset Management Module:	26
	3.8	Reports and MIS	28
	3.8.	1 MIS Report	29
	3.8.	2 Summary Report	29
	3.8.	3 Deity Report	29
	3.8.	4 Officials Report	29



E-District Project, Assam



E-District Project, Assam

#### 1 ASSAM E-DISTRICT OVERVIEW

#### 1.1 Overview of 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 Overview of 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 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).



E-District Project, Assam

- 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 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)).



E-District Project, Assam

#### 1.5 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 interdepartmental 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 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.



E-District Project, Assam

- 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.



E-District Project, Assam

- 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.

#### 2 Purpose & Scope

Aim of e-District portal is to create an integrated IT platform for District Administration and its subordinate offices, to use IT primarily to increase information quality, improve overall efficiency and effectiveness in the Government processes, along with convenience in operations.

#### 3 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

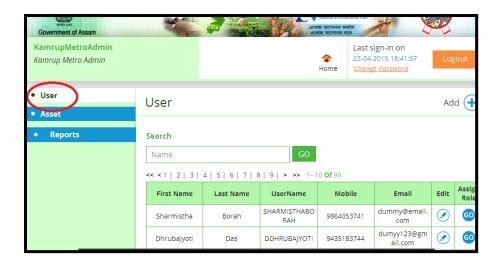
#### 3.1 Create a User:

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

Click on Link "User"



E-District Project, Assam



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", User-Id will be "MABDULRASID" (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 "ABDULRASID" or "ABDULRASIDM"



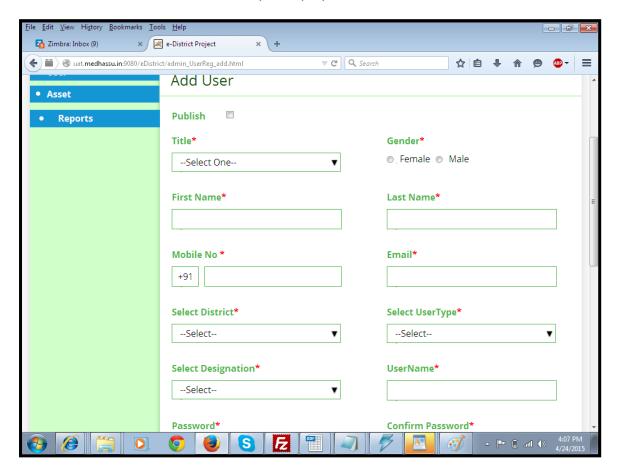


E-District Project, Assam

#### Click on "Add"



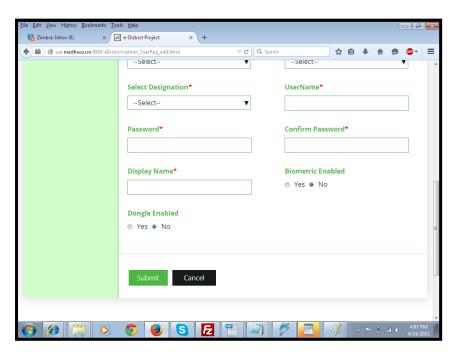
District Admin has to fill the fields .FYI User Type should be "Official". If email-Id data is not with District Admin, District Admin has to fill with "dummy@email.com',Display name will be first name and last name for example display name will be for this user is *M Abdul Rasid* 





E-District Project, Assam

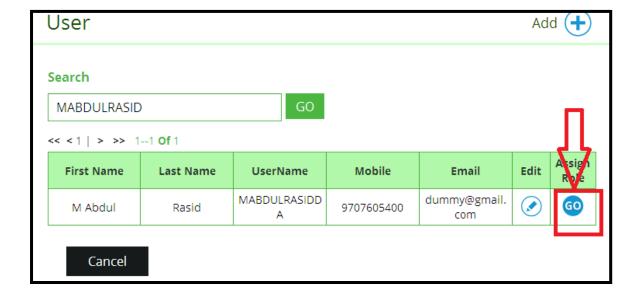
Set Biometric and Dongle Enabled as "NO"



Click on "Submit"

#### To assign service, role, office type, office:

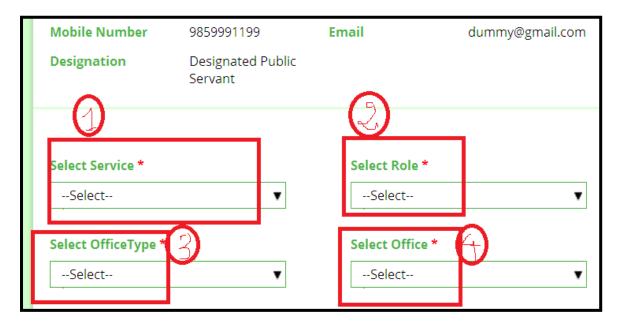
Search the user ->click on go under assign column





E-District Project, Assam

After clicking Go, the below window appears. District Admin has to select service, role, office type and office step by step.



Click on Submit.

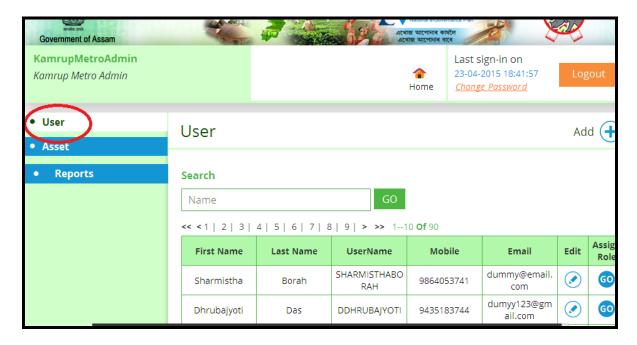


E-District Project, Assam

#### 3.2 Update a user:

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

#### Go to User



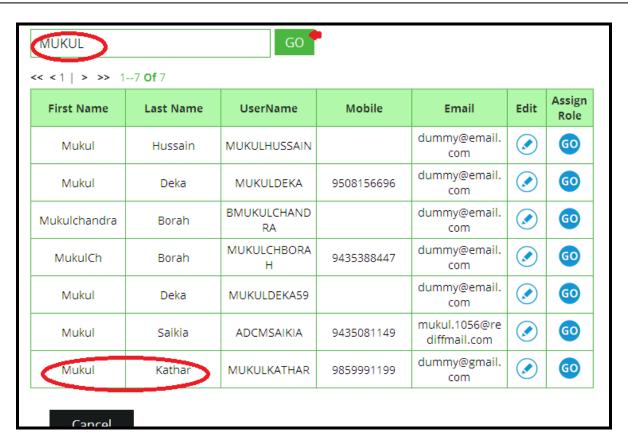
To update a user, please find the below steps

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)



E-District Project, Assam



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

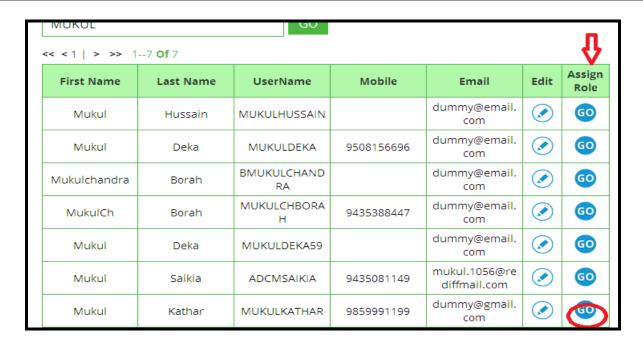
Above record is showing that user is already present in te application. If any user is already present in the application, Admin has to update his profile by adding the new service.

If we want to add one more service to them

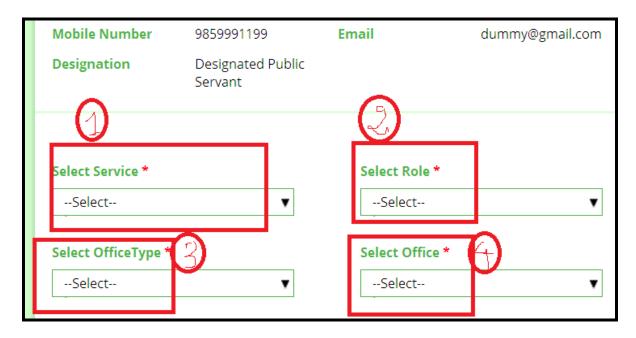
Admin has to click on "GO" under the column "Assign role"



E-District Project, Assam



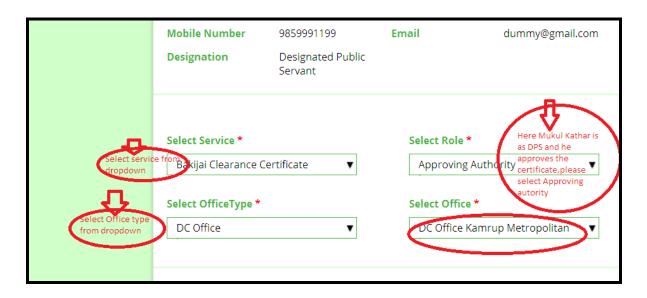
After clicking Go, the below window appears. Admin has to select service, role, office type ,office step by step.



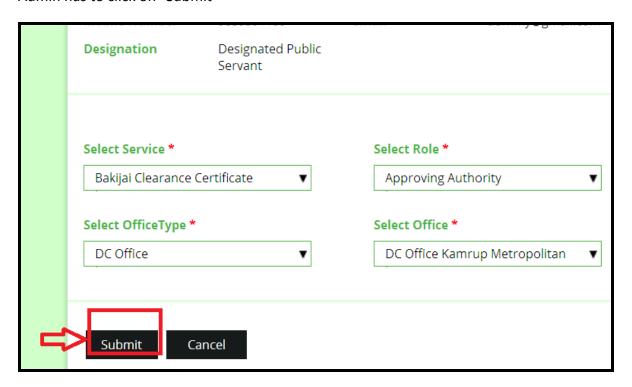
Admin has to fill the fields with required data.



E-District Project, Assam



Admin has to click on "Submit"



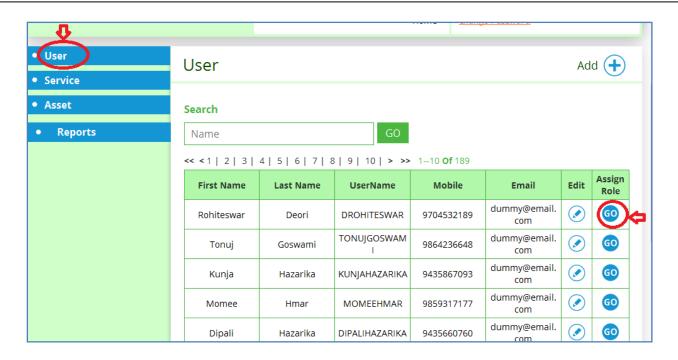
### 3.3 Service-Role Revocation and Transfer services

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

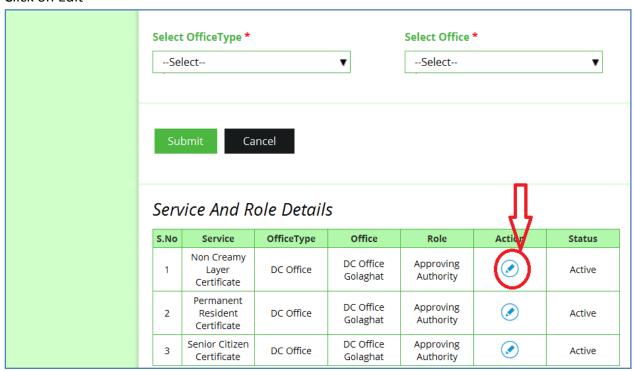
Click on "Go" under "Assign Role"



E-District Project, Assam



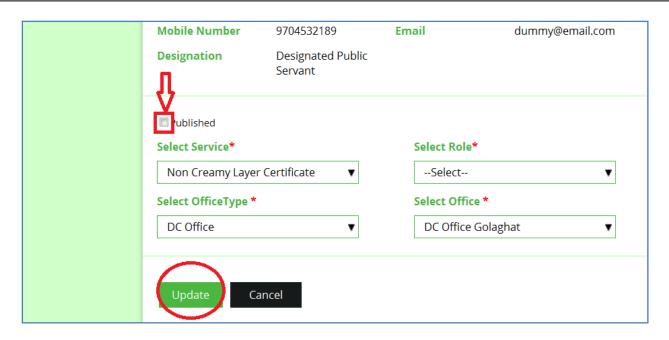
#### Click on Edit



Uncheck "Publish button" and click on Update.



E-District Project, Assam



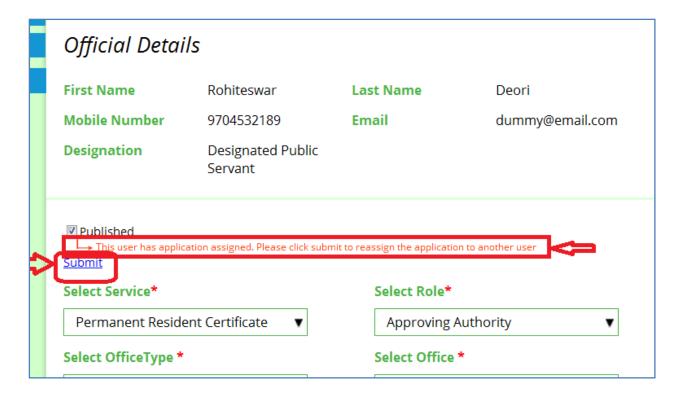
If user has pending application under that service, a message will appear.

All pending applications need to be assigned to another user.

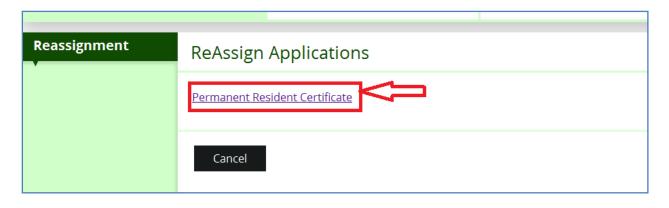
For that click on "Submit " button



E-District Project, Assam



#### Click on service

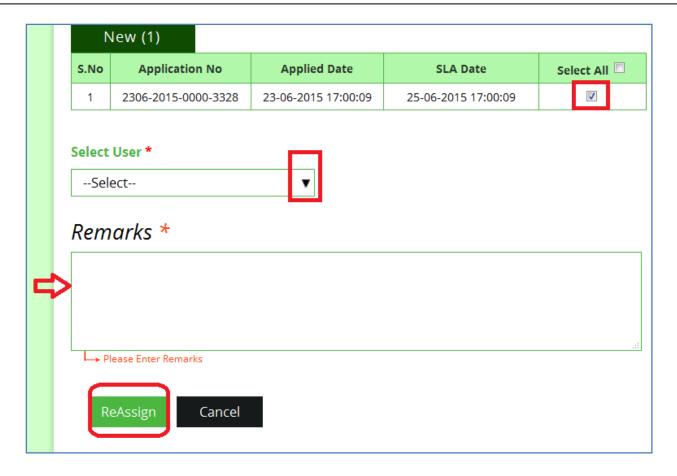


Select application and select a user, enter remarks and reassign that application to another user.

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



E-District Project, Assam

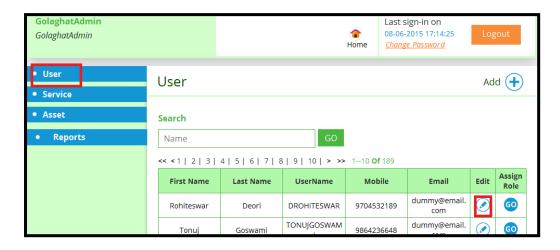


#### 3.4 Deactivate a user:

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.

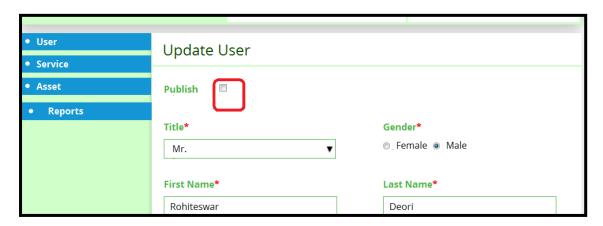
Search the user->Click on Edit->





E-District Project, Assam

Uncheck the "Publish button"



Click on Update

#### 3.5 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"



E-District Project, Assam



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.



E-District Project, Assam

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:

	SLA M	SLA Minutes*		Step Actions *					
Role*	Warning	Escalation	Forward	Approve	Reject	Revert	Manual Foward		ion
Approving Authority	▼ 2880	2880	V			X		•	ŵ
Dealing Assistant	▼ 2880	2880	V					•	ŵ
Circle Officer	▼ 2880	2880	V					<b>⊕</b>	ŵ
SK	▼ 2880	2880	V					<b>⊕</b>	ŵ
Lot Mandal	▼ 2880	2880	V					•	ŵ
SK	▼ 2880	2880	V					•	ŵ
Circle Officer	▼ 2880	2880	V					•	m
Dealing Assistant	▼ 2880	2880	V					•	â
Approving Authority	▼ 2880	2880		V	V	X		<b>(+)</b>	ŵ

Please don;t select Revert action for any officials

I

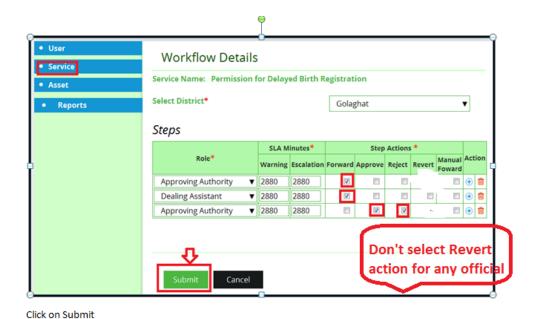


E-District Project, Assam

#### For Birth Certificate,

Forward process: Approving Authority->Dealing Assistant

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



Click on Submit

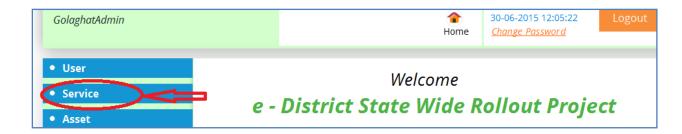
# 3.6 Servicewise certificate output language configuration

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

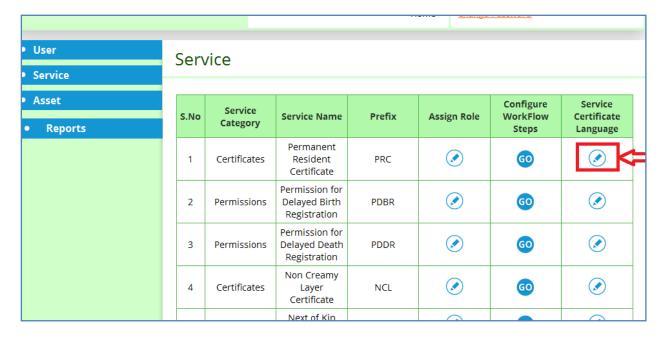
Click on Service



E-District Project, Assam



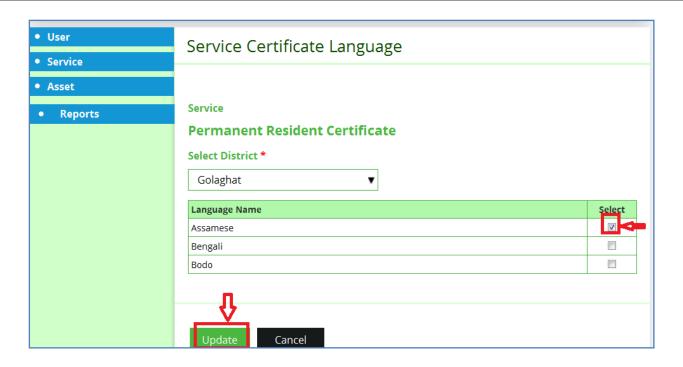
#### Click on Service Certificate Language



Select required Service and click on Update



E-District Project, Assam



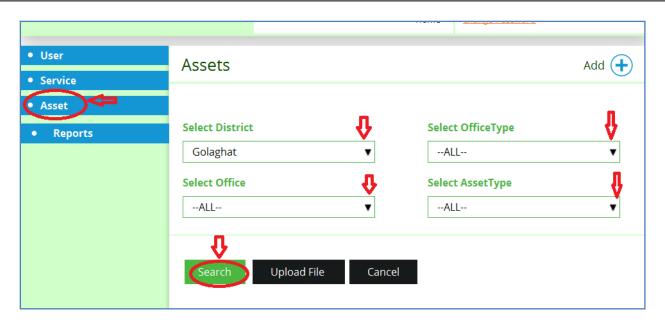
# 3.7 Update Asset Management Module:

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

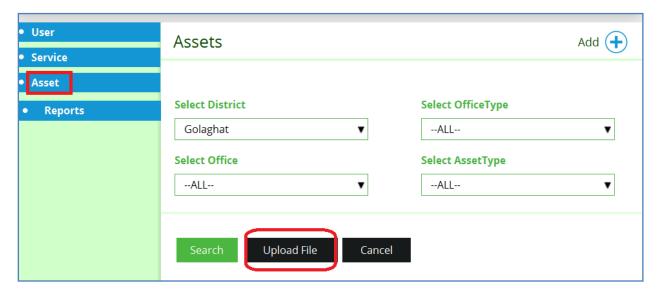
Click on Asset Link: By using filter Admin can search Asset.



E-District Project, Assam



To add an Asset, click on upload file



Click on browse and select the file, after selecting the file ->click on upload button.

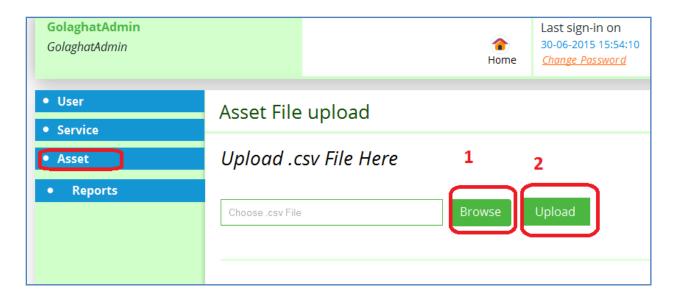
Note: There will be one csv file format which needs to be uploaded.

For your reference, template will be in below format

	Serial	Office	District		Model
AssetName	No	Туре	Name	Office Name	No
				Barpeta District	
desktop	d12378	DC office	Barpeta	Office	
				sonitpur district	
upsd	u12345	DC office	sonitpur	Office	



E-District Project, Assam



#### 3.8 Reports and MIS

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

Click on Reports



Short brief description of the Reports



E-District Project, Assam

#### 3.8.1 MIS Report

It generates reports based on Service Name, District, Office Type and data range. There is also facility to filter application based on the status (In Progress/Approved/Rejected etc.) of an application.

#### 3.8.2 Summary Report

Its a detail report that will describe Total number of application office wise (DC Office/Sub Division office/CO) along with Total approved/Reject based for every service of a given district based on selected date range

#### 3.8.3 **Deity Report**

It will display the total count of Received/Approved/Rejected etc. for each service of a given district base on selected date range

3.8.4 Officials Report -- It will display the details of district, service, respective office of a specific designation. It will also provide facility to filter officials based on Dongle/Biometric devices and gender.

