Detailed Architecture

MeghEA: Strategic Pillar - Entrepreneurship

Government of Meghalaya
Planning Department

Document Control

Revision History

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1. Introduction

Government of Meghalaya has prudently adopted Sustainable Development Goal 2030 as the guided baseline for MeghEA framework and embarked on efficient and effective governance by establishing of four strategic pillars (Human development, Primary Sector, Infrastructure and Entrepreneurship) and two cross-cutting pillars (Environment and Governance).

As per the report of 2019-20 from Department for Promotion of Industry & Internal Trade, Ministry of Commerce and Industry, Government of India; Meghalaya is placed at **34th place in the "ease of doing business" ranking**[1], at the bottom of the 'Aspirers[2]' category. Accordingly, the Planning Department with the consent of other departments, has taken initiatives to simplify the process and setup a conducive ecosystem for new business.

The government is planning to set up growth hubs.

- The idea is to map the cluster and sub-clusters in a block and identify a few competitive products and build the hub around the products.
- The idea is not only to have a sectoral incubator but also a rural technology park to demonstrate the technologies, a mini industrial estate and an EFC (Enterprise Facilitation Centre), all in one place. The government has established the (EFCs), set up in each of the 39 erstwhile blocks of the state.
- The state policy on start-ups aims to emerge as one of the leading "Start-up Hubs" in India by 2023 through strategic partnerships, conducive ecosystem, investment and policy interventions.

A workflow-based digital ecosystem to support the lifecycle of a business unit is envisaged which includes providing services like getting required approvals and provisions to get permits based on transparent guidelines. The ecosystem is also connected in a way that enables business owners to opt-in to receive news about assistance programs, events, and other information, based on what they required for their business and future growth. The objective is to make Meghalaya a leading state for Ease of Doing Business.

Purpose of Detailed Architecture Requirement

The document would guide departments in Entrepreneurship Pillar to effectively leverage ICT (Information and Communication Technology) for the State's overall development and focus on IT dissemination and usage as a crucial engine of economic growth and as a tool for increasing productivity, effectiveness, speed & transparency in service delivery leading to improved quality of life for the citizen, businesses, and internal Governmental agencies. The major stages covered are as below:

- Provides details of goals and services of key departments responsible for Entrepreneurship and the basis by which these departments may facilitate the state to realize its vision.

- Current state assessment of the services being provided by departments under the pillar, its challenges and bottlenecks

- Portfolio of departments' IT systems, data and infrastructure around the state

- Detailed transformation plan for prioritized services

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[1] Source: NitiAayog EoDB Raking

[2] Aspirers: Assessment Score of Business Reform Action Plan, 2017-18 less than 80%

The document explains pragmatic enterprise architecture approach from Vision to actionable framework to improve the cohesiveness amongst the services of Departments, responsible for the growth of entrepreneurship sector.

Target Audiences

The Detailed Architecture includes inputs from various key stakeholders. This document would be further reviewed and used for implementation by the following stakeholders:

- Community and Rural Development Department
- Labour Department
- Tourism Department
- NIC Meghalaya
- Project Coordination Committee
- National E-Governance Division (NeGD)

The Detailed Architecture document and incorporated artefacts would lead to an overall project plan with measurable business success metrics post stakeholder buy-in.

This document is organized as per the below Sections

Chapter 1 – Introduction

Chapter 2 – About the Pillar

Chapter 3 – Entrepreneurship - Business Architecture

Chapter 4 – Application Architecture

Chapter 5 – Data Architecture

Chapter 6 – Technology Architecture

Chapter 7 – Security Architecture

Chapter 8 – Architecture Realization

Chapter 9 – Annexure of various key analysis

2. About the Pillar

2.1 Entrepreneurship Overview

Entrepreneurship is at the core of the state's development vision, to make entrepreneurship a path for state development journey through creation of a dynamic and collaborative ecosystem that enables easy availability of credit, relevant technology, skilling and mentoring support and access to high leverage markets. For livelihood entrepreneurs, credit requirements can be easily facilitated at village level through collectives such as Integrated Village Cooperative Scheme (IVCS) and Self-Help Groups (SHGs).

Figure 1: Current State status of credit linkage for the IVCS and its members

The SHG movement is an evolving system and an ongoing process for a host of activities in the country. It is a voluntary association of people formed to attain collective goals, both social and economic. It is usually a small, economically homogeneous and affinity group of rural poor voluntarily formed to save and mutually agree to contribute to a common fund to be lent to its members as per groups' decisions. In Meghalaya, the SHGs movement began in 1988 through initiatives of NGOs and since then has grown steadily with the intervention of the government through programmes of SGSY, IWEP, IWDP, IFAD, NABARD-SHG linkage Technology Mission on Horticulture and more recently the DAY-NRLM. There are presently more than 17,000 SHGs in the state all of which are linked directly to various programmes of the government and projects run by NGOs. Today, SHGs along with cooperatives are the key movers for micro enterprises development in the state.

The NRLM programme was initially rolled out in 4 Blocks across 3 Districts only under the Resource Block Strategy. Today however, MSRLS operates in all 11 Districts and 44 Blocks as on January 2020 with the remaining 2 Blocks expected to be covered by March 2020. As of date, 16,654 SHGs and 855 village organizations have been formed[3].

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[3]   Source: Meghalaya State Entrepreneurship Promotion Strategy : https://massentrepreneurship.org/wp-content/uploads/2020/02/Meghalaya-Entrepreneurship-Promotion-Strategy-1.pdf

As on January 2020,

- 3,507 Villages entered the NRLM programme
- 16,654 Self Help Groups formed
- 855 Village Organizations formed

The society implemented financial literacy programmes targeted at rural women to overcome the challenges of low awareness and loss due to poor financial management. Using a cadre of trained master trainers, MSRLS has been able to train 9,400 SHGs under Financial Literacy and enrol SHG members in various Social Security Schemes; 5,447 under PMJJBY, 6,387 under PMSBY and facilitated in getting 39,974 enrolled under MHIS.

In terms of livelihood promotion, MSRLS is promoting first generation entrepreneurs through SHG members by providing training, exposure visit and capital support. Additionally, MSRLS also facilitates access to credit from the formal Banking System to enable entrepreneurs to upscale their activities to Nano or Micro Enterprise level. In the last three years, 3,000 SHGs got access to credit from Banks for an amount of Rs 21 cores. Lastly, to connect SHGs and entrepreneurs to markets, MSRLS has created several platforms including the State Level SARAS Fair, facilitation of participation at interstate level fairs/exhibition/Melas and support for FSSAI Registration, Aadhaar registration, pan card application and enrolment in GEM The SHG model enables ordinary women in the rural areas to take the first step to becoming entrepreneurs and uplift their livelihood. MSRLS through to NRLM Program intends to mobilize more women into the SHGs fold, with an aim to reach out to 4 lakhs Household and help create at least 50,000 first generation entrepreneurs by the end of March 2021.

To deliver services, different offices/ delivery centres available in departments contributing to Entrepreneurship Sector are defined in table below:

Sr. No.	Attribute	Community and Rural Development	Labour	Tourism
1	No of Directorates	1	4	1
2	Agencies	5	2	1
3	No of District Offices	11	-	-
4	Assistant Development Commissioner Office	3	-	-
5	No of Block Offices	46	-	-
6	Training Centre	2	1	-

Table 1: Offices/ Delivery Centres in Entrepreneurship Sector

2.2 Vision of Entrepreneurship Sector

The State of Meghalaya has set up a vision to become a "High Income State" by 2030 and to be in the Top ten states in India in terms of GSDP per capita. Entrepreneurship Sector, which is a key component in the State's strategy, needs a vision to ensure the realization of the ambitious target set by the State. Accordingly, its vision is: -

- Top 10 in Ease of Doing Business Index.
- Top 10 in India Innovation Index.
- Top 10 in State's Start-up ranking

2.3 Mission of Entrepreneurship Sector

Achieve the 3 Ps:

- **Promote:** *Create better infrastructure for the tourist destinations and Investment Ecosystem in the state.*
- **Policy:** *Effectively and efficiently, implement the Labour policies and Labour welfare programmes.*
- **Prosper:** *Uplift the socio-economic life of rural people.*
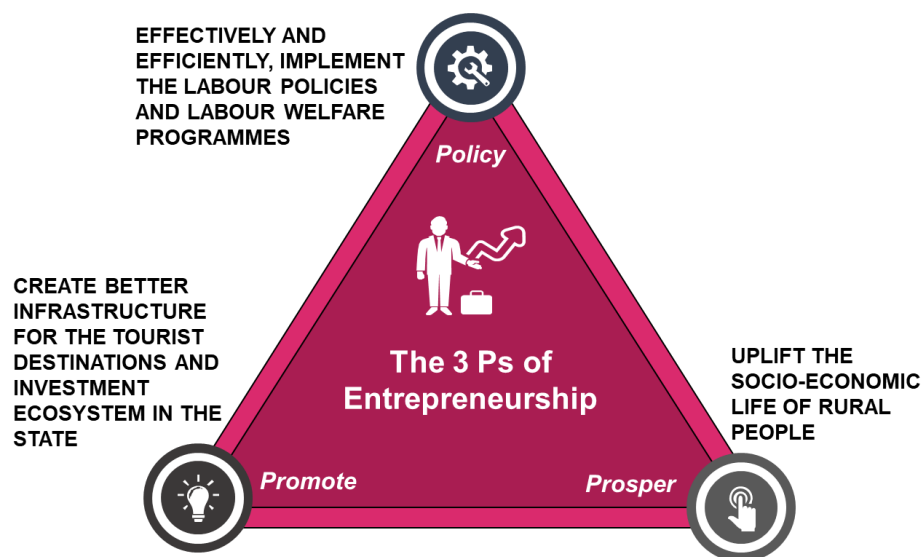
Figure 2: Entrepreneurship Mission - 3 Ps

2.4   Entrepreneurship Sector - Departments Structure

The departments under Entrepreneurship Sector are structured in respective directorates that has mostly inclusive functional role and responsibilities.

The organization structure of Community & Rural Development, Labour and Tourism is illustrated in the below diagram:

Departments	Directorates	Agencies
Community and Rural Development	Directorate of Community & Rural Development	State Institute of Rural Development
		State Rural Employment Society
		Meghalaya State Rural Livelihood Society
		Meghalaya Society for Social Audit and Transparency
		District Rural Development Agency
Labour	Labour Commissioner	Meghalaya Buildings and Other Construction Workers Welfare Board
	Directorate of Employment and Craftsmen Training	Meghalaya State Skills Development Society (MSSDS)
	Chief Inspector of Boiler and Factories	
	Administrative Medical Officers, Employees State Insurance	
Tourism	Directorate of Tourism	Meghalaya Tourism Development Corporation

Figure 3: Organization structure of Entrepreneurship Departments

The detailed functions of the departments and their directorates/ agencies has been detailed in annexure 9.12

Various stakeholders' part of Entrepreneurship ecosystem are as below:

Government:

Labour Department

- Secretariat: - Principle Secretary, Commissioner & Secretary, Secretary, Joint Secretary, Deputy Secretary

- Commissionerate: - Labour Commissioner, Joint Labour Commissioner, Deputy Labour Commissioner, Labour Inspector (HQ), Superintendent, Upper Division Assistant, Statistical Assistant, Lower Division Assistants, Computer Clerk, Typist

- District Labour Office: - Deputy Labour Commissioner, Assistant Labour Commissioner, Labour Inspector, Upper Division Assistant, Lower Division Assistants, Typist

Tourism Department
- Secretariat: - Commissioner & Secretary, Secretary/ under Secretary, Superintendent

- Directorate: - Director, Assistant Director, Executive Engineer, Tourist Officer, Assistant Engineer,
- District Office: - Tourist Officer

Community & Rural Development

- Directorate: - Director, Joint Director, Deputy Director, O.S.D.(Tech), Monitoring Cum Evaluation Officer, Assistant Director (Hqr.), Finance & Accounts Officer, Research Officer, Statistical Officer, Assistant Accounts Officer, Registrar
- District/ Block Office: - Assistant Development Commissioner, Internal Auditor, Accountant, LDA-Cashier, Stenographer, Block Development Officer, Accountants, U.D.As, UDA-Cashier, L.D.A.-Cashier, L.D.A.-Typists, Sub-Engineers, Section Assistants, Sr. Gram Sevaks, Gram Sevaks, Gram Sevikas

Business:

- Various Self-Help Groups, Startups, Entrepreneurs, Factories, Industry, Shops and Establishments etc.

Citizens:

- Tourists, Laborers, Citizen, Village Entrepreneurs, Job Seekers etc.

2.5 Goals of Entrepreneurship Sector

There are *235 indicators defined as part of the MeghEA Vision* which are public service delivery centric and intended to measure the progress of the state in-terms of citizen centric service delivery. Out of these 235 indicators, *16 have been mapped in Entrepreneurship Sector* to achieve the targets and goals as defined by State SDG. The Goals, Targets and Indicators with baseline data and targets to be achieved can be seen at Annexure 9.1

- Indicators Assigned to Entrepreneurship Sector – **16**, please follow list in section 9.1.1
- Indicators under Entrepreneurship Sector and assigned to departments under Entrepreneurship Sector - **8**, please follow section 9.1.2
- Indicators under Entrepreneurship Sector but marked to departments in Other Pillars – **8**, please follow list in section 9.1.3
- Indicators under Other Pillars but marked to departments under Entrepreneurship Sector – **20**, please follow list in section 9.1.4

In addition to above, departments in entrepreneurship sector has defined some internal target to be achieved in near term. Please follow list in section 9.1.5

Below is a depiction of indicators under various goals that have been measured for success:

Goals	1 NO POVERTY	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Number of Indicators as per Vision	2	1	9	4
Number of Indicators (In Scope Depts)	2	1	5	-
Entrepreneurship Sector Departments	C&RD	C&RD	• C&RD • Labour • Tourism	-
Other Departments	-	-	• C&I • Agriculture	C&I

Figure 4: Entrepreneurship Sector Goals, Indicators, Departments Mapping

2.6 Business Capability for Entrepreneurship Sector

A business capability is an ability or capacity that Departments under Entrepreneurship Sector possess or exchange to deliver specific services. Entrepreneurship Sector takes care of all needs of the Entrepreneurs. The identified Capabilities of Community and Rural Development, Labour and Tourism Departments are as below:

Business Capabilities – Entrepreneurship Sector

Regulations	Support Services	Financial Assistance
Registration Management	Employment Management	Medical Insurance
Renewal Management	Employer Management	Scholarships
Inspections	Vacancies Management	Minimum Wages
Monitoring	Daily Wages Job Creation	Pension under NSAP
License Management	Daily Price Information	Maternity Benefits
Certificate Management	Sale Assistance	Benefits under PMAY-G

Fund Management	Capacity Building	Service Mgmt.
Scheme Fund Management	Training	Beneficiary Identification
Establishment Fund Management	Field Officers Training	Beneficiary Management
Salary Fund Management	Promotion & Publicity	Service Application Management
Infrastructure Fund Management	Skill Development	Eligibility Management

Information Management

Figure 5: Entrepreneurship Sector- Business Capability Model

A brief explanation of each of the capabilities is described below:

Regulation: To restrict or regulate the setting up and management of business, multiple registration

or licenses are provided. Capacity to regulate or authorize the services under different acts would include providing registration or license under different acts, and its renewal etc.

Fund Management: Implementation of different schemes and capability to provide financial assistance and infrastructure support for setting up new enterprises or its management. This capability include implementation or providing **financial assistance** under different schemes and programs.

Service Management: Capability to identify the right beneficiaries and manage those beneficiaries. Capability to define the eligibility criteria for each service and ensure requests from eligible beneficiaries are smoothly processed, are key capability traits in this area. For highly matured capability, pro-active beneficiary identification is a key feature.

Capacity Building: Capability to provide Skill Training to Rural Youth, Livelihood Training for Entrepreneurs and Job Seekers, placement linked skilling for youths etc. This capability may also include in-house department stakeholder training.

Information Management: Capability to collect, manage and report the information from Government Departments and Business. This capability also includes collection and assessment of statistical data or returns from the business on compliance to different labour laws.

Support Services: Capability to assist Citizens, groups and business entities in various activities including support for formation of Women Self Help Groups (SHGs), Apprenticeship and support for management of Coaching Cum Guidance Centre (CGC), Getting jobs to the skilled manpower, creation of various committees at Village levels and other support services are included in this capability.

3. Entrepreneurship Sector - Business Architecture

3.1 Key Concepts and Approach

The Business Architecture is an essential key for the design of a good Enterprise Architecture, as it looks at the business vision and the functions/ services required to fulfil that vision, but not the technologies required to be used. The key entity in Business Architecture is Service, be it citizen centric, business centric or employee centric. A successful implementation of Business Architecture requires defining Vision and Goals, Business Process Re-engineering of the services, building service portfolio, rationalize the services and above all, identification of services that are common across the Government or across groups of departments and abstracting them into a set of reusable/shared services, processes and workflows. Similar approach has been taken into Business Architecture of Entrepreneurship Sector which has been defined below step by step.

3.1.1 Key Concepts

- **MeghEA Meta Model:** MeghEA Meta Model describes the types of entities described in Business, Application, Data and Technology architecture domains and the relationships between them. Refer Annexure 9.13 for details.
- **Entrepreneur Life Cycle:** Entrepreneur's life cycle is defined as the sequential arrangement of various stages in a setting up, development, running and closing of a business.

3.1.2 Approach - Service Portfolio Finalization

One of the main objectives of Meghalaya Enterprise is to transform the services of the departments through effective assessment and holistic implementation plan. The key entity in business architecture is Service, be it citizen-facing, employee-facing or internal among departments. The critical outcome related to business architecture – Service Portfolio finalization, deriving plans to ensure services have the Citizen/Business-centricity, Service Prioritization for implementation and Integration of processes. A successful implementation of the aforesaid plan requires a fundamental re-engineering of the Business Processes, elimination of non-value-adds and above all, identification of cross-cutting services that are common across the departments.

The approach towards business architecture is current state service identification, rationalization of service, prioritization of services, re-engineering of the prioritized and plan for implementation of the re-engineered services. The approach and the steps taken to realize the objective is illustrated below:

Service Portfolio: Portfolio from the department stakeholders, **102** services identified with regards to the service delivery channel, service type, locations of service delivery and other additional details as part of service.

- Community and Rural Development Department – 29 services
- Labour Department - 61 services
- Tourism Department – 12 Services

Rationalization: Several services were merged, deleted or marked as internal processes post which the revised service list contains **53** services. The qualified services after rationalization are as below:

- Community and Rural Development Department – 16 services
- Labour Department – 29 services
- Tourism Department – 8 Services

Prioritization: Based on the DSS defined assessment, the maturity of services was categorized as high, medium and low, the complexity of implementation and value to stakeholders (the comparative analysis of indicator mapping), services were considered for prioritization. The department wise 16 services prioritized are listed below:

- Community and Rural Development Department – 3
- Labour Department - 20
- Tourism Department – 5

Total – 28 services

New Services

Basis comparative analysis from secondary research of various states and contextualization with relevant scenarios in Meghalaya, few new services under Entrepreneurship Sector.

01 Service Portfolio from the department stakeholders. 102 services identified with regards to the service delivery channel, service type, locations of service delivery, and several other details regarding the service.

102 Services

02 Detailed analysis, subsume, de-duplication: 49 services were merged/ subsumed within an existing service or marked as duplicate. Post this 53 services were mapped to Indicators.

53 Services

03 Prioritization based on Service Assessment against DSS basis digital maturity- categorized to high, medium and low maturity.
28 services identified as priority services basis "value to stakeholders", degree of complexity in service transformation.

28 Services

Accomplishments:
28 services prioritized for First Phase consideration for Implementation
3 services are planned for new implementation

Figure 6: Service Portfolio Finalization Framework

The steps illustrated above are detailed in following sections.

3.2 Current State Assessment

3.2.1 Service Overview

Government Service is one that is provided by a government agency to its citizens, businesses, employees or other government agencies, in any form of delivery. A service may have several components, process steps, service levels and performance metrics

A service should have ONE beneficiary (Citizen, Business, Employee or Other Government Agency) and only ONE key outcome such as Registration Certificate, License, Information, Financial Assistance etc.

The services of Entrepreneurship Sector have been categorized in different service domains. These are illustrated below:
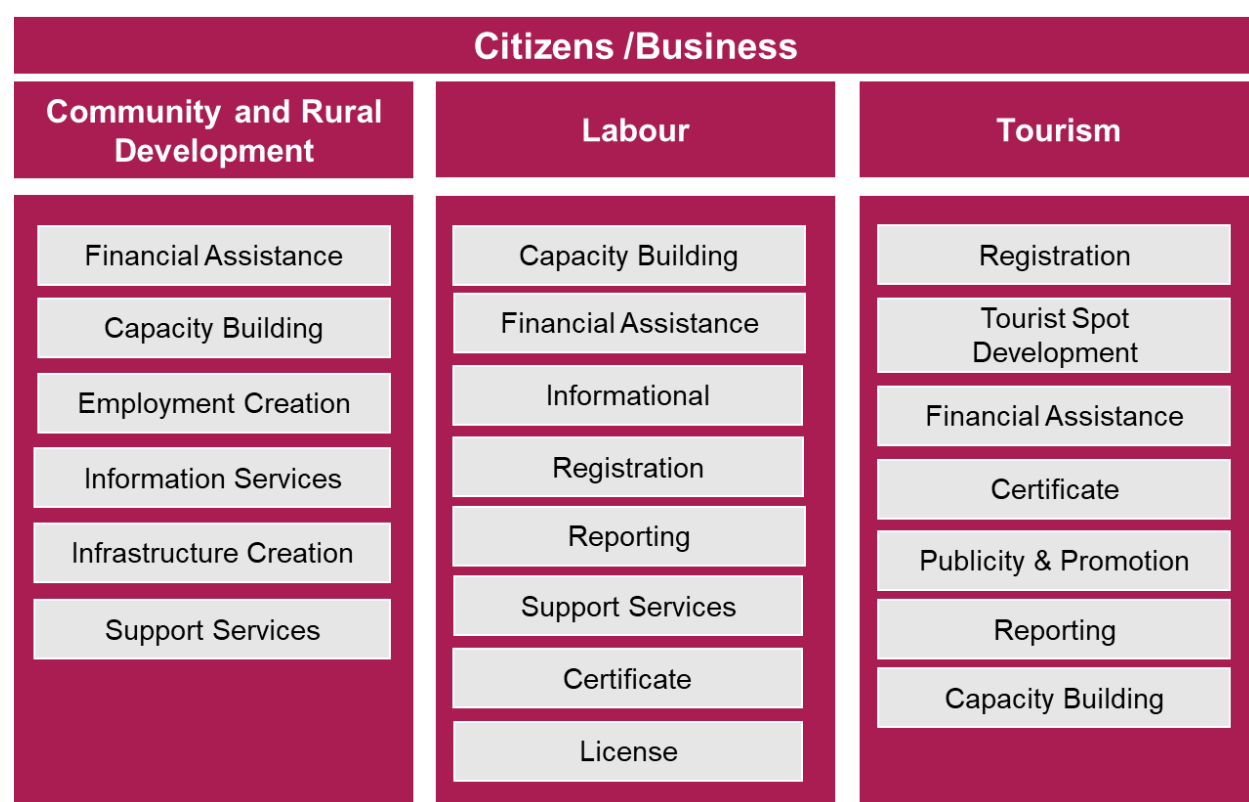
Figure 7: Service Domains of Entrepreneurship Sector

Financial Assistance: The service domain focuses on providing financial assistance to the beneficiaries which includes Widows, Disabled persons, BPL families, stipends to students etc. based on the eligibility criteria.

Capacity Building: Service domain intended for management of trainings, capacity building programs. Services includes, training programs for Rural Youth, Livelihood Training for Farmers, placement linked skilling under for youths, support for formation of Women Self Help Groups (SHGs), Apprenticeship and support for management of Coaching Cum Guidance Centre (CGC).

Employment Creation: Services which focus on creation of employment for the citizens of the state are grouped together in this domain. Services include Generate wage employment, 100 days

employment to Rural Household(MGNREGS), Formation of Women Self Help Groups etc.

Information Services: The service domain focuses on collecting and reporting information Government to Government Departments and Business to Governments, manly vacancy reporting. Services also include collection and assessment of retunes under different labour laws.

Infrastructure Creation: Domain of services to develop the underlying infrastructure of entrepreneurship sector. Service Include mainly the development of tourism infrastructure in the state.

Support Services: Services where state government provide support to citizens related to labour health services, start-ups, Self Help Groups Mobilization, Bank Linkages, Local Economic Development, Village level Committees etc.

Registration: To restrict or regulate the setting up and management of business, multiple registration or licenses are provided. Capacity to regulate or authorize the services under different acts/laws would include providing registration under different acts, and its renewal etc.

Publicity & Promotion: Services to facilitate the creation of an enabling environment and infrastructure to accelerate growth in the Industrial and tourism sector.

Certificate: Services related to issuance of certificated are marked in this domain. E.g. Leave Benefits Certificate for Insurance Claim, Competency Certificate, Certificate of Recognition etc.

License: Services related to issuance, Cancellation, Transfer, Amendment and Renewal of licenses related to Factory License, Inter State Migrant Workmen etc.

Reporting: Services related to submission of Vacancies to the Employment exchange and collection and publishing of statistical data related to domestic and international tourists

Tourist Spot Development: Service related to Development and Management of Tourist Spot has been listed in the domain.

3.2.2 Current Service Portfolio

Service discovery stage is to identify and finalize the current list of services offered by departments and corresponding directorates to citizens, businesses and other stakeholders in the ecosystem under preview. Details of all services (G2C, G2G, G2B and G2E), critical to stakeholders offered by any means need to be consolidated along with underlying sub services and processes details at current stage. To help department stakeholders understand the project objectives, service definition and the need for service identification, multiple sessions were organized with each department. With the help of Planning Department, Nodal officer for each department was assigned, who helped in meeting coordination activities and follow-up for data collection. Demonstrations for entering service data and process steps in MeghEA Questionnaire Portal were also give to department officers and nodal officers. The following are the accomplishments from this exercise:

- 102 services identified along with detailed description of the services and process steps.
- All actors associated in the department's service delivery were identified.

Below is diagrammatical representation of the services of departments under Entrepreneurship Sector:
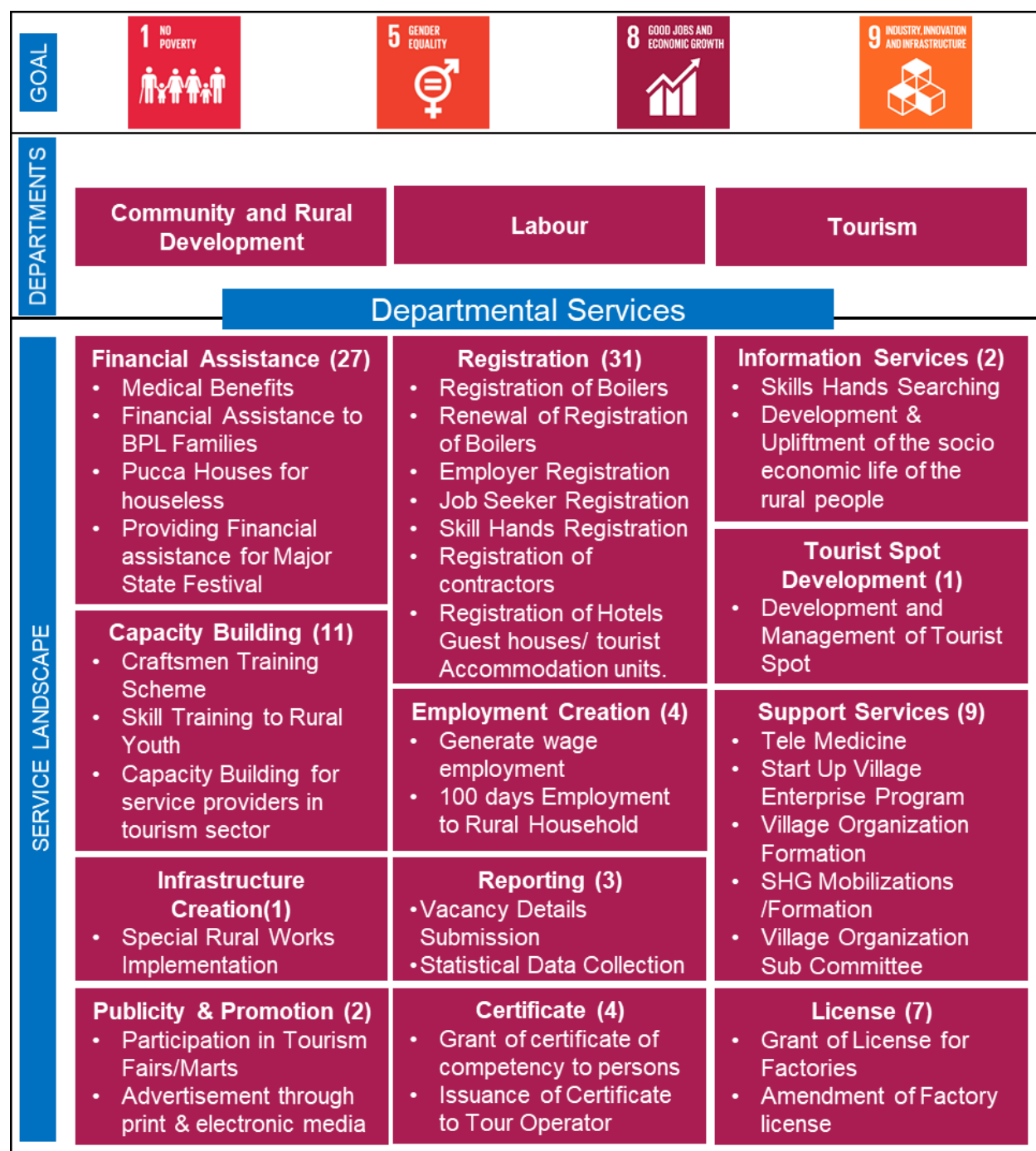
Figure 8: Entrepreneurship Sector - Service Domains with As-Is Service Counts

The data entered by the department is available at http://164.100.250.63:8080/login.htm. Further the Service Catalogue as on 15th March 2020 can be seen at Annexure 9.3.

3.2.3 Current State Business Interaction Matrix

The departments in Entrepreneurship consumes business services from other departments in State Government and provide services to other departments in State Government.

These business interactions have been captured in two different matrices, one for the business

services Entrepreneurship Sector departments consume from other departments and the other for the business services to other departments. For example, the departments take sanction and letter of approval from Finance Department for withdrawal of funds for delivering services thus marked as consumed by Entrepreneurship Sector departments whereas other departments provide licenses/ registration for operation of industries.
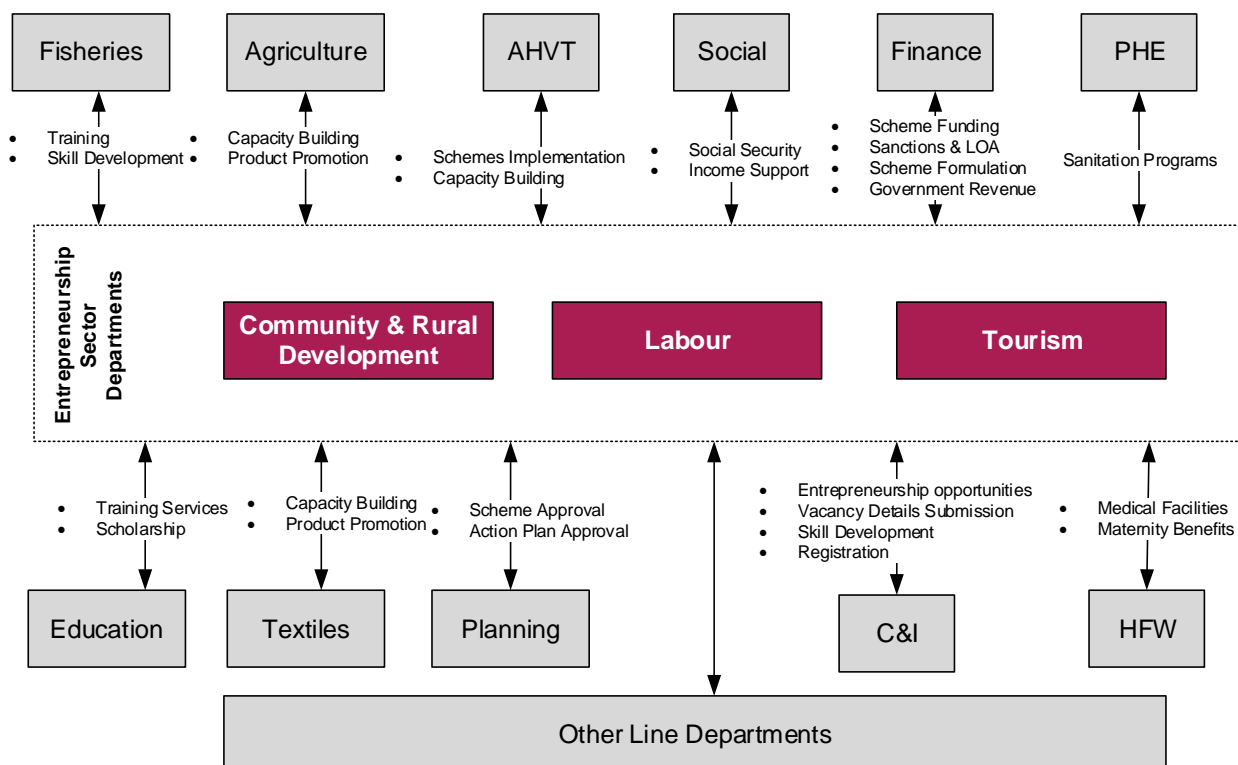
Figure 9: Current State Business Interaction Matrix

The detailed matrices are placed at Annexure 9.8 and 9.9

3.3 Service Delivery Challenges/ Bottleneck

There have been various challenges in delivering the services to the citizens. The priority of the departments is to improve the service delivery experience and provide proactive services to the beneficiaries.

The key challenges identified in delivering services related to Entrepreneurship Sector and their impact are as below:

Service Domain	Challenge	Impact
Certificate/ License Services	Applicant needs to fill long paper-based forms	Hinders ease of service application and introduces data error. This also leads to rejection of beneficiaries due to incorrect application
	No provision for application tracking	Applicant did not get timely notification as and when the application is submitted and/or query is raised and/or application is approved/rejected
	Paper based issuance of License and Certificates	There are chances of faking these certificates. Also, the authenticity of these documents cannot be assured online. Chances of misplacing the paper based License/ Certificate, thus need of duplicate/ reissuance of them.
Registration	No transparency in process and Multiple touch points and departments for getting registration	Excessive delay in services delivery
	Registration services require field inspection or verification	Physical visits can lead to unnecessary delays in service delivery.
Informational Service	Manual data collection	Data entry errors and delay in information availability to the beneficiaries.
Capacity Building	No pre-published schedule for trainings	Possibility of not getting training when required.
	No provision for online trainings	Always physical access to training location is challenging in rural areas.
Financial Assistance	Need of filling long paper-based forms and paper attachments like ITRs	Hinders ease of service application and introduces data error. This also leads to rejection of beneficiaries due to incorrect application. No provision to verify the authenticity of the documents provided.

Service Domain	Challenge	Impact
	Lack of awareness of services.	Beneficiaries are not aware of majority of Government services
	Identification criteria for Stipend to children's of Labourers to beneficiaries is not clear.	Some of the eligible students may not get the benefit.
Publicity & Promotion	Manual modes for publicity and Promotions	Less accessibility and reach to citizens
Employment Creation	Limited sources for creation of employment in the state.	Limited number of citizens are employed.
Reporting	Collection of data in manual mode	This may lead to incorrect data/ loss of data/ data collection errors.
		Delay in reporting of data may occur.
Support Services	Support services are provided on application in manual mode.	This leads to delay in service.
	Lack of awareness	Some beneficiaries may not apply for service due to lack of awareness
Tourist Spot Development	Lack of funds for creation of tourism infrastructure	Poor facilities in tourist spots leading to less tourists.

Table 2: Service Domains, Challenges and Impacts

A single business unit require multiple license or registrations under different laws and regulation, currently individual license/registrations must be obtained from multiple departments, which results in excessive delay in service delivery. Also, the renewal of registrations/licenses are time consuming as obtaining a new registration. By providing option for online application, fees payment, and online renewal would reduce the service delivery time and will increase in the transparency in process.

3.4 Service Rationalization

As part of service rationalization, services providing same output as per service definition are merged together. Further, services part of any other service, the input and output of service is part of other service is subsumed in the larger service. The services are further confirmed and validated with the nodal and department and corresponding directorate officers.

Figure 10: Entrepreneurship Sector- Service Rationalization Numbers

Accomplishments:

- 49 services are merged/ rationalized from the existing list of services leaving 53 services as qualified services.

Rationalized Service Catalogue can be referred in Annexure 9.4

3.4.1 Service Indicator Mapping

UN has identified 17 sustainable development goals and the targets to be achieved by 2030. These identified targets have been mapped to indicators which are realistic and measurable criteria to monitor the progress of achieving targets. Meghalaya has adopted 28 indicators to measure and monitor the progress of targets linked to Entrepreneurship Sector. The indicators have been finalized in Vision and Scope of Meghalaya Enterprise Architecture. The services provided by the contributing departments has been mapped to the indicators for achieving targets. The identification of key services mapped with listed indicator under each Strategic Pillar is based on the steps below:

1. Service outcome must have a direct impact to the indicator;

2. Service delivery efficiency can impact the indicator's target achievement milestones;
3. Services that are inter-linked to the service that has been mapped in the above two criteria.

The detailed service to indicator mapping is provided in Annexure 9.4

3.4.2 Current State Assessment and Service Prioritization

The departments contributing to Entrepreneurship Sector has many bottlenecks in service delivery. It is imperative that such service delivery challenges impact the service delivery to its citizens. As most of the services delivered by Entrepreneurship Sector are in manual mode, Current state DSS assessment for the services is **Low** to **Medium**.
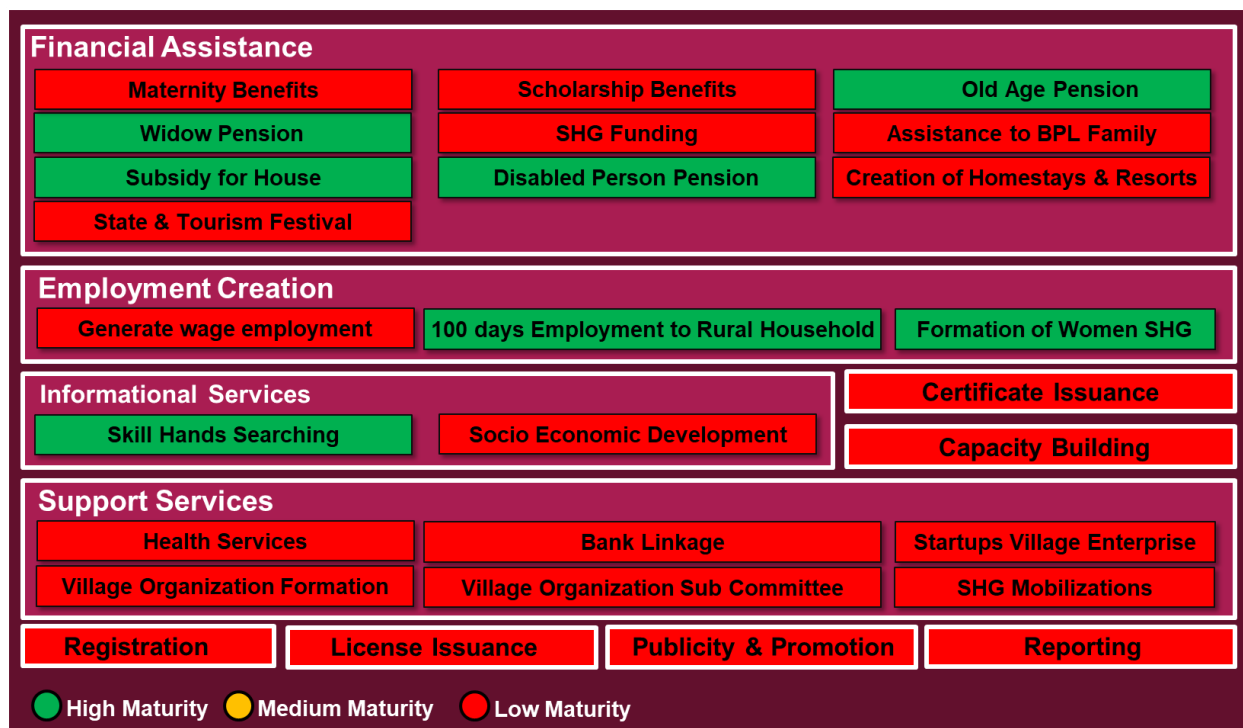
Figure 11: Entrepreneurship Sector- Service Assessment

Summary of Current State Assessment:

- Service objective are not SMART, the service delivery is not outcome oriented. Service personalization, service visibility and service scope are largely ad-hoc.
- Service BPR, ease of delivery and service facilities have not been undertaken. Only a few of the department stakeholders are aligned to the service delivery.
- Service UI and UX are primitive, service is limited to few delivery channels and hence, creates a gap in realization of intended service value. Paper trails gains traction and replaces digital services for ease of delivery

Please refer Annexure 9.6 for detailed assessment result along with the level of complexity in implementation and value to stakeholders. Please note the following pointers related to complexity of implementation.

Complexity of implementation is a function of the following parameters, these parameters are not exclusive

- External stakeholder involvement in the service delivery process.
- Process-role has variability depending on the service request, the variability may arise due to various factors such as scheme funding from central government.
- No other similar implementation has been observed.

Please note the value to stakeholders have been derived from the strategic indicator mapping.

3.5 Entrepreneur' Growth Path

The Entrepreneurship Sector service domains are studied and mapped to Entrepreneur's life cycle. The illustration for the same is as below:
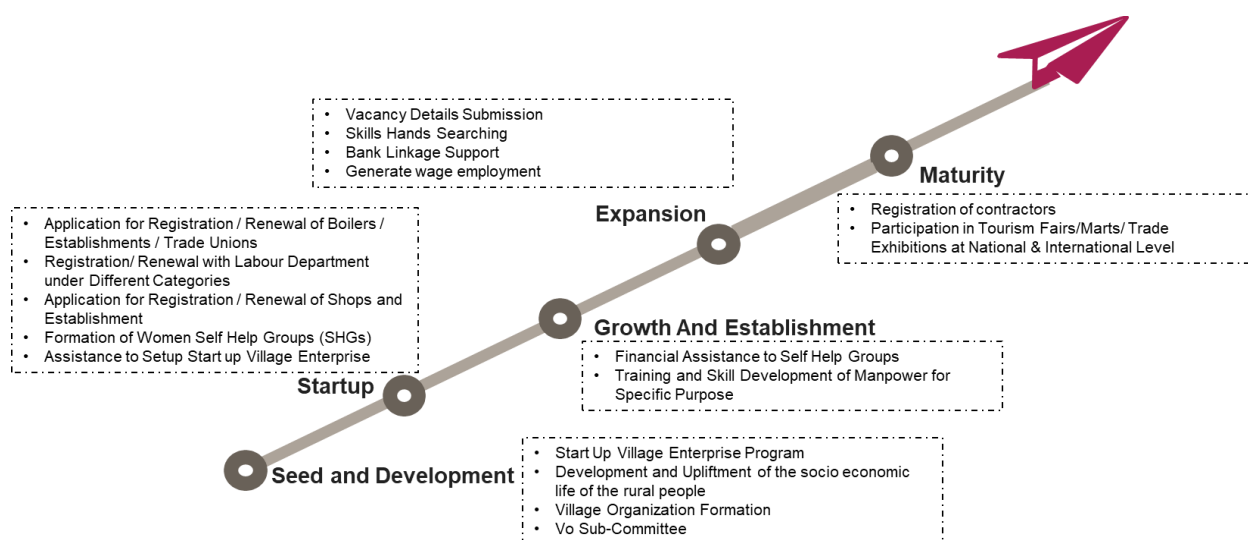
Figure 12: Entrepreneur's Growth Path

The growth path has been prepared keeping entrepreneur's needs during different stages in Entrepreneurship Sector. These stages have been explained as below:

Stage	Major Activities/ Services
Seed and Development	This is the very beginning of the business lifecycle, before a start-up is even officially in existence. Government runs various programs for awareness and guides the citizens. They also create village level committees for this purpose.
Start-up	The entrepreneurs are chosen/ interested citizens come together to register themselves as a start-up including the services as demonstrated in the growth path including registrations and licenses required.
Growth and Establishment	This is an important phase in an entrepreneur's life where a growth strategy is prepared. Government supports the enterprises by providing various funds under various heads to establish growth of the start-ups. Government also provides support by providing relevant trainings related to skill development to the youth/ workmen.
Expansion	This is the stage where an entrepreneur submits vacancies to the employment exchange for hiring manpower for expansion of the start-up and raises funds through various means.
Maturity	This is the final stage where start-up is well established and they start promoting their products in state trade fairs, melas, exhibitions etc. and also register themselves as contractor for various works with various departments based on nature of work.

3.6 SWOT Analysis of Business Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Preferable Tourism Destination in country, the state also offers many adventure tourism opportunities in the form of mountaineering, waterfalls, rock climbing, trekking and hiking, water sports, etc.	Retained
	Availability of C&RD in villages for providing assistance to the rural people	Retained
Weakness	Redundant process steps involving actors with no value addition to the service delivery process.	Eliminated
	Paper based Application for Service request.	Eliminated
	Collection of Statistical Data in manual form	Eliminated
	Lack of funds to implement schemes.	Partially Eliminated
	Lack of awareness among citizens/ labour force/ entrepreneurs for availing schemes	Eliminated
Opportunity	Adoption of standardized process in complex service processes.	Realized
	Unification and standardization of processes.	Realized
	Digitization of workflow to enable lean and fast service delivery.	Realized
	Efficient Tracking of Scheme Funds and utilization.	Realized
	Training and capacity building of employees and complete awareness of program and eco system to stakeholders.	Realized
Threats	Inability to monitor current scheme funds and utilization	Addressed
	Inability to monitor real-time information on beneficiaries, benefits etc.	Addressed
	Security lapses owing to dispersed and different security authentication for system-based service delivery.	Addressed
	Inability to obtain funds from GoI owing to lack of UC submission.	Addressed

Table 3: Business Architecture SWOT Analysis

3.7 Future State Service Portfolio

The services prioritized based on current state assessment, implementation complexity and value to stakeholder are considered for conversion to digital services first. New services, which are not currently offered by the departments in Entrepreneurship Sector, are proposed to be delivered to beneficiaries by the departments. The services need to be deliberated and eligibility need to be defined by the departments. The rationalized services (Prioritized and Non-Prioritized) along with new services constitutes Future State Service Catalogue (Annexure 9.6). Further, these services are listed department wise according to service domains which can be seen on below links:

Community & Rural
Development Department   Labour Department   Tourism Department

3.7.1 Service-Stakeholder Matrix

Entrepreneurship Sector services involve several stakeholders. Various external entities have a role to play in the service delivery process. Below is a snapshot of the service – stakeholder matrix. This matrix details out a high-level view of the services, to understand, the various key entities involved in the services delivery, please refer Annexure 9.9 for Service-Stakeholder matrix

- **Approval:** The responsible department receives the service request, conducts internal checks and controls and further decides to approve/ reject the service request.
- **Apply for Service:** The citizen/ student/ entrepreneur/business/ labour workforce applies for the service to get the benefit/ desired outcome.
- **Audit:** The responsible department has the responsibility to do a systematic and independent examination of the information/ documents provided
- **Funding:** The agency providing the financial support for implementation of various schemes.
- **Transfer of Funds:** The agency processes service request to transfer money.
- **Provide Training:** The agency responsible to provide training to the entrepreneurs, employees or applicant.
- **Approval of Proposal:** The agency responsible for providing approval on the proposal of scheme submitted to the department.
- **Issuance of Sanction, LOA and Funds:** Agency responsible to issue sanction as per the approved proposal and issuance of Letter of Approval for withdrawal of Funds for implementation of scheme.

Stakeholders, their Roles & Responsibilities:

Entrepreneur, Citizens and students apply for various service to Departments of Entrepreneurship Sector.

Stakeholder	Brief about roles & responsibilities
Planning Department	- Vetting of Proposals submitted by the departments. - Approval on proposal for implementation of schemes in the state.

Stakeholder	Brief about roles & responsibilities
Government of India (Central Ministries)	• Provide funds based on proposal for implementation of scheme in States e.g. MEGHA-LAMP. • Keep checks on the utilization of funds and benefits being delivered to the beneficiaries through implemented schemes.
Finance Department	• Provide Sanction for the funds required for different services based on budget. • Provide Letter of Approval (LoA) for withdrawal of funds by departments for implementation of schemes. • Provide funds for State Sponsored Schemes (SSS) and State Share for Centre Sponsored Schemes (CSS).
Citizens/ Businesses	• Apply to avail service to get the benefits he is entitled to. • Get the benefits as Financial Assistance, Training, Awareness or Information etc.
Entrepreneurships	• Apply for services • Avail the licenses/informational services/financial assistance etc..
CR&D, Labour and Tourism	• Approves/ Rejects the service application based on eligibility criteria. • Transfer funds to beneficiaries/ line departments. • Regulate and monitor the enforcement of labour laws in the state
Line Departments	• Create Infrastructure as per requirements. • Avail services of the departments in Entrepreneurship Pillar like searching of Skill Hands against vacancies.

Table 4: Stakeholder – Role Matrix

3.7.2 Future State Business Interaction Matrix

The departments in Entrepreneurship Sector consumes business services from other departments in State Government and provide services to other departments in State Government.

These business interactions have been captured in Section 3.2.3. As the objective is to provide One Government experience to citizens, thus the departments are grouped together based on sectors to form pillars. The interactions in future state between the pillars are captured in below diagram for better illustration:
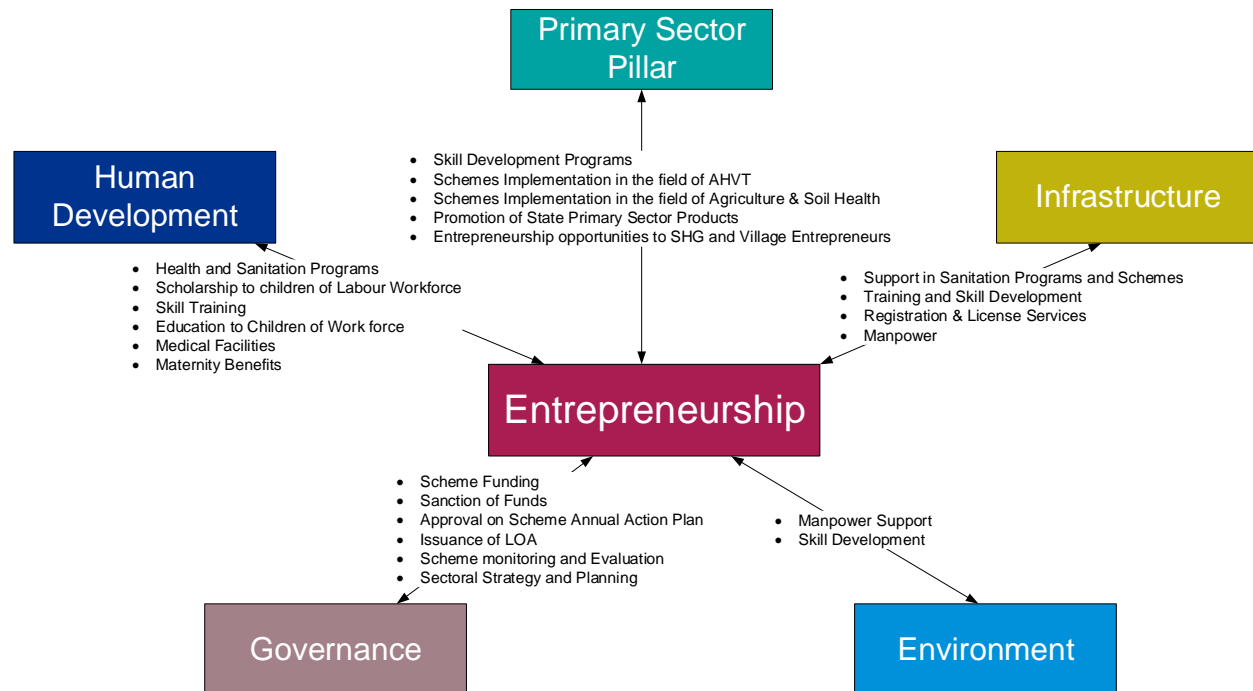
Figure 13: Future State Business Interaction between Pillars

Primary Sector Pillar

Human Development

Infrastructure

- Skill Development Programs
- Schemes Implementation in the field of AHVT
- Schemes Implementation in the field of Agriculture & Soil Health
- Promotion of State Primary Sector Products
- Entrepreneurship opportunities to SHG and Village Entrepreneurs

- Health and Sanitation Programs
- Scholarship to children of Labour Workforce
- Skill Training
- Education to Children of Work force
- Medical Facilities
- Maternity Benefits

- Support in Sanitation Programs and Schemes
- Training and Skill Development
- Registration & License Services
- Manpower

Entrepreneurship

- Scheme Funding
- Sanction of Funds
- Approval on Scheme Annual Action Plan
- Issuance of LOA
- Scheme monitoring and Evaluation
- Sectoral Strategy and Planning

- Manpower Support
- Skill Development

Governance

Environment

3.8 Business Transformation Requirements

The entrepreneurship sector is an important sector of Meghalaya's economy as it provides job security and also takes care of development and upliftment of rural people. However, the Entrepreneurship sector has several challenges. These challenges are listed in detail in section 3.3.

Against this background it is necessary to bring about transformational changes in the Entrepreneurship Sector to make a significant impact on the population of Meghalaya and improve economy of the state. This transformation should be considered as join responsibility by the state and the development agency by introducing various reforms addressing the challenges discussed above and in Section 3.3. Variety of Game Changers should be introduced along with Process Re-engineering, as described below, but not limited to the same.

3.8.1 Game Changers

Game Changers make a qualitative difference the way services are delivered and/ or introduce new technologies or processes for enhancing the outcomes significantly. The Game Changers proposed for Entrepreneurship Sector are as below:

- **Ask Megha:** Ask Megha is a chatbot to ease service application through interactive exchange on information with the citizen/ business/ employee. The chatbot would be further supported by IVRS based system with both machine and human based interaction for service resolution and application.
  Case Study: VANI (Virtual Assistant for NIC) has been successfully implemented for iKhedut Portal by Agriculture, Farmers Welfare & Co-operation Department, Government of Gujarat.
- **Mentorship Programs**: Mentorship can play a great role in development of Entrepreneurs in the State. Every great entrepreneur, athlete, actor, speaker, etc. has a coach. When like-minded people are put in the same room, everyone get an added bonus of learning from others as they are people who are in the same or a similar boat.
  Case Study: Canada has implemented mentorship program under the name of Benefits and Barriers – a Government Technology mediated group mentoring program.
- **Integrated Investment and Entrepreneurship Platform:** Integrated investment and entrepreneurship platform provide conducive ecosystem for business in an integrated and transparent way. The conceptual depiction of platform is below with major departments participating in connected eco system;
  - Investment and Business Opportunities in State – supported by facts and state reports.
  - Awareness – Creating awareness about various programs and schemes that make investment /business in sate favourable.
  - Smooth Registration – Digital ID based system integrated with PAN/ GST and other systems with automated time bound workflow of approvals/denial and acknowledgement.
  - Financial Assistance: Deals with financial assistance to entrepreneurs under ambit of various industrial support schemes and integration with financial institutes like banks.

- o Industrial Capacity: Training, capacity building and skill development of youth of Meghalaya, Details about skilled and unskilled manpower, Labour regulations and facilities, Medical, coaching, insurance, etc.
- o Trade Promotion: Facilitate Retail, sales and supplier linkages, scheme to promote business in state and across boundaries of state
- o Continuous Support: anytime support to business to help at any lifecycle stage, direct dialog with state leadership , feedback satisfaction mechanism.

Figure 14: Integrated Investment and Entrepreneurship Platform

3.8.2 Game Changers – Strategic Indicator Mapping

The game changes defined above would help Government of Meghalaya in the following ways:

Game Changer	Strategic Indicator What to achieve?	Capability Increment How to achieve?
Ask Megha – Chatbot	Percentage of population living below the National Poverty line	Service Application Management
	Percentage of deprived rural households that are covered under different poverty alleviation programs.	Financial Assistance Management
	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions//Job 'Seekers etc	Regulations
	Number of youths trained in on-demand skills in the last year	Capacity Building
	Number of youths trained and empowered for sustainable employment	Capacity Building
Integrated investment and Entrepreneurship Platform	Percentage of deprived rural households that are covered under different poverty alleviation programs.	
	Exclusive bank credit linked women SHGs (Self Help Groups)	Direct bank transfer
	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc	Integrated, transparent and speedy approval for setting up, running and exiting of industries in the state.
	Contribution of Tourism to GSDP (%)	Tourism Promotion
	Percentage increase in number of tourists	Development of more Tourism Spots
	Increase in number of youth job card holder under MGNREGA, by gender	Online Training and Capacity Development Programs
	Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)	Timely job reporting Details about skilled and unskilled manpower Labour regulations and facilities
Mentorship Programs	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc	Ease of Registration Facilities including Single Window Clearance
	Number of youths trained and empowered for sustainable employment	Effective Training and Skill Development
	Average unemployment rate per 1000 persons for males and females	Generation of Wage Employment
	Percentage growth of GSDP due to skill	Training and Skill Development
	Socially engaged Population aged between 3 to 60	Development and Upliftment of the socio-economic life of the rural people

Table 5: Game Changers – Strategic Indicator Mapping

3.8.3 Regulatory Changes:

The changes as per redefined processes for the services need to be carried out in the respective acts and rules of the departments. The identified Acts for regulatory changes are listed below:

Public Service Delivery Act or Right to Service Act:

- Establishing timelines for service delivery.
- Punitive measures for delayed service delivery.

Few of the key acts related to Ease of doing business that needs to change in-order to meet the requirements for State and District Business Reforms action plan (all these acts need to include timelines as per EODB GoI guidelines).

- Cooperative Societies Act
- Meghalaya Municipal Act - bylaws of Municipal Act
- Indian Registration act 1991
- Meghalaya Urban development Authority Act - MUDA, bylaws
- Explosive acts and rules
- Meghalaya school education act 1981
- Meghalaya Rights to Children Act
- Private universities Regulation Act
- Meghalaya Mineral Concession Rules 2016
- Meghalaya Heritage Act 2012
- Meghalaya Cinema Regulations Act

<u>Introduce a provision for third party certification for boilers during registration and renewal.</u>

THE MEGHALAYA BOILER RULES,1986, 2. Definitions: (g) "Inspecting Authority" means an authority to grant a certificate in Form II or II-A and to countersign a certificates in Form III, III-A,III-B,III-C, appended to the Indian Boiler Regulations,1950, need to be amended to add third party certification agencies.

The Shops and Establishment Act

- Eliminate the requirement of Inspection prior to registration
- Provide the final registration within one day from the date of application
- Eliminate the requirement of renewal of registration

Meghalaya Shops and Establishment Rules2004, Section 5, Issue of Registration of Certificate, need to be amended to include the provision to avoid inspection and renewal requirements.

- Accept single online integrated return under all Labour laws.
- Returns under different labour laws need to be integrated to a single online portal.

Amendment to State Rules under The Factories Act, 1948 (Central Act):

- Introducing a provision for allowing the validity of license for a factory to be 10 years or more.
- Allowing self-certification/ third party certification instead of Departmental inspections under all the labour laws and The Factories Act, 1948.

- Defining the criteria for recognition of third-party agencies/individuals and publish a list on the Department/board portal.
- Auto renewal based on Self Certification *(Reform Linked with Additional Borrowing).*

Amendment to State Rules under The Boilers Act, 1923 (Central Act):

- Introducing a provision for third party certification for boilers.

Amendment to The Shop and Commercial Establishment Act & Rules:

- 365 days License- exemption under Shops and Establishment Act (registration and Renewal).
- Eliminating the requirement of Renewal of registration. *(Reform Linked with Additional Borrowing)*
- Eliminate the requirement of Inspection prior to registration.
- Eliminate the requirement of renewal in Retail Drug License.

Amendment to State Rules under The Contracts Labour (Regulation and Abolition) Act, 1970 (Central Act):

- Auto renewal based on Self Certification *(Reform Linked with Additional Borrowing)*

Amendment to State Rules under the Inter State Migrant Workmen (RE&CS) Act,1979 (Central Act):

- Auto renewal based on Self Certification *(Reform Linked with Additional Borrowing)*

3.8.4 BPR Opportunities Identification

Process re-engineering and form re-engineering must be carried out at the time of implementation by the implementing agency. The areas identified are elaborated as below:

- **System Redesign in Entrepreneur/ Tourist/ Citizen Centric Way:** The services related to Entrepreneur's Growth Path, Tourism and Citizens/ Business should be made online through a single portal along with mobile app and presented in simple way which is easy to access and use. The usability should be designed keeping literacy level of all end users in view.
- **Form Re-engineering:** The forms should be simplified removing any duplicate and unnecessary fields not required for the purpose of delivering the service. Only the data fields required to check eligibility and deliver effective services should be kept in the application form. The below principles need to be kept in mind for this purpose:
  - Single ID
  - Common forms should be designed for availing approval from multiple department for setting up of a business.
- **Business Process Reengineering:** The To-Be steps for services defined in Future State Service Catalogue should be defined for implementation. Below principles need to be kept in mind for BPR of the services:
  - Simplified steps to apply for a service.
  - Elimination of process steps not adding value to the service flow.
  - Common form for multiple services to be availed together.
  - Multiple channels to apply for service.
  - Online Acknowledgement of the service with tracking.
  - Financial assistance to be provided in beneficiary account.

As a result of game changers and business process reengineering implementation, the State-wide

Building blocks would be consumed by the departments under Entrepreneurship Sector:

- The business capabilities of the departments would be enhanced by various Common Solution Building Blocks.
- The Core Building Blocks would provide technical (IT Capability) to facilitate departments under Entrepreneurship Sector to deliver their services.

3.9 Future State Business Architecture

The objective of MeghEA, related to entrepreneurship sector pillar is to **connect** the service delivery points to the service beneficiaries, ensure **collaboration** within and outside the departments, and **empower** beneficiaries by providing control back to them.

The diagram below describes the future state aspiration of MeghEA for Entrepreneurship Pillar:
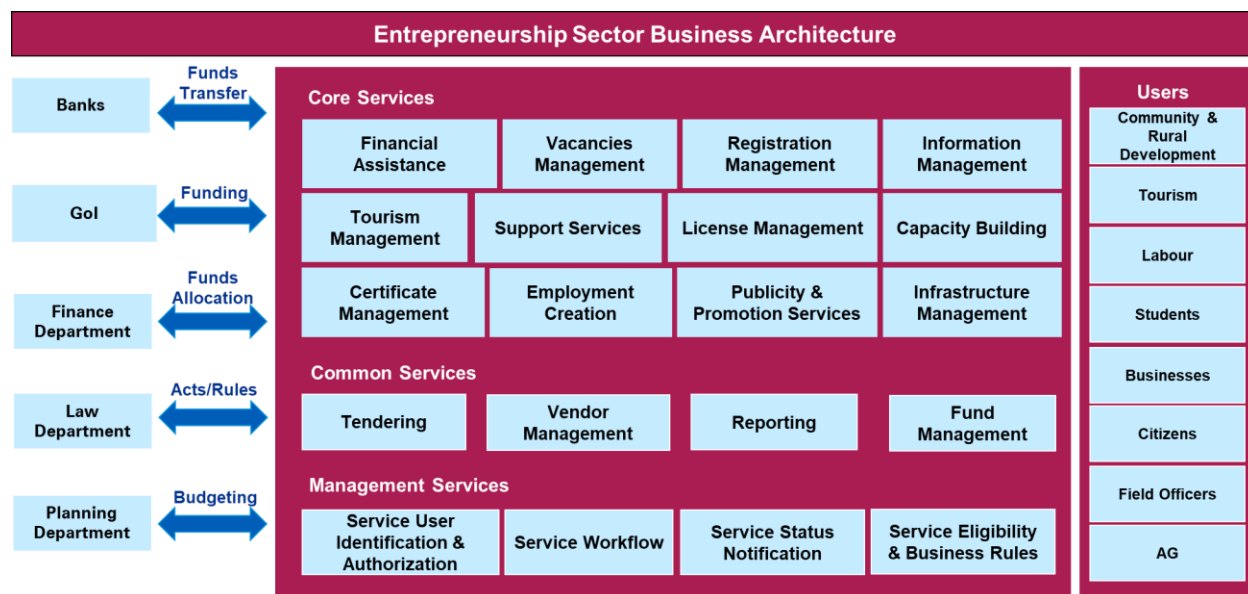
Figure 15: Entrepreneurship Sector- Future State Business Architecture

The core services, common services and management services constitute the architecture building blocks. The success of 'MeghEA' vision depends on its holistic approach, communication, and meticulous execution of the above building blocks to ensure the expectations meets the desired objectives.

Subsequent sections would determine the solutions to realize the above building blocks using applications, data, technology and security. It is imperative that each of the above building blocks be delivered through standard architecture methodology. The solution requirements to develop the above building blocks would follow a prioritized roadmap, basis of the government's priority. Hence, the realization of benefits would take a while however, the success measurement must be followed during the execution of the project.

To measure success, a similar approach must be followed to design solutions around the building blocks. As an illustration, digital service developed must adhere to the Digital Service Standard, the assessment framework must be followed to ensure all tenets are well covered for each service such as the service must have business process re-engineering executed before implementation.

Further, the Portal for Entrepreneurship Sector would include all services grouped into domains for easier understanding and accessibility of the citizens, businesses and entrepreneurs. The future state service landscape for Entrepreneurship Sector is as below:

Figure 16: Future State Service View

3.9.1 Stakeholders' Benefits

A unified online service delivery platform will be the first step for the state of Meghalaya for creating conducive business environment in the state with investor-friendly business climate by cutting down red tape. An integrated online service delivery platform will have following benefits to its stakeholders.

Value to Government

Head Office / District Officers

- Effective investment promotion and facilitation aids in **attracting new investments**.
- Effectiveness and transparency in the Government process will **increases investor confidence**.
- **Effective management** of various Trade facilitation, Livelihood improvement, employment related benefit schemes/programs, and proactive identification of risks and fact-based inputs for **decision making** would be key dimension.
- **Effective delivery and monitoring** of various investment promotion, Employment opportunities, and Social Welfare schemes and programmes.
- **Efficiency** in terms of identify the leakages, better controls that may lead to **significant saving**. For example, Invest Meghalaya platform would ensure **better visibility** on benefits to run business in State.

Block/ Sub Divisional/ District Officers
- By **online submission** of application without the need to submit physical copies of the application, **physical touchpoint** for document submission and verification can be avoided.
- **Automate** non-value-added processes through technology, non-value-add process such as file approval, service status, data search, certificate authentication checks and several other would be automated through **digital technologies** thus save a lot of time and effort.

Value to Businesses

- **Empowered** to apply for entitled schemes, facilitated by digital technologies entrepreneurs would be empowered to apply for services without the need for any intervention from department officers.
- Online submission of application without the need to submit physical copy of application.
- Allow option of online payment of application fee.
- Assisted and **ease of service application**, facilitated by chatbots, easy service application forms and integrated data.
- **Multichannel service delivery** e.g. Mobile App, State Portal, Single Window Counter.
- Improved efficiency of internal processes to **enhance convenience and transparency** to entrepreneurs and businesses.
- **Real-time information** on the status of the applications.
- **Fast renewal** of licenses or registrations for industries.

Value to Citizens

- **Empowered** to apply for **entitled** schemes, facilitated by digital technologies, citizens/ beneficiaries would be empowered to apply for services without the need for any intervention from department officers or village headman.
- **Assisted** and **ease of service** application, facilitated by **chatbots**, easy service application forms and **integrated** data, citizens/ beneficiaries would need little digital literacy to apply for services.
- **Minimal** need for physical visits to avail services.
- **Multichannel service delivery** e.g. Mobile App, State Portal, Single Window Counter, Rainbow Centres.
- **Direct Benefit Transfer** in beneficiaries account for eligible schemes.
- Improved efficiency of internal processes to **enhance convenience and transparency** to entrepreneurs and businesses.

- **Real time service status**, vacancies alerts to citizens/ registrants matching their skill set.
- **Self-learning Videos** for skill development at convenience of a click.
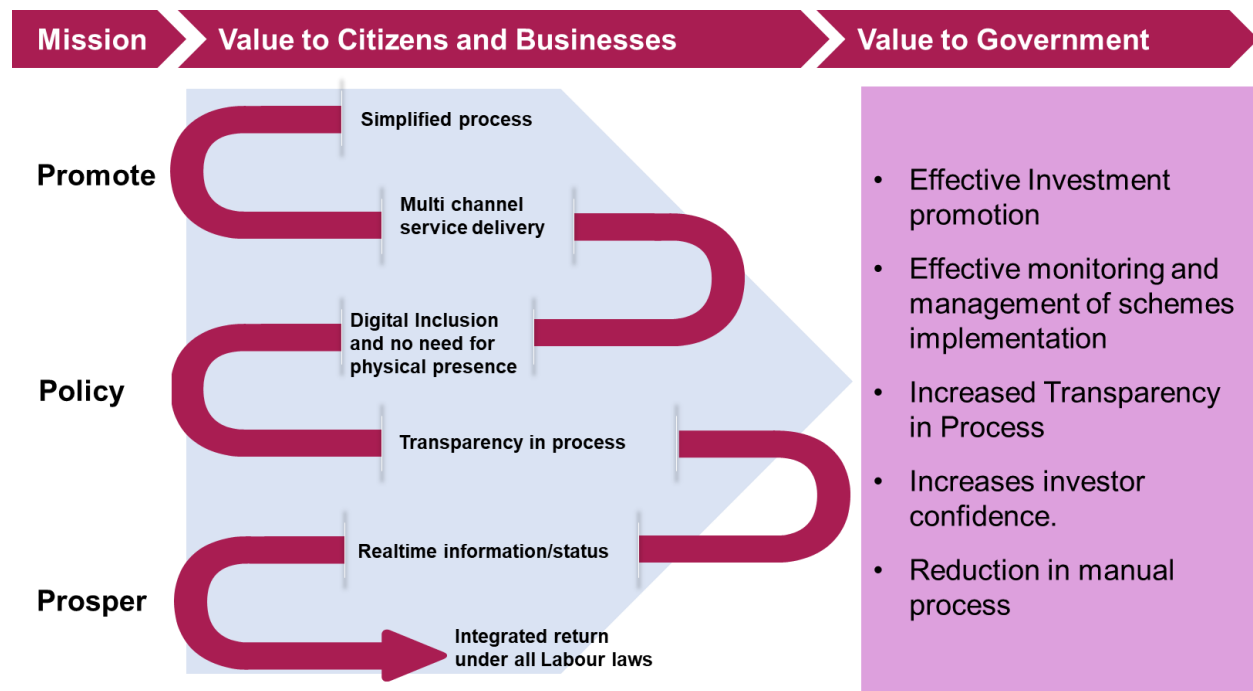
Figure 17: Connecting Mission to Benefits

4. Application Architecture

The application architecture of Entrepreneurship Pillar describes application building components (logical groups of IT Capabilities) of departments under pillar coming together as part of pillar level application architecture and how these applications interact with department and across departments to meet the overarching requirement of stakeholders identified in business architecture. These application components are relatively stable and relatively unchanging, whereas technology used to implement may change over a period to meet the changing requirements and technological enhancements. The components provide the common, re-usable "Building Blocks" which can orchestrate to construct business applications.

The application architecture is based on the design principles defined in the Application Architecture principles of IndEA and shall ensure maximum value in return of IT investment, minimum time and complexity to implementation, maintaining and enhancing going forward.

The Objective of Application Architecture

- The application architecture is foundation for agility, scalability and reliability in your application framework.
- Application Architecture Framework should successfully respond quickly and effectively to sudden changes in the service landscape.
- The architecture framework would also assist in defining the data requirements, the design to store the data and how the data would need to be shared.
- The architecture would act as a framework in defining technology requirements.
- This would provide the framework through which the Meghalaya Government would digitally **connect** with its stakeholders.
- Enable government to provide effective and integrated services to its stakeholders through integration – **collaborate.**
- This would also provide how processes and information would be executed to facilitate value delivery to citizens, **empower**ing government service delivery stakeholders.

4.1 Application Architecture Taxonomy

The Application Architecture for MeghEA is based on a simple hierarchical structure made up of application domains, which are divided into a 4 layered structure. The 4 layers are represented by the 4 types of applications mentioned below.

- **Presentation Layer:** The presentation layer consists of the State portal, from where stakeholders would access the portal, Entrepreneurship Sector System would be within the state portal as a module.
- **Common Systems**: The Common Applications are pillar-agnostic but government-specific functionalities required and used by all pillars. These would also be built and maintained at State level.
- **Core Platform**: The core platform provides the technical functionalities to ensure whole-of-service functionalities and are pillar-agnostic.

- **ICT Tools:** The tools that are required to build develop and sustain the above applications, the data residing within the applications and infrastructure that are needed to track the system's performance.

The table below describes the functionalities applicable to Entrepreneurship Sector in brief:

Application Type	Modules	Sub-Modules Functional Description
Entrepreneurship Pillar Module in State Portal	Registration Management	• Registration • Update • Renewal • Termination • Cancellation
	License Management	• New License • Amendment • Transfer • Renewal • Termination • Cancellation
	Certificate Management	• Certificate Issuance • Certificate Renewal
	Vacancy Details Management	• Vacancy Details Submission • Vacancy Details Updation
	Support Services Management	• Apply for Service • Verification • Approval
	Employment Management	• Register Employer • Register Job Seekers • Apply for Vacancy • Search Jobs • Call Letter Issuance • Issue Appointment Letters
	Financial Assistance	• Application Module • Eligibility Update • Verification • Approval
	Invest Meghalaya Platform	• Investor sign in • Existing investor login • Investment wizard • Verification support • Finance Facilitation • Detailed schemes and programs guidelines • Business Promotion options in State • Manpower support -Skilled, Unskilled

Application Type	Modules	Sub-Modules Functional Description
		• Marketing and support Business – Business marketing support, logistics, supply chain support and awards.

Table 6: Application Architecture Taxonomy

Below is a tabular representation of common solution building blocks listed above along with the (tentative) choice of systems, system provider, requirement

Application Type	Modules	Choice of System (Tentative)	Package Provider	Mobile App
Entrepreneurship Pillar Module in State Portal	Registration Management	Customized (Bespoke) Web Based System	Not Identified	✓
	License Management	Customized (Bespoke) Web Based System	Not Identified	✓
	Certificate Management	Customized (Bespoke) Web Based System	Not Identified	✓
	Vacancy Details Management	Customized (Bespoke) Web Based System	Not Identified	✓
	Support Services Management	Customized (Bespoke) Web Based System	Not Identified	✓
	Employment Management	Customized (Bespoke) Web Based System	Not Identified	✓
	Financial Assistance	Customized (Bespoke) Web Based System	Not Identified	✓
	Invest Meghalaya Platform	Customized (Bespoke) Web Based System	Not Identified	✓

Table 7: Service Application Mapping

4.2 As-Is State Application Architecture

The existing application landscape in Entrepreneurship sector has significant gaps. The primary gap is related to access to government services for beneficiaries. This has led to a lack of transparency in service delivery and a lack of awareness of government services.

The existing systems that have been implemented are described below

Application Name	Application Description	Application Architecture Description	Modules	No of Users	Application Group
Mesmerizing Meghalaya Portal	State tourism department Portal	single-database-single-application-web-enabled architecture	• Information about State Tourism Attractions • Information related to state owned Accommodations, hotels and Bed and breakfast • Tourist maps and guide • Information related to festivals and entertainment spots	No information available	Department Specific
Invest Meghalaya Portal	Investment promotion system	No information found	• Sign up and login for business • Application tracking • List of services under Meghalaya Government (Service Plus) • Department links • State-wide Application status Reports	No information available	Department Specific
Tourist Information System	The tourist information system captures data and statistics of tourists - domestic as well as foreign, visiting the state. The Directorate of Tourism uses this application to generate reports as per format prescribed by the Ministry.	Microsoft SQL Server 2008	• Data Entry of Tourists • Reports • Hotels Login	No information available	Department Specific
Property Management System	In hotels a property management system, also known as a PMS, is a comprehensive software application used to cover objectives like coordinating the operational functions of front	Microsoft SQL Server 2008	• Point of Sale • Checkout	No information found	Department Specific

Application Name	Application Description	Application Architecture Description	Modules	No of Users	Application Group
	office, point of sales and reporting etc.				
Online Hotel Reservation System	Online hotel booking	Microsoft SQL Server 2008	• Reservation • Confirmation	No information found	Department Specific
Meghalaya Skill Hands Portal	This portal also provides citizens with a database of skilled Workforce, highlighting skill details of skill hands like skill Name, Experience, Competency, Certification, Location, Contact Information, Availability, Rating Comments etc.	No information available	• Manpower Search • Citizen Registration • Skill Hands Registration	No information available	Group Specific
Connect Kam	Connect Kam is an online candidates Registration portal in the employment exchanges. This Portal contains activities candidate registration, Renewal of Registration, Candidate updation/Modificatio n.	No information available	• Candidate Registration • Renewal of Registration • Candidate update • Details of Registration • Card Issuance	No information available	Department Specific
Employment Exchange Portal	The portal provides Online Registration of job seekers, Online Updation/Modificati on of Registration, Acceptance of Registration for vacancies from Employers and sponsoring suitable candidates for Employment	No information available	• Registration • Details of Registration • Renewal Request • Update Registration • Card Issuance	No information available	Department Specific
MGNREGS Portal	This aims to enhancing the livelihood security of people in rural areas by guaranteeing hundred days of wage-employment	Government of India Portal	• Demand for Work • Master User Profile – Add/Edit • Beneficiary Add/Edit • Work Allocation • Attendance	6.05 Lakhs	Department Specific

Application Name	Application Description	Application Architecture Description	Modules	No of Users	Application Group
	in a financial year to all those rural households, whose adult members volunteer to do unskilled manual work. A web enabled MIS known as NREGASoft has been developed to monitor the progress of the program and capture the details of beneficiaries directly from the panchayats and porting the data on the Internet for Transparency.		• Work Measurement		
PMAY-G Portal	The scheme IAY was restructured to PMAY-G to address certain gaps identified and in view of Government's commitment to providing "Housing for All" by 2022.	Government of India Portal	• Beneficiary Registration • Beneficiary Search • Beneficiary Add/Edit/Delete • Office Addition	No information found	Department Specific
National Social Assistance Programme Portal	This is centrally sponsored scheme of GoI that provides financial assistance to the elderly, widows and persons with disabilities in the form of social pensions. It has four components i.e. Indira Gandhi National Old Age Pension Scheme (IGNOAPS), Indira Gandhi National Widows Pension Scheme (IGNWPS), Indira Gandhi National Disability Pension Scheme (IGNDPS) and National Family Benefit Scheme (NFBS).	Government of India Portal	• Master User Profile – Add/Edit • Beneficiary Add/Edit • Scheme Master Data Add/Edit • Beneficiary Verification • Bank Master Data • Aadhar/PDA Update • Plan Master Data Add/Edit • MIS Reports	No information found	Department Specific

Application Name	Application Description	Application Architecture Description	Modules	No of Users	Application Group
National Rural Livelihood Mission (https://aajeevika.gov.in/)	Redressing poverty in the rural areas by focusing on the livelihoods of the poor and vulnerable and thereby empower them. To bring about convergence among all poverty reduction and empowerment programs in the state sector as also the non-state sector. (MSRLS)	Government of India Portal	No information found	No information found	Department Specific
DDU-GKY System	Deen Dayal Upadhyaya Grameen Kaushalya Yojana system enables implementation of scheme through skill development program initiation, scheduling and monitoring	Government of India Portal	Batch Management, Training Center, Monitoring, Financial Reports	No information found	Scheme Specific

Table 8: As-Is Application Architecture

Application Name	Application Number	Type
Mesmerizing Meghalaya Portal (Tourism Department Portal)	ES.DEP.01	Department
Invest Meghalaya Portal	ES.DEP.02	Department
Tourist Information System	ES.DEP.03	Department
Property Management System	ES.DEP.04	Department
Online Hotel Reservation System	ES.DEP.05	Department
Meghalaya Skill Hands Portal	ES.DEP.06	Department
Connect Kam	ES.DEP.07	Department
Employment Exchange Portal	ES.DEP.08	Department
MGNREGS Portal	ES.DEP.09	Department
PMAY-G Portal	ES.DEP.10	Department
National Social Assistance Programme Portal	ES.DEP.11	Department
National Rural Livelihood Mission Portal	ES.DEP.12	Department
DDU-GKY System	ES.DEP.13	Department
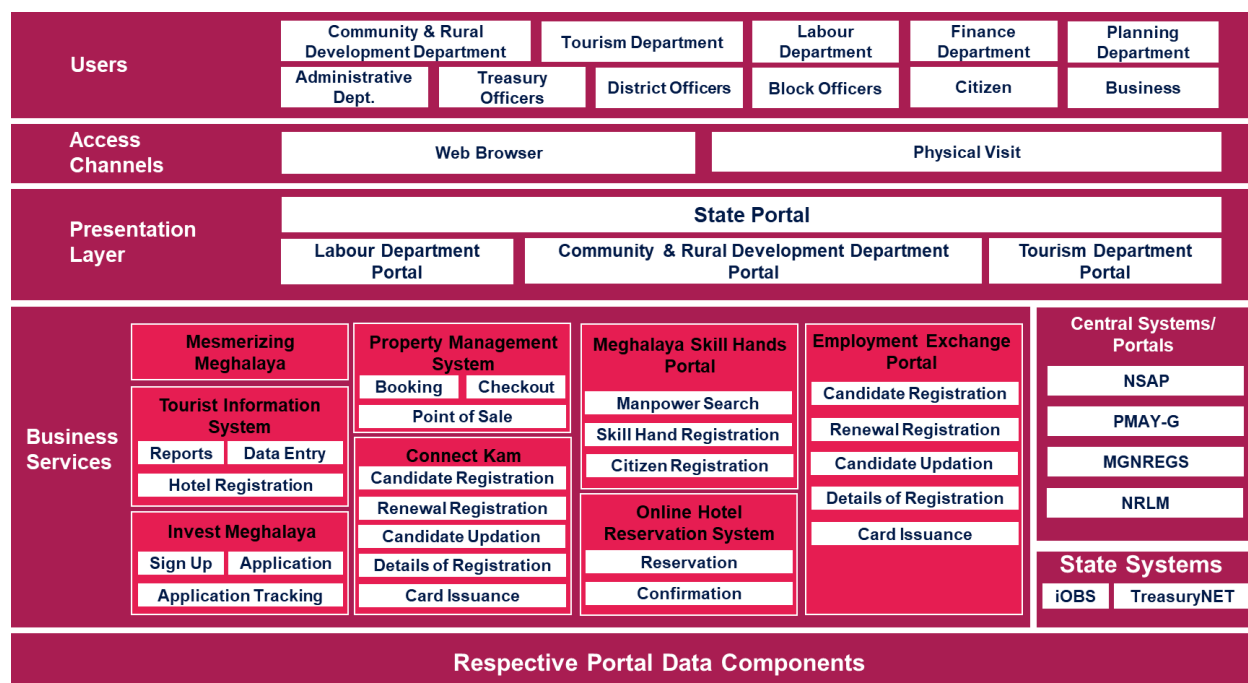
Figure 18: As-Is Application Architecture

The above diagram illustrates that Entrepreneurship sector has few systems for delivering business services through digital channels. These systems are built in-silos thus the usage is a concern and hence, benefits have not been realized, as per stakeholder voice.

Currently, Tourism Department have digital portal that share information about state attractions, hotels and spots to visit. There is another system to manage Government Properties and Reservations of the same.

Invest Meghalaya portal provides platform for investors and budding entrepreneurs with awareness, initiate registration, check status and create report with bit of local process flow. The system currently lacking approval workflow, service delivery and trade promotion and business support and currently no integration between systems.

C&RD uses systems from Government of India and Labour department has few systems with no integration/ data sharing between them.

4.3 Gap Assessment

Several gaps exist in consideration of the existing application landscape in Entrepreneurship Sector. The central government system does cater to a few of the critical services for a Beneficiary, however, most of the services lack digital instances to facilitate service delivery.

Considering the Beneficiary's Service Lifecycle below are the gaps at every stage of the Beneficiary's lifecycle.

Domain	Gaps	Impact
Capacity Building	• There is no system to deliver trainings and skill development programs. • Records of training provided to different beneficiaries is in manual mode.	• Delay in delivery of Training Programs. • No Tracking of Training Records.
Certificate/ License/ Registration	• Paper based certificates issued. • Requirement to manually verify paper-based certificates documents • Chances of losing Certificate.	• Physical Visits may delay the process. • Delay in process due to manual verifications. • Requirement of Issuance of Duplicate Certificate.
Employment Creation	• No digital means to track the requirements of Employment in future, skill requirements etc.	• Wrong/ Excessive Skilling in a single field against low employment.
Financial Assistance	There is no system to apply for financial assistance except for the systems by Government of India. No system driven criteria to identify right beneficiaries and disburse financial assistance directly to beneficiary's bank accounts.	• Manual tracking of funds provided to beneficiaries. • No application tracking for the applicant. • Chances of skipping/ not checking proper eligibility for the benefit. • Benefits are not availed by the beneficiaries.
Informational Services	There is static information available about the tourist spots etc.	• The citizen may have to rely on the out dated information in some cases.
Publicity & Promotion	There is no Digital Publicity & Promotion currently on Government Websites.	• Citizens may miss important campaigns from the government published in news print etc.
Support Services	The services are provided manually to the citizens with no/ minimum traceability.	• No application tracking for the applicant. • Chances of skipping/ not checking proper eligibility for the benefit.

Domain	Gaps	Impact
		• Benefits are not availed by the beneficiaries because of lack of knowledge.
Registration	Service list for EoDB is not integrated and misleading	• Investor is facilitated to apply for specific service • Integrated service is a key missing item, investor has to apply for various services basis understanding • Multiple application for services that are not inter-linked

Table 9: Gap Assessment

4.3.1 Architecture Gap Assessment of Existing Applications

Some of the systems are implemented and supported by central ministry/organizations; the State Government has limited control over the applications. The Architecture Gaps for such systems is not conducted:

Application Name	Business Functional Gaps	Application Architecture Gaps
Invest Meghalaya Portal	The portal has different services for taking approvals for opening a business. The missing functionalities are as below: • Helpdesk and user feedback module • Status and Approval related alerts through SMS/ Notifications. • Proactive verification and renewal facility in case of reaching an expiration date. • Integrated Online payment module. • Integrated Online payment option in case of any charges.	The portal is developed in Service Plus with different services i.e. no single application to get all licenses to operate a business in Meghalaya. Integration with central investment promotion platforms is missing.
Tourist Information System	Only Hotel can create login to key in the information of the tourists.	Exception handling is not done, and website gives errors at some links and instances.
Property Management System	The application caters to only a few Government Properties for	The application is single tier application developed in

Application Name	Business Functional Gaps	Application Architecture Gaps
	Front Office requirements.	Asp.Net with SQL as database. This is hosted in hotel premises.
Online Hotel Reservation System	The system is designed only for Hotel Pinewood. • Itinerary booking • Helpdesk and user feedback module • Enforcement related alerts through SMS/ Notifications • Suggestive travel option	Exception handling is not done, and website gives errors while opening the homepage (http://mtdc.nic.in/)
Meghalaya Skill Hands Portal	Limited to services from Skilled work force.	The portal is developed in PHP with no integration to employment exchange or other state portals.
Connect Kam / Employment Exchange Portal	The portal is meant only for the candidates to register on the portal, update their details, get job card, renewal of registration and review their details. No functionality provided for employer.	No integration with any portal. The data is verified manually against the vacancies submitted by employers.

4.4 SWOT Analysis of Application Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Current portfolio of Central Government systems to cater specific services like MNREGA, NSAP, PMAY-G etc.	Retained
	Capability to integrate with external systems using web services.	Retained
	Workflow management system (Service Plus).	Retained
Weakness	Monolith architecture with minimal integration capability.	Recommended for Decommissioning
	Multiple systems with multiple user profiling.	Recommended for SSO
	Unavailability of Integration platform.	Recommended for State Service Bus and API-Gateway
	Lack of service digital maturity.	Partially Eliminated
Opportunity	Adoption of emerging technology to address unthinkable business capability gaps	Realized
	Introduction of new services in digital service delivery channels	Realized
	Introduction of integration platform	Realized
	Portfolio rationalization	Realized
Threats	Unavailability of SSO leads to non-uniform security	Addressed
	Primitive user experience may lead to hinderance in technology adoption	Not Addressed
	Resistance towards adoption of systems and inclination towards manual mode of service delivery	Not Addressed

4.5 Application Transformation Plan

Based on the current state understanding, it is observed that the Tourism, Labour and Community and Rural Development Department of Government of Meghalaya have few systems to facilitate service delivery. These systems are non-compliant to architecture principles, standards and have several gaps in various architecture domain.

Following activities were executed to arrive at the application transformation categories:

1. **Prioritized Service Catalogue**: Assessment of Prioritized Service Catalogue and its service processes to derive the functional requirements of the system. Refer section 3.4 for details.

2. **Technical Assessment of Systems**: Technical Assessment of Systems to understand the gaps and opportunities to effectively deliver the prioritized services.

3. **Functional assessment** of the existing systems.

Following categories of changes are planned for the applications:

1. **Business Functionality Elimination**: This would be applicable for systems which have limited capability, existing functionality would be transferred to existing/ new system to ensure better service delivery.

2. **Application Architecture Enhancement**: The application may have been supporting critical functionality with low technical fitment. The application needs to be modified to incorporate necessary architecture enhancement.

3. **Decommissioned**: Systems that have duplicate or redundant functionality would be decommissioned to rationalize the portfolio and enhance efficiency.

4. **New Introduction**: System to be added in the portfolio to facilitate the digital delivery of services, the functionality of the system would be new to the application portfolio.

Basis gap assessment study and analysis, below table, represents the plan

Application	Category for Transformation	Rational
Mesmerizing Meghalaya Portal (Tourism Department Portal)	Application Architecture Enhancement	The system needs to be upgraded under following categories: 1. Addition of new visually appealing reports and charts. 2. Technology framework upgrade. 3. Integration with State Portal.
Invest Meghalaya (investment platform)	Decommissioned	The system needs to be decommissioned as business functionality would be largely driven by newly proposed system.
Tourist Information System	Decommissioned	The system needs to be decommissioned as business functionality would be integrated to Tourism Department Portal.
Property Management System	Decommissioned	The system needs to be decommissioned as business functionality would be largely driven by newly proposed system.

Application	Category for Transformation	Rational
Online Hotel Reservation System	Decommissioned	The system needs to be decommissioned as business functionality would be largely driven by newly proposed system.
Meghalaya Skill Hands Portal	Decommissioned	The system needs to be decommissioned as business functionality would be largely driven by newly proposed system.
Connect Kam/ Employment Exchange Portal	Decommissioned	The system needs to be decommissioned as business functionality would be largely driven by newly proposed system.
Entrepreneurship Sector System	New Introduction	The modules within the system would be: • Scheme Eligibility and fund Management • Employment Management • Infrastructure Management • Registration Management • Financial Assistance Management • Vacancies Management • Support Services • Single Window Clearance • License Management • Beneficiary Management • Tourist Management System

4.6 Future State

It is important to note that, MeghEA would follow the **minimum viable architecture** principle. Hence, not all building blocks would be built in a big bang approach. Rather, the roadmap would follow a step-by-step approach to ensure a smooth transition to the future state. A holistic approach that includes dependency assessment and several other considerations such as legal and regulatory assessment before project initiation.

The first phase of Transformation prioritization would include implement a minimum viable architecture requirement for Entrepreneurship sector that includes the following principles:

- Implementation of systems that are mandatory for coverage of prioritized business service digital implementation
- Implementation of common systems that can be used in a plug and play model, however these systems would be aligned to IndEA principles
- A high-level cost impact assessment would be considered for derivation of the Phase-I architecture plan

Based on above principles, below is a diagrammatic representation of the Phase-I Application Architecture for Entrepreneurship Sector.
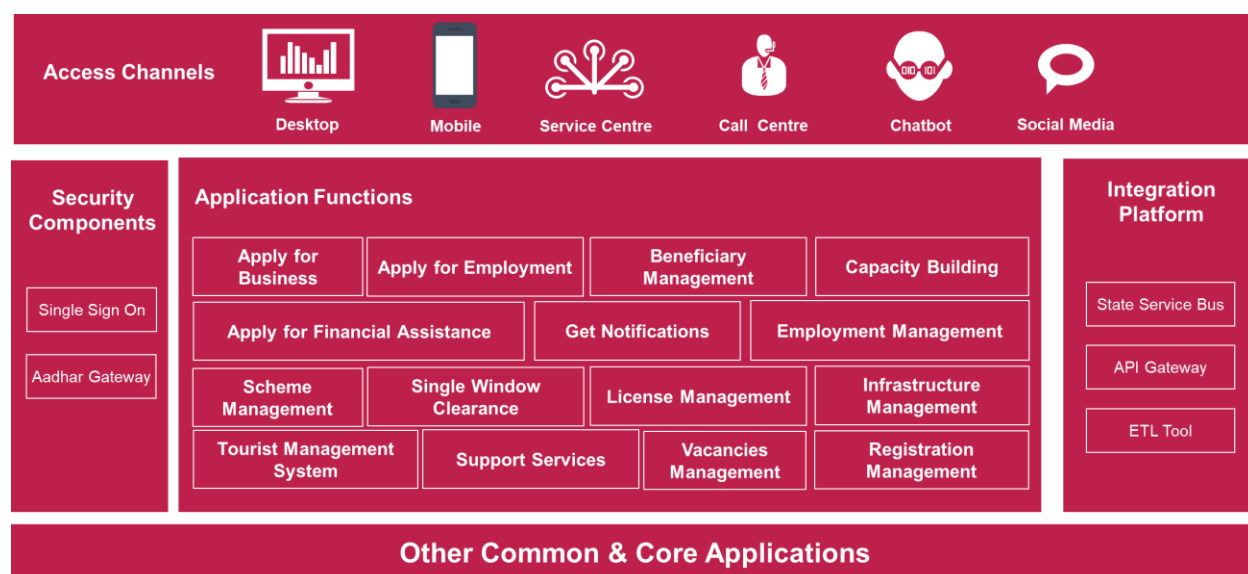
Figure 19: Entrepreneurship Sector Application Architecture

The above diagram illustrates the Phase -I application portfolio for Entrepreneurship Sector. The core and common applications to be included are described in State-wide Detailed Architecture Requirement document.

Below is the system functionality for the Entrepreneurship sector new applications.

Entrepreneurship (New Applications)	
New Modules	Description
Scheme Management	• Scheme Preparation: This functionality would enable new scheme to be prepared, service eligibility to be set-up and services to be delivered

Entrepreneurship (New Applications)	
	Scheme Services MIS Reports MIS report on scheme progress concerning some beneficiaries benefitted, fund utilized, pending requests and other related information. **Scheme Modification**: Sub-module to modify scheme basis government decision **Scheme Funding**: Set funding for scheme and map to 17-digit scheme code **Scheme Eligibility**: Define scheme eligibility parameters that can be used by system to perform automated checks. This would not be comprised of any descriptive values. The eligibility check may have (as an example) requirement of Beneficiary's ID as a mandatory value **Benefit Type**: This would capture the service output such as raw material, machinery, etc. **Service Mapping**: For cases, where multiple services are mapped. The data would capture the services which would be mapped to the scheme
Tourist Management System	The module would provide integrated platform, the major modules include – - Tour and Travel Agencies Registration – to provide convenience of travelling to the tourists in the state of Meghalaya. - Hotels Registration for convenience of the tourists. - Travel Sales Management – identifying possible marketing opportunities to promote state tourism. - Customer Management - long term business value in any industry with keep repeat travellers connected with latest promotions. - Information System – for self-reporting/ reporting by hotels for Domestic/ Foreign Tourists in the state. - Hotel Reservation – for online booking/ management of booking for all state-owned hotels/ properties. - Property Management for managing all state-owned hotels/ properties.
New Service Application (Service Plus)	- Please follow the list of new service to be implemented in service plus in the section - Service plus new service application would be initiated from following options: - Portal - Chatbot- Ask Megha - IVRS, helpdesk - Service Plus would be integrated with the following records database: - UIDAI Aadhar Gateway for Aadhar verification - Beneficiary database for Beneficiary 's ID verification - State Government Directory for location identification - Scheme Module for service eligibility checks - Email, SMS Gateway for notifications - Service Plus would enable system level validation and verification.

Entrepreneurship (New Applications)	
	• Business rules for each service would be implemented dynamically in service plus • Service Request Number • Aadhar Number • Registered Phone Number (if any provided at registration time)
Invest Meghalaya	The module would capture • Business environment and investment promotion opportunities • Investment promotion programs (IPP), schemes and regulations, • Monitoring IPP performance • Streamlining administrative procedures • IPP dialogue mechanisms • Costs and benefits of investment incentives • Promotion of investment linkages • Information exchange networks • Trade promotion Activities
Employment Management	The module would capture • Registration for Employment • Skill development • Industrial connect • Apply Job online • Government program and subsidy program • MIS reports for status of employment • Real time skilled/unskilled manpower status
	Technical Architecture
Application Architecture	Application to be built in Service Oriented Architecture/Micro-Service Architecture with complete isolation of business logic. The architecture needs to follow MeghEA architecture principles and adhere to MeghEA application architecture standards. These standards and principles are derived from IndEA
Data Architecture	Please follow data architecture section for data design: • Conceptual Data Model • Logical Data Model Physical data model must be derived aligned to the Logical Data Model
Technology Architecture	The system would be deployed at the State Data Centre and the following are required: • Application Server • Web Server • Database Server Please refer Technology architecture section for detailed requirement

Table 10: Entrepreneurship Sector New Applications

4.6.1 The Service – Application Matrix

The below table is a critical table to explain the flow of information across modules to deliver

services in the Entrepreneurship sector.

The categories of applications are:

Register for Service, Service Workflow, Service Resolution: The system through which services would be requested, service workflow would be executed, and service resolution would be provided (approval/forwarding).

Service Internal Processing: To check the livelihood, Skill and supply-demand gap and ensure service delivery can meet the demand.

Additional System: The service internal processing would ensure commodity services are automated i.e. government generated certificates/NoC/License data are fetched. Making the service application process smooth to ensure no such certificates/funding approval /NoC is required. For Service Application module mapping, please refer Annexure 9.11

Future state applications in Entrepreneurship Sector would be as follows:

Application Name	Application Number	Type
Entrepreneurship Sector System	ES.GRP.01	Group
Tourism Department Portal	ES.DEP.01	Department
State DBT	MEG.COM.01	Common
Learning Management System	MEG.COR.01	Core
e-Office	MEG.COM.02	Common
Service Plus	MEG.COR.02	Core
TreasuryNet	MEG.COM.03	Common
iOBS	MEG.COM.04	Common
Chatbot	MEG.COR.03	Core
MeghEIS	MEG.COM.05	Common
Email/ SMS Gateway	MEG.COR.04	Core
GRAS	MEG.COM.06	Common
DigiLocker	MEG.COR.05	Core
MGNREGS Portal	ES.DEP.09	Department
PMAY-G Portal	ES.DEP.10	Department
National Social Assistance Programme Portal	ES.DEP.11	Department
National Rural Livelihood Mission Portal	ES.DEP.12	Department

4.6.2   Future State Application Communication Model

The future state application communication model would not be based on point to point integration rather be enabled by State Integration platform. The integration platform's main function would be to provide the connections between communicating applications - acting much like a router to control the data. The interaction and communication between components are across the platform, which has a similar function as a physical computer bus to handle data transfer or message exchange between services without writing any actual code.

As per the business architecture interaction matrix, the systems need a high degree of integration owing to the varied portfolio and business functional capability. To enable information flow for effective business integration, the integration platform would ensure reliable, cost-effective and managed integration across the systems.

Below are the logical integration details between each system

Consumes Information ---> Provides Information	V	Entrepreneurship Sector System	Learning Management System	E-Office	Service Plus	TreasuryNET & iOBS	Chatbot	MeghEIS	Email/ SMS Gateway	SMS Gateway	GRAS	DigiLocker
Entrepreneurship Sector System		Requests digital content based on service request	Request Acts/Rules	Invoke Service Request from list Provide Resolution Stakeholder	LOA Amount scheme code wise	Information Services	Stakeholder Information Request	Email/ SMS notification	SMS notification	Service Payment	Citizen License, ID Card
Learning Management System	Publishes digital content based on service request										
E-Office	Acts & Rules					Service Status					
Service Plus	Service Status										
TreasuryNET & IOBS	Budgeting assistance										
Chatbot				Service Request No							
MeghEIS	Service Resolution Stakeholder Details							Email id of Dept. Stakeholder	SMS of Dept. Stakeholder		
Email Gateway	Email notification to stakeholders										
SMS Gateway	SMS notification to stakeholders										
Megh GRAS	Service Payment Status										
DigiLocker	Citizen Requested Document										

Table 11: Application Communication Model

Basis of the above communication matrix, below diagram is an illustrative representation of application
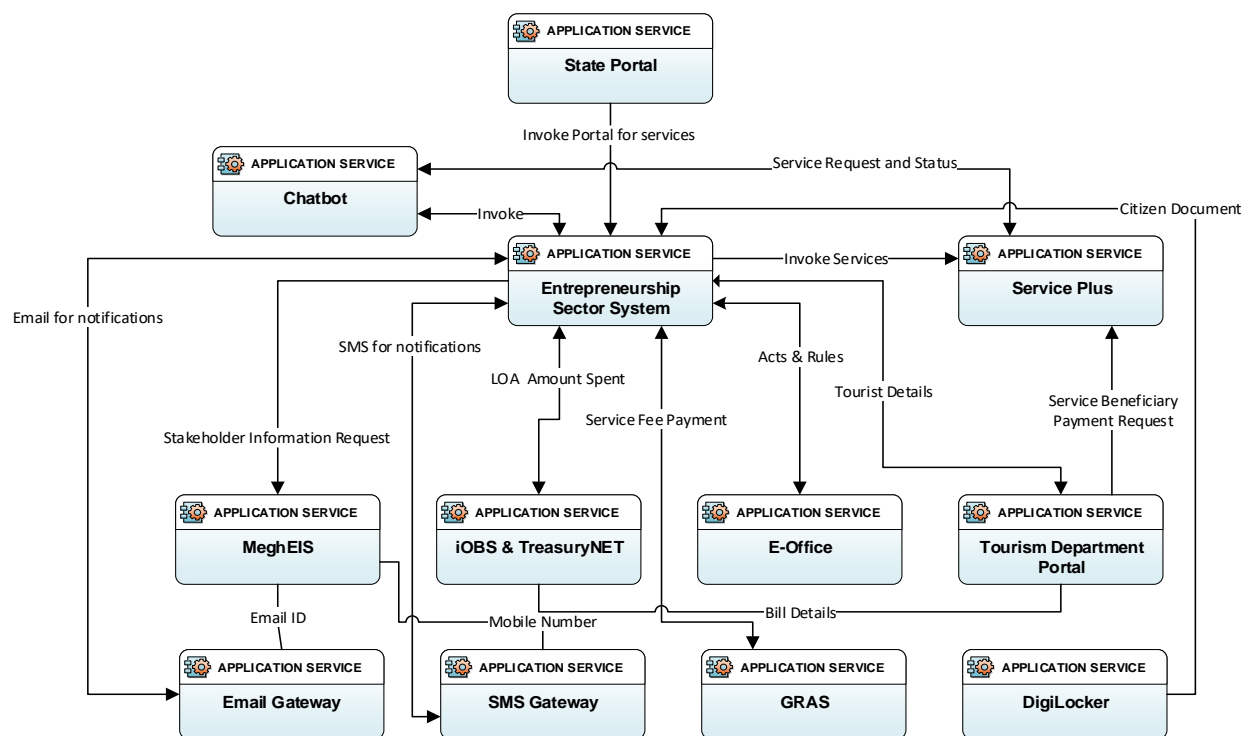
Figure 20: Future State- Application Communication Model

Even though the above diagram illustrates the logical model for application communication, practical implementation would be different.

The future state application communication model would not be based on point to point integration rather be enabled by State Integration platform. The integration platform's main function would be to provide the connections between communicating applications - acting much like a router to control the data. The interaction and communication between components are across the platform, which has a similar function as a physical computer bus to handle data transfer or message exchange between services without writing any actual code.
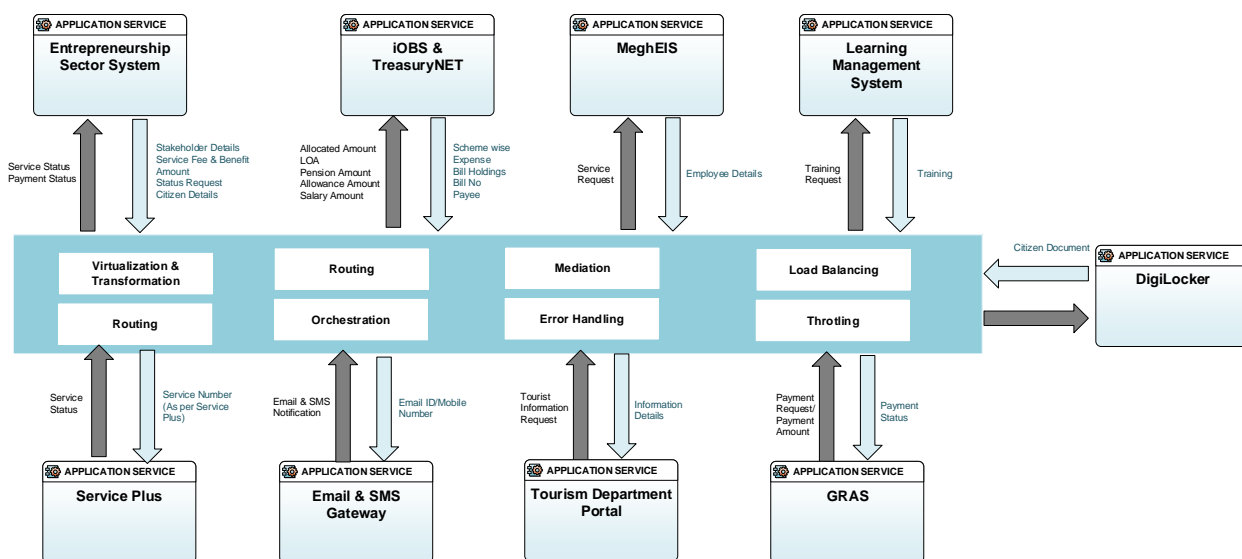
Figure 21: Application Integration Architecture

Based on the above analysis, the following APIs (logical level) need to be made available. Please note the list below is indicative and needs to be further elaborated at the time of implementation.

API/ Application Service	Data Sharing Details	Source Application	Destination Application
Service Request	• Service ID (Number) • Mobile Number (Number)	Chatbot	Service Plus
Service Acknowledgement Status	• Service request ID (Number) • Service application URL	Service Plus	Chatbot
Aadhar Verification	• Aadhar Number • Verification Result	Service Plus	UIDAI
Fetch Name & Demography-Aadhar	• Aadhar Number • Name • Date of Birth • Last Name • First Name • Address • Pin Code • Sex	Service Plus	UIDAI
Request Inputs	• Beneficiary's Digital ID • Beneficiary's demographic details • Input Type • Input Sub-Type • Input Count Requested • Nearest location • Supporting Document • Approval	Service Plus	Entrepreneurship Sector System – Scheme Management Module
Travel Management	• Beneficiary's Digital ID • Beneficiary's demographic details • Area type • Connection Details • Nearest connection • Supporting Document	Service Plus	Travel Management System
Request Registration	• Beneficiary's Digital ID • Beneficiary's demographic details • Industrial Unit type • Location Details • Supporting Document	Service Plus	Invest Meghalaya – Registration Module
New Supply Request Funding	• Beneficiary's Digital ID • Beneficiary's demographic details • Input Type • Input Sub-Type • Input Count Requested • Nearest Location	Invest Meghalaya System	iOBS, Treasury

API/ Application Service	Data Sharing Details	Source Application	Destination Application
	• Supporting Document • Approval		
Service Status	• Service Request ID • Service Status • Reason for Delay	Invest Meghalaya System	Service Plus

Table 12: Logical Application Integration Requirements

4.6.3   Illustrative Use Cases:

Based on the above analysis, MeghEA Entrepreneurship Sector Application Architecture would aim to be futuristic and visionary to achieve citizen centric objectives that is not been achieved in many Indian states. Below are the objectives which would be realized.

Accessibility

The services would be available in many delivery channels and enabled by Chatbot with artificial intelligence capability. The IndEA principle of Anywhere, Anytime Service Delivery is at the core of the architecture. The service availability channel includes:

- Chatbot
- State Portal
- Interactive Voice Response System
- Social Media Channels – Facebook Chat and WhatsApp
- Common Service Centres

Service Ease

Data once captured would not be asked again, document storage and application integration would be aimed to minimize service forms data requirement to minimal. For these multiple data repository would be connected to verify citizen's data and pre-populate the descriptive data.

Service Tracking

Enabled by modern systems, service workflow would be enabled by SMS/Email notifications. All services, as per service timeline would be tracked along with escalation mechanism to escalation to appropriate stakeholders in cases of service delivery delay.

Commodity Services

Certificates, License, Approval, NoC and similar such documents would be available for citizens without the need of citizens asking for the document. These documents would be stored in secured citizen locker.

Below is a use case depicting the same for Entrepreneurship sector. Citizens would be facilitated with services through simple and easy process steps.
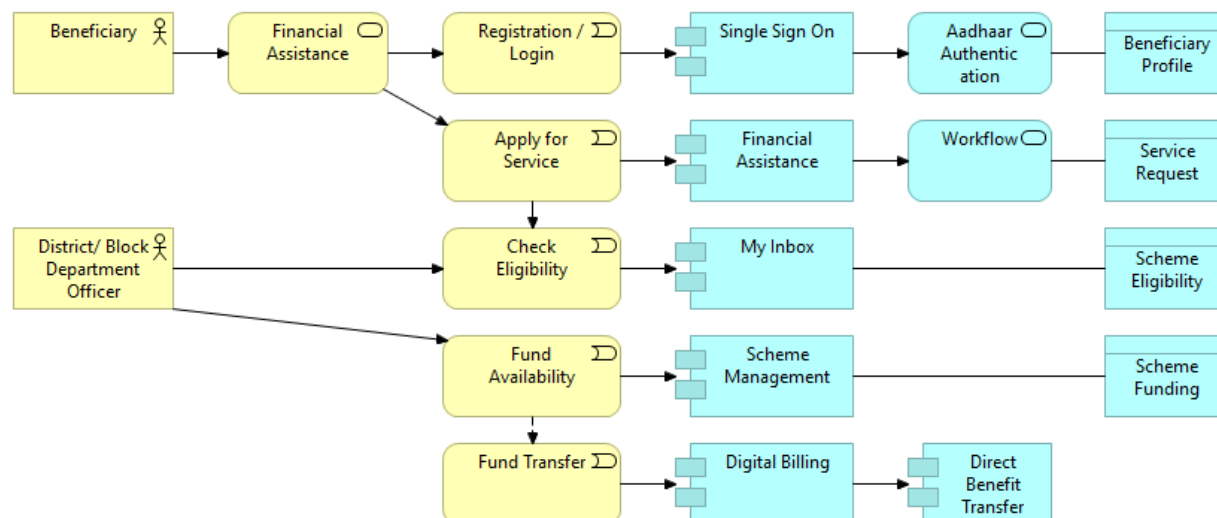
Figure 22: Illustrative Use Case

4.6.4   The Future State Application – Stakeholder Matrix

One of the key objectives of MeghEA – Entrepreneurship Sector Application Architecture is to enable all stakeholders with digital service delivery and resolution channels. The application so designed is aimed to ensure all stakeholders are taken into consideration to design the application functionality.

Entrepreneurship Sector has a varied list of stakeholders – Citizens (at the core of it), Department Employees, Departmental officials at state, district and block levels, Banks, NGOs, Raw Material providers, SMEs outside State, buyers/sellers, etc. Below is a table illustrating the planned mapping for Entrepreneurship Sector:

Stakeholder	Entrepreneurship Sector System					
	Capacity Building	Financial Assistance	Registration/ License	Tourist Management	Property Management	Employment Management
Accountant		✓	✓			✓
Assistant Development Commissioner	✓	✓				✓
Assistant Director		✓	✓			
Assistant Employment Officer	✓					✓
Assistant Secretary	✓	✓	✓	✓	✓	✓
Block Development Officer	✓	✓				
Chairman			✓			✓
Commissioner & Secretary				✓	✓	
Deputy Director				✓	✓	
Deputy Director of Training	✓					
Deputy Labour Commissioner	✓		✓			✓
Director	✓	✓	✓	✓	✓	✓
Employment Officer	✓					✓
Finance & Accounts Officer		✓				

Stakeholder	Entrepreneurship Sector System					
	Capacity Building	Financial Assistance	Registration/ License	Tourist Management	Property Management	Employment Management
Gram Sevaks/ Sevikas	✓	✓	✓			✓
Internal Auditor		✓				✓
Joint Director	✓	✓	✓			✓
Joint Labour Commissioner	✓		✓			✓
L.D.As			✓			
Labour Commissioner			✓		✓	✓
Labour Inspector	✓		✓			
Monitoring Cum Evaluation Officer	✓		✓			✓
Registrar			✓			
Research Officer	✓					✓
Secretary				✓	✓	
Sr. Gram Sevaks	✓	✓	✓			✓
Statistical Assistants		✓				
Statistical Officer		✓		✓	✓	
Sub-Divisional Planning Officers	✓	✓				
Sub-Engineers		✓				
Superintendent			✓			
Tourist Officer				✓	✓	
Training Officer	✓					
U.D.As			✓			

Table 13: Future State Application – Stakeholder Matrix

The above list showcases the exhaustive coverage of systems as far as stakeholders are concerned. Common systems would support external services and internal functions that drive the department and enable stakeholders to ensure services are well delivered.

5. Data Architecture

Data Architecture provides means for departments to consistently define their data. It will ensure sharing of information among various departments and external agencies thereby providing opportunities for improved efficiency and effectiveness in Governance. Further, it facilitates increased **collaboration** among departments/agencies and reduce the number of incompatible systems thereby contributing to Government-wide interoperability. It ensures that special attention is given to security and technical requirements of individual data elements so that they are implemented appropriately.

The Objective of Data Architecture

- Improving the discovery, access and sharing of data among both internal (departments) as well as external stakeholders (citizens, businesses and developers);
- Minimizing the duplicative efforts by capturing the data only once in the system and **connecting** with other systems and capturing only the incremental data as and when required in the business process. Auto-populating of the existing data with due validations would be required;
- Ensuring the accountability for the quality, consistency and security of data;
- Developing shared vocabularies for ensuring common understanding of data;
- Facilitating **collaboration** among departments at all levels of the Government;
- Reducing cost and impact on citizens and businesses because of redundant collection of citizen and/or business data;
- Identifying the technical and security requirements of different data assets;
- Ensuring that notified standards are adopted so that interoperability among applications is ensured.

5.1 Current State Assessment

5.1.1 Current State Data Entities

There are few systems in Labour and Tourism Department whereas Community & Rural Department uses systems developed by Government of India. Largely the systems present works independently without any data sharing. The Department lacks any data governance processes and is at a risk owing to lack of availability of data retention, data back-up and data sharing policies.

Below is the list of critical data entities along with the system of origin and usage. Please note these data entities are mostly at conceptual level.

Data Entity	Key IT System	Stakeholder Usage
Business Details	• Invest Meghalaya	• Commerce & Industries Department
Beneficiary Details	• NSAP	• Community & Rural Development
Tourist Details	• Tourist Information System	• Tourism Department
Property Details	• Property Management System	• Tourism Department

Data Entity	Key IT System	Stakeholder Usage
Booking Details	• Hotel Management System	• Tourism Department
Job Seeker Details	• Connect Kam	• Labour Department
Skill Hand Details	• Meghalaya Skill Hands Portal	• Labour Department
Household Details	• PMAY	• Community & Rural Development
Vacancies Details	• Employment Exchange Portal	• Labour Department
Employment Details	• MGNREGA	• Community & Rural Development

Table 14: Current State Data Entities

Currently, the above data is not integrated. The silos exist for different systems and don't have any integration with each other.

5.2 Challenges and Pain Points

The challenges faced by the Department regarding data are categorized below:

5.2.1 Data Literacy and Data Management Skills

In the As-Is State, NIC is managing and handling the data management. Department officials are lacking basic data management understanding. Because of this, the following problems arise.

- Data driven decisions and proper use of information available with department and level of digitization required.
- Citizen feedback data can be used in improving the quality of service delivery, avoidance of feedback review impacts monitoring and citizen satisfaction.

5.2.2 Multiple data for single record

In the As-Is State, multiple data entries in different departments, no single source of truth with single entries for entities like Citizen, internal applications, employees. All departmental portals have different databases for similar fields of citizen data records Because of this, the following problems arise.

- Consolidated dashboard views cannot be created from the systems.
- A lot of time is spent in consolidating the data from different systems to create reports, for example, the Skilled manpower information recorded by labour department is manual, identify the job seeker differently, therefore, a lot of manual consolidation needs to be done before the bill generated for payments.

5.2.3 Manual Data entry

A lot of information like inventory of goods/equipment are maintained manually by departments maintain the inventory manually. Manual Data management is time-consuming and inefficient and can lead to errors.

5.2.4 Data Quality

Data quality management involves key aspects of data such as correctness of data, metadata management, data profiling and monitoring quality of data through statistical procedures. Key issues identified are described below:

- Data profiling is missing, this leads to the unavailability of knowledge related to what data is stored for which service.
- Unavailability of process related to metadata management, data dictionary documentation, and documentation around data repository has created a lacuna in system adoption.
- Data quality dashboard is not built, or no process exists to track the quality of data used. This impacts causal analysis and error corrections.

5.2.5 Data Lifecycle Management:

The data life-cycle management is the process of managing business information throughout its lifecycle, from requirements through retirement. The lifecycle for data crosses different application systems, databases and storage media. The cycle is made up of phases of activity including create,

use, share, update, archive, store and dispose of.

- Data ownership or steward is not defined for any data entity; the relationship between departments and data does not exist.
- Data entities are not mapped to services rather is coupled with systems. Thus, a business justification of data is weak.
- The data attributes, data models, data dictionary and other related documentation does not exist. This has led to issues in the management of data.
- The data security requirement is not established, data classification does not exist. This creates a risk of data theft/ loss.
- Data centre audit is not performed regularly hence, data storage risk assessment is not executed regularly.
- Disaster recovery site for the state does not exist, this is a key risk especially considering Meghalaya (Shillong) is in a risk prone earthquake zone.
- Limited data archival process.

5.3   SWOT Analysis of Data Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Historic Tourist Data and other Hotels/ Guest House data available in digital form.	Retained
	Availability of Centre Portals for benefit transfers/ CSS and availability of data in digital form	Retained
	Availability of data of Job Seekers, Migrant workers, Skilled Manpower etc.	Retained
	Availability of data of beneficiaries under PMAY	Retained
Weakness	Meta data of common data entities is missing	Eliminated
	Historical data of schemes is available in silos	Eliminated
	Data design has scope of duplication as it does not follow data architecture principles.	Eliminated
	No formal Data Model Framework in current system of Tourism, Labour and C&RD portals.	Eliminated
	Unavailability of Master Data Management system	Eliminated
	Unavailability of data warehouse, business intelligence-based capability	Eliminated
Opportunity	Enhancement of data quality, data integration and data management to enhance reporting	Realized
	Introduction of new capabilities – data analytics, data warehouse, data management	Realized
	Introduction of new data entities for digitization of manual processes	Realized
Threats	Duplication of data and inconsistent metadata	Addressed
	Reporting may be hampered due to poor data quality	Addressed

5.4 Entrepreneurship Pillar Metadata

Refer MeghEA: Statewide Detailed Architecture Requirements for Metadata Standard Typology. Addition to the statewide standards, follow standards would be followed in Entrepreneurship Sector.

Content Related Standards

Standard	Mandatory/ Optional	Reference Link	Remarks
GS1 Standards	Mandatory	DAM Directory – https://damdirectory.libguides.com/c.php?g=247270&p=1647250 http://www.fao.org/3/ae909e/ae909e00.htm	GS1 standards are designed to "give a common language to identify, capture and share supply chain data." Core industries of focus are retail, healthcare, transport & logistics, and foodservice.
PRISM	Optional	DAM Directory – https://damdirectory.libguides.com/c.php?g=247270&p=1647250	PRISM is industry-standard Metadata that can be used to build efficient, multi-channel publishing solutions. With PRISM a publisher can create, manage, aggregate, produce, distribute and reuse content.

Value Related Standards

Standard	Mandatory/ Optional	Reference Link	Remarks
VRA Core	Mandatory	DAM Directory – https://damdirectory.libguides.com/c.php?g=247270&p=1647250	The VRA Core is a data standard for the description of works of visual culture as well as the images that document them.

5.5 Data Transformation Plan

5.5.1 Master Data Management and Data Warehouse

Entrepreneurship Sector Departments would play a significant role in the state master data management. The following are the key data entities that would be included as part of the State Master Data, along with the extraction methodology and frequency. The extracted data would be included in the Data Warehouse.

Data Entity	Data Store (System)	Data Extraction Tool	Master Data	Frequency (Recommended)
Business Details	Entrepreneurship Sector System	ETL	✓	Daily
Beneficiary Details	Entrepreneurship Sector System	ETL	✓	Daily
Tourist Details	Entrepreneurship Sector System	ETL		Daily
Property Details	Entrepreneurship Sector System	ETL	✓	Weekly
Booking Details	Entrepreneurship Sector System	ETL		Daily
Job Seeker Details	Entrepreneurship Sector System	ETL		Daily
Skill Hand Details	Entrepreneurship Sector System	ETL	✓	Daily
Household Details	Entrepreneurship Sector System	ETL		Weekly
Vacancies Details	Entrepreneurship Sector System	ETL		Daily
Employment Details	Entrepreneurship Sector System	ETL		Daily

Table 15: Master Data Management Requirements Matrix

The data warehouse would follow Enterprise Data Warehouse Model, with ETL used as a data extraction tool and Business Intelligence used for visualization of data reports.

5.5.2 Data Migration in Entrepreneurship Sector

As evaluated in Application Architecture, Invest Meghalaya (investment platform), Tourist Information, Property Management, Online Hotel Reservation System, Meghalaya Skill Hands Portal, Connect Kam and Employment Exchange Portal are proposed to be decommissioned and the services would be included in the new proposed system. In such a scenario, it is very essential to protect the master data and data of existing beneficiaries. It is equally important to migrate this data in the required format to the new system. So, the Data of the system would be migrated to Entrepreneurship Sector system as per below:

Data Entity	Existing System for Data Migration	New System
Business Details	Invest Meghalaya (investment platform)	Entrepreneurship Sector System
Tourist Details	Tourist Information System	Entrepreneurship Sector System
Property Details	Property Management System	Entrepreneurship Sector System
Booking Details	Online Hotel Reservation System	Entrepreneurship Sector System
Skill Hand Details	Meghalaya Skill Hands Portal	Entrepreneurship Sector System
Vacancies Details	Connect Kam/ Employment Exchange Portal	Entrepreneurship Sector System

5.5.3 Data Governance in Entrepreneurship Sector

All departments under Entrepreneurship Sector would have a role to play in each of the stages of the Data Lifecycle for the Scheme (core data entity).

Data, being a key asset of the Government, must be correct, up-to-date, complete and secure (quality data). These requirements are managed by the following roles:

- Data owner
- Data Trustee
- Data Custodian
- Data Steward

For details on the above roles along with data governance responsibilities, please refer Statewide – Detailed Architecture Requirements document.

The Data Steward and Data Trustee for various key data entities are described below:

Data Entity	Data Trustee	Data Steward
Business Details	Deputy Secretary – Labour	Joint Secretary – Labour
Beneficiary Details	Respective Departments – District Officer	Respective Departments – Director
Tourist Details	Joint Director – Tourism	Director – Tourism
Property Details	Joint Director – Tourism	Director – Tourism
Booking Details	Joint Director – Tourism	Director – Tourism
Job Seeker Details	Joint Director – Labour	Director – Labour
Skill Hand Details	Joint Director – Labour	Director – Tourism
Household Details	Joint Director – C&RD	Director – C&RD
Vacancies Details	Joint Director – Labour	Director – Labour
Employment Details	Joint Director – Labour	Director – Labour

Table 16: Data Entity Role Matrix

5.6 Future State

5.6.1 Entrepreneurship Sector Data Architecture

MeghEA data architecture includes various core data entities. The core data entities are those which contain data elements that are most commonly used in the applications of several departments of the Meghalaya Government. The core data entities are listed below:

- Citizen/ Beneficiary
- Business
- Employee
- GIS
- Schemes & Policies
- Employment

Entrepreneurship Sector deals with all the core data entities.

As defined in State-wide Detailed Architecture Requirement document, the data architecture building blocks are defined considering minimalistic approach – to include only those building blocks which are mandatory for the Government of Meghalaya, please refer Statewide – Detailed Architecture Requirements document.

Below diagram illustrates the Digital Registries applicable to Entrepreneurship Sector (highlighted). Please refer Statewide – Detailed Architecture Requirements document for details of the digital registries.
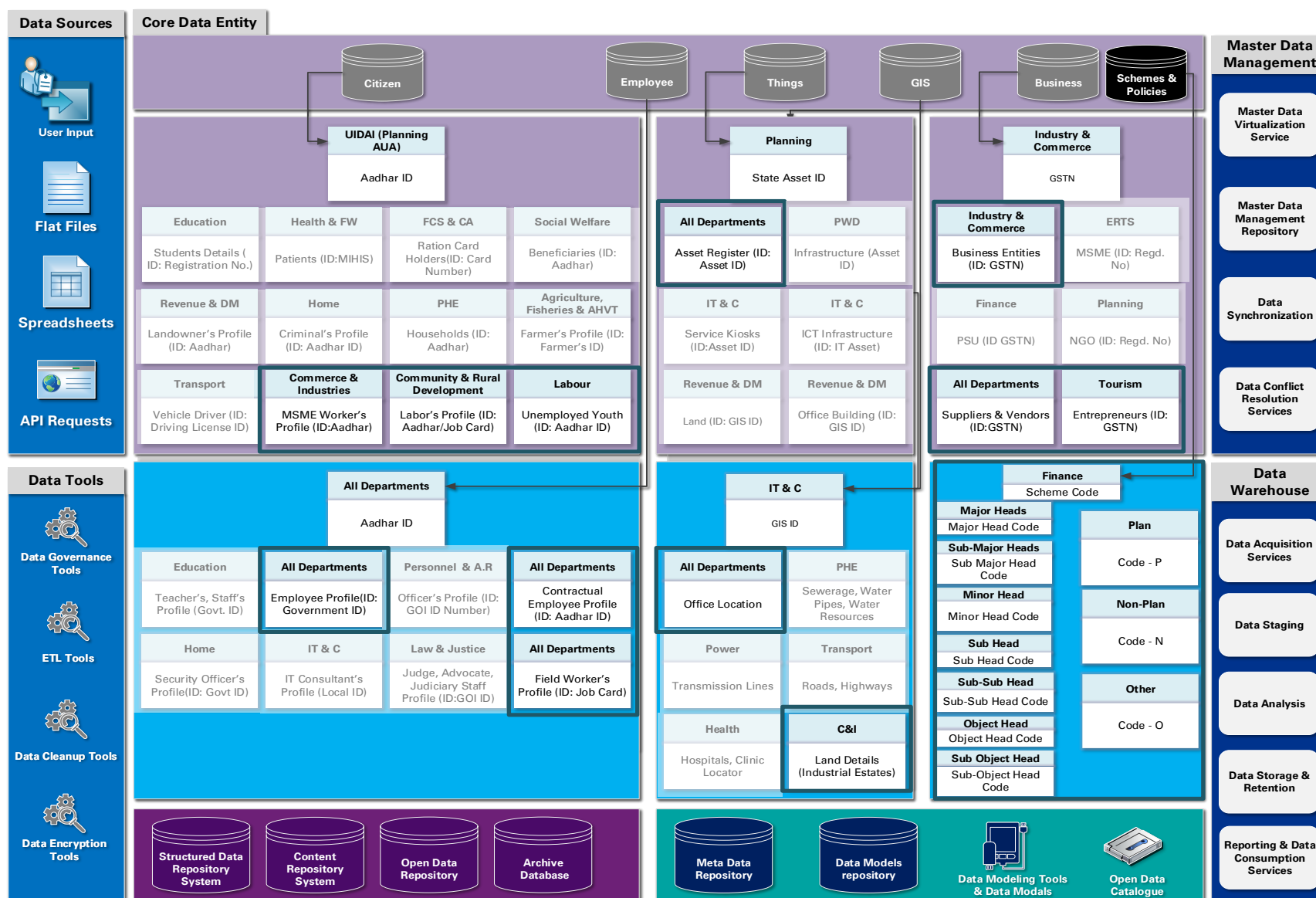
Figure 23: Entrepreneurship Sector - Digital Registries and Data Tools

5.6.2 Conceptual Data Model

Data Entities: The data entity is the fundamental building block in the data structure design of the department. An Entity is an abstraction for a Beneficiary, location, object, event, or concept described (or characterized) by common Attributes.

Attributes: An Attribute is a property or characteristic of an Entity. Different instances of an entity may have different values for an attribute.

Digital Data Source: A Digital Data Resource is a digital container of information. A Digital Data Resource may correspond to three types of data: "Structured Data Resource", "Semi-Structured Data Resource", and "Unstructured Data Resource".

Relationship: Relationship defines the relation with other key entities.

S. No	Entity Name	Description	Attributes	Digital Data Source	Relationship
1	Beneficiary Details	The data entity with information related to Beneficiaries who wish to OR has been benefited by the department through service delivery	• Digital Id • Last Name • First Name • Location • Service Requested	UIDAI Database	• Service Request
2	Business Details	The Business unit registration derived basis of request approval	• PAN • Business Name • Registration Validity	PAN Database	• Service Request • Location • New Business register • Officer Register
3	Service Request	The service request entity is the high-level model for service plus	• Request id • Order type • Order details	Service Plus	• Beneficiary • Request ID
4	Travel Booking	The entity stores information related to the utility of piped water: • Digital ID • Location ID	• Traveller Details • Verification • Location	No Any	• Billing Register • Location • Property Register
5	Location	The location entity contains the master data of Meghalaya: • District • Blocks • Village/City	• District ID • Block ID • Village ID	Local Government Directory (LGD)	Multiple entities
6	Employment Register	The entity stores information related to jobs requirement	• Job ID • Key Skill required • Experience	No any	Multiple entries
7	Property Register	The entity contains information related Government	• Property ID • Property Name	No any	• Travel Booking • Beneficiary Register

S. No	Entity Name	Description	Attributes	Digital Data Source	Relationship
		Properties for booking	• Property Tariff		
8	Vacancy Register	The entity contains information related to different Job Vacancies	• Job ID • Job Title • Experience Requirement • Skill Requirement	No any	• Employment Register • Beneficiary Details
9	Scheme Register	The entity contains information related to the schemes being offered.	• Scheme ID • Service ID • Scheme Funding	No any	• Service Register • Service Request
10	Service Register	The entity contains information related to services being offered.	• Service ID • Service Name • Service Eligibility • Service Description	No any	• Scheme Register • Service Request

Table 17: Entrepreneurship Sector – Conceptual Data Model
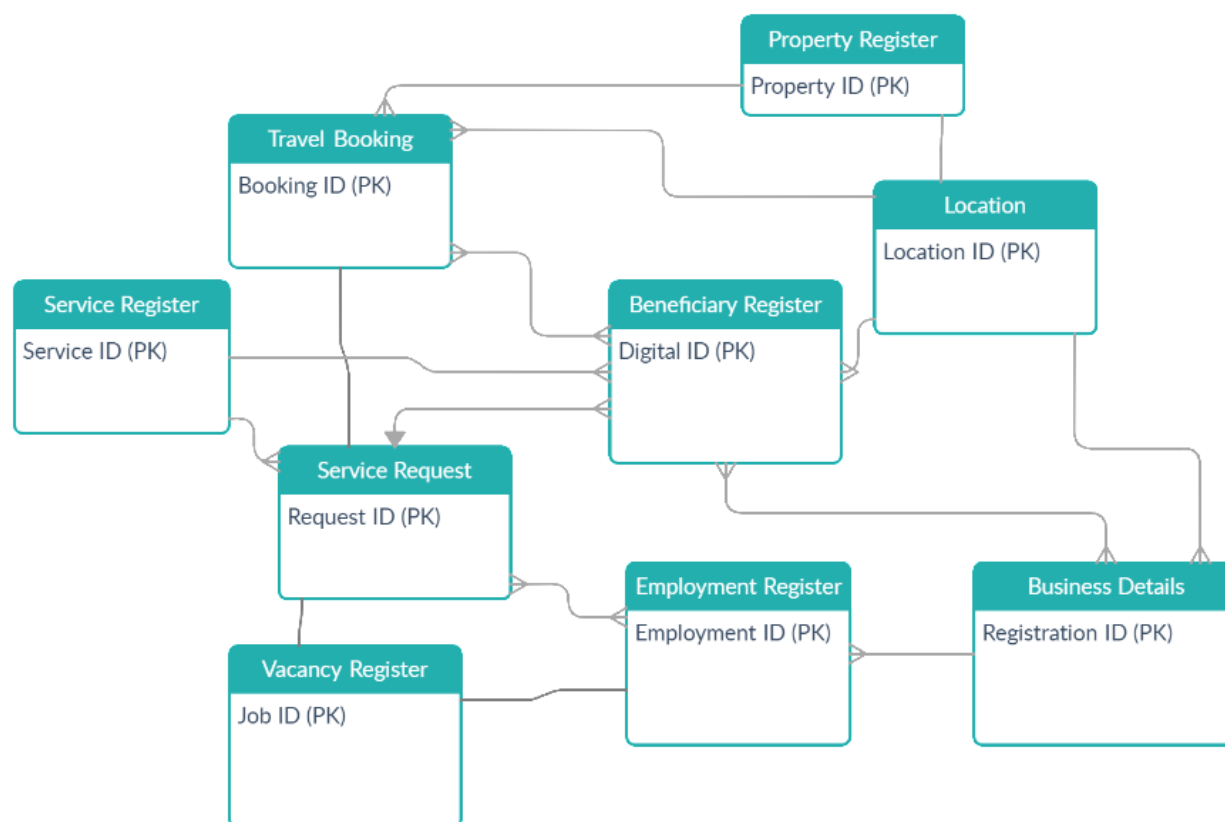
Figure 24: Entrepreneurship Sector Conceptual Data Model

5.6.3   Logical Data Model

A logical data model is a holistic representation of the 'in scope' of business entities, their relationships, and their attributes. It is used to provide a detailed description of the data requirements and needs in support of the 'in-scope' business activities irrespective of the physical implementation environment or performance considerations.

The new data entities discussed above have been further detailed to include in Logical Data Model. It is also to be noted that the data entity detailing may change upon further analysis of the requirement.
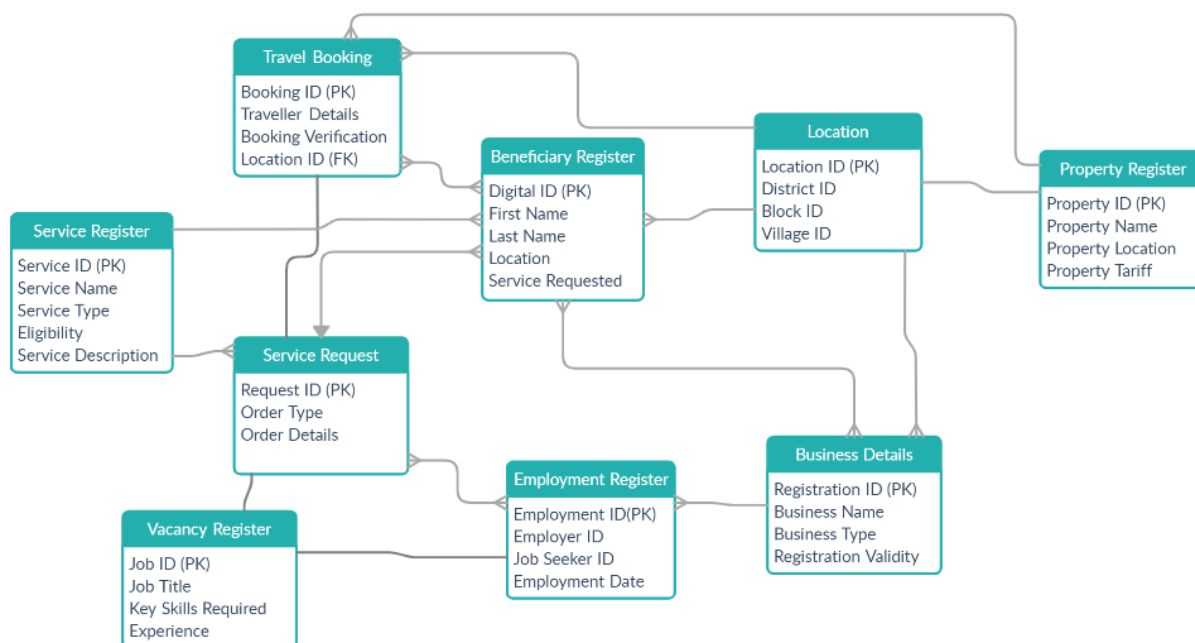
Figure 25: Logical Data Model

5.6.4   Service and Data Mapping

As we had observed in the earlier section, there are many systems in Entrepreneurship Sector and hence, distributed data. These data are stored in system specific databases. As a part of the transformation, data entities need to be created and these data entities would be stored in new systems. It is imperative to understand the services that these new data entities would create. This would ensure establishment of a structure for data management and development of new systems.

Data Entity	Data Store (System)	Created By	Modified By	Used By
Business Details	Entrepreneurship Sector System	• First service availed by Business/ Factory	No Modification Allowed	All services related to Businesses
Beneficiary Details	Entrepreneurship Sector System	• First service availed by Beneficiary	No Modification Allowed	All services related to citizens
Tourist Details	Entrepreneurship Sector System	• Hotels Staff • Tourists on Booking a Property	No Modification Allowed	All services related to bookings of Hotels

Data Entity	Data Store (System)	Created By	Modified By	Used By
Property Details	Entrepreneurship Sector System	• Hotels Staff	Hotel Staff	All services related to bookings of Hotels
Booking Details	Entrepreneurship Sector System	• Hotels Staff • Tourists on Booking a Property	• Hotels Staff • Tourists	All services related to bookings of Hotels
Job Seeker Details	Entrepreneurship Sector System	• Department Official • Job Seeker on Registration	• Department Official • Job Seeker	All services related to employment, vacancy and Labour Department
Skill Hand Details	Entrepreneurship Sector System	• Department Official • Person registering himself on Portal	• Department Official • Job Seeker • Training Provider	All services related to employment, vacancy and Labour Department
Household Details	Entrepreneurship Sector System	• Department Staff • Beneficiary	Department Official	All services related to PMAY
Vacancies Details	Entrepreneurship Sector System	• Department Official • Employer	• Department Official • Employer	All services related to employment, vacancy and Labour Department
Employment Details	Entrepreneurship Sector System	• Department Official • Employer	• Department Official • Employer	All services related to employment, vacancy and Labour Department
Service Request	Service Plus	• All services	Every service delivery step	The applied service and tracking services
Location	Master Database	• Administrator based on LGD Codes	As per LGD directives	All Services
Scheme Register	Entrepreneurship Sector System	• Department Administrator	On instructions from State Government/ Centre Government	All services under that scheme
Service Register	Entrepreneurship Sector System	• Department Administrator	On instructions from State Government/ Centre Government	All services

Table 18: Entrepreneurship Sector Service Data Mapping

The above table shows data flow in Entrepreneurship Sector System. A data flow is a path for data to move from one part of the IT system to another. The above is tentative and may be revised at time of implementation.

6. Technology Architecture

Technology Architecture depicts the layout of the technology foundation of ICT-based systems to be designed for delivery of identified business services. Technology Architecture lists all the components of the technology system on an end-to-end basis, including IT Infrastructure, Applications, Access Devices, Communication Systems and Service Delivery modes. It further defines the currently applicable open standards for all the solution building blocks and components and identifies the Open Source Products for each technology component.

6.1 Current State Assessment

Current state assessment is an important aspect to understand the infrastructure components available and can be used. The infrastructure available for Entrepreneurship Sector is assessed in further sections.

6.1.1 Environments and Locations

Environment and location components include all the IT infrastructure needed for deployment with respect to the production environment for as-is and future state.

The following table provides the current technology stack Entrepreneurship Sector applications already available:

Application Name	Application Platform	Operating System	Database	Software License Status
Mesmerizing Meghalaya	Apache Tomcat	Linux	Postgres	Open Source
Invest Meghalaya	Apache Tomcat	Linux	Postgres	Open Source
Tourist Information System	MS.Net 4.0 with C#	Windows 2012	Microsoft SQL Server 2008	SQL Server 2019 released
Property Management System	MS.Net 4.0 with C#	Windows 2012	Microsoft SQL Server 2008	SQL Server 2019 released
Online Hotel Reservation System	MS.Net 4.0 with C#	Windows 2012	Microsoft SQL Server 2008	SQL Server 2019 released
Meghalaya Skill Hands Portal	Not Available	Not Available	Not Available	Not Available
Connect Kam/ Employment Exchange Portal	Not Available	Not Available	Not Available	Not Available

Table 19: Entrepreneurship Sector Current Technology Stack

6.1.2 IT Infrastructure

Infrastructure ID	Infrastructure Component Type	Application/ application component	Make, Model	Data Centre	Infrastructure Challenges
Details not available	*Details not available*	Mesmerizing Meghalaya	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Invest Meghalaya	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Tourist Information System	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Property Management System	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Online Hotel Reservation System	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Meghalaya Skill Hands Portal	*Details not available*	NIC	*Details not available*
Details not available	*Details not available*	Connect Kam/ Employment Exchange Portal	*Details not available*	NIC	*Details not available*

Table 20: Network Infrastructure & Connectivity

Desktops and laptops are available with some of the department officers in various service delivery locations.

6.1.3 Network

The Entrepreneurship network for the service delivery centres is NICNET, the secondary network of Meghalaya State-wide Area Network is outdated and mostly non-operational. The network details for blocks are not available hence not included in the document.

6.2 Challenges and Pain Points

The critical challenges and points have been captured under the following categories:

- **Conventional IT Infrastructure setup**: The tools and technologies that are working on traditional hosting model, which is currently missing leading features - scalability, proactive monitoring and compliance considering the reference technology model. The IT infrastructure that has crossed the end of life; and have issues related to support and maintenance.
- **Network**: The availability of the uninterrupted primary and secondary network is critical for the working of departments under the Entrepreneurship Sector. The key challenges with respect to the network are discussed under this consideration.

6.2.1 Unavailability/Outdated IT Infrastructure

All infrastructure available in the State Data Centre and State Mini Data Centre have crossed end of life, thus, it's assumed that the applications/ portals of departments in entrepreneurship sector are deployed on Infrastructure which is already outdated and has crossed end of life.

6.2.2 Network Challenges

Network is a critical area and the Meghalaya Government has several issues with respect to the network. Below are the key challenges Meghalaya is facing in terms of network.

Key Issues:

- Unavailability of network (Primary and Secondary) in many blocks in rural areas.
- Unavailability of secondary network in some districts.
- A network audit is not carried out
- Network devices are not assessed, no inventory exists in the state data centre.

6.2.3 Consolidated Challenges

Below is a list of key challenges as observed in the Technology Architecture assessment phase

S. No	Challenges
1	Few critical hardware/software components have crossed end of life; hence, needs upgrade in near term.
2	Slow response by the Server & The Application throws Error on few occasions.
3	Unavailability of primary network in some blocks and secondary network at many places leads to severe impact in normal operations.
4	Department do not have proper back up database, data archival, database clustering, data management and there is no backup policy.
5	State lacks tools for monitoring of application and network. Tools for access rights, performance monitoring, and utilization monitoring are required.
6	State do not have proper IT asset Management, Software licenses management, access management, Asset management etc.

S. No	Challenges
7	Notable errors/ issues have been observed in systems – the causal analysis for the same has not been performed.
8	Analytics capability is limited owing to unavailability of data analytics specialized software
9	The application tends to slow when the concurrent users increases.
10	While syncing data between applications, it takes a lot of time.
11	No consent from the data owner before sharing the data.
12	Data is accessible to all the persons without restrictions.

Table 21: Technology Architecture – Key Challenges

6.3 SWOT Analysis of Technology Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Desktop availability in Districts and Blocks	Retained
	Network Availability in most Districts and some Blocks	Retained
Weakness	Outdated infrastructure	Recommendations for infrastructure modernization
	Availability of uninterrupted network in all offices	Recommendations Provided
Opportunity	Availability of Field officers/ staff can be leveraged to deliver services through tablets/ mobile apps.	Realized
Threats	Unavailability of systems due to network outages	Addressed
	Risk of system outages owing to outdated infrastructure	Addressed
	Security lapses in current architecture.	Addressed

6.4 Future State

6.4.1 New Requirement Specifications

The new technology component listed below along with High-level specifications based on number of users and volume of expected transactions.

Equipment / component /supply/works	Qty. at Primary Site	Qty. at DR Site	Remarks
Entrepreneurship System DB Server	1	1	LBS (Load Balancer Switch) & FOS (Fail Over Switch) at SDC (State Data Centre) between SDC & DR (Disaster Recovery), with licenses
Entrepreneurship Sector System App Server	1+1	1	LBS & FOS at SDC between SDC & DR, with licenses
IAM / WAM Software (including SSO and associated software components [e.g. application server, web server etc.] if any) with 40 Core perpetual license	1	1	-
Directory Service per Instance/Node basis	1	1	High Availability Scalability: High Scalability to store minimum 20 Million user records Support for 64-bit Architecture
IAM/WAM Server	1+1	1	LBS & FOS at SDC between SDC & DR, with licenses
IAM/WAM DB Server	1+1	1	LBS & FOS at SDC between SDC & DR, with licenses

Table 22: New Requirement Specifications

In addition to above, there will be infrastructure requirement based on the roles of the officers in Entrepreneurship Sector. Below are the tentative infrastructure requirements for each role:

Department Officers	Desktop	Mobile Device/ Tablet	Biometric Device
Accountant	✓		
Assistant Development Commissioner	✓		
Assistant Director	✓		
Assistant Employment Officer	✓		
Assistant Secretary	✓		
Block Development Officer	✓	✓	✓
Chairman	✓		
Commissioner & Secretary	✓		
Deputy Director	✓		
Deputy Director of Training	✓		
Deputy Labour Commissioner	✓		
Director	✓		
Employment Officer	✓	✓	
Finance & Accounts Officer	✓		
Gram Sevaks/ Sevikas		✓	✓

Department Officers	Desktop	Mobile Device/ Tablet	Biometric Device
Internal Auditor	✓		
Joint Director	✓		
Joint Labour Commissioner	✓		
L.D.As	✓		
Labour Commissioner	✓		
Labour Inspector	✓	✓	
Monitoring Cum Evaluation Officer	✓	✓	
O.S.D.(Tech)	✓		
Registrar	✓		
Research Officer	✓		
Secretary	✓		
Sr. Gram Sevaks	✓	✓	✓
Statistical Assistants	✓		
Statistical Officer	✓		
Sub-Divisional Planning Officers	✓		
Sub-Engineers	✓	✓	
Superintendent	✓		
Tourist Officer	✓		
Training Officer	✓		
U.D.As	✓		

Table 23: Infrastructure Requirements

Key Changes

- Deployment of Enterprise Service Bus and API gateway for effective integration. Re-architecture of systems to SOA/ MSA based architecture
- Re-architecture of Mesmerizing Meghalaya, Labour department portal to modern architecture. Development of Entrepreneurship Sector System accessible through common state portal.
- Implementation of data back-up and disaster recovery mechanism, implementation of DR drills.
- Implementation of analytics software.
- Server virtualization at SDC.
- Implementation of tools for access rights, consent management, data encryption/ decryption, anonymizer, data security manager, performance monitoring, and utilization monitoring.
- Implementation of SSO components.

7. Security Architecture

Meghalaya state government has been planned its services online through web and mobile interfaces. This may open up a boulevard for multiple threats to access the information, systems, and assets to be viewed and/or altered unauthorized to harm the services, applications or the organization. This points out the importance of defining and implementing policies, processes, controls for information security.

7.1 Current State Assessment, Challenges, and Pain Points

There are only few application portals in departments under Entrepreneurship Sector with very limited functionalities. There are no security audits conducted for the applications. The functionality of the application portals has been covered in application architecture. The major challenges have been captured as below:

- There is no backup of the servers which are already out of warranty thus there is always threat of data loss in case of server failure.
- No defined anti-virus policy exists. Users laptops and devices are not covered under any anti-virus policy.
- Currently no such domain policy exists in Meghalaya Government.
- Single-Sign-On and OAuth2 does not exists.
- Currently, Authentication and Authorization is system-role based. Hence, it is not uniform. Accounting of information actions is not captured.
- There is no session management policy in Entrepreneurship Sector departments.
- Absence of regular third-party auditing has created lacuna in security threat management. OWASP based security assessment are not carried out.
- Identity and Access management is implemented at data level.
- Data is currently not classified.
- No data recovery policy exists. DR Site is not operational.

7.2 SWOT Analysis of Security Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Multi-factor authentication for approvals using DSC	Retained
	Security audit process exists in Mini Data Centre	Retained
Weakness	System level security and user profiling; lack of availability of SSO	SSO recommended
	State Data Centre is non audit compliant	Recommendations Provided
Opportunity	Single-Sign-On	Recommended
Threats	Vulnerability to security threats	Recommendations Provided

7.3 Future State

7.3.1 Access Requirement

The various modules in Entrepreneurship Sector would need varied accesses. Please follow the table below for the security requirement:

Module -> User	Capacity Building	Financial Assistance	Registration/ License	Tourist Management	Property Management	Employment Management
Accountant		✓	✓			✓
Assistant Development Commissioner	✓	✓				✓
Assistant Director		✓	✓			
Assistant Employment Officer	✓					✓
Assistant Secretary	✓	✓	✓	✓	✓	✓
Block Development Officer	✓	✓				
Chairman			✓			✓
Commissioner & Secretary				✓	✓	
Deputy Director				✓	✓	
Deputy Director of Training	✓					
Deputy Labour Commissioner	✓		✓			✓
Director	✓	✓	✓	✓	✓	✓
Employment Officer	✓					✓
Finance & Accounts Officer		✓				
Gram Sevaks/ Sevikas	✓	✓	✓			✓
Internal Auditor		✓				✓
Joint Director	✓	✓	✓			✓
Joint Labour Commissioner	✓		✓			✓
L.D.As			✓			
Labour Commissioner			✓		✓	✓
Labour Inspector	✓		✓			
Monitoring Cum Evaluation Officer	✓		✓			✓
Registrar			✓			
Research Officer	✓					✓
Secretary				✓	✓	
Sr. Gram Sevaks	✓	✓	✓			✓
Statistical Assistants		✓				
Statistical Officer		✓		✓	✓	
Sub-Divisional Planning Officers	✓	✓				
Sub-Engineers		✓				
Superintendent			✓			

Module -> User	Capacity Building	Financial Assistance	Registration/ License	Tourist Management	Property Management	Employment Management
Tourist Officer				✓	✓	
Training Officer	✓					
U.D.As			✓			
Module -> User	Capacity Building	Financial Assistance	Registration/ License	Tourist Management	Property Management	Employment Management
Job Seeker	✓		✓			✓
Skilled Manpower	✓		✓			✓
Factories			✓			✓
Business			✓			✓
Beneficiary	✓	✓				
Tourist				✓		
Hotels/ Guest Houses				✓	✓	

The access to various modules should be allowed based on the roles of the particular stakeholder. Tourism Management module should be allowed to be accessed by Tourist Officer, Hotels and Tourists whereas Financial Assistance would be accessed by various stakeholders from various departments and also by the beneficiaries. Thus, there is a need to identify correct beneficiary and correct role. For implementing the same, identify and access management plays a vital role.

7.3.2   Data Classification

The data related to the Entrepreneurship Sector has been classified as per below:

Data Entity	Data Classification	Securing data at rest	Securing data in transit	Data encryption	Data quality	ETL Security	Data Loss Prevention
Beneficiary Details	Private	✓	✓				✓
Business Details	Official	✓	✓				✓
Service Request	Official	✓	✓				✓
Travel Booking	Private	✓	✓	✓	✓	✓	✓
Location	Public	✓	✓				✓
Employment Register	Public	✓	✓				✓
Property Register	Official	✓	✓				✓
Vacancy Register	Public	✓	✓				✓
Scheme Register	Public	✓	✓				✓
Service Register	Official	✓	✓				✓

Table 24: Entrepreneurship Sector Data Classification

8. Architecture Realization

Traditionally, like any other state in India Meghalaya has largely been an agriculture and allied services based (primary sector) economy with nearly 70% of its population dependent on land. For growth of an industrial base, there has been a substantial shift to secondary sector. Taking in account one of the departments of entrepreneurship, Tourism Department, during the recent years, the industry and tourism sector, and thus the secondary sector have been growing and contributing at a very healthy rate to the state's GDSP. First half of the decade witnessed a single digit increase i.e. 2 – 5% increase in tourist footfall. However, the later half of the decade has been promising to witness a growth of more than 10%. In the year 2016-17 the growth was staggering 19% when compared with tourist footfall in the year 2015-16.
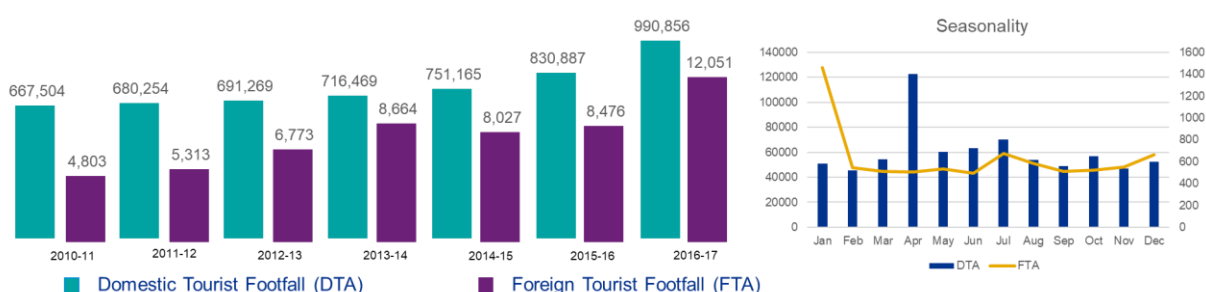
State development require realization of Entrepreneurship pillar mission and department objectives. The services of all the departments under entrepreneurship pillar are coming together to deliver the services to stakeholders and contribute in overall state progress.

8.1 Service Realization Model

A Service Realization model how one or more business services of departments under Entrepreneurship pillar can be realized by the underlying processes (and sometimes by application components). Thus, it forms the bridge between the business capabilities t and the business process view. It provides a "view from the outside" on one or more business processes to deliver the connected service.

The following sub-section describes the business use cases along with the key activities to be undertaken within the service and re-usable architecture building blocks. The prioritized services are explained below:

8.1.1 Application for Registration or Renewal of Boilers

- **Strategic Indicators:**
  - Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
- **Use Case Steps**: Application for Registration/ Renewal.
  - o Key Activities: As per the need, Boilers will apply for registration/ renewal through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Registration Module.

- **Use Case Steps:** Verification of Document & Approval
  - o <u>Key Activities:</u> The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration/ Renewal Certificate will be generated on approval and pushed to DigiLocker.
  - o <u>Architecture Building Blocks:</u> Workflow, Messaging, DigiLocker.

8.1.2 Registration/ Renewal with Labour Department under Different Categories

- **Strategic Indicators:**
- Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc.
- **Use Case Steps**: Application for Registration/ Renewal.
  - o <u>Key Activities:</u> As per the need, Businesses will apply for registration/ renewal through digital platform by providing various details.
  - o <u>Architecture Building Blocks:</u> Workflow, Registration Module.
- **Use Case Steps:** Verification of Document & Approval
  - o <u>Key Activities:</u> The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration/ Renewal Certificate will be generated on approval and pushed to DigiLocker.
  - o <u>Architecture Building Blocks:</u> Workflow, Messaging, DigiLocker.

8.1.3 Application for Maternity Benefits

- **Strategic Indicators:**
  - o Percentage of population living below the National Poverty line.
- **Use Case Steps**: Labour Workforce applies for financial assistance under relevant schemes.
  - o <u>Key Activities:</u> As per the needs pregnant women/ Guardian will apply for the financial assistance for Maternity Benefits through digital platform by providing various details.
  - o <u>Architecture Building Blocks:</u> Workflow, Financial Management.
- **Use Case Steps**: Checking of Scheme Eligibility for beneficiary and Funds under the scheme.
  - o <u>Key Activities:</u> System/ District/ Block officer checks eligibility of beneficiary and funds of that particular benefit under scheme and provide approval. The details are notified to the applicant through email, SMS and app notifications.
  - o <u>Architecture Building Blocks:</u> Workflow, Messaging, Scheme Management, Financial Management.
- **Use Case Steps**: Funds transferred to beneficiary account.
  - o <u>Key Activities:</u> As per eligibility, bill will be generated, and funds will be transferred to bank account of beneficiary through TreasuryNet system. Applicant will be notified through email, SMS and app notifications.
  - o <u>Architecture Building Blocks:</u> Messaging, Workflow, DBT, TreasuryNet.

8.1.4 Apply for Scholarship

- **Strategic Indicators:**
  - o Percentage of population living below the National Poverty line.

- **Use Case Steps**: Application for Scholarship.
  - o Key Activities: As per the eligibility children of Active Registered Building and Other Construction Workers will apply for the financial assistance for Scholarship through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Financial Management.
- **Use Case Steps**: Checking of Scheme Eligibility for beneficiary and Funds under the scheme.
  - o Key Activities: System/ District/ Block officer checks eligibility of beneficiary and funds of that particular benefit under scheme and provide approval. The details are notified to the applicant through email, SMS and app notifications.
  - o Architecture Building Blocks: Workflow, Messaging, Scheme Management, Financial Management.
- **Use Case Steps:** Funds transferred to beneficiary account.
  - o Key Activities: As per eligibility, bill will be generated, and funds will be transferred to bank account of beneficiary through TreasuryNet system. Applicant will be notified through email, SMS and app notifications.
  - o Architecture Building Blocks: Messaging, Workflow, DBT, TreasuryNet.

8.1.5 Vacancy Details Submission

- **Strategic Indicators:**
  - o Average income (Salaried, self-employed, Skilled, unskilled).
- **Use Case Steps**: Fill up the Requisition form requesting for eligible candidates.
  - o Key Activities: The Employer will fill up the Requisition form requesting for eligible candidates to fill the vacant post through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow.
- **Use Case Steps:** Opening of Order Card
  - o Key Activities: The concerned authority will open the open card against requisition by the employer wherein the details of the employer, the notification of vacancy, the pre-requisites of the vacant post will be populated by system.
  - o Architecture Building Blocks: Workflow.
- **Use Case Steps:** Selection of candidate.
  - o Key Activities: System will suggest a list of candidates with matching skills. The officer will select candidates in the ratio 1:20 i.e. for 1 post, a selection of 20 candidates will be made. The officer will select the candidates based on the prerequisites of the employer and seniority of the candidate.
  - o Architecture Building Blocks: Workflow, API, Registration Module.
- **Use Case Steps:** Issuance of Call Letters
  - o Key Activities: Call letters will be issued to the selected candidates with details of vacancy for submitting their consent for such submission. Based on the consent received by due date, selection will be made replacing candidates who have not submitted their consent. In cases of urgent requirement of the employer no call letters will be issued to the candidates, but the list will be sent directly to the employer.
  - o Architecture Building Blocks: Workflow, Consent Management.
- **Use Case Steps:** Submission of List of Sponsored Candidates

- o Key Activities: After finalising the list of selected candidates, the same will be forwarded to the employer. Employer will be required to acknowledge the receipt of the list of candidates.
  - o Architecture Building Blocks: Workflow.
- **Use Case Steps:** Intimation of Selection
  - o Key Activities: After selection of the candidate by the employer, the employer will update list of candidates with remarks for necessary action as an intimation of selecting the candidate. Notification will be sent to selected candidates with email/ SMS/ App Notification and Employment Exchange would be notified in system.
  - o Architecture Building Blocks: Workflow, Messaging.

8.1.6 Application for Grant of Licence/ Duplicate License

- **Strategic Indicators:**
  - o Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
- **Use Case Steps**: Application for Grant/ Duplicate License.
  - o Key Activities: As per the need, Factories will apply for Grant/ Duplicate License through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Registration Module.
- **Use Case Steps:** Verification of Document & Approval
  - o Key Activities: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The New/ Transfer License will be generated on approval and pushed to DigiLocker. Duplicate License will be directly downloaded from DigiLocker.
  - o Architecture Building Blocks: Workflow, Messaging, DigiLocker.

8.1.7 Issuance and Renewal of Certificate of Competency to Persons/ Institutions

- **Use Case Steps**: Application for Registration/ Renewal.
  - o Key Activities: As per the need, individual/ institute will apply for registration/ renewal of competency certificate through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow.
- **Use Case Steps:** Verification of Document & Approval
  - o Key Activities: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration/ Renewal Certificate will be generated on approval and pushed to DigiLocker.
  - o Architecture Building Blocks: Workflow, Messaging, DigiLocker.

8.1.8 Application for Registration / Renewal of Shops and Establishment

- **Strategic Indicators:**
  - o Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
- **Use Case Steps**: Application for Registration/ Renewal.

- o Key Activities: As per the need, Shops and Establishments will apply for registration/ renewal through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Registration Module.
- **Use Case Steps:** Verification of Document & Approval
  - o Key Activities: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration/ Renewal Certificate will be generated on approval and pushed to DigiLocker.
  - o Architecture Building Blocks: Workflow, Messaging, DigiLocker.

8.1.9 Training and Skill Development of Manpower for Specific Purpose

- **Strategic Indicators:**
  - o Percentage growth of GSDP due to skill.
  - o Number of youths trained in on-demand skills in the last year.
  - o Number of youths trained and empowered for sustainable employment.
  - o No. of ITI per 10,000 of population.
  - o Socially engaged Population aged between 3 to 60.
- **Use Case Steps**: Application for training and skill development under different schemes.
  - o Key Activities: As per need, individuals apply for the training and skill development through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Learning Management System.
- **Use Case Steps**: Make batches and publish schedule of training.
  - o Key Activities: District/ Block wise consolidation of individuals with similar training needs and preparation of training schedule. The batch details are notified to the applicant through email, SMS and app notifications.
  - o Architecture Building Blocks: Workflow, Messaging, Learning Management System.
- **Use Case Steps:** Arrange trainer and provide training.
  - o Key Activities: Trainer is arranged by District/ Bock Officer, and training is delivered to the beneficiary on scheduled batch date and time.
  - o Architecture Building Blocks: Learning Management System, Messaging, Workflow.

8.1.10 Application for Financial Assistance for Self Help Groups

- **Strategic Indicators:**
  - o Exclusive bank credit linked women SHGs (Self Help Groups).
- **Use Case Steps**: Application for financial assistance under relevant schemes.
  - o Key Activities: As per the needs Self Help Groups will apply for the financial assistance to meet Administrative Expenses, Community Investment Fund, Startup Fund, Revolving Fund or Vulnerable Reduction Fund through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Financial Management.
- **Use Case Steps**: Checking of Scheme Eligibility for beneficiary and Funds under the scheme.
  - o Key Activities: System/ District/ Block officer checks eligibility of beneficiary and funds of that particular benefit under scheme and provide approval. The details are notified to the applicant through email, SMS and app notifications.

- o Architecture Building Blocks: Workflow, Messaging, Scheme Management, Financial Management.
- **Use Case Steps:** Funds transferred to beneficiary account.
  - o Key Activities: As per eligibility, bill will be generated, and funds will be transferred to bank account of beneficiary through TreasuryNet system. Applicant will be notified through email, SMS and app notifications.
  - o Architecture Building Blocks: Messaging, Workflow, DBT, TreasuryNet.

8.1.11 Generate wage employment and Creation of socially and economically useful public assets

- **Strategic Indicators:**
  - o Average income (Salaried, self-employed, Skilled, unskilled).
  - o Average unemployment rate per 1000 persons for males and females.
  - o Wages earned by male-female in regular / casual employment.
  - o Palma ratio of Household Expenditure in Rural Meghalaya.
  - o Providing 100 days of employment for every desirous household under MGNREGA.
  - o Increase in number of youth job card holder under MGNREGA, by gender.
  - o Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act(MGNREGA).
- **Use Case Steps**: Submission of Proposal.
  - o Key Activities: MLAs/ NGOs/ Associations will login to Entrepreneurship Portal and submit Proposal along with Plan and estimate through digital channels.
  - o Architecture Building Blocks: Workflow.
- **Use Case Steps:** Sanction and Approval
  - o Key Activities: The proposal will be marked to Administrative Department for Sanctioning using API of Finance System and the proposal will be sent for concurrence from Finance and Planning Departments. On receiving the concurrence of the Planning /Finance Department, the Administrative department will sanction the fund under the scheme and send the scheme proposed for approval of Chief Minister. Chief Minister will review and provide approval along with amount to be sanctioned.
  - o Architecture Building Blocks: iOBS, Finance System, Workflow.
- **Use Case Steps**: Sanction and Release of Funds.
  - o Key Activities: The plan and estimate of the approved proposal received from the CM Secretariat will be examined at the Directorate, C&RD. If the plan and estimate are found in order, the schemes will then be sanctioned by the Directorate C&RD followed by release of funds in beneficiary bank account. Applicant will be notified through email, SMS and app notifications.
  - o Architecture Building Blocks: Workflow, DBT, TreasuryNet, Messaging.

8.1.12 Assistance for creation of tourism infrastructure in the form of homestays and resorts

- **Strategic Indicators:**
  - o Total employment in tourism sector.
  - o Percentage increase in number of tourists.
  - o Contribution of Tourism to GSDP (%).

- **Use Case Steps**: Applicant applies for financial assistance for creation of Tourism Infrastructure.
  - o Key Activities: Applicant will login to Entrepreneurship Portal and apply for the financial assistance for creation of Tourism Infrastructure through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Financial Management.
- **Use Case Steps**: Checking of Scheme Eligibility for beneficiary and Funds under the scheme.
  - o Key Activities: System/ District/ Block officer checks eligibility of beneficiary and funds of that particular benefit under scheme. The authority will check the documents submitted for his claim and provide approval if found in order. The details are notified to the applicant through email, SMS and app notifications.
  - o Architecture Building Blocks: Workflow, Messaging, Scheme Management, Financial Management.
- **Use Case Steps**: Funds transferred to beneficiary account.
  - o Key Activities: As per eligibility, bill will be generated, and funds will be transferred to bank account of beneficiary through TreasuryNet system. Applicant will be notified through email, SMS and app notifications.
  - o Architecture Building Blocks: Messaging, Workflow, DBT, TreasuryNet.

8.1.13 Registration of Hotels Guest houses/ tourist Accommodation units/ etc.

- **Strategic Indicators:**
  - o Total employment in tourism sector.
  - o Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
  - o Percentage increase in number of tourists.
  - o Contribution of Tourism to GSDP (%).
  - o Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools.
- **Use Case Steps**: Application for Registration of Hotels Guest houses/ tourist Accommodation units/ etc.
  - o Key Activities: Hotels Guest houses/ Tourist Accommodation unit owner will login and apply for registration with Tourism Department through digital platform by providing various details.
  - o Architecture Building Blocks: Workflow, Registration Module.
- **Use Case Steps:** Verification of Document & Approval
  - o Key Activities: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration Certificate will be generated on approval and pushed to DigiLocker.
  - o Architecture Building Blocks: Workflow, Messaging, DigiLocker.

8.1.14 Providing Financial assistance for Major State Festival and tourism festival in the state

- **Strategic Indicators:**
  - o Total employment in tourism sector.

- o Percentage increase in number of tourists.
- o Contribution of Tourism to GSDP (%).
- **Use Case Steps**: Applicant applies for financial assistance under relevant schemes.
    - o Key Activities: Applicant will apply for the financial assistance for Major State Festival and tourism festival in the state through digital platform by providing various details along with proposal.
    - o Architecture Building Blocks: Workflow, Financial Management.
- **Use Case Steps**: Checking of Scheme Eligibility for beneficiary and Funds under the scheme.
    - o Key Activities: System/ District/ Block officer checks eligibility of beneficiary and funds of that particular benefit under scheme, validate proposal along with estimates and provide approval. The details are notified to the applicant through email, SMS and app notifications.
    - o Architecture Building Blocks: Workflow, Messaging, Scheme Management, Financial Management.
- **Use Case Steps**: Funds transferred to beneficiary account.
    - o Key Activities: As per eligibility, bill will be generated, and funds will be transferred to bank account of beneficiary through TreasuryNet system on submission of bills by applicant. Applicant will be notified through email, SMS and app notifications.
    - o Architecture Building Blocks: Messaging, Workflow, DBT, TreasuryNet.

8.1.15 Registration of contractors

- **Strategic Indicators:**
    - o Total employment in tourism sector.
    - o Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
- **Use Case Steps**: Application for Registration by Contractor.
    - o Key Activities: As per the need, Contractors will login and apply for registration through digital platform by providing various details.
    - o Architecture Building Blocks: Workflow, Registration Module.
- **Use Case Steps:** Verification of Document & Approval
    - o Key Activities: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Registration Certificate will be generated on approval and pushed to DigiLocker.
    - o Architecture Building Blocks: Workflow, Messaging, DigiLocker.

8.1.16 Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator

- **Strategic Indicators:**
    - o Percentage increase in number of tourists.
    - o Contribution of Tourism to GSDP (%).
    - o Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools.
- **Use Case Steps**: Application for Certificate of Recognition.

- o <u>Key Activities</u>: As per the need, Tour Operators will login and apply for Certificate of Recognition through digital platform by providing various details.
  - o <u>Architecture Building Blocks</u>: Workflow, Registration Module.
- **<u>Use Case Steps:</u>** Verification of Document & Approval
  - o <u>Key Activities</u>: The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The Certificate will be generated on approval and pushed to DigiLocker.
  - o <u>Architecture Building Blocks</u>: Workflow, Messaging, DigiLocker.

8.2 Illustration of Use Case Realization:

8.2.1 Training

The craftsman or youth can apply for vocational or industrial training service and the request will be routed to Department Official for verification of eligibility and necessary checks in the application. The officer will be able to manage schemes and funds for training. The officer will approve application and notification in form of SMS/ email/ app push notification will be sent to applicant craftsman or youth. Based on the number of applicants, the officer will schedule training batch and notification with scheduled date, time and place will be sent to applicant. The applicant must attend the training as per the schedule given by the officer. The illustrative use case is as shown below:
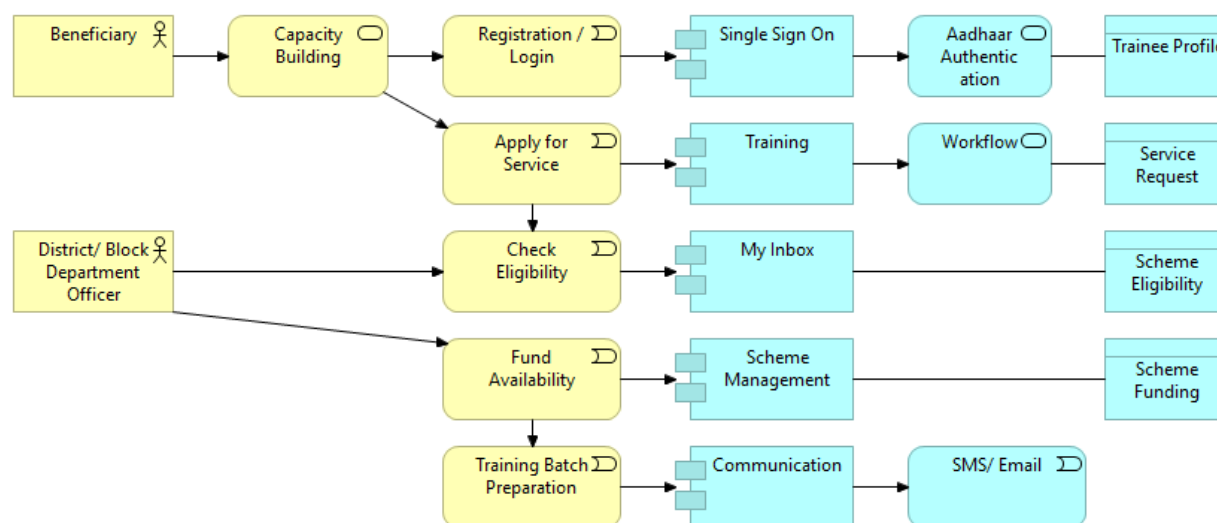
Figure 26: Training (illustrative)

8.2.2 Financial Assistance

As defined in previous section, the Beneficiary will apply for financial assistance and the request will be routed to Department Official for verification of eligibility and necessary checks in the application. The officer will be able to manage schemes and funds for schemes. On approval, the request will go to bank for transfer of funds to the applicant's bank account. The illustrative use case is as shown below:
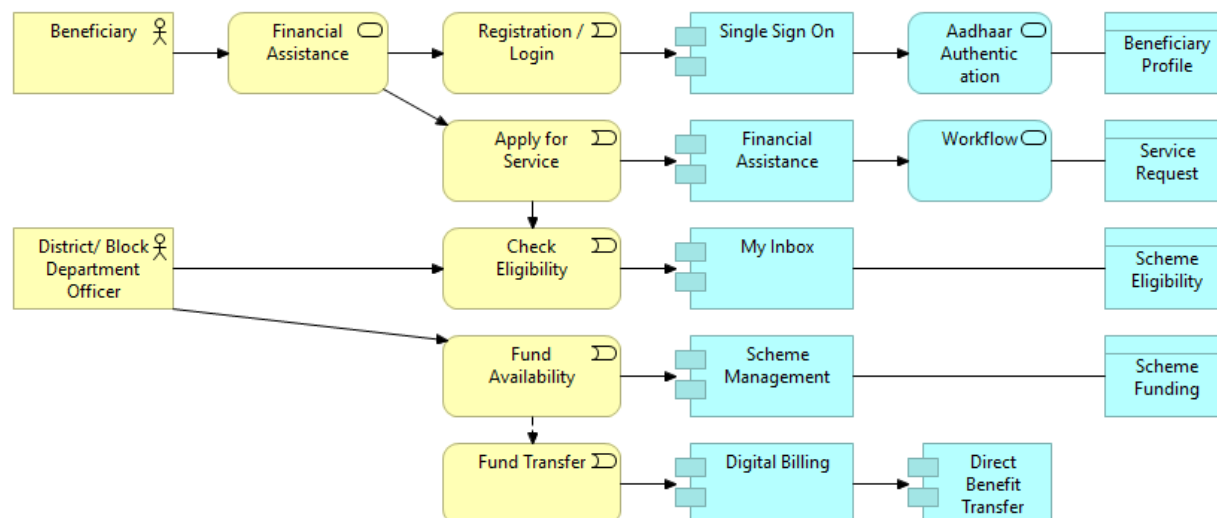
Figure 27: Finance Assistance (illustrative)

8.2.3   Registration/ License / Certificate Services

As defined in previous section, the Business/ Group of People will apply for registration/ license. The concerned authority will verify the documents submitted, eligibility conditions and provide approval. The details are notified to the applicant through email, SMS and app notifications. The New/ Renewed License will be generated on approval and pushed to DigiLocker. Duplicate License will be directly downloaded from DigiLockerThe illustrative use case is as shown below:
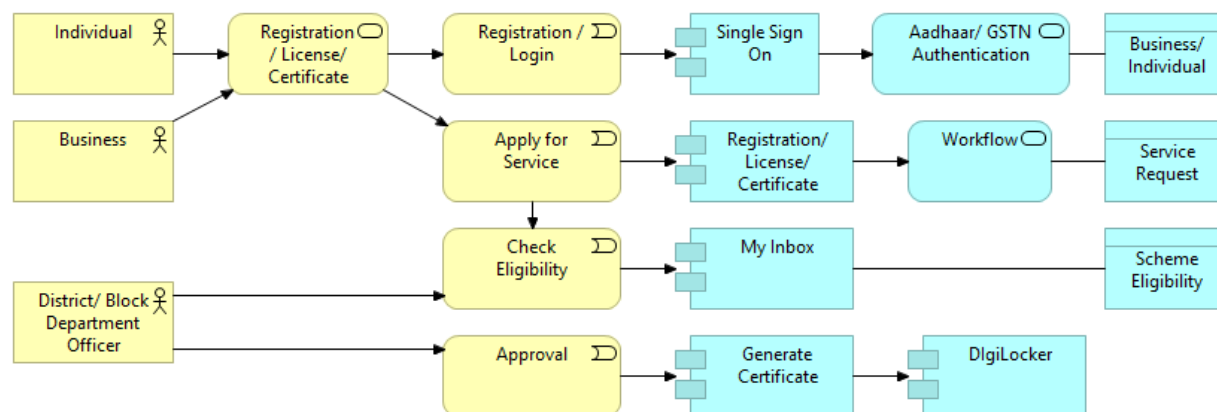
Figure 28: Registration/ License/ Certificate Services Flow (Illustrative)

8.2.4   Informational Services

The information seeker will login to the Entrepreneurship Sector portal and register for alerts. The required details will be pushed to beneficiary through notifications. Designated officers/ teams will keep on updating information in system and notification will be sent to all registered users. The

illustrative use case is as shown below:
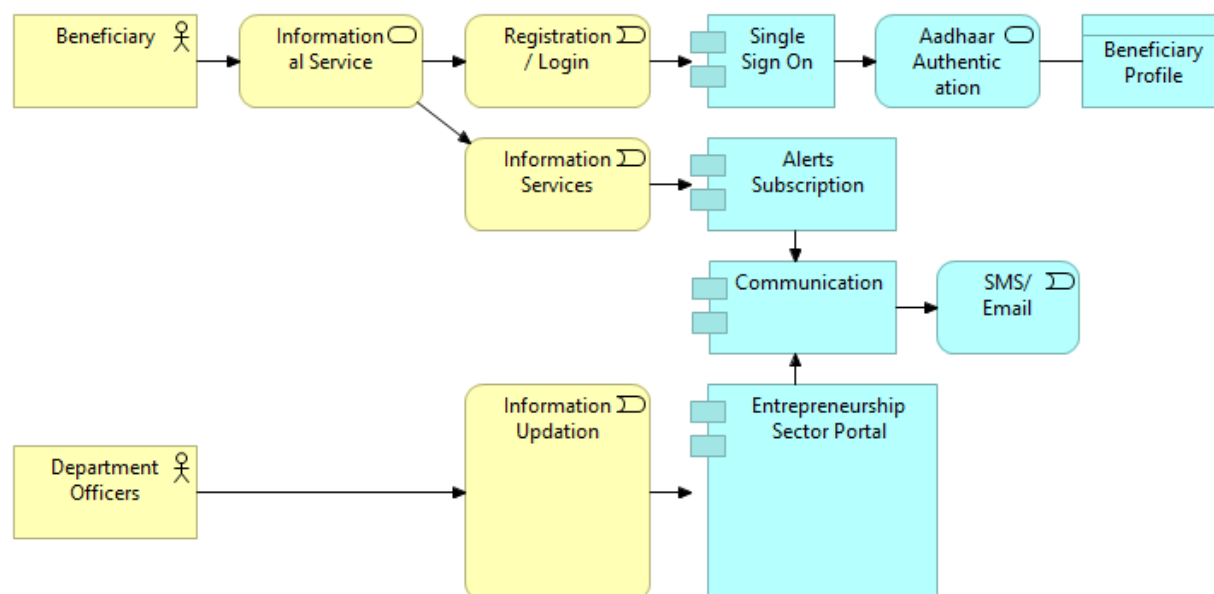
Figure 29: Information Services Flow (Illustrative)

8.2.5 Training and Skill Development Services

The training seeker will login to the Entrepreneurship Sector portal and register for skill development sessions (both virtual and physical). The required details will be pushed to beneficiary through for approval. Designated officers/ teams will work on scheduling the sessions and update beneficiary.
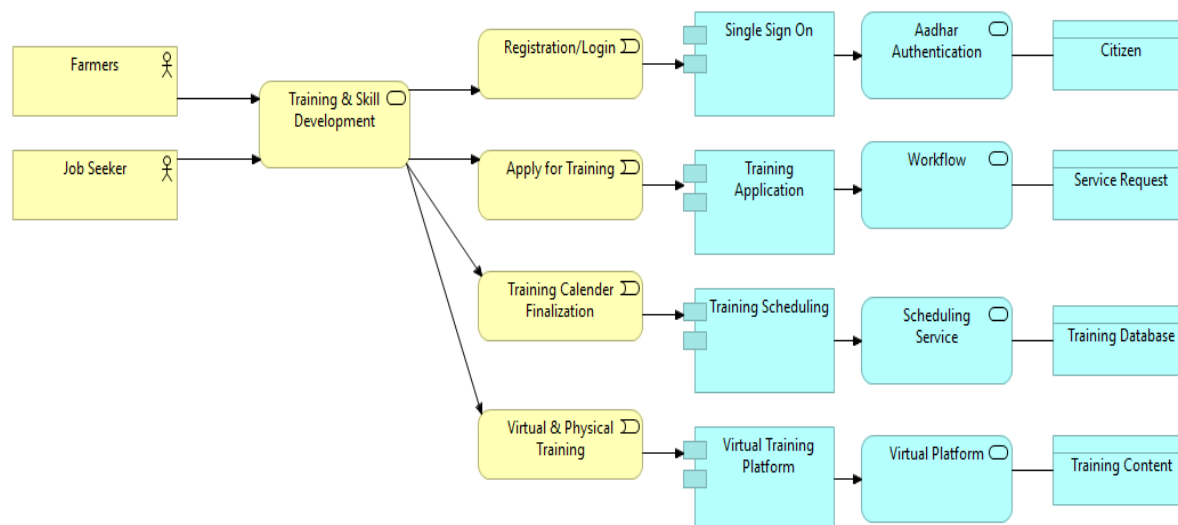
Figure 30: Training & Skill Development Services (Illustrative)

8.2.6   Registration of Hotels/Tourist Guest Houses

The hotel owner will login to the Entrepreneurship Sector portal and register for his hotels, this would be required to provide notifications and benefits to all hotel owners
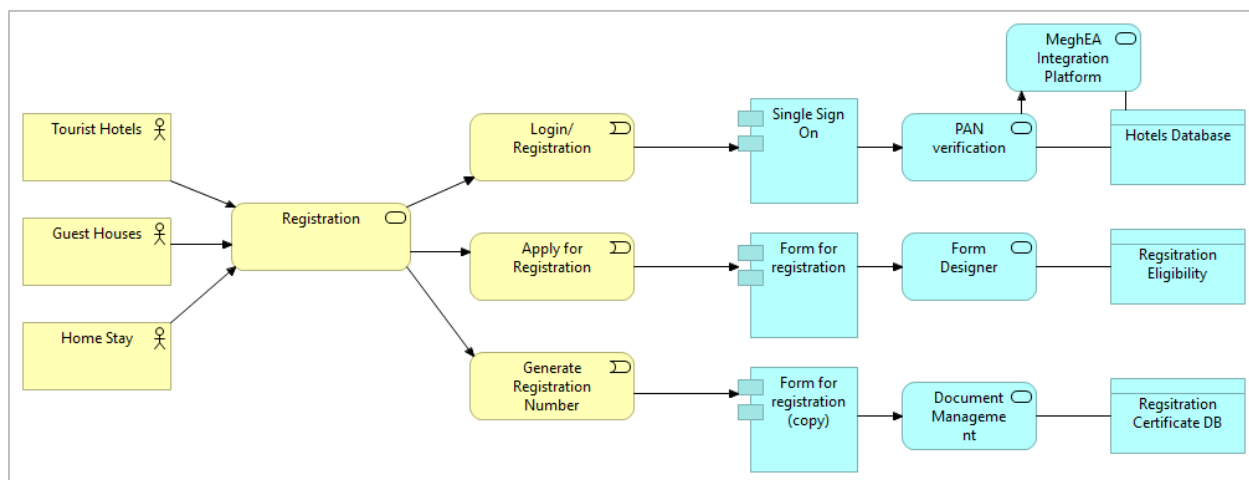
Figure 31: Training & Skill Development Services (Illustrative)

8.2.7   Registration of Contractors

The contractor will login to the Entrepreneurship Sector portal and register , this would be required to provide notifications and benefits to all contractors.
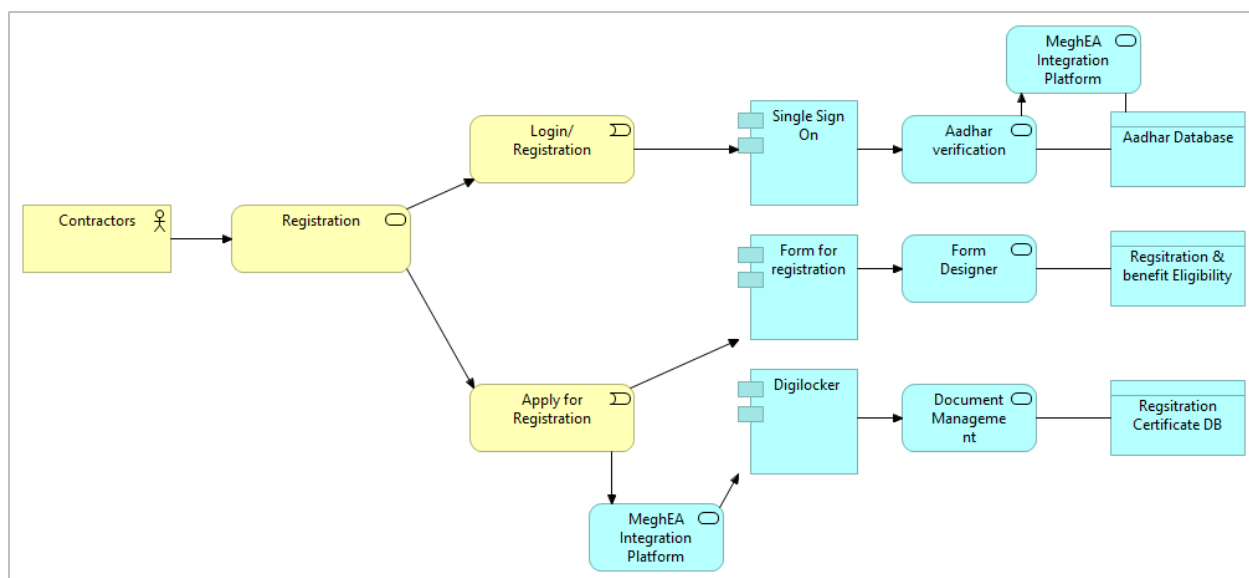
Figure 32: Training & Skill Development Services (Illustrative)

8.2.8 Scholarship

The scholarship seeker will login to the Entrepreneurship Sector portal and apply for scholarship , this would be required to provide scholarship and benefits to them
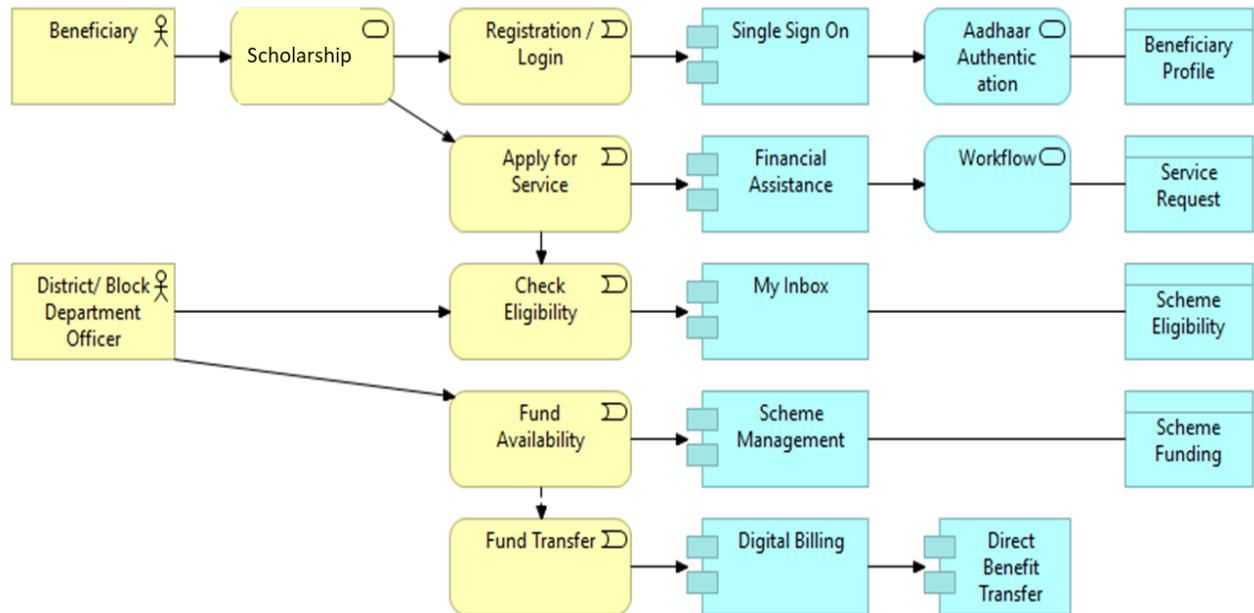
Figure 33: Training & Skill Development Services (Illustrative)

8.3 Architecture Realization Model

Based on above analysis on services, a set of building blocks are required to be built to deliver the services in the desired manner. These building blocks can be built though key changes in each of the architecture layers.

8.3.1 Performance Architecture

Entrepreneurship Sector have been assigned certain strategic goals that are required to be achieved. These goals are planned to be measured through certain indicators. The indicators are further mapped to the services through which they can be achieved. The services have been enabled through architecture initiatives and solutions to enhance delivery experience for the farmers and citizens.

The Strategic Indicators are listed below:

SI No.	Indicator
1	Percentage of population living below the National Poverty line
2	Percentage of deprived rural households that are covered under different poverty alleviation programs.
3	Exclusive bank credit linked women SHGs (Self Help Groups)
4	Increase in number of youth job card holder under MGNREGA, by gender
5	Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act(MGNREGA)
6	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc
7	Percentage increase in number of tourists
8	Contribution of Tourism to GSDP (%)
9	Percentage growth of GSDP due to skill
10	Average income (Salaried, self-employed, Skilled, unskilled)
11	Average unemployment rate per 1000 persons for males and females
12	Wages earned by male-female in regular / casual employment
13	Number of youths trained in on-demand skills in the last year
14	Number of youths trained and empowered for sustainable employment
15	Ratio of Female Labour force participation to male Labour force participation rate
16	Total employment in tourism sector
17	No. of ITI per 10,000 of population
18	Palma ratio of Household Expenditure in Rural Meghalaya
19	Providing 100 days of employment for every desirous household under MGNREGA
20	100% coverage of eligible beneficiaries under pension/Social Security programs
21	Percentage of VEC (Village Employment Council) chaired by women
22	Percentage increase in State per capita income of marginalized and BPL families
23	Percentage of population benefitted under NSAP (National Social Assistance Programme)
24	Percentage of rural and urban households benefitted under PMAY-G(Pradhan Mantri Awaas Yojana-Gramin).
25	Percentage of houses completed under Pradhan Mantri Awas Yojana (PMAY) to net demand assessed for houses
26	Number of HH benefited from the PMAY-G houses constructed.
27	Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools

SI No.	Indicator
28	Socially engaged Population aged between 3 to 60

Table 25: Strategic Indicators of Entrepreneurship Sector

Please follow Section 2.5 for more details on goals of the sector. The indicator to service mapping can be seen at Annexure 9.4. The mapping has been done considering the contribution of service to achieve target of that particular indicator.

The service will be delivered through different applications and application modules the mapping can be seen at Annexure 9.11.

The budget outlay for the applications and modules would be prepared as part of implementation. The funds will be sanctioned for each identified project/ application and RFP will be floated for deciding the implementation agency.

8.3.2 Business Architecture

The approach towards business architecture is service identification, rationalization of service, current state assessment including mapping to indicators and prioritization of services and business transformation requirements.

- Service Identification – **102** services have been entered as service in the MeghEA portal.
- Service Rationalization – **53** Services have been identified post rationalization.
- Service Prioritization – **28** Services have been prioritized based on detailed assessment.
- New Services – **3** New services have been identified for inclusion in future state service portfolio.

Future Service Portfolio: Entrepreneurship Sector would have future services enhanced and efficiently delivered. The future service portfolio would comprise of three sets of services:

- The prioritized set of 28 services;
- The non-prioritized set of 23 services;
- The newly introduced set of 3 services.

The key changes that are part of the recommendations in business architecture are listed as Business Transformation changes which includes Game Changes and identification of BPR opportunities.

The business architecture of the future state portfolio of Entrepreneurship Sector would include key business services grouped according to functional categorizations to suit user needs.
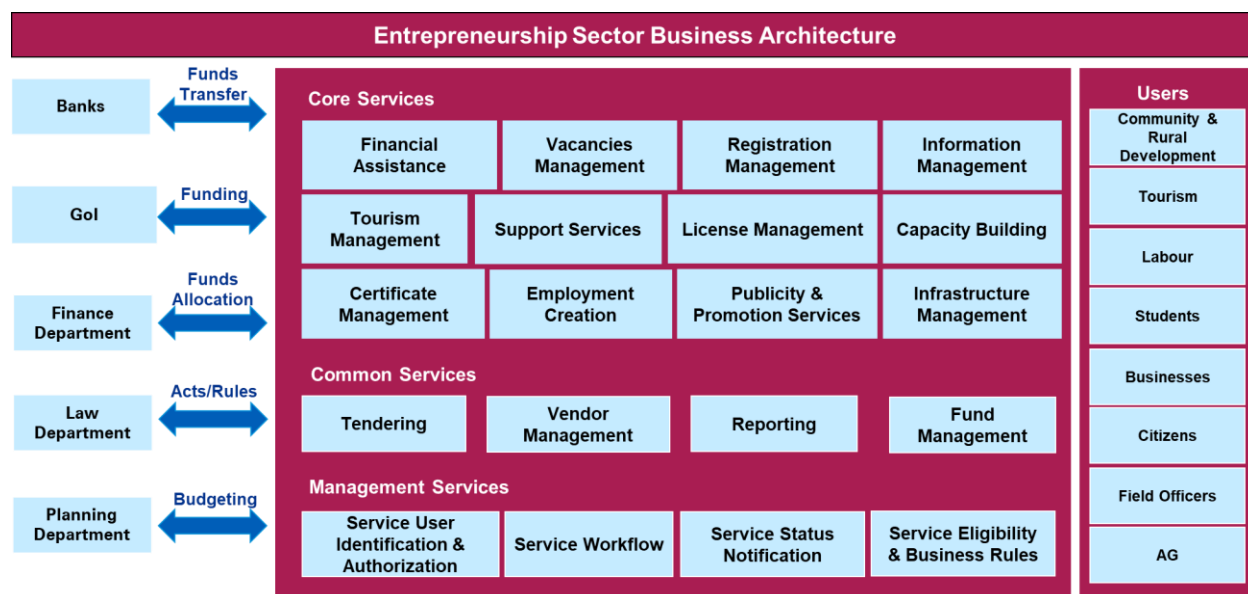
Figure 34: Future State Business Architecture

The services in the future state would be delivered through Entrepreneurship Sector system whereas there will be three departments i.e. Community & Rural Development, Tourism and Labour, **collaborating** to deliver the services. The primary and secondary responsibility has been fixed for each service in the future state portfolio. The responsibility matrix to protect the departmental autonomy is as below:

Service Name	Primary Responsibility	Secondary Responsibility
Application for Registration / Renewal of Boilers	Labour Department	Commerce & Industry
Registration/ Renewal with Labour Department under Different Categories	Labour Department	NA
Application for Maternity Benefits	Labour Department	Health & Family Welfare
Apply for Scholarship	Labour Department	Community & Rural Development
Vacancy Details Submission	Labour Department	Community & Rural Development
Application for Grant of License	Labour Department	Commerce & Industry
Issuance and Renewal of Certificate of Competency to Persons/ Institutions	Labour Department	Community & Rural Development
Application for Registration / Renewal of Shops and Establishment	Labour Department	Commerce & Industry
Training and Skill Development of Manpower for Specific Purpose	Community & Rural Development	Labour Department
Application for Financial Assistance for Self Help Groups	Community & Rural Development	Finance Department
Generate wage employment and Creation of socially and economically useful public assets	Community & Rural Development	Planning Department

Service Name	Primary Responsibility	Secondary Responsibility
Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	Tourism Department	Commerce & Industry
Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Tourism Department	NA
Providing Financial assistance for Major State Festival and tourism festival in the state	Tourism Department	NA
Registration of contractors	Tourism Department	NA
Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Tourism Department	NA

8.3.3   Application Architecture

The application architecture is a representation of the business aligned systems, the portfolio of the systems, the technology behind the systems, the information access methodology and the gaps around the systems – both functional and technical.

The application architecture approach consists of current state assessment. The current portfolio consists of Government of Meghalaya systems and external systems that are frequently used:

- Internal State Government Systems:
    - o Mesmerizing Meghalaya Portal
    - o Invest Meghalaya Portal
    - o Tourist Information System
    - o Property Management System
    - o Online Hotel Reservation System
    - o Meghalaya Skill Hands Portal
    - o Connect Kam
    - o Employment Exchange Portal
- External Systems
    - o MGNREGS Portal
    - o PMAY-G Portal
    - o National Social Assistance Programme Portal
    - o National Rural Livelihood Mission Portal

As a part of the analysis, a thorough analysis on existing business functions, IT maturity in each function, key gaps in the applications existing, data and technology standardization level, reliability and scalability aspects etc. has been conducted and a suitable EA model for Meghalaya has been developed, which could be a sustainable model to cater the requirements. Please refer section for details.

The application transformation plan for Entrepreneurship Sector architecture has been categorized under following heads:

1. Business Functionality Enhancement
2. Application Architecture Enhancement
3. Infrastructure Upgrade
4. Decommissioned

The future state application architecture to support the business transformation plan would can be represented through the following figure:
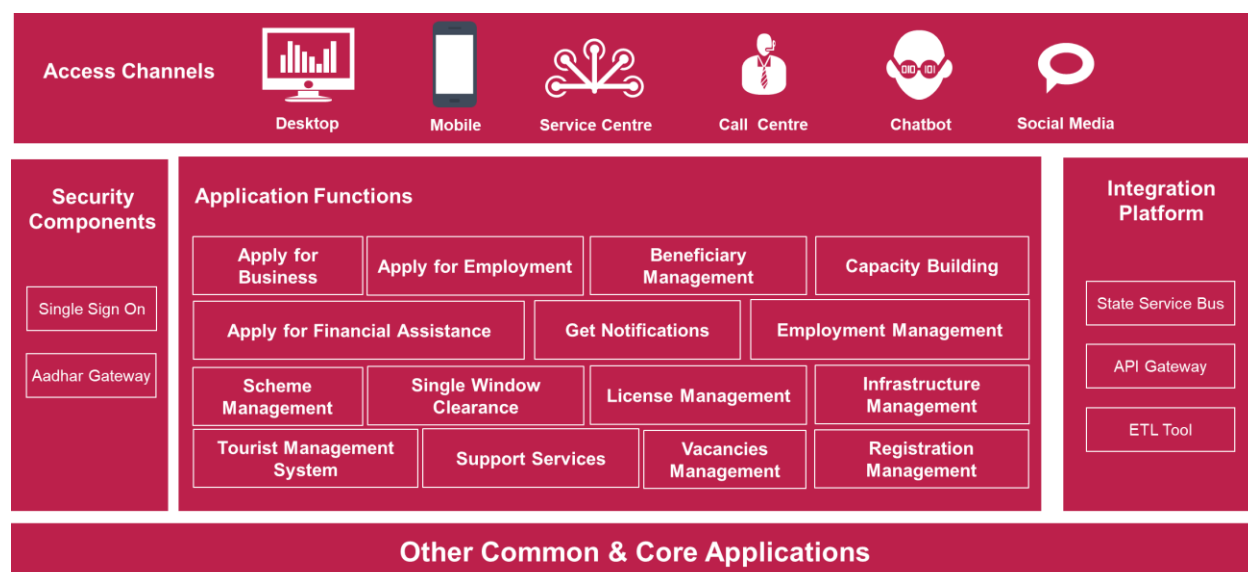
Figure 35: Future State Application Architecture

8.3.4 Data Architecture

Data architecture identifies the key aspects of information management – the key data that resides in the enterprise, how government can deliver services using the data, which are the stakeholders that accesses the data, how the data is managed through secured storage, access and the various forms in which the data is needed.

The **key** data entities (at conceptual level) are defined in two categories:

- Existing data entities:
    - Business Details
    - Beneficiary Details
    - Tourist Details
    - Property Details
    - Booking Details
    - Job Seeker Details
    - Skill Hand Details
    - Household Details
    - Vacancies Details
    - Employment Details
- New data entities:

- o Service Request
- o Travel Booking
- o Location
- o Employment Register
- o Property Register
- o Vacancy Register
- o Scheme Register
- o Service Register

The key interventions required in data architecture to align the data to support the business transformation plan is categorized as below:

- **Data Design**: The data design needs to be revamped to align the data architecture adhering to the data principles.
- **Data Governance**: Departments in Entrepreneurship Sector would have a role to play in each of the stages of the Data Lifecycle for the Scheme (core data entity). Data Trustee and data steward role has been defined for each data life-cycle management phases.
- **Data Tools**: To enable business transformation, the data portfolio requires few tools and technologies to support the plan.
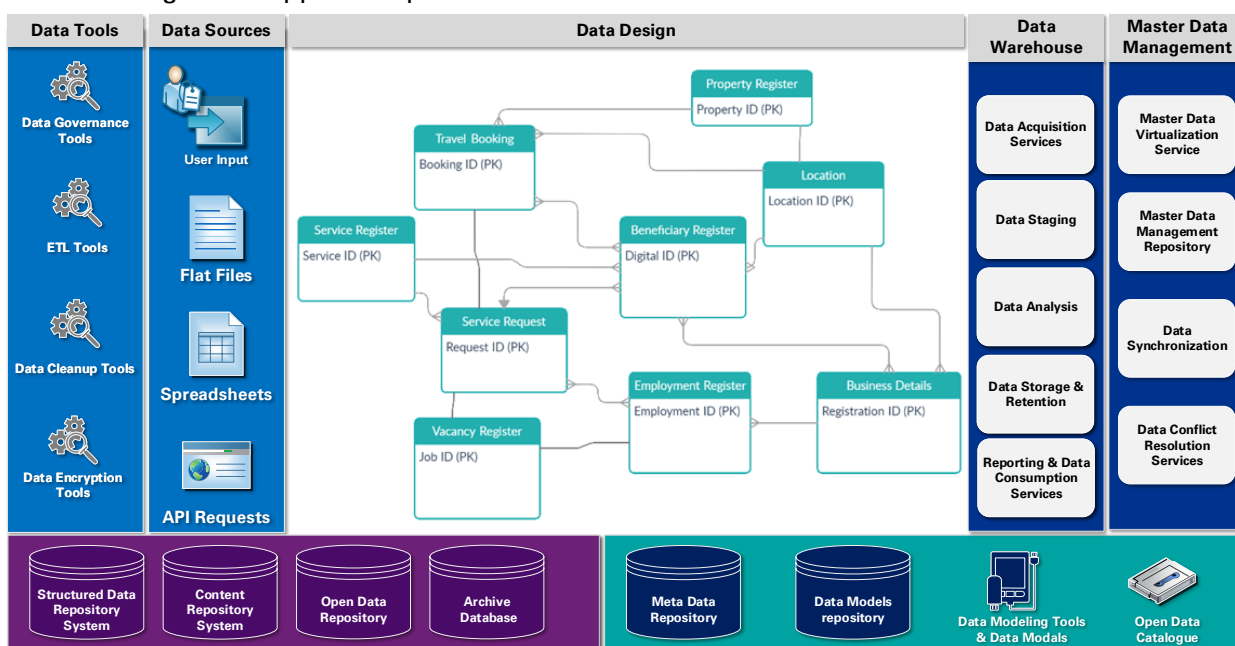
Figure 36: Future State Data Architecture

8.3.5   Technology Architecture

The technology architecture defines the infrastructure (IT) and their respective technical standards to enable better system integration and interoperability and align the application and data to deliver the required results to realize the business transformation objective.

Technology architecture section of the document illustrates the current state of the technology architecture for Entrepreneurship Sector, the gaps identified in the technology architecture and the future (proposed) requirements.

Current State Assessment: This includes the key infrastructure, system technology, devices and tools portfolio:

- **Environment & Locations**: The key infrastructure for different environments (development, production and testing) is illustrated in the section.
- **Network**: The section illustrates the primary and secondary network availability in the State of Meghalaya.
- **System-Technology List**: The list of systems along with the supporting technology is illustrated in this section.

Aligned to the transformation plan, a gap analysis was carried out to derive the future state of the technology architecture. The future state transformation plan is categorized under following:

- **State Data Centre Modernization**: Upgrade of infrastructure (systems) in the data center to modernize system technology landscape.
- **Network Availability:** Requirement for uninterrupted primary and secondary network to facilitate the planned business transformation.
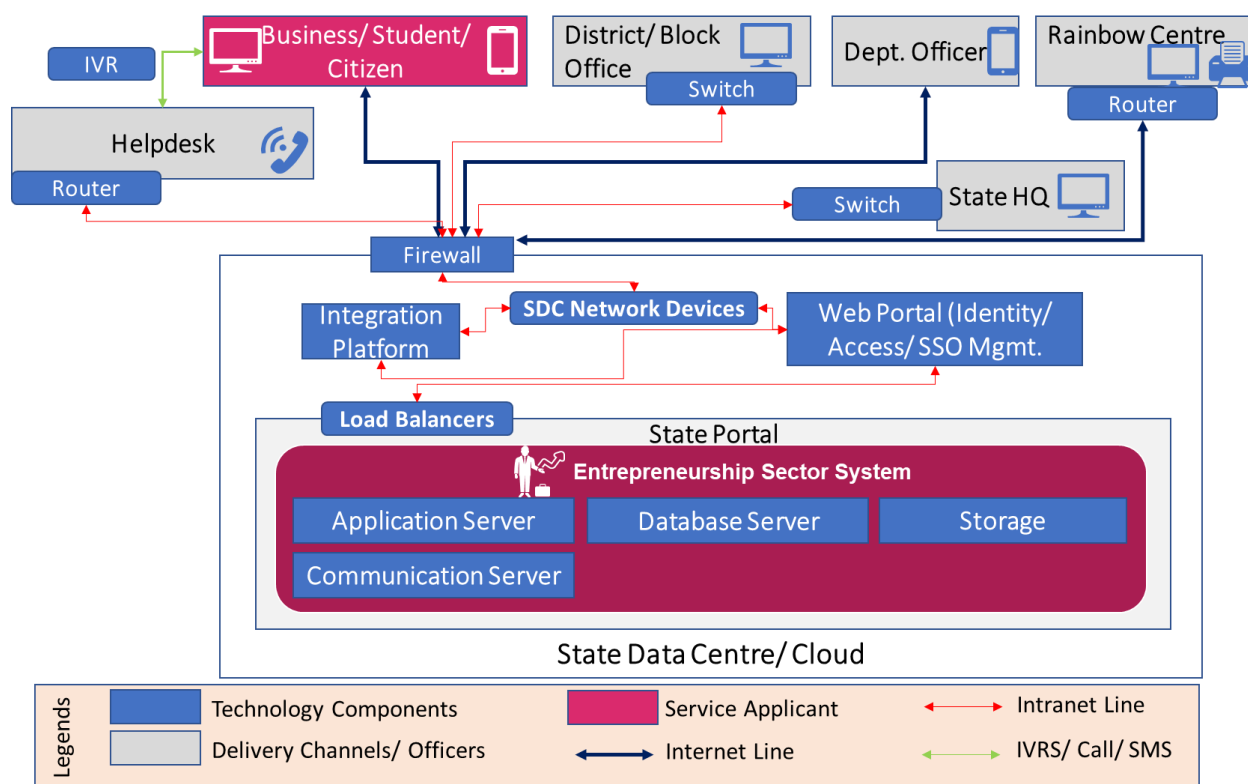
Figure 37: Future State Technology Architecture

8.3.6   Security Architecture

Security architecture illustrates the security details of the information storage, access and management. The security architecture has key transformation requirement to facilitate the realization of the business objectives:

- **Single Sign-On**: Harmonized identification and authentication for all systems to enable realization of the business objective of ease of use, secured data transmission and access of information.
- **Data Classification and Management**: The security architecture also illustrates the need for classification of data and rules governing each classified set of data.

The Architecture realization model comprises of key changes in each of the above layers. Below is the diagrammatic representation for the same.
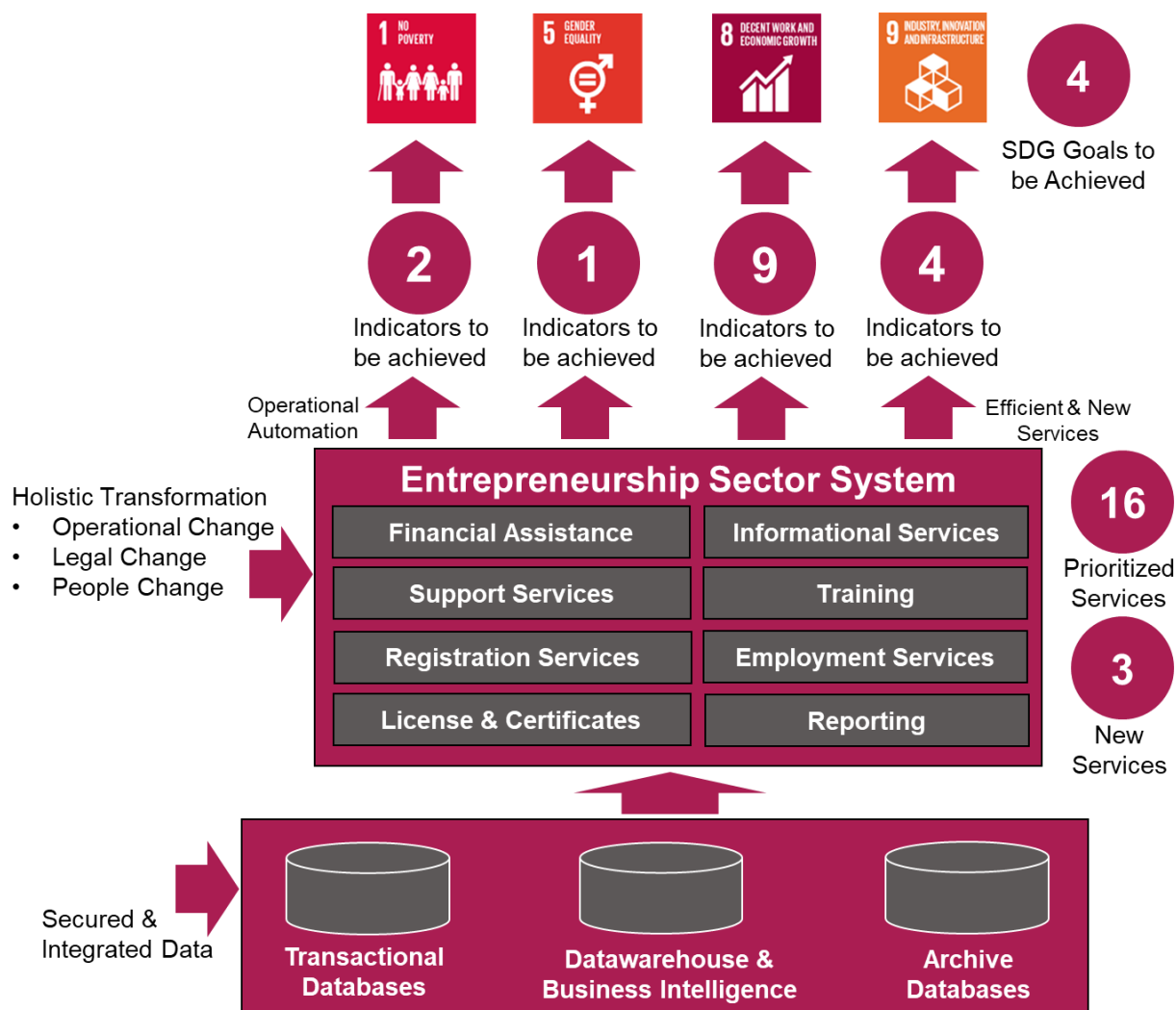
Figure 38: Entrepreneurship Sector Architecture Realization Model

8.4 Architecture Initiatives

8.4.1 Connect

The section focuses on the initiatives to connect citizens, business and communities to the governance ecosystem through convenient channels leveraging modern technologies. Connect would also interlink the service providers with service beneficiaries in an open but secured manner.

Capacity development to increase the Employment opportunities
- training programs for Rural Youth,
- Livelihood Training for Farmers,
- placement linked skilling under for youths,
- Support for formation of Women
- Self Help Groups (SHGs),

Transformed service delivery and Maximum value

Skill Development

Create better infrastructure for the tourist Destinations
- Facilitate the creation of an enabling environment
- Infrastructure to accelerate growth in the Industrial and tourism sector

Uplift the socio-economic life of rural people
- Effectively and efficiently, implementing the labour policies and labour welfare programmes

Social Welfare and Sustainable Livelihood

Policy Promote Prosper

Enhanced Tourism Sector

Industrial growth and inclusive growth

Setting up and management of business
- Multiple registration or licenses are provided
- Regulate or authorize the services
- Multi channel approach to register business

Other components for connecting are as mentioned below:

IT System	Description	Dependency/ Risk
Entrepreneurship Sector System	Entrepreneurship Sector System would be developed to deliver digital services to citizens/ Business and other beneficiaries. The instance shall include following new services: • Application for Registration / Renewal of Boilers / Establishments / Trade Unions • Registration/ Renewal with Labour Department under Different Categories • Application for Maternity Benefits • Apply for Scholarship • Vacancy Details Submission • Application for Grant of License	• The new system needs to have the capability to support reengineered service delivery as well as new transactions.

IT System	Description	Dependency/ Risk
	• Issuance and Renewal of Certificate of Competency to Persons/ Institutions • Application for Registration / Renewal of Shops • Training and Skill Development of Manpower for Specific Purpose • Application for Financial Assistance for Self Help Groups • Generate wage employment and Creation of socially and economically useful public assets • Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts) • Registration of Hotels Guest houses/ tourist Accommodation units/ etc • Providing Financial assistance for Major State Festival and tourism festival in the state • Registration of contractors • Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	
Investment Promotion Platform	Provide a gateway between external digital applications and internal application, and a platform for internal applications to effectively integrate thereby ensuring interoperability • Business unit Registration • Trade facilitation	One stop Shop to promote and facilitate business registrations
Tourism Management System	Provide a gateway to manage travel and tour in state, and a platform integrated with various external third-party tourism portal to encourage sector in State.	Integrated Tourism management

8.4.2 Collaborate

Making government units cohesively work towards delivering value ensuring a single government experience to the stakeholders of the government. Collaborate would also orchestrate the activities of the government to enhance efficiency in functioning and citizen centric service delivery. The different APIs required to make this happen are described below:

API	Data Sharing Details	Source Application	Destination Application
Service Request ID	• Service ID (Number) • Mobile Number (Number)	Chatbot	Service Plus
Service Acknowledgement	• Service request ID(Number) • Service application URL	Entrepreneurship Sector System	Chatbot
Financial Benefit Disbursement	• Requesting agency bank details • Fund amount • Scheme Code	Entrepreneurship Sector System	TreasuryNET
Training Request	• Content ID • Content Metadata	Entrepreneurship Sector System	Learning Management System
PAN Verification	• PAN • Verification Status	Entrepreneurship Sector System	PAN Database
Fetch Company Details	• Legal Name • Date of Registration • Operating Location	Entrepreneurship Sector System	PAN Database
Payment	• PAN • Invoice Number • Payment Amount • Payment Status	Entrepreneurship Sector System	MeghGRAS
Reporting Data	• Data for various KPIs	Department Dashboard	Data Warehouse
Service Request	• Service Request ID • Beneficiary Details • Benefit Eligible	Entrepreneurship Sector System	NSAP
Service Request	• Service Request ID • Beneficiary Details • Benefit Eligible	Entrepreneurship Sector System	PMAY

8.4.3 Empower

Creating opportunities and accessibility provided to citizens, to develop capabilities that are valuable to actively participate in the development and decision making of a community. It can be viewed in terms of knowledge and other aspects (such as digital inclusion) and affecting their everyday quality of life.

Program	Description
Digitization of Data	Following data needs to be digitized: • Digital ID of beneficiary

Program	Description
	• Central master data of citizens and employees • Data of existing approved schemes and programs. • Data of existing vendors and business • Data of existing Licenses and Registrations • Data of institutes and organizations • All latest reports and publications • New financial year funding details • All survey and data collection forms
Digital Service Training	For the services to be digitized, the need for training and capacity building is at following levels: • Officers on New System • Department Officers on Data Collection and Survey System • Monitoring and Evaluation dashboard • How to add new projects, KPIs and various other features of BI in dashboard
Learning Management System	The MeghEA learning Management System would enable to deliver learning lessons online to stakeholders. There is a training requirement of department officers on the processes and usages of the system.

9. Annexure

9.1 Goals, Indicators and Baseline data for Entrepreneurship Sector

9.1.1 Indicators Assigned to Entrepreneurship Sector

SDG Goal	Key indicators	Primary Responsible Department
Goal 1. End poverty in all its forms everywhere	Percentage of population living below the National Poverty line	Community & Rural Development
	Percentage of deprived rural households that are covered under different poverty alleviation programs.	Community & Rural Development
Goal 5. Achieve gender equality and empower all women and girls	Exclusive bank credit linked women SHGs (Self Help Groups)	Community & Rural Development
Goal 8: Decent work and economic growth	Annual growth rate in agriculture sector	Agriculture & Farmers' Welfare
	Farmers with surplus crop production, enabled to be an entrepreneur	Agriculture & Farmers' Welfare
	Annual growth rate in services sector	Commerce & Industries
	Number of startups facilitated	Commerce & Industries
	Increase in number of youth job card holder under MGNREGA, by gender	Community & Rural Development
	Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act(MGNREGA)	Community & Rural Development
	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc	Labour
	Percentage increase in number of tourists	Tourism
	Contribution of Tourism to GSDP (%)	Tourism
Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Gross Capital Formation by industry	Commerce & Industries
	Percentage of employment in Manufacturing sector	Commerce & Industries
	Output, value added from manufacturing industry in house hold sector	Commerce & Industries
	Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)	Commerce & Industries

9.1.2 Indicators under Entrepreneurship Sector and Assigned to Departments under Entrepreneurship Sector

SI No.	Indicator	Baseline Data	Target	Department
1	Percentage of population living below the National Poverty line	11.87%	10.95%	Community & Rural Development
2	Percentage of deprived rural households that are covered under different poverty alleviation programs.	No data available	To be defined	Community & Rural Development
3	Exclusive bank credit linked women SHGs (Self Help Groups)	No data available	To be defined	Community & Rural Development
4	Increase in number of youth job card holder under MGNREGA, by gender	No data available	To be defined	Community & Rural Development
5	Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act(MGNREGA)	No data available	To be defined	Community & Rural Development
6	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc	No data available	To be defined	Labour
7	Percentage increase in number of tourists	No data available	To be defined	Tourism
8	Contribution of Tourism to GSDP (%)	5%	15%	Tourism

9.1.3 Indicators under Entrepreneurship Sector but marked to departments in Other Pillars

S.No	Key indicators	Primary Responsible Department
1	Annual growth rate in agriculture sector	Agriculture & Farmers' Welfare
2	Farmers with surplus crop production, enabled to be an entrepreneur	Agriculture & Farmers' Welfare
3	Annual growth rate in services sector	Commerce & Industries
4	Number of startups facilitated	Commerce & Industries
5	Gross Capital Formation by industry	Commerce & Industries
6	Percentage of employment in Manufacturing sector	Commerce & Industries
7	Output, value added from manufacturing industry in house hold sector	Commerce & Industries
8	Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)	Commerce & Industries

9.1.4 Indicators Assigned to Other Pillars with Responsibility Marked to Departments under Entrepreneurship Sector

S. No.	Indicator	Baseline Data	Target Data	Pillar	Department
1	Percentage growth of GSDP due to skill	NA	0.25%	Human Development	Labour
2	Average income (Salaried, self-employed, Skilled, unskilled)	NA	NA	Human Development	Labour
3	Average unemployment rate per 1000 persons for males and females	56	14.83	Human Development	Labour
4	Wages earned by male-female in regular / casual employment	0.75	1	Human Development	Labour
5	Number of youths trained in on-demand skills in the last year	NA	NA	Human Development	Labour
6	Number of youths trained and empowered for sustainable employment	NA	NA	Human Development	Labour
7	Ratio of Female Labour force participation to male Labour force participation rate	63.2	100	Human Development	Labour
8	Total employment in tourism sector	NA	NA	Human Development	Labour
9	No. of ITI per 10,000 of population	NA	NA	Human Development	Labour
10	Palma ratio of Household Expenditure in Rural Meghalaya	0.61	1	Human Development	Community & Rural Development
11	Providing 100 days of employment for every desirous household under MGNREGA	97.3	100	Human Development	Community & Rural Development
12	100% coverage of eligible beneficiaries under pension/Social Security programs	NA	NA	Human Development	Community & Rural Development
13	Percentage of VEC (Village Employment Council) chaired by women	NA	NA	Human Development	Community & Rural Development
14	Percentage increase in State per capita income of marginalized and BPL families	NA	NA	Human Development	Community & Rural Development
15	Percentage of population benefitted under NSAP (National Social Assistance Programme)	NA	NA	Environment Sustainability	Community & Rural Development
16	Percentage of rural and urban households benefitted under PMAY-G(Pradhan Mantri Awaas Yojana-Gramin).	NA	NA	Environment Sustainability	Community & Rural Development

S. No.	Indicator	Baseline Data	Target Data	Pillar	Department
17	Percentage of houses completed under Pradhan Mantri Awas Yojana (PMAY) to net demand assessed for houses	22.35%	100%	Environment Sustainability	Community & Rural Development
18	Number of HH benefited from the PMAY-G houses constructed.	NA	NA	Environment Sustainability	Community & Rural Development
19	Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools	NA	NA	Environment Sustainability	Tourism
20	Socially engaged Population aged between 3 to 60	NA	100%	Governance for the people	Community & Rural Development

9.1.5 Targets identified by Departments under Entrepreneurship Sector

S. No.	Target
1	By 2020, develop and operationalize a global strategy for youth employment and implement the Global Jobs Pact of the International Labour Organization
2	By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums
3	By 2030, eradicates extreme poverty for all people everywhere, currently, measures as people living on less than $1.25 a day
4	By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.
5	Implement nationally appropriate social protection systems and measures for all including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable.
6	Enrolment of maximum Workers under the Meghalaya Building & Other Construction Workers Welfare Board
7	Skills Development through Border Area Development Programme
8	Take immediate and effective measures to eradicate forced labour and secure the prohibition and elimination of all forms of child labour by 2030.
9	Encourage the use of local sustainable products and services that generate local employment and benefits. Check the environmental, socio-cultural footprint and economic implications of sustainable tourism. Encourage people to choose more sustainable products and services over less sustainable options.

S. No.	Target
10	Preservation of local ecological knowledge in terms of Sacred Forests, Living Root Bridges and promoting them as responsible areas for employment & revenue generation among the local community where these are located
11	Preserve and protect vulnerable natural heritage sites like Living Root bridges, Biosphere Reserves, National Parks, Sacred Groves, etc., near human settlements by promoting responsible tourism Preserve and protect traditional villages and traditional know ledge
12	Skill Development & Capacity Building Training in Hospitality under Tourism to equip candidates for the hospitality sector by making them industry employable

9.2 As-Is Service Catalogue

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
LBR.01	Renewal of Registration of Boilers under the Boilers Act, 1923	The service is offered to the Boiler users for renewal of the Certificates.	offline	G2B	1. State HQ	Annually
LBR.02	Registration of Boilers under the Boilers Act, 1923	The service is offered to anyone who want to use 'Boiler' as defined in the Boilers Act,1923.	Offline	G2B	1. State HQ	Annually
LBR.03	Leave Benefits for the Insured Persons	Leave Certificate is issued to the Insured Persons only during Leave Period like Maternity Leave, leave due to sickness or injury, hospitalization (Based on the Leave Certificate, IPs avail of financial benefits from the ESIC) Only the Insured Persons are eligible for the certificate	Manually as well as Online	G2C		As in one required
LBR.04	Employer Registration	Registration of the Employers who are providing employment to jobseekers.	Offline	G2C	1. District HQ	Once in a life time
LBR.05	Maternity Benefits	Building and Other Construction Workers registered with MBOCWWB can file application in District Labour Board Office or Block Labour Office. It is received by the Dealing Hand (DH) at Boards' District/Block Office. The District/ Block Labour Inspector (BLI) then scrutinizes the applications. Scrutinized applications are then forwarded to the Board Head Office with recommendation or returned back to the applicants due to deficiency. The HO of the Board approves the recommended applications and financial benefits are transferred to the Applicant's bank account Eligibility : Any registered female worker between 18 years & 60 years	Manual	G2C	1. State HQ	Twice in a life time
LBR.06	Amendment of Factory license	Whenever there is a change in the Number of workers/Power usage which had already registered	Offline	G2B	1. State HQ	As in one required
LBR.07	Welfare Pension	Eligibility : --> Registered Building and Other Construction Workers who has completed 60 years of age. Beneficiary must be a regular member of the Board up to the age of 60 years. The beneficiary applies for the Welfare Pension. Application is scrutinized and if found in order is recommended for the benefit by the District Labour Board Office. Recommended applications are approved by the Board HO and benefit transferred to the bank account through DBT mode	manual	G2C	1. State HQ	Only Once
LBR.08	Pre-metric Scholarship Benefits	Eligibility --> Classes I - X Children of Active Registered Building and Other Construction Workers Beneficiaries in the classes from I-X The child of an Active Registered	Manual	G2C	1. State HQ	Annually

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		Beneficiaries applies for the Pre-metric Scholarship. Application is scrutinized and if found in order is recommended for the benefit by the District Labour Board Office. Recommended applications are approved by the Board HO and benefit transferred to the bank account through DBT mode				
LBR.09	Service Training Provider (STP) Registration	Service Training Provider (STP) Registration		-1		-1
LBR.10	Registration of the Building and Construction Workers (Beneficiaries)	The Building and Other construction workers need to be registered with MBOCWWB to enable them to avail of the benefits under various schemes of the Board. Eligibility Criteria are : 1. The age must be more than 18 years and less than 60 years 2. Should have worked as a construction worker for minimum 90 days in the previous year. 3. Must make a monthly membership contribution fee up to 60 years of age	Manual	G2C	1. District HQ 2. Block Office	Annually
LBR.11	Family Pension	A spouse of the deceased pensioner A surviving spouse (when her/his, pensioner husband/wife dies) applies for this benefit. If recommended by the DLC and approved by the Board HO, the benefits are transferred to the applicant on a monthly basis	Manual	G2C	1. State HQ	Annually
LBR.12	Reimbursement of Medical Bills by the Insured person	Reimbursement of medical bills (hospitalization, medicines purchased when not available in the dispensary, investigations) of insured persons (IP's). Only the Insured persons and their family members/ dependents are eligible.	AMO Office	G2C		As in one required
LBR.13	Employer Registration	Details not Provided	Details not Provided			
LBR.14	Assessing Body Registration	Details not Provided	Details not Provided			
LBR.15	Vacancy Details Submission for Government Offices G2G	Employers sends notifications either to the directorate or the Employment Exchange whenever there are new job vacancies along with various eligibility criteria's. The Employment Exchange prepares a list of registered eligible candidates having the desired qualifications, experience and submit/sponsor the list to the Employers.	Offline	G2G	1. District HQ	Once in a life time
LBR.16	Funeral Benefits	Eligibility :-- Nominee of the Active Registered Building and Other Construction Workers Beneficiary who dies between the age of 18 to 60 years Towards the expenses to be incurred during the funeral by the Nominee, the Nominees can apply for the benefits. If	Manual	G2C	1. State HQ	Only Once

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		approved by the Board Head Office, the benefits are transferred to the Nominees Bank Account				
LBR.17	Disability Pension	Eligibility :-> Active Registered Building and Other Construction Workers Beneficiary who gets Permanently disabled between 18 to 60 years of Age. Permanently disabled beneficiary (between 18-60 years of age) due to paralysis, leprosy, TB accident etc. applies for the benefit. If recommended by DLC and approved by the Board HO, the beneficiary gets the benefits transferred through DBT mode into their bank account monthly	manual	G2C	1. State HQ	Only Once
LBR.18	Registration of Establishment under ISMW Act, 1979	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2B		Once in a life time
LBR.19	Tele Medicine	The Insured Persons and their family/dependent members come to the Dispensary to get direct consultation and advice with Specialist Doctors from Joka Hospital Kolkatta.	Online	G2C		As in one required
LBR.20	Grant of License under Interstate Migrant Workmen Act, 1979	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2B	1. State HQ	Bi-annually
LBR.21	Job Seeker Registration	Registration of the unemployed youth for employment assistance. The applicant can register online through the portal dectmeg.nic.in with Employment Exchange. The applicant will be issued a temporary registration number valid for 30days. The applicant needs to visit the employment exchange for verification of testimonials within the specified period of time and thereafter will be issued an Identity card(X-10) for applying any vacant post requiring the said registration number. Applicants above the age of 14 years are eligible for registration with the Employment exchange	Online and Offline	G2C	1. District HQ	Once in a life time
LBR.22	Death Benefit	Eligibility : Nominees of the deceased beneficiaries Registered with MBOCWWB Upon the death of a Registered Building and Other Construction Workers beneficiary due to accident or any disease during between 18 years and 60 years of age, Nominees can apply for the benefits. If approved by the Board Head Office, the benefits are transferred to the Nominees Bank Account	Manual	G2C	1. State HQ	As in one required
LBR.23	Medical Benefits	Eligibility -> Only Building and Other Construction workers / beneficiary registered with MBOCWWB	Manual	G2C	1. State HQ	As in one required

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		(between the age of 18 & 60 years) who is hospitalized for more than 5 days A registered Worker during his membership period, if hospitalized for more than 5 days can apply for medical benefits. If approved by the Board HO, the benefits are transferred to the Bank Account through DBT mode				
LBR.24	Grant of Registration Certificate for a Motor Transport Undertaking (MLMTU)	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2C	1. District HQ	Once in 3 yrs
LBR.25	Renewal of Registration Certificate for a Motor Transport Undertaking (MLMTU)	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2C	1. District HQ	Once in 3 yrs
LBR.26	Skills Hands Searching	Registered, Unregistered Citizens can search for Skill Hands like Plumber, Barber, Gardener, Electrician from the portal. However, only registered citizen can view the contact details of Skill Hands.	Online	G2C		Once in a life time
LBR.27	Registration of Assessor (Assessing Body)	Depends on the project requirement		G2B		As in one required
LBR.28	Grant of certificate of competency to persons/institutions under the Factories Act,1948	This service is offered to persons/institutions having required qualifications and experience to carry out various tests of tools and equipment.	offline	G2C	1. State HQ	Annually
LBR.29	Candidate Registration	Registration of interested candidates for training		G2C	1. State HQ	As in one required
LBR.30	Post Metric Scholarship Benefits	Eligibility --> From Classes XI to bachelor's degree Level Children of Active Registered Building and Other Construction Workers Beneficiaries in the classes from XI to Degree Level The child of an Active Registered Beneficiaries applies for the Post-metric Scholarship. Application is scrutinized and if found in order is recommended for the benefit by the District Labour Board Office. Recommended applications are approved by the Board HO and benefit transferred to the bank account through DBT mode	Manual	G2C	1. State HQ	Annually
LBR.31	Loss of Factory License	if the license is loss or misplace	manual	G2B	1. State HQ	As in one required
LBR.32	Registration of Shops and Establishment (under	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2B	1. District HQ	Annually

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
	The Shops and Establishment Act)					
LBR.33	Grant of License for Factories under Factories Act, 1948	The service is offered to anyone who want to set up Factory in the State which falls under the Factories Act,1948	Manual	G2B	1. State HQ	Once in a life time
LBR.34	Transfer of Factory License	In case of Change of the Factory's owner	off-line	G2B	1. State HQ	As in one required
LBR.35	Skill Hands Registration	Skill Hands Registration is a service for all the skilled individuals who are looking for a job, assignments to work part time, full time at their own convenience. The service aims at eliminating advertising cost, the risk of market fraud and adds to the prospect of a better earning opportunities to the skilled individuals. Examples of Skill Hands are Plumber, Barber, Gardener, Electrician etc.	Online	G2C		Once in a life time
LBR.36	Renewal of Registration of Shops and Establishment	The service that would allow online application submission, payment, tracking and monitoring without the need for a physical touch	Manual	G2B	1. District HQ	Annually
LBR.37	Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2B	1. District HQ	Annually
LBR.38	Marriage Assistance	Eligibility: Unmarried Female beneficiary (for herself) registered with MBOCWWB or two children of the Registered Building and Other Construction Workers beneficiary	Manual	G2C	1. State HQ	Twice in a life time
LBR.39	Craftsmen Training Scheme	The Craftsmen Training Scheme (CTS) was introduced by the Government of India in year 1950 to ensure a steady flow of skilled workers in different trades for the domestic industry, to raise quantitatively and qualitatively the industrial production by systematic training, to reduce unemployment among the educated youth by providing them employable skills, to cultivate and nurture a technical and industrial attitude in the minds of younger generation. The Scheme is the most important in the field of Vocational Training, has been shaping craftsmen to meet the existing as well as future manpower need, through the vast network of ITIs spread over various States / Union Territories in the country. The day-to-day administration of ITIs under the Craftsmen Training Scheme was transferred to the	Offline	G2C	1. District HQ	Once in a life time

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		State Governments/ Union Territory administrations with effect from the year 1956. From 1st April 1969, the financial control of the Industrial Training Institutes in the States as well as in the Union Territories was transferred to the respective State Governments / Union Territory. The financial assistance was granted to them in the form of bulk grant in consultation with the erstwhile Planning Commission and the Ministry of Finance. Objective is to prepare semi-skilled workers, Institutional Training through Government Industrial Training Institutes (ITI) and Private Industrial Training Institutes. Required Educational qualification varies from Class 8 pass to Class 12 pass depending upon the trades. Duration of training varies from 6 months to 3 years. Trainees after completion of training appears in the All India Trade Test (A.I.T.T.) held in the month of July every year. Successful trainees are awarded the National Trade Certificate (N.T.C.) by the National Council for Vocational Training (N.C.T.V.). National Trade Certificate (N.T.C.) is recognized for recruitment to subordinate posts within the country as well as abroad.				
LBR.40	Candidate Registration	Intending unemployed youth aspiring to obtain some employable skills will have to apply for registration for selection/shortlist for skills training Any unemployed youth (Age group 18 - 35 years) for famers : 18 years and above	Offline	G2C		-1
LBR.41	Registration of Establishment under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2C	1. District HQ	As in one required
LBR.42	Skills Training Providers (STP) Registration	Selected Skills Training Providers		G2G	1. State HQ	As in one required
LBR.43	Health Services	Medical Treatment for Insured Persons Through ESI Dispensary Shillong and Byrnihat	Manually	G2C		As in one required
LBR.44	Registration of Establishments under the BOCW (RE&CS), Act, 1996	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2B	1. District HQ	As in one required

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
LBR.45	Reimbursement of Medical Bills for the insured persons	Reimbursement of Medical Bills (Hospitalization , medicine purchase when not available in the dispensary, investigations) of insured persons Insured Persons and their family/dependent members are eligible	AMO Office	G2C		As in one required
LBR.46	Registration of Employer	Register the employer for placement of trainees (Un-employed youth)		G2B		As in one required
LBR.47	Reimbursement of Medical Bills	Medical Bills (Hospitalization, Medicines purchase when not available in the dispensary, Investigations) of Insured Persons are reimbursed through approval from AMO and passing by the Treasury Insured Persons and their family members/dependents are eligible for this benefit	Manual	G2C		As in one required
LBR.48	Registration of Trade Unions under the Trade union Act,1926	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2C	1. State HQ	Once in a life time
LBR.49	Renewal of certificate of competency to persons/institutions under the Factories Act,1948	this service is offered to Person/institution who already been granted the certificate	offline	G2C	1. State HQ	Annually
LBR.50	Cash Award	Students who are children of the Active Registered Beneficiary passing Class X / XII/ Degree (Final) who score top three Highest Marks (three each in Boys and Girls category) in each year	Manual	G2C	1. State HQ	Annually
LBR.51	Renewal of Registration of Contractors under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow application submission, payment, tracking and monitoring	Manual	G2C	1. District HQ	Annually
LBR.52	Coaching Cum Guidance Center(CGC)	Coaching cum Guidance Centre organizes Educational and Vocational Guidance to educated job seekers and also organize Confidence Building Programme and Personality Development Programmes, Provide Vocational Guidance on Group and Individual basis, conduct mock interview sessions and disseminate information about various occupations and job opportunities available	Offline	G2C		Once in a life time
LBR.53	Skill Hands Registration Updation	Skill Hands Candidates can update their skills and personal information whenever applicable.	Online	G2C		Once in a life time

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
LBR.54	Skill Hands Citizen Registration	Citizens can register themselves in the Skill Hands portal. Only registered citizen can view the contact details of Skill Hands.	Online	G2C		Once in a life time
LBR.55	Renewal of License for Factories under Factories Act, 1948	The service is offered to the occupier/owner of all the factories which already grant a License to work as a Factory under the factories act, 1948	Offline	G2B	1. State HQ	Annually
LBR.56	Apprenticeship	The apprenticeship training is one of the sources to develop skilled manpower for industry, by using training facilities available in the establishments without putting extra burden on exchequer to setup training infrastructure	Offline	G2C	1. State HQ	Once in a life time
LBR.57	Skill Development	"Skill Development" is concerned with imparting and acquisition of knowledge, skills and attitudes immediately before, during and between the periods of work. While basic literacy is a must, skill development is necessary for growth of the individual as well as the country. Skill Development also contributes in enhancing individuals employability, both as wage worker and self-employment and increases the ability to adapt to changing technologies and labour market demands. It also improves productivity and living standards of the people and strengthens competitiveness of the country. The demand for skilled manpower has increased substantially due to rapid economic growth, changes in technology and work process, and globalization of economy.	Offline	G2C	1. State HQ	Bi-annually
LBR.58	Job Seeker Registration Renewal	Registered candidates have to renew their registration every 3 years.	Manual/ partially automated	G2C	1. District HQ	Once in 3 yrs
LBR.59	Job Seeker Registration Updation	Candidates can apply to update their Registration details like qualification, personal information, experience etc. which are required to be verified by Employment Officer. The updation can be done anytime whenever the candidate feels the need for the same.	Need to visit the employment exchange for updation	G2C	1. District HQ	Annually
LBR.60	Vacancy Details Submission for private firms G2B	Employers sends notifications either to the directorate or Employment Exchanges whenever there are new job vacancies along with various eligibility criteria. The Employment Exchange prepares a list of registered	Offline	G2B	1. District HQ	Once in a life time

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		eligible candidates having the desired qualifications, experience and submit the list to the Employer.				
LBR.61	Renewal of License under Interstate Migrant Workmen Act, 1979	The service that would allow application submission, payment, tracking and monitoring.	Manual	G2C	1. State HQ	Bi-annually
CRD.01	Old Age Persons Financial Assistance	The Scheme provides financial assistance to the BPL persons attaining the age of 60 years or above, @ Rs.500, per month per beneficiary (Rs. 200 from Centre and Rs. 300 from State) and for those who have attained the age of 80 years and above @ Rs. 550, per month per beneficiary (Rs. 500 from Centre and Rs. 50 from State).	Online	G2C		Monthly
CRD.02	LIVELIHOOD (Setting of farmer field School at village level)	Trained cadre under VO utilizing the farmer field school by providing services to the farmer in the village by imparting training on Agri, Organic Farming, Demonstration & Exposure Model for other SHG member of different block . The member should be well by the line department Agri, Horti, AH&VT and should be a farmer herself.	Member approach the VO for request of Training under which the VO will utilize the existing train cadres as resource person along with Line Depart	G2B	1. Village 2. Block Office	As in one required
CRD.03	Development and Upliftment of the socio-economic life of the rural people	The type of Schemes undertaken under the programme are in the field of agriculture and land reclamation, health and sanitation, education, social education, animal husbandry including veterinary, industries including arts and crafts and rural roads. The schemes are directly implemented by the blocks. The schemes are scrutinized and approved by the Block Development and Monitoring Committee (BDMC). The objective of the CD Scheme is to bring about general development and upliftment of the socio-economic life of the rural people so as to foster the community spirit among the communities in the developmental process.	Offline	G2C	1. Block Office	Once in a life time
CRD.04	Rural Works Implementation	The programme envisages active involvement of village community in the process of development right	Offline	G2C	1. Block Office	Once in 5 yrs

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		from the grass root level up to the implementing stages which is in consonance with the policy programme of the Government. The schemes are of general in nature and are selected by the members of the Legislative Assembly (MLA) and implemented through the local dorbars of villages.				
CRD.05	Startup cause fund (SCF)	Financial assistance of rupees 2500, provided to meet administrative expenses	Offline	G2C		Once in a life time
CRD.06	Start Up Village Enterprise Program	Start Up Village Enterprise Program		G2B	1. State HQ	-1
CRD.07	BANK LINKAGE	3 MONTH OLD AND ABOVE SHG FOLLOWING STRICT PANCHSUTRA ARE ELIGIBLE FOR BANK LINKAGE TO ENHANCE THEIR LIVELIHOOD ACTIVITIES .	BANK TO SHG	G2B	1. Village	Annually
CRD.08	Widow Financial Assistance	Under Indira Gandhi National Widow Pension Scheme (IGNWPS) beneficiary should be a BPL widow between 40 79 years of age and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).	Online	G2C	1. Block Office	Monthly
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	The National Family Benefit Scheme (NFBS) provides a onetime assistance for extending financial assistance to below poverty line families on the death of a primary bread winner between the age of 18 59 years for Rs.20,000, .	Online	G2C	1. Block Office	Once in a life time
CRD.10	Skill Training to Rural Youth	DDU GKY is a part of National Rural Livelihood Mission (N.R.L.M.). It aims to skill rural youths who are poor and provide them with jobs having regular monthly wages at or above the minimum wage. It is one of the initiatives of the Government of India that seeks to promote rural livelihoods. As a part of the Skill India campaign, it plays an instrumental role in supporting the social and economic programs of the government like the Make in India, Digital India, Smart Cities and Start Up India, Stand Up India campaigns.	Online	G2C		Once in a life time
CRD.11	LIVELIHOOD (Training on NADEP/ Vermi compost with line Dept at village level)	Various agriculture & livestock training being imparted to the SHG member by the line department such as Agri, Horti, KVK, AH& Vety, Atma . SHG member under the VO who are existing farmers in the village .	Under the BMMU list of identified SHG member being submitted to the line	G2B	1. Village 2. Block Office	As in one required

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
			Depart to assess the desired training .			
CRD.12	Start Up Village Enterprise Program	Focused intervention to promote start-up entrepreneurship at village level by rural poor households 1,82,350 village enterprises 125 blocks 24 states Employment for 3.78 lac people (2.07 employees per enterprise) SHG based: SHG's and their Federations SHG members SHG recommendation	REGISTRATION IN THE SCHEME THROUGH COMMUNITY RESOURCE PERSON (CRP) ENTERPRISE PROMOTION , BLOCK RESOURCE CENTER	G2B	1. Village 2. State HQ 3. Block Office 4. District HQ	As in one required
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	The primary objective of the Chief Ministers Special Rural Development Fund (CMSRDF) is to generate wage employment and creation of socially and economically useful public assets by involving peoples participation at the grassroot level. The schemes undertaken in the programme are varied in nature and are selected by the Members of the Legislative Assembly (MLA) and NGOs and are implemented through local durbars and beneficiaries organization under the supervision of respective Deputy Commissioners of the District.	Offline	G2C	1. District HQ	Once in a life time
CRD.14	COMMUNITY INVESTMENT FUND	SHG who are 6-month-old and have prepare MCP can attain CIF of Rs 110000/- THROUGH VO	fund propose from BMMU to DMMU and direct transfer to Account No	G2B	1. Block Office	Only Once
CRD.15	Pucca Houses for houseless	Pradhan Mantri Awaas Yojana Gramin (PMAY G) aims at providing pucca houses to all houseless households	Online	G2C	1. Block Office	Once in a life time

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		and households living in kutcha and dilapidated houses in rural areas as per SECC 2011 data by 2022. The unit cost of assistance under the scheme is Rs.1.30 lakhs per house.				
CRD.16	100 days Employment to Rural Household	The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) gives legal guarantee of a hundred days of wage employment in a financial year for a rural household whose adult members are willing to do unskilled manual work.	Online	G2C		Once in a life time
CRD.17	Disabled Persons Financial Assistance	Under Indira Gandhi National Disability Pension Scheme (IGNDPS) beneficiary should be BPL with severe or multiple disabilities between the age of 18 79 years and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).	Online	G2C	1. Block Office	Monthly
CRD.18	Formation of Women Self Help Groups (SHGs)	The mission of the National Rural Livelihood Mission (NRLM) Scheme is to reduce poverty by building strong institutions of the poor particularly organizing women into Self Help Groups (SHGs) so as to enable the poor households to access gainful self-employment and skilled wage employment opportunities to improve their livelihoods on a sustainable basis.	Online	G2C		Once in a life time
CRD.19	Training	As per training programme/scheme eligibility	Classroom	G2G	1. Village 2. State HQ 3. Block Office 4. District HQ	Annually
CRD.20	Placement-linked skill of rural poor youth under DDUGKY	as per the programme/ scheme eligibility	Class Room Training Centers.	G2C	1. Village 2. Block Office 3. District HQ	Once in a life time
CRD.21	STARTUP FUND	Self Help Group that are newly form and have open bank account can attain a startup fund of Rs 2500/- as start up . Also, Village Organization (VO) that are newly form can attain a startup fund of Rs 75000/-	SHG & VO can avail Start up fund after opening of Bank Acc and fund is being propose from BMMU to	G2B	1. Village 2. Block Office	Only Once

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
			DMMU and fund is transfer directly to the Acc			
CRD.22	REVOLVING FUND	SHG who have attained age 3 month old can attain a fund of 15000/- for internal lending .	fund propose from BMMU to DMMU and direct transfer to Account No	G2B	1. Village 2. Block Office	Only Once
CRD.23	LIVELIHOOD (CUSTOM HIRING CENTRE)	to promote sustainable agriculture by promoting low-cost sustainable practice . it is based on the local need of the women farmers with an intention to reduce drudgery .	Through VO Livelihood Sub-Committee request to BMMU for setting up of CHC	G2B	1. Village	As in one required
CRD.24	VILLAGE ORGANISATION FORMATION	MINIMUM 5 SHG IN A VILLAGE , SHG HAS TO COMPLETE 6 MONTH	CC HAS TO CONDUCT VO VISIONING FOR ALL SHG	G2B	1. Village	Only Once
CRD.25	VO SUB-COMMITTEE	AFTER SIX MONTH OF VO FORMATION , VO CAN FORM SUB COMMITTEE	CLUSTER COORDINATOR FORM VO SUB COMMITTEE	G2B	1. Village	Only Once
CRD.26	Vulnerable Reduction Fund (VRF)	Financial assistance up to rupees 1500, per person provided to physically challenge or chronically ill person of a non-self-help group or self-help group	Offline	G2B		Once in a life time
CRD.27	SHG MOBILIZATIONS /FORMATION	1. ALL POOR HOUSEHOLD WITHIN THE RURAL COMMUNITY 2. WOMEN SPECIFIC . 3.MINIMUM 10-15	Offline	G2C	1. Village	Once in a life time

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
		MEMBER IN EACH SHG . 4. MINIMUM AGE GROUP IS 18YRS. 5.LIKE MINDED 6.SAME SOCIO-ECONOMIC BACKGROUND. 7.SAME HAMLET. 8.ONE MEMBER PER HOUSE HOLD.				
CRD.28	Capacity Building	1. SHG age 0-3months - SHG concept training, Basic book keeping , Detailed Book keeping , SHG membership training. 2. By 5th Month SHG - VO pre-concept seeding at the SHG level. 3. By 6th month preparation of MCP.	Offline	G2C	1. Village 2. Block Office	Once in a life time
CRD.29	Stimulate local economic development, enhance basic services and create well planned Rurban clusters.	The Government of India has launched a new programme known as Shyama Prasad Mukherji Rurban Mission, with an objective to stimulate local economic development, enhance basic services and create well planned Rurban clusters. Chisim Apal cluster in North Garo Hills district was approved by the Government of India as the first Phase. Mawlangwir and Amlarem cluster in South West Khasi Hills and West Jaintia Hills district respectively were approved by the Government of India for Phase-II. Hatisil Cluster in South West Garo Hills District was also approved by the Government of India for implementation of the scheme in the Phase III during 2018-19.	Online	G2C	1. Village	Once in a life time
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	30% Assistance for creation of tourism infrastructure in the form of homestays and resorts. Open to all residents of Meghalaya who own a home for creation of home stay or land for creation of resort.	Offline	G2C	1. District HQ 2. State HQ	Only Once
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	Promotion & Publicity of Meghalaya in domestic & international markets	offline	G2B	1. State HQ	Annually
TRM.03	Advertisement through print & electronic media	Publicity & Promotion	offline	G2B	1. State HQ	Annually
TRM.04	Statistical Data Collection	Collection of monthly tourist statistics from accommodation units, tourist sites, festivals, etc.	Online & Offline	G2B	1. District HQ 2. State HQ	Monthly
TRM.05	Development and Management of Tourist Spot	Submission of plan proposal along with estimate	Offline	G2C	1. State HQ	As in one required

Service Code	Service Name	Service Description	Service Delivery Channels	Service Classification	Locations at which this service is being offered	How frequently does the applicant need to avail this service
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Registration of tourist accommodation units in Meghalaya	offline	G2B	1. State HQ	-1
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	Financial assistance. Registered NGOs, Organizations, District Administration, etc	offline	G2C	1. State HQ	Annually
TRM.08	Registration of contractors	Registration of contractors in Tourism Department. Open to all registered contractors of PWD/PHE/CPWD/MES/etc	Manual	G2C	1. State HQ	Annually
TRM.09	Scholarship for local students of Institute of Hotel Management, Shillong and Food Craft Institute, Tura	Scholarship support for local students enrolled in IHM Shillong & FCI Tura	offline	G2C	1. State HQ	Annually
TRM.10	Registration of Contractors	Registration of contractors with Department of Tourism for taking up infrastructure related construction in tourism destinations	offline	G2C	1. State HQ	Annually
TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Registration for approved Tour Operator under Meghalaya Tourism http://megtourism.gov.in/pdf/guidelines-for-tour-operators.pdf	offline	G2B		Once in 3 yrs
TRM.12	Capacity Building for service providers in tourism sector	Training & capacity building for tourism stakeholders and service providers	offline	G2C	1. State HQ	As in one required

9.3 Rationalized Service Catalogue

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
LBR.01	Renewal or Registration of Boilers under the Boilers Act, 1923	G2B	Registration	Renewal	Yes	LBR.02			
LBR.02	Registration of Boilers under the Boilers Act, 1923	G2B	Registration	Registration	No	LBR.01, 18,	Application for Registration / Renewal of Boilers	Registration / Renewal of Boilers / Establishments / Trade Unions with Labour Department for conducting business in State.	Registration and Renewal services are merged
LBR.03	Leave Benefits for the Insured Persons	G2C	Certificate	Leave Benefits under Insurance	No				
LBR.04	Employer Registration	G2C	Registration	Employer	No	LBR. 09, 13, 14, 21, 27, 29, 35, 40, 42, 46, 51, 53, 54, 58, 59	Registration/ Renewal with Labour Department under Different Categories	Registration/ Renewal with Labour Department for Employer / Job Seeker / Candidate / Skill Training Provider / Assessing Body / Skill Hands	Registration and Renewal service is merged
LBR.05	Application for Maternity Benefits	G2C	Financial Assistance	Maternity Benefits	No	LBR. 12, 45, 47	Reimbursement of medical bills for insured	Building and other construction workers registered with MBOCWWB can apply for reimbursement of medical bills (hospitalization, medicines purchased when	

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
								not available in the dispensary, investigations, maternity benefits) of insured persons (IP's). Only the Insured persons and their family members/ dependents are eligible.	
LBR.06	Amendment of Factory license	G2B	License	Amendment	Yes	LBR.33			
LBR.07	Welfare Pension	G2C	Financial Assistance	Welfare Pension	No				
LBR.08	Pre-metric Scholarship Benefits	G2C	Financial Assistance	Scholarship Benefits	No	LBR.30	Apply for Scholarship	Scholarship to Children of Active Registered Building and Other Construction Workers Beneficiaries Studying in Classes 1st to 10th or XI to bachelor's degree, Passing Xth or XIIth Class or Local students enrolled in IHM Shillong & FCI Tura	Scholarship Services are merged together
LBR.09	Service Training Provider (STP) Registration	G2B	Registration	Service Training Provider	Yes	LBR.04			
LBR.10	Registration of the Building and Construction	G2C	Registration	Building & Construction Workers	No				

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
	Workers (Beneficiaries)								
LBR.11	Family Pension	G2C	Financial Assistance	Family Pension	No				
LBR.12	Reimbursement of Medical Bills by the Insured person	G2C	Financial Assistance	Reimbursement of Medical Bills	Yes	LBR.05			
LBR.13	Employer Registration	G2C	Registration	Employer	Yes	LBR.04			
LBR.14	Assessing Body Registration	G2B	Registration	Assessing Body	Yes	LBR.04			
LBR.15	Vacancy Details Submission for Government Offices G2G	G2G	Reporting	Vacancy Details Submission	No	LBR.60	Vacancy Details Submission		Vacancy Reporting
LBR.16	Funeral Benefits	G2C	Financial Assistance	Funeral Benefits	No				
LBR.17	Disability Pension	G2C	Financial Assistance	Disability Pension	No				
LBR.18	Registration of Establishment under ISMW Act, 1979	G2B	Registration	Inter State Migrant Workmen Establishment	Yes	LBR.20			
LBR.19	Tele Medicine	G2C	Support Service	Health Services	No				
LBR.20	Grant of License under Interstate Migrant Workmen Act, 1979	G2B	License	Issuance	No	LBR.61	Grant of License to Contractor	The service would enable applicants to apply for licenses and renew the same	License Services are Merged
LBR.21	Job Seeker Registration	G2C	Registration	Job Seeker	Yes	LBR.04			
LBR.22	Death Benefit	G2C	Financial Assistance	Death Benefit	No				

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
LBR.23	Medical Benefits	G2C	Financial Assistance	Medical Benefit	No				
LBR.24	Grant of Registration Certificate for a Motor Transport Undertaking (MLMTU)	G2C	Registration	Registration	No		Registration/ Renewal of Certificate for a Motor Transport Undertaking (MLMTU)		
LBR.25	Renewal of Registration Certificate for a Motor Transport Undertaking (MLMTU)	G2C	Registration	Renewal	Yes	LBR.24			
LBR.26	Skills Hands Searching	G2C	Information Services	Search Skills Hands	No				
LBR.27	Registration of Assessor (Assessing Body)	G2B	Registration	Assessing Body	Yes	LBR.04			
LBR.28	Grant of certificate of competency to persons/institutions under the Factories Act,1948	G2C	Certificate	Competency Certificate	No	LBR.49	Issuance and Renewal of Certificate of Competency to Persons/ Institutions	This service is offered to persons/institutions having required qualifications and experience to carry out various tests of tools and equipment.	Registration and Renewal service is merged
LBR.29	Candidate Registration	G2C	Registration	Candidate	Yes	LBR.04			
LBR.30	Post Metric Scholarship Benefits	G2C	Financial Assistance	Scholarship Benefits	Yes	LBR.08			
LBR.31	Loss of Factory License	G2B	License	Duplicate License	Yes	LBR.33			

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
LBR.32	Registration of Shops and Establishment (under The Shops and Establishment Act)	G2B	Registration	Shops and Establishment	No	LBR.36	Application for Registration / Renewal of Shops and Establishment	Registration / Renewal of Shops and Establishment (under The Shops and Establishment Act)	
LBR.33	Grant of License for Factories under Factories Act, 1948	G2B	License	Factories	No	LBR.06, 31,34,55	Grant/Renewal of License for Factories under Factories Act, 1948		
LBR.34	Transfer of Factory License	G2B	License	Transfer	Yes	LBR.33			
LBR.35	Skill Hands Registration	G2C	Registration	Skill Hands	Yes	LBR.04			
LBR.36	Renewal of Registration of Shops and Establishment	G2B	Registration	Renewal of Registration of Shops and Establishment	Yes	LBR.32			
LBR.37	Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	G2B	Registration	Contractors	No				
LBR.38	Marriage Assistance	G2C	Financial Assistance	Marriage	No				
LBR.39	Craftsmen Training Scheme	G2C	Capacity Building	Skill Development	No	LBR.52, 56, 57	Training and Skill Development of Manpower for Specific Purpose	The service focuses on training and skill development with focus on Craftsmen, Educated Job Seekers, Rural Youth for Industry and	Services related to Skill development in different skills are merged together.

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
								Agricultural Activities, farmers, Self Help Groups, Rural Poor Youth for Livelihood and Service Providers in Tourism Sector	
LBR.40	Candidate Registration	G2C	Registration	Skill Development	Yes	LBR.04			
LBR.41	Registration of Establishment under the Contract Labour (Regulation and Abolition) Act, 1970	G2C	Registration	Contract Labour	No				
LBR.42	Skills Training Providers (STP) Registration	G2G	Registration	Skills Training Providers (STP)	Yes	LBR.04			
LBR.43	Health Services	G2C	Support Service	Health Services	No				
LBR.44	Registration of Establishments under the BOCW (RE&CS), Act, 1996	G2B	Registration	Registration	No				
LBR.45	Reimbursement of Medical Bills for the insured persons	G2C	Financial Assistance	Reimbursement of Medical Bills	Yes	LBR.05			
LBR.46	Registration of Employer	G2B	Registration	Employer	Yes	LBR.04			
LBR.47	Reimbursement of Medical Bills	G2C	Financial Assistance	Reimbursement of Medical	Yes	LBR.05			
LBR.48	Registration of Trade Unions under the Trade union Act,1926	G2C	Registration	Trade Union	No				

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
LBR.49	Renewal of certificate of competency to persons/institutions under the Factories Act,1948	G2C	Certificate	Competency Certificate	Yes	LBR.28			
LBR.50	Cash Award	G2C	Financial Assistance	Cash Award	No				
LBR.51	Renewal of Registration of Contractors under the Contract Labour (Regulation and Abolition) Act, 1970	G2C	Registration	Renewal	No		Registration and Renewal of Contractors		
LBR.52	Coaching Cum Guidance Center(CGC)	G2C	Capacity Building	Skill Development	Yes	LBR.39			
LBR.53	Skill Hands Registration Updation	G2C	Registration	Skill Hands Registration Updation	Yes	LBR.04			
LBR.54	Skill Hands Citizen Registration	G2C	Registration	Skill Hands Registration	Yes	LBR.04			
LBR.55	Renewal of License for Factories under Factories Act, 1948	G2B	License	Renewal	Yes	LBR.33			
LBR.56	Apprenticeship	G2C	Capacity Building	Skill Development	Yes	LBR.39			
LBR.57	Skill Development	G2C	Capacity Building	Skill Development	Yes	LBR.39			
LBR.58	Job Seeker Registration Renewal	G2C	Registration	Renewal by Job Seeker	Yes	LBR.04			
LBR.59	Job Seeker Registration Updation	G2C	Registration	Job Seeker Registration Updation	Yes	LBR.04			
LBR.60	Vacancy Details Submission for private firms G2B	G2B	Reporting	Vacancy Details Submission	Yes	LBR.15			

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
LBR.61	Renewal of License under Interstate Migrant Workmen Act, 1979	G2C	License	Renewal	Yes	LBR.20			
CRD.01	Old Age Persons Financial Assistance	G2C	Financial Assistance	Old Age Pension	No				
CRD.02	LIVELIHOOD (Setting of farmer field School at village level)	G2B	Capacity Building	Skill Development	No	CRD.02, 10, 11, 19, 20, 28	Skill Development and Training		
CRD.03	Development and Upliftment of the socio-economic life of the rural people	G2C	Information Services	Socio Economic Development	No				
CRD.04	Rural Works Implementation	G2C	Infrastructure Creation	Special Rural Works	Yes				Not a Service
CRD.05	Startup cause fund (SCF)	G2C	Financial Assistance	SHG Funding	No	CRD.14, 21, 22, 26	Application for Financial Assistance for Self Help Groups	Financial Support to SHG to meet Administrative Expenses, Community Investment Fund, Startup Fund, Revolving Fund and Vulnerable Reduction Fund.	
CRD.06	Start Up Village Enterprise Program	G2B	Support Service	Start Up Village Enterprise	Yes	CRD.12			
CRD.07	BANK LINKAGE	G2B	Support Service	Bank Linkage	No				
CRD.08	Widow Financial Assistance	G2C	Financial Assistance	Widow Financial	No				
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	G2C	Financial Assistance	BPL Families on the death of a Primary bread	No				

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
CRD.10	Skill Training to Rural Youth	G2C	Capacity Building	Skill Development	Yes	LBR.39			
CRD.11	LIVELIHOOD (Training on NADEP/ Vermi compost with line Dept at village level)	G2B	Capacity Building	Skill Development	Yes	LBR.39			
CRD.12	Start Up Village Enterprise Program	G2B	Support Service	Start Up Village Enterprise	No	CRD.06	Assistance to Setup Start up Village Enterprise		
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	G2C	Employment Creation	Job Creation and Creation of Public Assets	No				
CRD.14	COMMUNITY INVESTMENT FUND	G2B	Financial Assistance	SHG Funding	Yes	CRD.05			
CRD.15	Pucca Houses for houseless	G2C	Financial Assistance	Assistance for pucca house construction under PMAY G	No				
CRD.16	100 days Employment to Rural Household	G2C	Employment Creation	MGNREGA	No				
CRD.17	Disabled Persons Financial Assistance	G2C	Financial Assistance	Disabled Pension	No				
CRD.18	Formation of Women Self Help Groups (SHGs)	G2C	Employment Creation	Formation of Women SHG	No				
CRD.19	Training	G2G	Capacity Building	Skill Development	Yes	LBR.39			
CRD.20	Placement-linked skill of rural poor youth under DDUGKY	G2C	Capacity Building	Skill Development	Yes	LBR.39			

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
CRD.21	STARTUP FUND	G2B	Financial Assistance	SHG Funding	Yes	CRD.05			
CRD.22	REVOLVING FUND	G2B	Financial Assistance	SHG Funding	Yes	CRD.05			
CRD.23	LIVELIHOOD (CUSTOM HIRING CENTRE)	G2B	Employment Creation	LIVELIHOOD (CUSTOM HIRING	Yes				Not a Service
CRD.24	VILLAGE ORGANISATION FORMATION	G2B	Support Service	Village Organization Formation	No				
CRD.25	VO SUB-COMMITTEE	G2B	Support Service	Village Organization Sub Committee	No				
CRD.26	Vulnerable Reduction Fund (VRF)	G2B	Financial Assistance	SHG Funding	Yes	CRD.05			
CRD.27	SHG MOBILIZATIONS /FORMATION	G2C	Support Service	SHG MOBILIZATIONS	No				
CRD.28	Capacity Building	G2C	Capacity Building	Skill Development	Yes	LBR.39			
CRD.29	Stimulate local economic development, enhance basic services and create well planned Rurban clusters.	G2C	Support Service	Local Economic Development	Yes				Internal Function
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of	G2C	Financial Assistance	Creation of Homestays and Resorts	No				

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
	homestays and resorts)								
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	G2B	Publicity & Promotion	Publicity & Promotion	No	TRM.03			
TRM.03	Advertisement through print & electronic media	G2B	Publicity & Promotion	Publicity & Promotion	Yes	TRM.02			
TRM.04	Statistical Data Collection	G2B	Reporting	Statistical Data	Yes				Internal Function
TRM.05	Development and Management of Tourist Spot	G2C	Tourist Spots Development	Tourist Spots Development	Yes				Internal Function
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc	G2B	Registration	Hotels/ Guest Houses	No				
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	G2C	Financial Assistance	State & Tourism Festival	No				
TRM.08	Registration of contractors	G2C	Registration	Contractors	No	TRM.10			
TRM.09	Scholarship for local students of Institute of Hotel Management, Shillong and Food Craft Institute, Tura	G2C	Financial Assistance	Scholarship Benefits	No				
TRM.10	Registration of Contractors	G2C	Registration	Contractors	Yes	TRM.08			

Service Code	Service Name	Service Classification	Domain	Sub Domain	Rationalized	Merged with Service No	Modified Service Name	Modified Service Description	Rationalization Remarks
TRM.1 1	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	G2B	Certificate	Certificate of Recognition	No				
TRM.1 2	Capacity Building for service providers in tourism sector	G2C	Capacity Building	Skill Development	No				

9.4 Service Indicator Mapping

SI No.	Key indicators	Service Code	Service Name
1	Percentage growth of GSDP due to skill	LBR.26	Skills Hands Searching
		LBR.39	Training and Skill Development of Manpower for Specific Purpose
2	Average income (Salaried, self-employed, Skilled, unskilled)	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
		LBR.15	Vacancy Details Submission
3	Average unemployment rate per 1000 persons for males and females	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
		CRD.18	Formation of Women Self Help Groups (SHGs)
4	Wages earned by male-female in regular / casual employment	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
		CRD.18	Formation of Women Self Help Groups (SHGs)
5	Number of youths trained in on-demand skills in the last year	LBR.26	Skills Hands Searching
		LBR.39	Training and Skill Development of Manpower for Specific Purpose
6	Number of youths trained and empowered for sustainable employment	LBR.26	Skills Hands Searching
		LBR.39	Training and Skill Development of Manpower for Specific Purpose
7	Ratio of Female Labour force participation to male Labour force participation rate	CRD.18	Formation of Women Self Help Groups (SHGs)
8	Total employment in tourism sector	TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)
		TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level
		TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc
		TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state
		TRM.08	Registration of contractors
9	No. of ITI per 10,000 of population	LBR.39	Training and Skill Development of Manpower for Specific Purpose
10	Palma ratio of Household Expenditure in Rural Meghalaya	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
11	Providing 100 days of employment for every desirous household under MGNREGA	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
12	100% coverage of eligible beneficiaries under pension/Social Security programs	LBR.07	Welfare Pension
		CRD.01	Old Age Persons Financial Assistance
		CRD.08	Widow Financial Assistance
		CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner
		CRD.17	Disabled Persons Financial Assistance
13	Percentage of VEC (Village Employment Council) chaired by women	CRD.12	Assistance to Setup Start up Village Enterprise
		CRD.24	Village Organization Formation
		CRD.25	VO Sub-Committee
14	Percentage increase in State per capita income of marginalized and BPL families	LBR.07	Welfare Pension
		CRD.01	Old Age Persons Financial Assistance
		CRD.08	Widow Financial Assistance

SI No.	Key indicators	Service Code	Service Name
		CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner
		CRD.17	Disabled Persons Financial Assistance
15	Percentage of population living below the National Poverty line	CRD.01	Old Age Persons Financial Assistance
		CRD.08	Widow Financial Assistance
		CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner
		CRD.17	Disabled Persons Financial Assistance
16	Percentage of deprived rural households that are covered under different poverty alleviation programs.	CRD.01	Old Age Persons Financial Assistance
		CRD.08	Widow Financial Assistance
		CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner
		CRD.17	Disabled Persons Financial Assistance
17	Exclusive bank credit linked women SHGs (Self Help Groups)	CRD.05	Application for Financial Assistance for Self Help Groups
		CRD.07	Bank Linkage
18	Increase in number of youth job card holder under MGNREGA, by gender	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
19	Number of man days created under Mahatma Gandhi National Rural Employment Guarantee Act(MGNREGA)	CRD.13	Generate wage employment and Creation of socially and economically useful public assets
		CRD.16	100 days Employment to Rural Household
20	Growth rate of Growth rate of registered Shops & Establishment/ Factories/ Trade Unions/ Contractors/ Building Workers/Job 'Seekers etc	LBR.02	Application for Registration / Renewal of Boilers
		LBR.32	Application for Registration / Renewal of Shops and Establishment
		TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc
		TRM.08	Registration of contractors
21	Percentage increase in number of tourists	TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)
		TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level
		TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc
		TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state
		TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator
22	Contribution of Tourism to GSDP (%)	TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)
		TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level
		TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc
		TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state
		TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator
23	Percentage of population benefitted under NSAP (National Social Assistance Programme)	CRD.01	Old Age Persons Financial Assistance
		CRD.08	Widow Financial Assistance
		CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner

SI No.	Key indicators	Service Code	Service Name
		CRD.17	Disabled Persons Financial Assistance
24	Percentage of rural and urban households benefitted under PMAY-G(Pradhan Mantri Awaas Yojana-Gramin).	CRD.15	Pucca Houses for houseless
25	Percentage of houses completed under Pradhan Mantri Awas Yojana (PMAY) to net demand assessed for houses	CRD.15	Pucca Houses for houseless
26	Number of HH benefited from the PMAY-G houses constructed.	CRD.15	Pucca Houses for houseless
27	Number of sustainable tourism strategies or policies and implemented action plans with agreed monitoring and evaluation tools	TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc
		TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator
28	Socially engaged Population aged between 3 to 60	LBR.39	Training and Skill Development of Manpower for Specific Purpose
		CRD.12	Assistance to Setup Start up Village Enterprise
		CRD.03	Development and Upliftment of the socio-economic life of the rural people
		CRD.18	Formation of Women Self Help Groups (SHGs)

9.5 Prioritized Services Catalogue

Sl. No.	New Service Name	Service Assessment Value as per DSS (High/Low/Medium maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
LBR.02	Application for Registration / Renewal of Boilers	Low Maturity	Low	High	Prioritized
LBR.03	Leave Benefits for the Insured Persons	Medium Maturity	Low	High	Not Prioritized
LBR.04	Registration/ Renewal with Labour Department under Different Categories	Low Maturity	Low	High	Prioritized
LBR.05	Reimbursement of medical bills for insured	Low Maturity	Low	High	Prioritized
LBR.07	Welfare Pension	Low Maturity	Low	High	Prioritized
LBR.08	Apply for Scholarship	Low Maturity	Low	High	Prioritized
LBR.10	Registration of the Building and Construction Workers (Beneficiaries)	Low Maturity	Low	Medium	Prioritized
LBR.11	Family Pension	Low Maturity	Low	Medium	Not Prioritized
LBR.15	Vacancy Details Submission	Low Maturity	Low	High	Prioritized
LBR.16	Funeral Benefits	Low Maturity	Low	Low	Not Prioritized
LBR.17	Disability Pension	Low Maturity	Low	High	Prioritized
LBR.19	Tele Medicine	Low Maturity	Low	Low	Not Prioritized
LBR.20	Grant of License to Contractor	Low Maturity	Low	High	Prioritized
LBR.22	Death Benefit	Low Maturity	Low	High	Prioritized
LBR.23	Medical Benefits	Low Maturity	Low	High	Prioritized
LBR.24	Registration/ Renewal of Certificate for a Motor Transport Undertaking (MLMTU)	Low Maturity	Low	High	Prioritized
LBR.26	Skills Hands Searching	Low Maturity	Low	Low	Not Prioritized
LBR.28	Issuance and Renewal of Certificate of Competency to Persons/ Institutions	Low Maturity	Low	High	Prioritized
LBR.32	Application for Registration / Renewal of Shops and Establishment	Low Maturity	Low	High	Prioritized
LBR.33	Grant/Renewal of License for Factories under Factories Act, 1948	Low Maturity	Low	High	Prioritized
LBR.37	Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	Low Maturity	Low	High	Prioritized
LBR.38	Marriage Assistance	Low Maturity	Low	Low	Not Prioritized
LBR.39	Training and Skill Development of Manpower for Specific Purpose	Low Maturity	Medium	High	Not Prioritized
LBR.41	Registration of Establishment under the Contract Labour (Regulation and Abolition) Act, 1970	Low Maturity	Low	High	Prioritized
LBR.43	Health Services	Low Maturity	Low	Low	Not Prioritized
LBR.44	Registration of Establishments under the BOCW (RE&CS), Act, 1996	Low Maturity	Low	High	Prioritized
LBR.48	Registration of Trade Unions under the Trade union Act,1926	Low Maturity	Low	High	Prioritized
LBR.50	Cash Award	Low Maturity	Low	Low	Not Prioritized

Sl. No.	New Service Name	Service Assessment Value as per DSS (High/Low/Medium maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
LBR.51	Registration and Renewal of Contractors	Low Maturity	Low	Low	Prioritized
CRD.01	Old Age Persons Financial Assistance	High Maturity	Medium	High	Not Prioritized
CRD.02	Skill Development and Training	Low Maturity	Low	Low	Prioritized
CRD.03	Development and Upliftment of the socio-economic life of the rural people	Low Maturity	High	Medium	Not Prioritized
CRD.05	Application for Financial Assistance for Self Help Groups	Low Maturity	Low	High	Prioritized
CRD.07	BANK LINKAGE	Low Maturity	Medium	High	Not Prioritized
CRD.08	Widow Financial Assistance	High Maturity	Medium	High	Not Prioritized
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	High Maturity	Medium	High	Not Prioritized
CRD.12	Assistance to Setup Start up Village Enterprise	Low Maturity	High	High	Not Prioritized
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	Low Maturity	Medium	High	Prioritized
CRD.15	Pucca Houses for houseless	High Maturity	High	High	Not Prioritized
CRD.16	100 days Employment to Rural Household	High Maturity	High	High	Not Prioritized
CRD.17	Disabled Persons Financial Assistance	High Maturity	High	High	Not Prioritized
CRD.18	Formation of Women Self Help Groups (SHGs)	High Maturity	High	High	Not Prioritized
CRD.24	VILLAGE ORGANISATION FORMATION	Low Maturity	High	High	Not Prioritized
CRD.25	VO SUB-COMMITTEE	Low Maturity	High	High	Not Prioritized
CRD.27	SHG MOBILIZATIONS /FORMATION	Low Maturity	High	High	Not Prioritized
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	Low Maturity	Low	High	Prioritized
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	Low Maturity	Medium	High	Not Prioritized
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Low Maturity	Low	High	Prioritized
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	Low Maturity	Low	High	Prioritized
TRM.08	Registration of contractors	Low Maturity	Low	High	Prioritized
TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Low Maturity	Low	High	Prioritized
TRM.12	Capacity Building for service providers in tourism sector	Low Maturity	High	High	Not Prioritized

9.6 Future State Service Catalogue

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
LBR.02	Application for Registration / Renewal of Boilers	Registration / Renewal of Boilers with Labour Department for conducting business in State.	G2B	1. State HQ	Annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.03	Leave Benefits for the Insured Persons	Leave Certificate is issued to the Insured Persons only during Leave Period like Maternity Leave, leave due to sickness or injury, hospitalization (Based on the Leave Certificate, IPs avail of financial benefits from the ESIC) Only the Insured Persons are eligible for the certificate	G2C	1. District HQ	As and When Required	To be defined in second phase of Implementation	To be defined in second phase of Implementation
LBR.04	Registration/ Renewal with Labour Department under Different Categories	Registration/ Renewal with Labour Department for Employer / Job Seeker / Candidate / Contractor / Skill Training Provider / Building and Construction Worker/ Assessing Body / Skill Hands	G2C	1. District HQ	Once in a life time	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.05	Reimbursement of medical bills for insured	Building and other construction workers registered with MBOCWWB can apply for reimbursement of medical bills (hospitalization, medicines purchased when not available in the dispensary, investigations, maternity benefits) of insured persons (IP's). Only the Insured persons and their family members/ dependents are eligible.	G2C	1. State HQ	Twice in a life time	Online	Service will be delivered in **7 days**
LBR.07	Welfare Pension	Registered Building and Other Construction Workers who has completed 60 years of age may apply for the pension benefits, the application is reviewed and of found appropriate, benefit is transferred in DBT mode	G2C	1. State HQ	Annually	Online	Service will be delivered in **7 days**
LBR.08	Apply for Scholarship	Scholarship to Children of Active Registered Building and Other Construction Workers Beneficiaries Studying in Classes 1st to 10th or XI to bachelor's degree, Passing Xth or XIIth Class or Local students enrolled in IHM Shillong & FCI Tura	G2C	1. State HQ	Annually	Online	Service will be delivered in **7 days**
LBR.10	Registration of the Building and Construction Workers (Beneficiaries)	The Building and Other construction workers need to be registered with MBOCWWB to enable them to avail of the benefits under various schemes of the Board.	G2C	1. State HQ	Annually	Online	Service will be delivered in **7 days**
LBR.11	Family Pension	Pension is provided to the spouse of the deceased pensioner A surviving spouse (when her/his, pensioner husband/wife dies) applies for this benefit	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
LBR.12	Reimbursement of Medical Bills by the Insured person	Reimbursement of medical bills (hospitalization, medicines purchased when not available in the dispensary, investigations) of insured persons (IP's). Only the Insured persons and their family members/ dependents are eligible	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
LBR.15	Vacancy Details Submission	Employers sends notifications either to the directorate or the Employment Exchange whenever there are new job vacancies along with various eligibility criteria. The Employment Exchange prepares a list of registered eligible candidates having the desired qualifications, experience and submit/sponsor the list to the Employers.	G2G	1. District HQ	Once in a life time	Online	Real Time
LBR.16	Funeral Benefits	Nominee of the Active Registered Building and Other Construction Workers Beneficiary who dies between the age of 18 to 60 years may apply for the expenses to be incurred during the funeral by the	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
LBR.17	Disability Pension	Active Registered Building and Other Construction Workers Beneficiary who gets Permanently disabled between 18 to 60 years of age may apply for the benefit.	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
LBR.18	Registration of Establishment under ISMW Act, 1979	The service that would allow application submission, payment, tracking and monitoring for registration of establishment in Meghalaya	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
LBR.19	Tele Medicine	The Insured Persons and their family/dependent members come to the Dispensary to get direct consultation and advice with Specialist Doctors from Joka Hospital Kolkata.	G2C	1. District HQ	As and When Required	To be defined in second phase of Implementation	To be defined in second phase of Implementation
LBR.20	Grant of License to Contractor	The service would enable applicants to apply for licenses and renew the same	G2B	1. State HQ	Bi-annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.22	Death Benefit	Nominees can apply for the benefits upon the death of a Registered Building and Other Construction Workers due to accident or any disease during between 18 years and 60 years of age	G2C	1. State HQ	Bi-annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.23	Medical Benefits	A registered Worker during his membership period, if hospitalized for more than 5 days can apply for medical benefits. If approved by the Board HO, the benefits are transferred to the Bank Account through DBT mode	G2C	1. State HQ	Bi-annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.24	Registration/ Renewal of Certificate for a Motor	The service that would allow application submission, payment, tracking and monitoring.	G2C	1. District HQ	Once in 3 yrs	To be defined in second	To be defined in second

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
	Transport Undertaking (MLMTU)					phase of Implementation	phase of Implementation
LBR.26	Skills Hands Searching	Registered, Unregistered Citizens can search for Skill Hands like Plumber, Barber, Gardener, Electrician from the portal. However, only registered citizen can view the contact details of Skill Hands.	G2C	1. District HQ	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
LBR.28	Issuance and Renewal of Certificate of Competency to Persons/ Institutions	This service is offered to persons/institutions having required qualifications and experience to carry out various tests of tools and equipment.	G2C	1. State HQ	Annually	Online, Rainbow Centers	Service will be delivered in **7 days**
LBR.32	Application for Registration / Renewal of Shops	Registration / Renewal of Shops and Establishment (under The Shops and Establishment Act)	G2B	1. District HQ	Annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.33	Grant of License for Factories under Factories Act, 1948	The service is offered to anyone who want to set up Factory in the State which falls under the Factories Act,1948	G2B	1. District HQ	Annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.37	Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow application submission, payment, tracking and monitoring.	G2B	1. District HQ	Annually	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**
LBR.38	Marriage Assistance	Unmarried Female beneficiary (for herself) registered with MBOCWWB or two children of the Registered Building and Other Construction Workers beneficiary may apply for financial assistance for marriage	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in maximum **7 days**
LBR.39	Training and Skill Development of Manpower for Specific Purpose	The service focuses on training and skill development with focus on Craftsmen, Educated Job Seekers, Rural Youth for Industry and Agricultural Activities, farmers, Self Help Groups, Rural Poor Youth for Livelihood and Service Providers in Tourism Sector	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in maximum **3 months**
LBR.41	Registration of Establishment under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow registration of new businesses under the act in the State of Meghalaya	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in maximum **7 days**
LBR.43	Health Services	Medical Treatment for Insured Persons Through ESI Dispensary Shillong and Byrnihat	G2C	1. District HQ	As and When Required	To be defined in second phase of Implementation	Service will be delivered in real time
LBR.44	Registration of Establishments under the BOCW (RE&CS), Act, 1996	The service that would allow business to register, apply and renew registration of their establishment under the act	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
							maximum **7 days**
LBR.48	Registration of Trade Unions under the Trade union Act,1926	The service that would allow trade unions to register themselves	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in maximum **7 days**
LBR.50	Cash Award	Students who are children of the Active Registered Beneficiary passing Class X / XII/ Degree (Final) who score top three Highest Marks (three each in Boys and Girls category) in each year are eligible for cash rewards	G2C	1. District HQ	Once in a life time	Online, Offline	Service will be delivered in maximum **7 days**
LBR.51	Registration and Renewal of Contractors	Application to register new contractors and renew license of existing contractor	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
LBR.61	Renewal of License under Interstate Migrant Workmen Act, 1979	The service would allow migrant workers to register and work in Meghalaya	G2C	1. District HQ	Once in a life time	Online	Service will be delivered in **7 days**
CRD.01	Old Age Persons Financial Assistance	The Scheme provides financial assistance to the BPL persons attaining the age of 60 years or above, @ Rs.500, per month per beneficiary (Rs. 200 from Centre and Rs. 300 from State) and for those who have attained the age of 80 years and above @ Rs. 550, per month per beneficiary (Rs. 500 from Centre and Rs. 50 from State).	G2C	1. District HQ	Monthly	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.03	Development and Upliftment of the socio-economic life of the rural people	The type of Schemes undertaken under the programme are in the field of agriculture and land reclamation, health and sanitation, education, social education, animal husbandry including veterinary, industries including arts and crafts and rural roads. The schemes are directly implemented by the blocks. The schemes are scrutinized and approved by the Block Development and Monitoring Committee (BDMC). The objective of the CD Scheme is to bring about general development and upliftment of the socio-economic life of the rural people so as to foster the community spirit among the communities in the developmental process.	G2C	1. Block Office	As and When Required	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.05	Application for Financial Assistance for Self Help Groups	Financial Support to SHG to meet Administrative Expenses, Community Investment Fund, Startup Fund, Revolving Fund and Vulnerable Reduction Fund.	G2C	1. District HQ	As and When Required	Online	Service will be delivered in **7 days**
CRD.07	BANK LINKAGE	3 MONTH OLD AND ABOVE SHG FOLLOWING STRICT PANCHSUTRA ARE ELIGIBLE FOR BANK	G2B	1. Village	Annually	To be defined in second	To be defined in second

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
		LINKAGE TO ENHANCE THEIR LIVELIHOOD ACTIVITIES .				phase of Implementation	phase of Implementation
CRD.08	Widow Financial Assistance	Under Indira Gandhi National Widow Pension Scheme (IGNWPS) beneficiary should be a BPL widow between 40 79 years of age and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).	G2C	1. Block Office	Monthly	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	The National Family Benefit Scheme (NFBS) provides a onetime assistance for extending financial assistance to below poverty line families on the death of a primary bread winner between the age of 18 59 years for Rs.20,000, .	G2C	1. Block Office	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.12	Assistance to Setup Start up Village Enterprise	Focused intervention to promote start-up entrepreneurship at village level by rural poor households 1,82,350 village enterprises 125 blocks 24 states Employment for 3.78 lac people (2.07 employees per enterprise) SHG based: SHG's and their Federations SHG members SHG recommendation	G2B	Village, State HQ, Block Office, District HQ	As and When Required	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	The primary objective of the Chief Ministers Special Rural Development Fund (CMSRDF) is to generate wage employment and creation of socially and economically useful public assets by involving peoples participation at the grassroot level. The schemes undertaken in the programme are varied in nature and are selected by the Members of the Legislative Assembly (MLA) and NGOs and are implemented through local durbars and beneficiaries organization under the supervision of respective Deputy Commissioners of the District.	G2C	1. District HQ	Once in a life time	Offline	NA
CRD.15	Pucca Houses for houseless	Pradhan Mantri Awaas Yojana Gramin (PMAY G) aims at providing pucca houses to all houseless households and households living in kutcha and dilapidated houses in rural areas as per SECC 2011 data by 2022. The unit cost of assistance under the scheme is Rs.1.30 lakhs per house.	G2C	1. Block Office	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.16	100 days Employment to Rural Household	The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) gives legal guarantee of a hundred days of wage employment in a financial year for a rural household whose adult members are willing to do unskilled manual work.	G2C	1. Block Office	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.17	Disabled Persons Financial Assistance	Under Indira Gandhi National Disability Pension Scheme (IGNDPS) beneficiary should be BPL with	G2C	1. Block Office	Monthly	To be defined in second	To be defined in second

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
		severe or multiple disabilities between the age of 18 79 years and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).				phase of Implementation	phase of Implementation
CRD.18	Formation of Women Self Help Groups (SHGs)	The mission of the National Rural Livelihood Mission (NRLM) Scheme is to reduce poverty by building strong institutions of the poor particularly organizing women into Self Help Groups (SHGs) so as to enable the poor households to access gainful self-employment and skilled wage employment opportunities to improve their livelihoods on a sustainable basis.	G2C	1. Block Office	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.24	VILLAGE ORGANISATION FORMATION	MINIMUM 5 SHG IN A VILLAGE , SHG HAS TO COMPLETE 6 MONTH	G2B	1. Village	Only Once	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.25	VO SUB-COMMITTEE	AFTER SIX MONTH OF VO FORMATION , VO CAN FORM SUB COMMITTEE	G2B	1. Village	Only Once	To be defined in second phase of Implementation	To be defined in second phase of Implementation
CRD.27	SHG MOBILIZATIONS /FORMATION	1. ALL POOR HOUSEHOLD WITHIN THE RURAL COMMUNITY 2. WOMEN SPECIFIC . 3.MINIMUM 10-15 MEMBER IN EACH SHG . 4. MINIMUM AGE GROUP IS 18YRS. 5.LIKE MINDED 6.SAME SOCIO-ECONOMIC BACKGROUND. 7.SAME HAMLET. 8.ONE MEMBER PER HOUSE HOLD.	G2C	1. Village	Once in a life time	To be defined in second phase of Implementation	To be defined in second phase of Implementation
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	30% Assistance for creation of tourism infrastructure in the form of homestays and resorts. Open to all residents of Meghalaya who own a home for creation of home stay or land for creation of resort.	G2C	District HQ, State HQ	Only Once	Online	Service will be delivered in **7 days**
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	Promotion & Publicity of Meghalaya in domestic & international markets	G2B	1. State HQ	Annually	To be defined in second phase of Implementation	To be defined in second phase of Implementation
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Registration of tourist accommodation units in Meghalaya	G2B	1. State HQ	As and When Required	Online, Rainbow Centers, Single Window	Service will be delivered in **7 days**

Service Code	Service Name	Service Description	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	Financial assistance. Registered NGOs, Organizations, District Administration, etc	G2C	1. State HQ	Annually	Online	Service will be delivered in **7 days**
TRM.08	Registration of contractors	Registration of contractors in Tourism Department. Open to all registered contractors of PWD/PHE/CPWD/MES/etc	G2C	1. State HQ	Annually	Online, Rainbow Centers	Service will be delivered in **7 days**
TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Registration for approved Tour Operator under Meghalaya Tourism http://megtourism.gov.in/pdf/guidelines-for-tour-operators.pdf	G2B	1. State HQ	Once in 3 yrs	Online, Rainbow Centers	Service will be delivered in **7 days**
LBR.62	Registration with Employment Exchange for getting Job offers	Jobless youth who want to get job alerts need to Register with Employment Exchange for getting Job offers	G2C	State HQ	As and When Required	SMS/ Notifications	Proposed New Service
CRD.30	Registration for getting work under MGNREGA	The skilled/ unskilled manpower would register themselves for getting work under MGNREGA for 100 days job guarantee	G2C	State HQ	As and When Required	Online, Rainbow Centers	Proposed New Service
TRM.13	Registration of Taxi Operators for Tourists	The taxi operators would register with Tourism Department for getting a recognition that he is a registered tour operator in the state thus boosting trust and confidence in the tourist.	G2B	State HQ	As and When Required	Online, Rainbow Centers	Proposed New Service

9.6.1 Future State Service Catalogue – Labour

Service Code	Service Name	Service Description	Service Domain
LBR.02	Application for Registration / Renewal of Boilers	Registration of Boilers with Labour Department for conducting business in State.	Registration
LBR.03	Leave Benefits for the Insured Persons	Leave Certificate is issued to the Insured Persons only during Leave Period like Maternity Leave, leave due to sickness or injury, hospitalization (Based on the Leave Certificate, IPs avail of financial benefits from the ESIC) Only the Insured Persons are eligible for the certificate	Certificate
LBR.04	Employer Registration	Registration/ Renewal with Labour Department for Employer / Job Seeker / Candidate / Contractor / Skill Training Provider / Building and Construction Worker/ Assessing Body / Skill Hands	Registration
LBR.05	Reimbursement of medical bills for insured	Building and Other Construction Workers registered with MBOCWWB can file application in District Labour Board Office or Block Labour Office. It is received by the Dealing Hand (DH) at Boards' District/Block Office. The District/Block Labour Inspector (BLI) then scrutinizes the applications. Scrutinized applications are then forwarded to the Board Head Office with recommendation or returned back to the applicants due to deficiency. The HO of the Board	Financial Assistance

Service Code	Service Name	Service Description	Service Domain
		approves the recommended applications and financial benefits are transferred to the Applicant's bank account Eligibility : Any registered female worker between 18 years & 60 years	
LBR.07	Welfare Pension	Registered Building and Other Construction Workers who has completed 60 years of age may apply for the pension benefits, the application is reviewed and of found appropriate, benefit is transferred in DBT mode	Financial Assistance
LBR.08	Apply for Scholarship	Scholarship to Children of Active Registered Building and Other Construction Workers Beneficiaries Studying in Classes 1st to 10th or XI to bachelor's degree, Passing Xth or XIIth Class or Local students enrolled in IHM Shillong & FCI Tura	Financial Assistance
LBR.10	Registration of the Building and Construction Workers (Beneficiaries)	The Building and Other construction workers need to be registered with MBOCWWB to enable them to avail of the benefits under various schemes of the Board.	Registration
LBR.11	Family Pension	Pension is provided to the spouse of the deceased pensioner A surviving spouse (when her/his, pensioner husband/wife dies) applies for this benefit	Financial Assistance
LBR.15	Vacancy Details Submission for Government Offices G2G	Employers sends notifications either to the directorate or the Employment Exchange whenever there are new job vacancies along with various eligibility criteria. The Employment Exchange prepares a list of registered eligible candidates having the desired qualifications, experience and submit/sponsor the list to the Employers.	Reporting
LBR.16	Funeral Benefits	Nominee of the Active Registered Building and Other Construction Workers Beneficiary who dies between the age of 18 to 60 years may apply for the expenses to be incurred during the funeral by the	Financial Assistance
LBR.17	Disability Pension	Active Registered Building and Other Construction Workers Beneficiary who gets Permanently disabled between 18 to 60 years of age may apply for the benefit.	Financial Assistance
LBR.19	Tele Medicine	The Insured Persons and their family/dependent members come to the Dispensary to get direct consultation and advice with Specialist Doctors from Joka Hospital Kolkata.	Support Service
LBR.20	Grant of License under Interstate Migrant Workmen Act, 1979	Grant of License/ Inter State Migrant Workmen	License
LBR.22	Death Benefit	Nominees can apply for the benefits upon the death of a Registered Building and Other Construction Workers due to accident or any disease during between 18 years and 60 years of age	Financial Assistance
LBR.23	Medical Benefits	A registered Worker during his membership period, if hospitalized for more than 5 days can apply for medical benefits. If approved by the Board HO, the benefits are transferred to the Bank Account through DBT mode	Financial Assistance
LBR.24	Grant of Registration Certificate for a Motor Transport Undertaking (MLMTU)	The service that would allow application submission, payment, tracking and monitoring.	Registration
LBR.26	Skills Hands Searching	Registered, Unregistered Citizens can search for Skill Hands like Plumber, Barber, Gardener, Electrician from the portal. However, only registered citizen can view the contact details of Skill Hands.	Informational
LBR.28	Grant of certificate of competency to persons/institutions	This service is offered to persons/institutions having required qualifications and experience to carry out various tests of tools and equipment.	Certificate

Service Code	Service Name	Service Description	Service Domain
	under the Factories Act,1948		
LBR.32	Registration of Shops and Establishment (under The Shops and Establishment Act)	Registration / Renewal of Shops and Establishment (under The Shops and Establishment Act)	Registration
LBR.33	Grant of License for Factories under Factories Act, 1948	The service is offered to anyone who want to set up Factory in the State which falls under the Factories Act,1948	License
LBR.37	Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow application submission, payment, tracking and monitoring.	Registration
LBR.38	Marriage Assistance	Unmarried Female beneficiary (for herself) registered with MBOCWWB or two children of the Registered Building and Other Construction Workers beneficiary may apply for financial assistance for marriage	Financial Assistance
LBR.39	Craftsmen Training Scheme	The service focuses on training and skill development with focus on Craftsmen, Educated Job Seekers, Rural Youth for Industry and Agricultural Activities, farmers, Self Help Groups, Rural Poor Youth for Livelihood and Service Providers in Tourism Sector	Capacity Building
LBR.41	Registration of Establishment under the Contract Labour (Regulation and Abolition) Act, 1970	The service that would allow registration of new businesses under the act in the State of Meghalaya	Registration
LBR.43	Health Services	Medical Treatment for Insured Persons Through ESI Dispensary Shillong and Byrnihat	Support Service
LBR.44	Registration of Establishments under the BOCW (RE&CS), Act, 1996	The service that would allow business to register, apply and renew registration of their establishment under the act	Registration
LBR.48	Registration of Trade Unions under the Trade union Act,1926	The service that would allow trade unions to register themselves	Registration
LBR.50	Cash Award	Students who are children of the Active Registered Beneficiary passing Class X / XII/ Degree (Final) who score top three Highest Marks (three each in Boys and Girls category) in each year are eligible for cash rewards	Financial Assistance
LBR.51	Renewal of Registration of Contractors under the Contract Labour (Regulation and Abolition) Act, 1970	Application to register new contractors and renew license of existing contractor	Registration

9.6.2 Future State Service Catalogue – Community & Rural Development

Service Code	Service Name	Service Description	Service Domain
CRD.01	Old Age Persons Financial Assistance	The Scheme provides financial assistance to the BPL persons attaining the age of 60 years or above, @ Rs.500, per month per beneficiary (Rs. 200 from Centre and Rs. 300 from State) and for those who have attained the age of 80 years and above @ Rs. 550, per month per beneficiary (Rs. 500 from Centre and Rs. 50 from State).	Financial Assistance
CRD.02	Skill Development and Training	Trained cadre school by provide services to the farmer by utilizing the farmer field in the village by imparting training on Agri, Organic Farming, Demonstration & Exposure Model for other SHG member of different block . The member should be well by the line department Agri, Horti, AH&VT and should be a farmer herself.	Capacity Building
CRD.03	Development and Upliftment of the socio-economic life of the rural people	The type of Schemes undertaken under the programme are in the field of agriculture and land reclamation, health and sanitation, education, social education, animal husbandry including veterinary, industries including arts and crafts and rural roads. The schemes are directly implemented by the blocks. The schemes are scrutinized and approved by the Block Development and Monitoring Committee (BDMC). The objective of the CD Scheme is to bring about general development and upliftment of the socio-economic life of the rural people so as to foster the community spirit among the communities in the developmental process.	Informational
CRD.05	Application for Financial Assistance for Self Help Groups	Financial Support to SHG to meet Administrative Expenses, Community Investment Fund, Startup Fund, Revolving Fund and Vulnerable Reduction Fund.	Financial Assistance
CRD.07	BANK LINKAGE	3 month old and above SHG following strict panchsutra are eligible for bank linkage to enhance their livelihood activities .	Support Service
CRD.08	Widow Financial Assistance	Under Indira Gandhi National Widow Pension Scheme (IGNWPS) beneficiary should be a BPL widow between 40 79 years of age and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).	Financial Assistance
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	The National Family Benefit Scheme (NFBS) provides a onetime assistance for extending financial assistance to below poverty line families on the death of a primary bread winner between the age of 18 59 years for Rs.20,000, .	Financial Assistance
CRD.12	Assistance to Setup Start up Village Enterprise	Focused intervention to promote start-up entrepreneurship at village level by rural poor households 1,82,350 village enterprises 125 blocks 24 states Employment for 3.78 lac people (2.07 employees per enterprise) SHG based: SHG's and their Federations SHG members SHG recommendation	Support Service
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	The primary objective of the Chief Ministers Special Rural Development Fund (CMSRDF) is to generate wage employment and creation of socially and economically useful public assets by involving peoples participation at the grassroot level. The schemes undertaken in the programme are varied in nature and are selected by the Members of the Legislative Assembly (MLA) and NGOs and are implemented through local durbars and beneficiaries organization under the supervision of respective Deputy Commissioners of the District.	Employment Creation
CRD.15	Pucca Houses for houseless	Pradhan Mantri Awaas Yojana Gramin (PMAY G) aims at providing pucca houses to all houseless households and households living in kutcha and dilapidated houses in rural areas as per SECC 2011 data by 2022. The unit cost of assistance under the scheme is Rs.1.30 lakhs per house.	Financial Assistance
CRD.16	100 days Employment to Rural Household	The Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA) gives legal guarantee of a hundred days of wage employment in a financial year for a rural household whose adult members are willing to do unskilled manual work.	Employment Creation

Service Code	Service Name	Service Description	Service Domain
CRD.17	Disabled Persons Financial Assistance	Under Indira Gandhi National Disability Pension Scheme (IGNDPS) beneficiary should be BPL with severe or multiple disabilities between the age of 18 79 years and the ceiling for assistance is Rs.500 per month per beneficiary (Rs. 300 from Centre and Rs. 200 from State).	Financial Assistance
CRD.18	Formation of Women Self Help Groups (SHGs)	The mission of the National Rural Livelihood Mission (NRLM) Scheme is to reduce poverty by building strong institutions of the poor particularly organizing women into Self Help Groups (SHGs) so as to enable the poor households to access gainful self-employment and skilled wage employment opportunities to improve their livelihoods on a sustainable basis.	Employment Creation
CRD.24	VILLAGE ORGANISATION FORMATION	Minimum 5 SHG in a village , SHG has to complete 6 month	Support Service
CRD.25	VO SUB-COMMITTEE	After six month of VO formation , VO may form sub committee to provide services	Support Service
CRD.27	SHG MOBILIZATIONS /FORMATION	1. ALL POOR HOUSEHOLD WITHIN THE RURAL COMMUNITY 2. WOMEN SPECIFIC . 3.MINIMUM 10-15 MEMBER IN EACH SHG . 4. MINIMUM AGE GROUP IS 18YRS. 5.LIKE MINDED 6.SAME SOCIO-ECONOMIC BACKGROUND. 7.SAME HAMLET. 8.ONE MEMBER PER HOUSE HOLD.	Support Service
CRD.30	Registration for getting work under MGNREGA	The skilled/ unskilled manpower would register themselves for getting work under MGNREGA for 100 days job guarantee	Registration

9.6.3   Future State Service Catalogue – Tourism

Service Code	Service Name	Service Description	Service Domain
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	30% Assistance for creation of tourism infrastructure in the form of homestays and resorts. Open to all residents of Meghalaya who own a home for creation of home stay or land for creation of resort.	Financial Assistance
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	Promotion & Publicity of Meghalaya in domestic & international markets	Publicity & Promotion
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Registration of tourist accommodation units in Meghalaya	Registration
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	Financial assistance. Registered NGOs, Organizations, District Administration, etc	Financial Assistance
TRM.08	Registration of contractors	Registration of contractors in Tourism Department. Open to all registered contractors of PWD/PHE/CPWD/MES/etc	Registration
TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Registration for approved Tour Operator under Meghalaya Tourism http://megtourism.gov.in/pdf/guidelines-for-tour-operators.pdf	Certificate
TRM.12	Capacity Building for service providers in tourism sector	Training & capacity building for tourism stakeholders and service providers	Capacity Building
TRM.13	Registration of Taxi Operators for Tourists	The taxi operators would register with Tourism Department for getting a recognition that he is a registered tour operator in the state thus boosting trust and confidence in the tourist.	Registration

9.7 Current State Business Interaction Matrix (Consuming)

Consuming Business Services	Providing Business Services		
	Community and Rural Development	Labour	Tourism
Agriculture & Farmers' Welfare	Schemes Implementation in the field of Agriculture and Soil Health	Training and Skill Development	Promotion of State Agriculture Products
Animal Husbandry & Veterinary	Schemes Implementation in the field of AHVT	Training and Skill Development	-
Commerce and Industry	Skill Development Programs	Training and Skill Development Registration & License Services Manpower	-
Community and Rural Development		-	-
Education	Education and Training Services in the field	Scholarship to children of Labour Workforce	-
Excise Registration Taxation and Stamps	-	-	-
Finance	-	-	Revenue collections from Tourists
Fisheries	Skill Development Programs	Training and Skill Development	-
Food Civil Supplies and Consumers Affairs	-	-	-
Forest and Environment	-	Manpower Support	-
Health and Family Welfare	Health and Sanitation Programs	-	-
Labour	Skill Development Programs		-
Mining and Geology	-	Manpower Support	-
Planning	-	-	-
Public Health Engineering	Support in Sanitation Programs	-	-
Social Welfare	Income Support to BPL Beneficiaries	-	-
Tourism	Skill Development Programs	-	
Transport	-	-	-
Textiles	Skill Development Programs	Training and Skill Development	Promotion of State Textile Products

9.8 Current State Business Interaction Matrix (Providing)

Providing Business Services	Consuming Business Services		
	Community and Rural Development	Labour	Tourism
Agriculture & Farmers' Welfare	-	-	Agriculture Products for Promotion in Trade Fairs etc.
Animal Husbandry & Veterinary	-	-	-
Commerce and Industry	Entrepreneurship opportunities to SHG and Village Entrepreneurs	Vacancy Details Submission	Support in Tourism Infrastructure Creation
Community and Rural Development		-	-
Education	-	Skill Training Education to Children of Work force	-
Excise Registration Taxation and Stamps	-	-	-
Finance	Scheme Funding Sanctions & LOA Scheme Formulation	Scheme Funding Sanctions & LOA Scheme Formulation	Scheme Funding Sanctions & LOA Scheme Formulation Government Revenue
Fisheries	-	-	-
Food Civil Supplies and Consumers Affairs	Ration through FPS	Ration through FPS	-
Forest and Environment	-	Clearance for operating Industries Environment Approvals	-
Health and Family Welfare	Medical Facilities Maternity Benefits	Medical Facilities Maternity Benefits	-
Labour	-		-
Mining and Geology	-	-	-
Planning	Action Plan approvals Scheme Approvals	Action Plan approvals Scheme Approvals	Action Plan approvals Scheme Approvals
Public Health Engineering	Sanitation Programs and Schemes	-	-
Social Welfare	Social Assistance Programs	Social Assistance Programs	-
Tourism	-	-	
Transport	-	-	-
Sericulture	Entrepreneurship opportunities to SHG and Village Entrepreneurs	-	Textile Products for Promotion in Trade Fairs etc.

9.9 Service Stakeholder Matrix

Service Code	Service Name	Finance Dept.	Planning Dept.	Labour	C&RD	Tourism	Line Departments	Citizens	Business	AG/ CAG	GoI (Central Ministries)
LBR.02	Application for Registration / Renewal of Boilers			Provide Approval					Apply for Service		
LBR.03	Leave Benefits for the Insured Persons	Issuance of Sanction, LOA and Funds	Approval of Proposal	Provide Approval			Provide Service	Apply for Service		Audit	Funding
LBR.04	Registration/ Renewal with Labour Department under Different Categories			Provide Approval					Apply for Service		
LBR.05	Application for Maternity Benefits	Issuance of Sanction, LOA and Funds	Approval of Proposal	Provide Approval			Provide Service	Apply for Service		Audit	Funding
LBR.08	Apply for Scholarship	Issuance of Sanction, LOA and Funds	Approval of Proposal	Provide Approval				Apply for Service		Audit	Funding
LBR.15	Vacancy Details Submission			Provide Approval			Apply for Service		Apply for Service		
LBR.19	Tele Medicine			Provide Approval			Provide Service	Apply for Service			
LBR.20	Application for Grant of License			Provide Approval					Apply for Service		
LBR.24	Registration/ Renewal of Certificate for a Motor Transport Undertaking (MLMTU)			Provide Approval					Apply for Service		
LBR.26	Skills Hands Searching			Collects data of Workforce			Avail Service		Avail Service		
LBR.28	Issuance and Renewal of Certificate of Competency to Persons/ Institutions			Provide Approval				Apply for Service	Apply for Service		
LBR.32	Application for Registration			Provide Approval					Apply for Service		
LBR.39	Training and Skill Development of Manpower for Specific Purpose			Provide Training	Provide Training	Provide Training	Assist in Trainings	Apply for Service			

Service Code	Service Name	Finance Dept.	Planning Dept.	Labour	C&RD	Tourism	Line Departments	Citizens	Business	AG/CAG	GoI (Central Ministries)
LBR.43	Health Services			Provide Approval			Provide Service	Apply for Service			
CRD.01	Old Age Persons Financial Assistance	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.03	Development and Upliftment of the socio-economic life of the rural people				Provide Service						
CRD.05	Application for Financial Assistance for Self Help Groups	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service	Apply for Service	Audit	Funding
CRD.07	BANK LINKAGE				Assists				Apply for Service		
CRD.08	Widow Financial Assistance	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.09	Financial Assistance to BPL Families on the death of a Primary bread winner	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.12	Assistance to Setup Start up Village Enterprise				Provide Approval				Apply for Service		
CRD.13	Generate wage employment and Creation of socially and economically useful public assets	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.15	Pucca Houses for houseless				Provide Approval			Apply for Service			
CRD.16	100 days Employment to Rural Household	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.17	Disabled Persons Financial Assistance	Issuance of Sanction, LOA and Funds	Approval of Proposal		Provide Approval			Apply for Service		Audit	Funding
CRD.18	Formation of Women Self Help Groups (SHGs)				Provide Approval			Apply for Service			
CRD.24	VILLAGE ORGANISATION FORMATION				Assists						
CRD.25	VO SUB-COMMITTEE				Assists						

Service Code	Service Name	Finance Dept.	Planning Dept.	Labour	C&RD	Tourism	Line Departments	Citizens	Business	AG/ CAG	GoI (Central Ministries)
CRD.27	SHG MOBILIZATIONS /FORMATION				Assists			Apply for Service			
TRM.01	Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	Issuance of Sanction, LOA and Funds	Approval of Proposal			Provide Service		Apply for Service	Apply for Service	Audit	Funding
TRM.02	Participation in Tourism Fairs/Marts/ Trade Exhibitions at National & International Level	Issuance of Sanction, LOA and Funds	Approval of Proposal			Provide Approval		Apply for Service	Apply for Service	Audit	Funding
TRM.06	Registration of Hotels Guest houses/ tourist Accommodation units/ etc					Provide Approval		Apply for Service	Apply for Service		
TRM.07	Providing Financial assistance for Major State Festival and tourism festival in the state	Issuance of Sanction, LOA and Funds	Approval of Proposal			Provide Approval		Apply for Service	Apply for Service	Audit	Funding
TRM.08	Registration of contractors					Provide Approval		Apply for Service	Apply for Service		
TRM.11	Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator					Provide Approval		Apply for Service	Apply for Service		

9.10 Future State Business Interaction Matrix

Providing Business Services	Consuming Business Services					
	Primary	Human Development	Infrastructure Development	Environment	Entrepreneurship	Governance
Primary					1. Agriculture Products for Promotion in Trade Fairs etc. 2. Entrepreneurship opportunities to SHG and Village Entrepreneurs 3. Textile Products for Promotion in Trade Fairs etc.	
Human Development					1. Ration through FPS 2. Medical Facilities 3. Maternity Benefits 4. Skill Training 5. Education to Children of Work force 6. Social Welfare & Security	
Infrastructure Development					1. Entrepreneurship opportunities to SHG and Village Entrepreneurs 2. Submit Vacancy Details 3. Support in Tourism Infrastructure Creation 4. Sanitation Programs and Schemes	
Environment					1. Clearance for operating Industries 2. Environment Approvals	
Entrepreneurship	1. Schemes Implementation in the field of Agriculture, AHVT, Fisheries, Textiles and Soil Health	1. Training support in field/ remote areas 2. Scholarship to children of	1. Support in Sanitation Programs 2. Training and Skill Development 3.	1. Skilled Manpower		1. Revenue collected from Tourists

Providing Business Services	Consuming Business Services					
	Primary	Human Development	Infrastructure Development	Environment	Entrepreneurship	Governance
	2. Training and Skill Development 3. Promotion of State Agriculture/ Horticulture/ Sericulture Products	Labour Workforce 3. Health Programs 4. Income Support to BPL Beneficiaries	Registration & License Services 4. Skilled Manpower			
Governance					1. Scheme Funding 2. Sanctions & LOA 3. Scheme Formulation 4. Action Plan approvals 5. Scheme Approvals	

9.11 Service Application Module Mapping

Services	Register for Service/Service Resolution	Service Internal Processing	Additional System
	Application Module	Application Module	Application Module
Application for Registration / Renewal of Boilers	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration/ Renewal with Labour Department under Different Categories	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration of the Building and Construction Workers (Beneficiaries)	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration of Establishment under ISMW Act, 1979	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Grant of Registration Certificate for a Motor Transport Undertaking (MLMTU)	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration of Shops and Establishment (under The Shops and Establishment Act)	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration of contractors under the Contract Labour (Regulation and Abolition) Act, 1970	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration of Establishments under the BOCW	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Renewal of Registration of Contractors under the Contract Labour	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Registration/ Renewal with Labour Department under Different Categories	Entrepreneurship Sector System - Service List	Registration Management	PAN Verification
Issuance and Renewal of Certificate of Competency to Persons/ Institutions	Entrepreneurship Sector System - Service List	Registration Management	Aadhaar (Eligibility & Identity Verification)
Registration of Hotels Guest houses/ tourist Accommodation units/ etc	Entrepreneurship Sector System - Service List	Registration Management	Aadhaar (Eligibility & Identity Verification)
Registration of contractors	Entrepreneurship Sector System - Service List	Registration Management	Aadhaar (Eligibility & Identity Verification)
Issuance of the Certificate of Recognition as Provisional / Approved Meghalaya State Tour Operator	Entrepreneurship Sector System - Service List	Registration Management	Aadhaar (Eligibility & Identity Verification)
Reimbursement of medical bills for insured	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Welfare Pension	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Apply for Scholarship	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding

Services	Register for Service/Service Resolution	Service Internal Processing	Additional System
	Application Module	Application Module	Application Module
Disability Pension	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Death Benefit	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Medical Benefits	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Meghalaya Tourism Development & Investment Promotion Scheme 2012 (Assistance for creation of tourism infrastructure in the form of homestays and resorts)	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Providing Financial assistance for Major State Festival and tourism festival in the state	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Vacancy Details Submission	Entrepreneurship Sector System - Service List	Employment Management	Aadhaar (Eligibility & Identity Verification)
Grant of License under Interstate Migrant Workmen Act, 1979	Entrepreneurship Sector System - Service List	License Management	Aadhaar (Eligibility & Identity Verification)
Grant of License for Factories under Factories Act, 1948	Entrepreneurship Sector System - Service List	License Management	PAN Verification
Renewal of License under Interstate Migrant Workmen Act, 1979	Entrepreneurship Sector System - Service List	License Management	Aadhaar (Eligibility & Identity Verification)
Training and Skill Development of Manpower for Specific Purpose	Entrepreneurship Sector System - Service List	LMS	Aadhaar (Eligibility & Identity Verification)
Application for Financial Assistance for Self Help Groups	Entrepreneurship Sector System - Service List	Financial Assistance Management	Aadhaar (Eligibility & Identity Verification), iOBS for funds sanctioning and TreasuryNet for transfer of Funding
Application for Financial Assistance for Self Help Groups	Entrepreneurship Sector System - Service List	Financial Assistance Management	PAN Verification
Generate wage employment and Creation of socially and economically useful public assets	Entrepreneurship Sector System - Service List	Employment Management	Aadhaar (Eligibility & Identity Verification)
Grant of certificate of competency to persons/institutions under the Factories Act,1948	Entrepreneurship Sector System - Service List	Certificate	Aadhaar (Eligibility & Identity Verification)/PAN verification
Grant of certificate of competency to persons/institutions under the Factories Act,1948	Entrepreneurship Sector System – Reports	Reports	Not Applicable

9.12 Functions of Department Agencies

Agency/ Directorate	Function
Directorate of Community & Rural Development	Director of Community and Rural Development is the Head of the Directorate under the Community and Rural Development Department. It is responsible for the Planning and implementation of the Government Policies and guidelines for various development programs. It exercises the executive control over all the subordinate offices. It is assisted by the Joint Director, Deputy Directors, Assistant Directors, the Finance and Accounts Officer, Monitoring-cum-Evaluation Officer, Research Officer and Statistical Officer and ministerial staff.
State Institute of Rural Development (SIRD)	Capacity building, training, research and consultancy services are the core functions of the Institute. At present the focus of training is on capacity building of development functionaries, both officials and non-officials who are involved in the implementation of flagship programmes of the Ministry of Rural Development (MoRD) and the Ministry of Panchayati Raj (MoPR). These programmes are carried out as training courses, workshops, seminars and conferences.
State Rural Employment Society Meghalaya (SRES)	The functions of SRES are as follows: • To carry out the management of Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) as per provisions of the MGNREG Act and implement MGNREG Scheme. • To improve delivery mechanism system of Mahatma Gandhi National Rural Employment Guarantee Scheme in the state • To promote awareness of village institutions so established for purpose of Mahatma Gandhi National Rural Employment Guarantee Act in participating Government programmes and strengthen them for providing necessary guidance and support. • Build capacity of village institutions and empower them to take responsibilities for management of resources providing employment and execution of works in MGNREGA • To collect, collate, analyse and process information required for the policy decision as far as MGNREGS is concerned. • To support and collaborate with various institutions/organisations of the state/outside the state on matters relevant from the point of view of the objectives of the society. • To monitor the progress of the projects and programmes taken up from the resources provided to the society and conduct evaluations of these programmes and projects according to the time frame and details considered appropriate.

Agency/ Directorate	Function
	• To receive funds from the government, state and central, financial institutions towards promotion of the goals and objectives of the society.
Meghalaya State Rural Livelihoods Society (MSRLS)	The basic purpose of forming this society is to put in place a dedicated and sensitive support structure from the State level down to the sub-district level which will focus on building strong and self-managed institution of the poor at different levels. This will provide the poor a platform for collective action based on self-help and mutual cooperation, build linkages with mainstream financial institutions and Government departments to address the multi-faceted dimensions of rural poverty.
District Rural Development Agency (DRDA)	District Rural Development Agency (D.R.D.A.) is responsible for implementation of different schemes at district level. The District Rural Development Agency is headed by the Deputy Commissioners as its Chairman who is assisted by the Project Director, Assistant Programme Officer, Executive Engineer, Junior Engineer and support staff. There are also Assistant Development Commissioners and Sub - Divisional Planning Officer who are coordinates with the Block Development Officers in the implementation of schemes.
Meghalaya Society for Social Audit and Transparency (MSSAT)	M.S.S.A.T was formed to assess and inventories the rural livelihoods options of the State's rural poor and evolve specific strategies against each one of these options. Its objective is to eliminate poverty among the rural people by improving their capacities and opportunities to participate in their own development.
Directorate of Employment and Craftsmen Training	The functions of the directorate are as below: • To promote co-ordination between manpower supply and demand by rendering job assistance to job seekers/Employers. • To promote employability of job seekers and students through Vocational Guidance activities. • To facilitate Manpower Planning and analysis through effective implementation of Employment Market Information. • To promote co-ordination between manpower supply and demand by rendering job assistance to job seekers/Employers. • To promote employability of job seekers and students through Vocational Guidance activities. • To facilitate Manpower Planning and analysis through effective implementation of Employment Market Information.
Directorate of Meghalaya Civil Task Force	Executing work, manual or otherwise connected with construction, maintenance & protection of road, bridge, building, canal, embankment, land reclamation or any other developmental work.

Agency/ Directorate	Function
Chief Inspector of Boiler and Factories	Enforcement the provisions of the Factories Act, 1948 and the Boilers Act,1923
Labour Commissioner	Enforcement of the provisions of Labour Acts and Rules.
Employees State Insurance (ESI)	Providing Medical Care Services and Medical Benefits to ESI Beneficiaries.
Meghalaya Building & Other Construction Workers Welfare Board	To uplift the living standards of the construction workers in the State of Meghalaya by way of providing them adequate welfare measures after enrolling them as beneficiaries with the Board and providing them benefits by way of direct transfer into their bank accounts, under various welfare schemes of the board in a very transparent and efficient manner.
Meghalaya State Skills Development Society (MSSDS)	• To implement the Meghalaya State Skill Development Mission, and all such matters incidental to it • To promote awareness relating to skill development under various Government programmes and departments, and channel them, as also strengthen them, for better delivery • Build the capacities of the skill development institutions and empower them to take responsibilities for management of skill development process in the state • To collect, collate, analyse, process and document all skill development initiatives of the state • To support and collaborate with various institutions/organisations of the state/outside the state on matters relating to the society • To monitor the progress of the projects and programmes taken up from the resources provided to the society and conduct evaluations of these programmes and projects according to the time frame and details considered appropriate • To receive funds from the government, state and central, financial institutions toward promotion of its goals and objectives, • To draw, accept, make, endorse, discount and negotiate with the Government of India/ State Government and other promissory notes, bills of exchange, cheques or other negotiable instruments • To invest the fund or money entrusted to the society upon such security or in such a manner, as may be from time to time, to sell or transpose such investments • Purchase, take on lease, accept as gift, construct or otherwise acquire, any loan or property wherever suitable, which may be necessary or useful for the society

Agency/ Directorate	Function
	• Sell, lease, exchange and otherwise transfer of any portion to the properties of the Society.
Directorate of Tourism	To provide adequate services and infrastructural facilities for enhancing tourist traffic and generate revenue for the state. The Directorate is taking steps to upgrade the tourist infrastructure, identify new tourist spots and improve the existing ones. The aim of the Directorate is to provide tourist amenities like accommodation, transport, etc. and place Meghalaya on the world Tourist Map.
Meghalaya Tourism Development Corporation	The main functions of the corporation are promotional activities in the form of festivals, participation in fairs, exhibitions, marts, holding of awareness programs and publicity campaigns through advertisements in the print and electronic media.

9.13 MeghEA Meta Model

The MeghEA Meta Model describes the types of entities described in various architecture domains and the relationships between them. Entities are key subject areas that every reference model in IndEA framework focuses on (example: Business architecture focuses on Business services entities). The model illustrates the different types of entities, which are described by the MeghEA architecture domain such as entity types (the types of information described by the architecture domain example – Application), Relationships (connection between entity types within and across layers).

What to achieve: The **Goals** of the State-Sustainable Development Goals and its **indicator**, defined in the State SDG has been used to measure success of the service delivery in terms of measurable, smart and actionable goals. As a part of the **transformation** plan, it is important to measure success through real-time data measurement using a state-level **Monitoring & Evaluation** (M&E) dashboard.

How to achieve: The goals of the department would be realized by delivery of enhanced **services**. The services are grouped into types of output, termed as **service domains**. These services comprise of **process** steps which are executed by **stakeholders**. As a part of the **transformation** plan, it is imperative to transform the service through efficient and lean service processes, this change is termed as Business Process Re-engineering. As a critical impact, a **change management** needs to be carried out to ensure the planned transformation is smooth.

The Enablers: The above business services would be enabled by **application service** to deliver services, **department applications** and **common applications** facilitated by core platform would enable service delivery. As a part of the transformation plan, it is required to develop new **System** or **Modify** to enable the service delivery.

Where to store and how to retrieve Information: The applications facilitate processing of data, these data is designed as per the **Metadata**, that defines the **data entity type**. The State **Digital Registry** would enable identification of service beneficiary. The transformation plan includes a three-fold approach – enhancement of existing **data quality**, efficient **data life-cycle** management and planned **storage** along with efficient **retrieval**.

The infrastructure: The applications and data would necessarily reside in the **IT infrastructure** in the state data center or cloud. To enable the above business transformation, it is necessary that infrastructure is modernized or **revamped,** and **network** is made available till the last mile.

Building Block: An **architecture building block** is a package of functionality defined to meet business needs, in simple terms it is the transformation requirement. A **solution building block** is a component within the architecture building that represents a part or complete solution to the requirement.

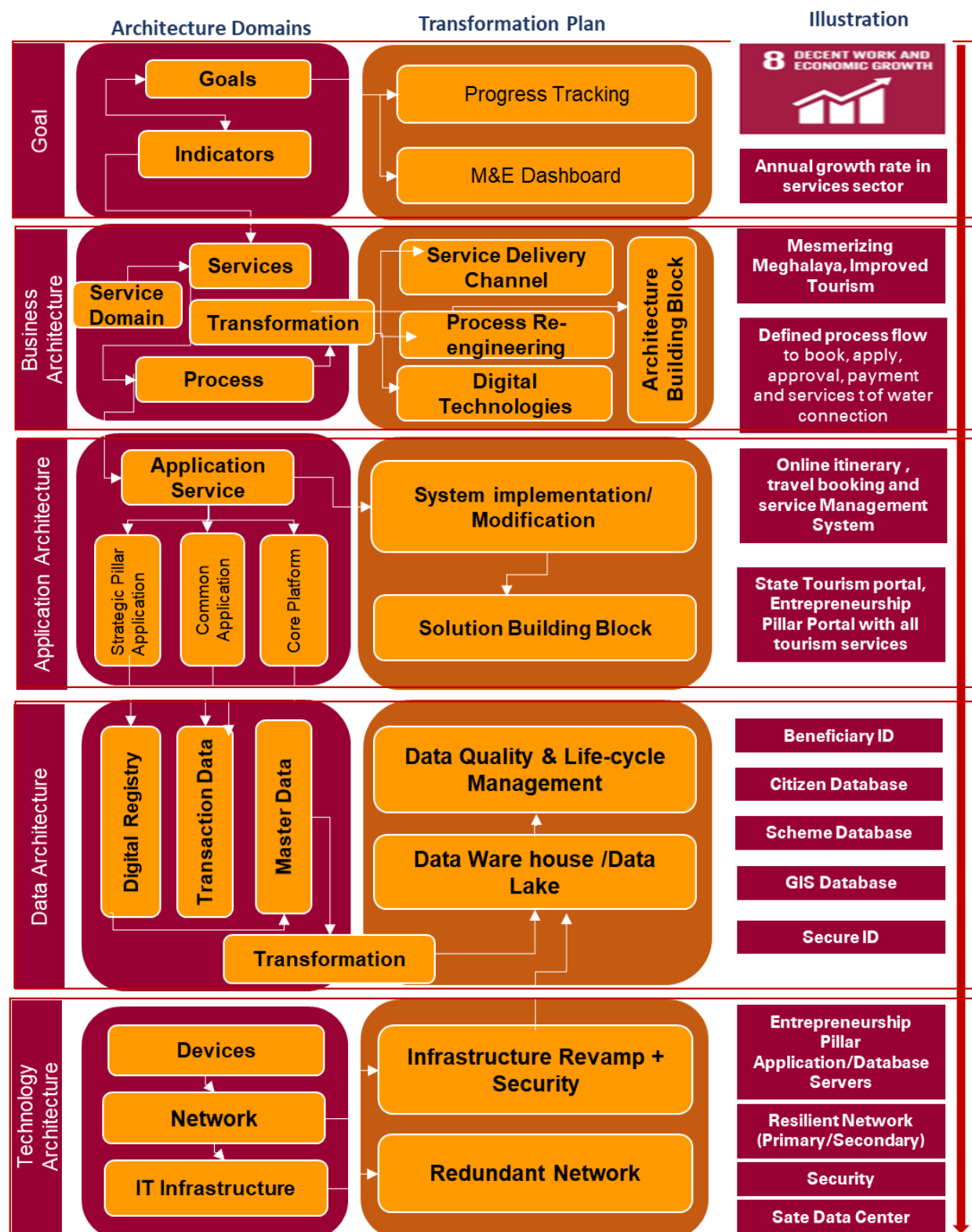The diagram below illustrated the above explanation in a graphical manner:

Figure 39: MeghEA Metamodel

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