



Detailed Architecture Requirement

MeghEA: Strategic Pillar - Infrastructure Sector

Government of Meghalaya
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Acronyms

Abbreviation	Expansion
SDG	Sustainable Development Goal
PHED	Public Health and Engineering Department
C&I D	Commerce and Industry Department
TD	Transport Department
PMGSY	Pradhan Mantri Gramin Sadak Yojna
CSS	Central Sponsored Schemes
ODF	Open-Defecation Free
WB	World Bank
NeGD	National E-Governance Division
NIC	National Informatics Centre
KPI	Key Performance Indicator
WQM & SP	Water Quality Monitoring & Surveillance Programme
GIS	Geographical Information System
NRDWP	National Rural Drinking Water Programme
OGD	Open Government Data
FTK	Field Testing Kits
BRAP	Business Reforms Action Plan
UT	Union Territory
DPIIT	Department for Promotion of Industry and Internal Trade
UAM	Udhyog Aadhar Memorandum
SME	Small Medium entrepreneurs
EDP	Employee Development program
MVA	Motor Vehicle Act
MVI	motor vehicle inspector
CPCB	Central Pollution Control Board
LPCD	Liter per capita per day
IPU	Irrigation potential utilised
G2C	Government to Citizens
G2B	Government to Business
G2G	Government to Government
G2E	Government to Employee
NC	Not Covered
PC	Partially Covered
ARWSP	Accelerated Rural Water Supply Program
TSC	Total Sanitation Campaign
GSWSS	Greater Shillong Water Supply Scheme
CRSP	Central Rural Sanitation Programme
MNP	Minimum Needs Programme
IEC	Information, Education and Communication
NGP	Nirmal Gram Puraskars
EMP	Entrepreneurial Motivation Programmes
IAP	Investment Awareness Programmes
MoMSME	Ministry of Micro, Small and Medium Enterprises
NOC	No Objection Certificate
DSS	Digital Service Standard

Abbreviation	Expansion
DGI	Gender Disparity Index
GEI	Gender Empowerment Index
NEDF	North Eastern Development Finance
DoNER	Development of North Eastern Region
BPR	Business Process Reengineering
IT	Information Technology
MeghEA	Meghalaya Enterprise Architecture
ICT	Information Communication Technology
LOA	Letter of Agreement
SMS	Short Message Service
LMS	Learning management System
KMS	Knowledge Management System
NPS	National Pension Scheme
GRAS	Government Receipts Accounting System
HRMS	Human Resource Management System
STA	State Transport Authority
OS	Operating system
DC	Data centre
DR	Disaster Recovery
IVRS	Interactive Voice Response System
MIS	Management Information System
APIs	Application Programming Interface
IFMS	Integrated Finance Management System
ETL	Extract, transform, load
ER	Entity Relationship
DW	Data Warehouse
BI	Business Intelligence
UIDAI	Unique Identification Authority of India
LGD	Local Government Directory
SSO	Single Sign On
ISO	International Organization for Standardization
IndEA	India Enterprise Architecture
LAN	Local Area Network
WAN	Wide Area Network
UTM	Unified Threat Management
IPS	Intrusion prevention systems
SAN	Storage Area Network
NAS	Network Attached Storage
DCIM	Data Centre Infrastructure Management
SOC/NOC	Security Operations Centre/ Network Operations Centre
SLA	Service Level Agreement
DLP	Data Loss Prevention
SEIM	Security Information and Event Management
CERT-IN	Computer Emergency Response Team -India
AAA	Authentication, Authorization, and Accounting
OWASP	Open Web Application Security Project
LDAP	Lightweight Directory Access Protocol
SDC	State Data Centre
VPN	Virtual Private Network

1. Introduction

Infrastructure is the real capital stock that contributes to the economic development of State of Meghalaya by increasing productive capacity and by providing amenities that enhance the quality of life of citizen of Meghalaya. Develop quality, reliable, sustainable and resilient infrastructure, promote inclusive and sustainable industrialization, to support socio economic development and human well-being, with a focus on affordable and equitable access for all in state is linked target.

Public Health Engineering Department implement & maintain Rural and Urban Water Supply Schemes and rural sanitation schemes. The District Level administration of the Public Health Engineering Department undertakes field investigation, survey, data collection, preparation, execution & maintenance of schemes. **About 40% of the rural habitation** is fully ensured with a water supply and the State has become ODF in October 2018. However, the main challenge is also to provide enhanced piped drinking water supply to all Rural Households. In the urban water supply scheme, at a critical juncture funds became unavailable from the Centre and these schemes have been delayed and led to cost overrun. There is inadequate Operations and Maintenance funds in NRWDP.

The NFS-4 Survey shows improved sanitation facility sanitation, **37.6 % of households** have improved sanitation facility as per the Swachh Bharat Mission data.

Lastly, the issue of sustainability of sources is a major challenge in the State. To overcome these challenges, the Government is tapping additional resources from various Ministry such as DoNER and Tribal Affairs and we are also focusing on solid waste management.

The main activity of the Transport Department is to administer, regulate and control Motor Vehicles by way of registration of vehicles, issue of Driving Licenses and Conductor Licenses, granting of Road Permits for transport vehicles and in fostering and nurturing the development and growth of Road Transport Services in the State and to collect revenue from Motor Vehicle Tax, etc. Providing Pool Cars for use by V.I.Ps, Ministers, State Guests and Dignitaries is another important activity of the Department.

Given this, the State government crafted a statewide digital strategy vision (MeghEA Vision) that builds on strengths and takes the challenges head-on. The prime focus is to foster MeghEA (Meghalaya Enterprise Architecture), an initiative for the Digital Governance enablement for the State.

Meghalaya is one of the states in India covers an area of approximately 22,429 square kilometers, of the area about 70% of the state is under forest cover. The Meghalaya subtropical forests eco region encompasses the state; its mountain forests are distinct from the lowland tropical forests to the north and south.

Meghalaya has predominantly been an agrarian economy with a significant commercial forestry industry. Meghalaya's gross state domestic product for 2012 was estimated at 16,173 crore. The state is geologically rich in minerals. The state is also a major logistical center for trade with Bangladesh.

Meghalaya has an ideal location advantage for South East Asia Market. The neighboring countries of India viz Bhutan, Bangladesh, Myanmar has been involved with the state for business and

commerce. It has a huge potential to reach other south Asian countries as well. Meghalaya is also geographically rich in minerals and has the potential for industrial setups based on these mineral resources. The added advantage being the climate in Meghalaya is good for the development of electronics chips.

The vision drafted is focusing on six strategic pillars and one of the important is the infrastructure to deal and improve the state position around abovesaid areas and associated sectors.

Purpose of Detailed Architecture Requirement

This document provides the detailed architectural requirement for infrastructure and departments contributing to meeting their objectives.

The details in document are sourced by conducting discussions with the officials of departments contributing to infrastructure pillar, leadership from the department to review and provide futuristic objective, NIC official to help in supporting with all technical needs, NeGD officials for the details review and state leadership.

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:

- Public Health and Engineering Department
- Commerce and industry Department
- Transport Department
- NIC Meghalaya
- Project Coordination Committee
- National E-Governance Division (NeGD)

The Detailed Architecture document and incorporated artifacts 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 – Infrastructure Sector - Business Architecture

Chapter 4 – Application Architecture

Chapter 5 – Data Architecture

Chapter 6 – Technology Architecture

Chapter 7 – Security Architecture

Chapter 8 – Architecture Realization

2. About the Pillar

2.1 Infrastructure Sector Overview

Infrastructure development in the state of Meghalaya includes a variety of areas that facilitate connectivity, speedy and reliable communication networks and information systems. It also covers, basic necessities such as adequate water supply both for drinking, environmental sanitation in the form of drainage, sewerage, and waste disposal, and housing. One may even include trade related facilities such as customs and check posts to promote the expansion of cross-border trade.

The importance of infrastructure in economic development has been understood, good transport networks especially are a key facilitating factor for the expansion of markets, which in turn effect on people's livelihoods is manifold. Apart from delivering essential services that are necessary to improve people's lives and their livelihoods.

- Availability of basic amenities (adequate water and sanitation)
- Connected rural and urban areas
- Industrial development though enhanced skills,

Improved these elements of infrastructure underpin the transition to the emergence of trade and industry, and the creation of employment opportunities, green, and healthy.

As per Swachh Survekshan 2019, State wise status -

Leading state	Leading state in north east	Rank of leading state in north east	Rank of Meghalaya
Chhattisgarh (1)	Manipur	13	28

Shillong, Meghalaya state capital, lies at 394th position amongst Nationwide clean cities with a total score of 1265.47. Whereas Guwahati is leading as cleanest cities amongst seven sister states with score of 1770.29. Indore is top of the chart as the cleanest city with a score of 4659.09.

With the figures above it appears that a substantial effort is required and PHE department is completely needs to focus its effort to improve the state ranking in upcoming Swachh Survekshan.

The Public Health Engineering Department has 7 (seven) circle, 21 (Twenty One) working Divisions and 41 (forty-one) working Sub-Divisions

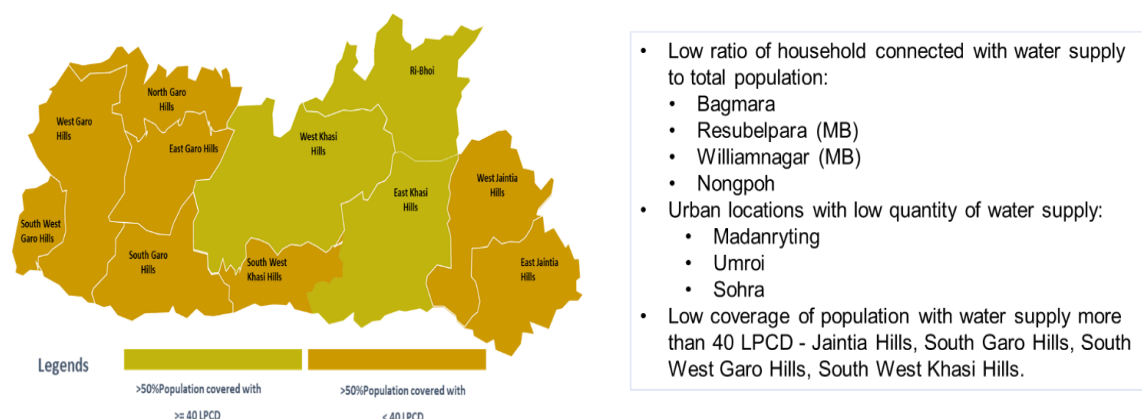


Figure 1: Piped water supply -district wise

Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, in partnership with the World Bank Group, released the Business Reform Action Plan (BRAP) 2019 for implementation by States/ UTs. This BRAP consists of 80 recommendations for reforms on regulatory processes, policies, practices and procedures spread across 12 reform areas.

With Ease of doing business in Meghalaya, Commerce and Industries Department aims to develop an ideal, flexible, and user-friendly platform for providing best support towards the various business community in the state. It aims to provide ease in setting up a business, registration of property, labour compliances, infrastructure availability, finance and tax issues, inspection reforms and ease in exiting business etc.

As per BRAP, the industrial reform implementation in Meghalaya is as below:

Implementation Status



Source : <https://eodb.dipp.gov.in/StateReport?year=2019&state=23>

Figure 2: Industrial Reforms Implementation Status

Name of the State	2015		2016		2017		2018		Upto Dec. 2019	
	Numbers Filed	Proposed Investment (₹Cr)	Numbers Filed	Proposed Investment (₹Cr)	Numbers Filed	Proposed Investment (₹crore)	Number	Proposed investment (₹crore)	Number	Proposed Investment (in crore)
Meghalaya	2	30	2	114	6	247	3	84	2	0

Figure 3: Year wise breakup of Industrial Entrepreneurs Memorandum filed



Figure 4:Transport department at glance(Vahan Dashboard)

Source : <https://vahan.parivahan.gov.in/vahan4dashboard/>

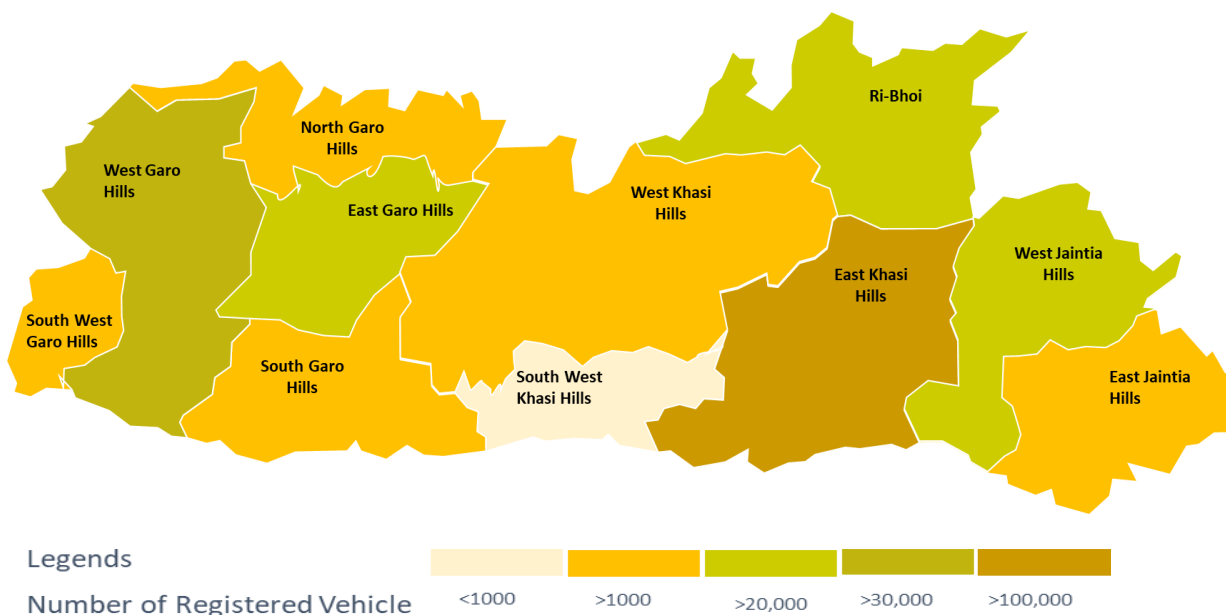


Figure 5: Vehicle registration Status (both private and public)

2.2 Vision of Infrastructure Sector

The strategic vision of State to become “High Income State” by 2030 and ranked amongst the Top 10 states in India as per GSDP per capita, Infrastructure pillar and its department are key contributor in realising the vision. The Infrastructure pillar vision in-line with the state vision includes,

- Top 10 in **Swatch Survekshan Grameen**
- Top 10 in **Ease of Doing Business Index**
- Top 10 in **LEADS –Logistics Ease Across Different States.**

2.3 Mission of Infrastructure Sector

- **Safe and Sufficient drinking Water** - Adequate safe drinking Water Supply to Rural and Urban population
- **Skill enhancement of uninformed section**- Initiatives to excel the local craftsmen/artisan skills and their work.
- **Sanitation and Hygiene**- Improving the levels of cleanliness and sanitization through Solid and Liquid Waste Management activities and making State Open Defecation Free (ODF).
- **Suitable Business Environment** - Single-window system in Meghalaya for trade facilitation
- **Smooth and conducive industrial support**- Adopted and implemented Industrial reforms
- **Sustainable and Connected Transport** - Sustainable and reliable connectivity and communications, such as transport services and network across state.

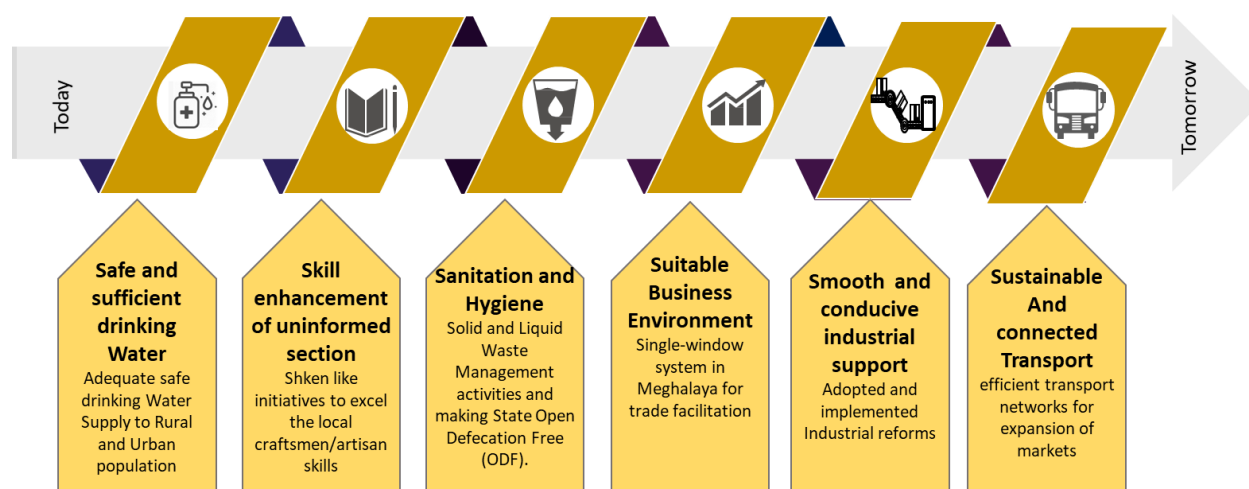


Figure 6: Infrastructure Sector Mission

2.4 Infrastructure Sector – Departments Structure

The departments under Infrastructure Sector are structured in respective directorates that has mostly exclusive functional role and responsibilities. The figure below is broad representation of departments under Infrastructure Pillar and the departments considered for the detailed architectural requirement assessment as decided by state leadership.



The high-level organization structure of in-scope departments, i.e., transport, Commerce and Industry and Public Health and Engineering is illustrated in below diagram, Detailed organization structure can be referred at Appendix – 9.12,

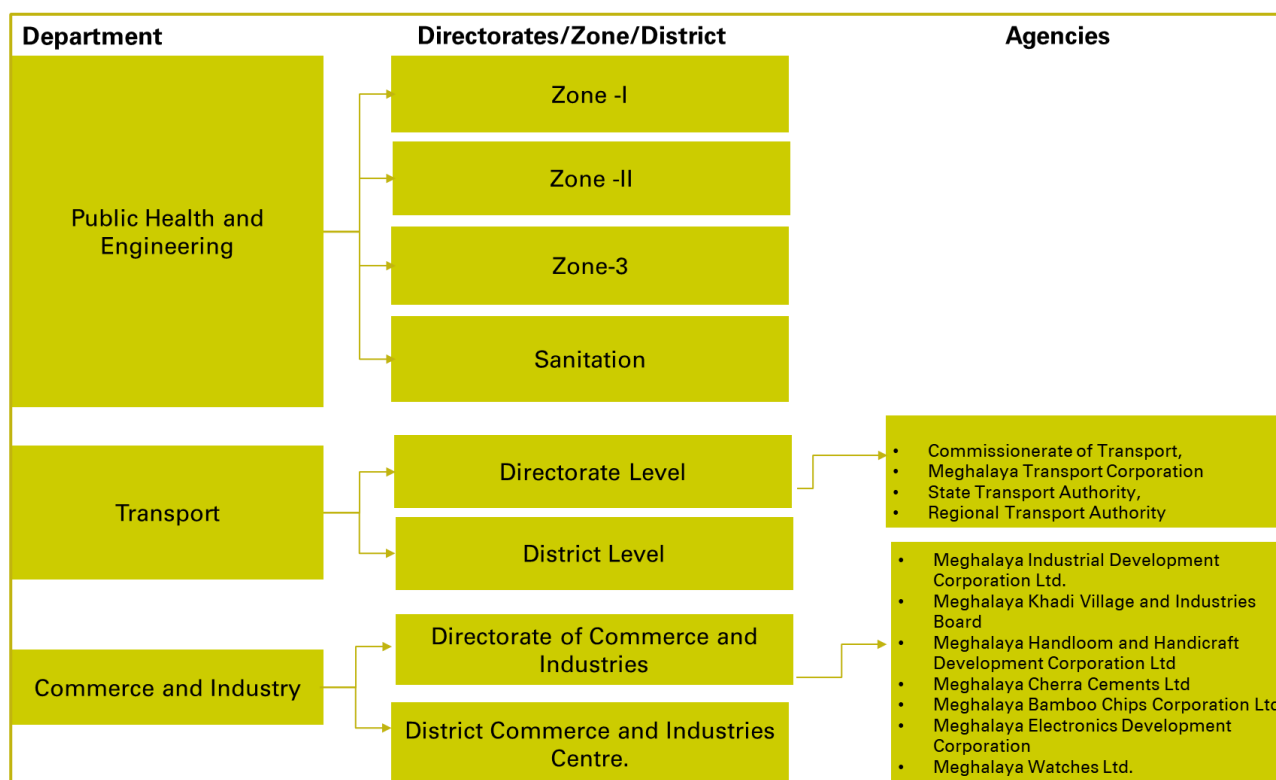


Figure 7: Organization Structure of Infrastructure Sector Departments

Various stakeholders applicable to Infrastructure Sector are as below:

Government:

- Head Office Officers such as Commissioner & Secretary, Joint Secretary, Under Secretary, Financial Advisor, Officer on Special Duty, etc.
- Commissioner/ Directorate Officers such as Commissioner of Transport, Deputy Commissioner of Transport, Secretary S. T. A., Assistant Commissioner, Finance and Accounts Officers, Statistical Officer, DTO Enforcement, Chief Engineer, Additional Chief Engineer, Superintending Engineer, Chief Administrative Officer cum Vigilance Officer, Executive Engineer, Director, Joint Director, Deputy Director etc.
- District Officers such as District Transport Officer, Secretary R. T. A., Functional Manager, Assistance Manager, Industrial Promotion Officer, Assistant Industries Officer, etc.

Business:

- Vendors for selling different vehicles in the state.
- Vendors operating weigh bridges.
- Schools/ Institutions availing water connections from PHE.
- Industries/ Businesses in the state.
- Suppliers of PHE department.

Citizens:

- Citizens in urban areas availing drinking water from PHE department.
- Citizens availing Registration Services for Vehicles.
- Citizens availing Driving License from Transport Department.
- Passengers in the state of Meghalaya

2.5 Goals of Infrastructure 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. The Goals, Targets and Indicators with baseline data and targets to be achieved can be seen at [Annexure 9.1](#)

- Indicators Assigned to Infrastructure – **27**, please follow list in section [9.1.1](#)
- Indicators under Infrastructure and assigned to departments under Infrastructure - **12**, please follow section [9.1.2](#)
- Indicators under Infrastructure but marked to departments **out of scope** – **15**, please follow section [9.1.3](#)
- Indicators under Other Pillars but marked to departments under Infrastructure –**20** please follow list in section [9.1.4](#)

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

Goals	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	11 SUSTAINABLE CITIES AND COMMUNITIES	17 PARTNERSHIPS FOR THE GOALS
Number of Indicators as per Vision	1	1	15	4	3	1	2
Number of Indicators (In Scope Depts)	-	-	10	-	1	1	-
Infrastructure Sector (In scope Depts.)			Commerce and Industry Public Health Engineering		Transport	Transport	

2.6 Business Capability for Infrastructure Sector – Department Level

Business Function is simply "something a department or multiple departments does or needs to do, in order to achieve its objectives." It is through Business Functions that capabilities are delivered. Business functions illustrated in the figure below specifying the services provided by the departments under the infrastructure pillar to achieve the SDG goals.

The Business Capabilities described in the following sections were identified through discussions held with all the 3 (three) department officials and NIC tech team members.

Public Health and Engineering:

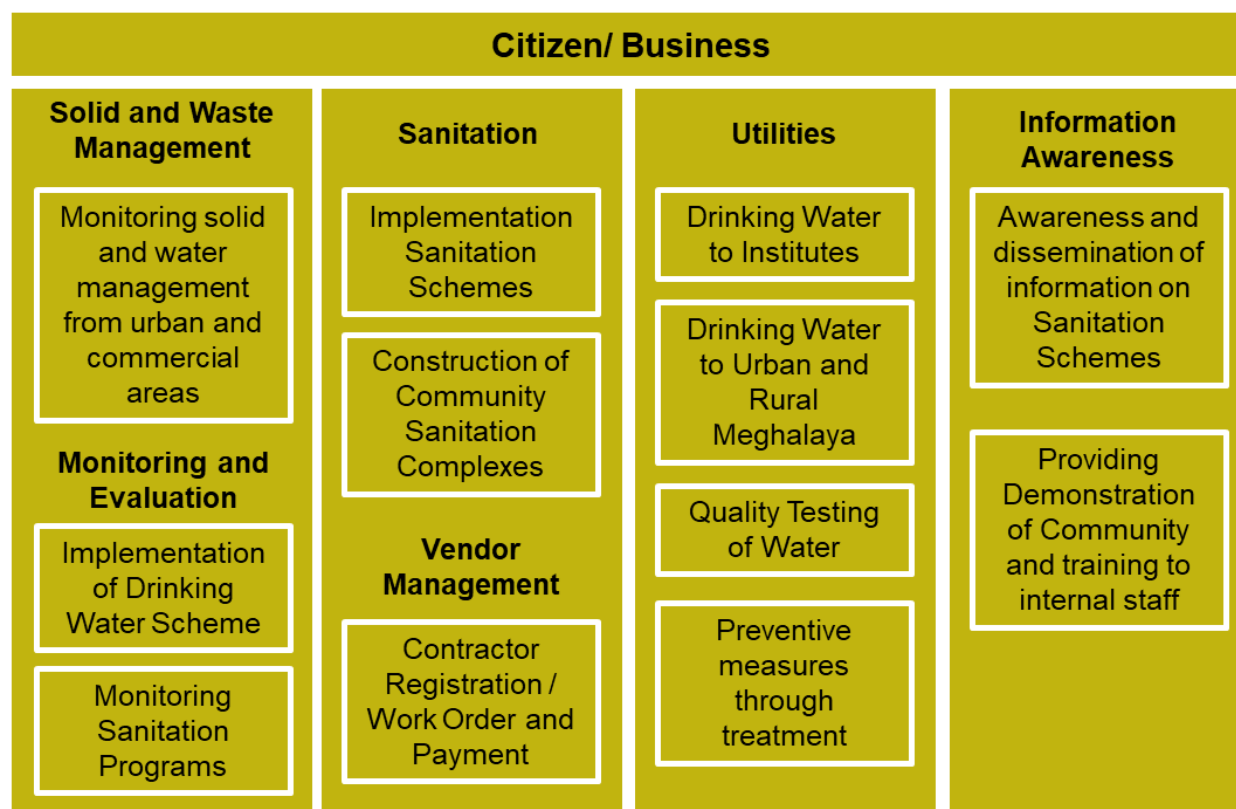


Figure 8: Business Capability (PHE Department)

Service	Description
Solid and Waste Management	<p>Different types of schemes implemented by PHED for providing drinking water supply are, Piped Water Supply Schemes and Spot Source Schemes.</p> <p>PHED takes up Rural Water Supply Projects for providing drinking water supply facilities in Rural Areas of the state. Providing safe drinking water supply is included under 20-point program & the targets are fixed for coverage of habitations. Projects are taken up for Not covered (NC), Partially Covered (PC) & Iron affected habitations as per 1994 survey as well as for Renovation /Reconstruction of schemes which have been implemented more than 15 years back, for improvement of existing facilities as well as sustainability of drinking water sources.</p>

Service	Description
	<p>Rural Water Supply Programme is taken up under two programmes namely: -</p> <ul style="list-style-type: none"> • Central Sector National Rural Drinking Water Programme (NRDWP) earlier known as Accelerated Rural Water Supply Program (ARWSP) • State Sector Rural Water Supply Programme. Earlier it was named as Minimum Needs Programme (MNP) • National Rural Drinking Water Programme (NRDWP) /Accelerated rural water Supply Program (ARWSP) <p>All the urban centres of the State have been provided with water supply. However, to augment the supply, schemes are taken up under the programme. Urban Water Supply Schemes are funded under three programmes: -</p> <ul style="list-style-type: none"> • Greater Shillong Water Supply Scheme (GSWSS)- including project and financial progress • Modification of pumping machineries & replacement of treatment units of GSWSS • Projects under Non-Lapsable Central Pool of Resources (NLCPR)
Sanitation	<p>The rural sanitation programme in India was introduced in the year 1954 as a part of the First Five Year Plan of the Government of India. The 1981 Census revealed rural sanitation coverage was only 1%. The International Decade for Drinking water and Sanitation during 1981-90, began giving emphasis on rural sanitation. Government of India introduced the Central Rural Sanitation Programme (CRSP) in 1986 primarily with the objective of improving the quality of life of the rural people and to provide privacy and dignity to women. From 1999, a “demand driven” approach under the “Total Sanitation Campaign” (TSC) emphasized more on Information, Education and Communication (IEC), Human Resource Development (HRD), Capacity Development activities to increase awareness among the rural people and generation of demand for sanitary facilities. This enhanced people’s capacity to choose appropriate options through alternate delivery mechanisms as per their economic condition. Financial incentives were provided to Below Poverty Line (BPL) households for construction and usage of individual household latrines (IHHL) in recognition of their achievements.</p>
Utilities	<p>The Quality of water under different schemes implemented by PHED for providing drinking water supply are taken care by PHD department. Department arranges the quality testing of water samples to laboratories.</p>
Information Awareness	<p>To generate awareness on sanitation, the Nirmal Gram Puraskars (NGP) were awarded to recognize the achievements and efforts made at the GP level in ensuring full sanitation coverage and achieving other indicators of open defecation free GPs. While the award gained popularity in bringing about a desire in the community for attaining Nirmal Status, there have been issues of sustainability in some awardee GPs.</p> <p>The “Nirmal Bharat Abhiyan” (NBA) the successor programme of the TSC, was launched from 1.4.2012. The objective was to accelerate the sanitation coverage in the rural areas to comprehensively cover the rural community</p>

Service	Description
	through renewed strategies and saturation approach. Nirmal Bharat Abhiyan (NBA) envisaged covering the entire community for saturated outcomes with a view to create Nirmal Gram Panchayats. Under NBA, the Incentives for IHHLs were enhanced and further focused support was obtained from MNREGA. However, there were implementation difficulties in convergence of NBA with MNREGA as funding from different sources created delays.
Vendor Management	PHED takes up Deposit Works of other Departments to provide water supply facilities, as & when requests are made & funds provided for the purpose. Construction of departmental buildings both non-residential & residential. Non-residential buildings include office buildings for various offices, stores. Go downs etc.
Monitoring and Evaluation	Matters relating to co-ordination of action by other Departments in execution of water supply schemes & rendering technical advice to the Shillong Municipality in the matter of improvement of existing water supply and Sanitation of Shillong

Table 1: Business Capability (PHE Department)

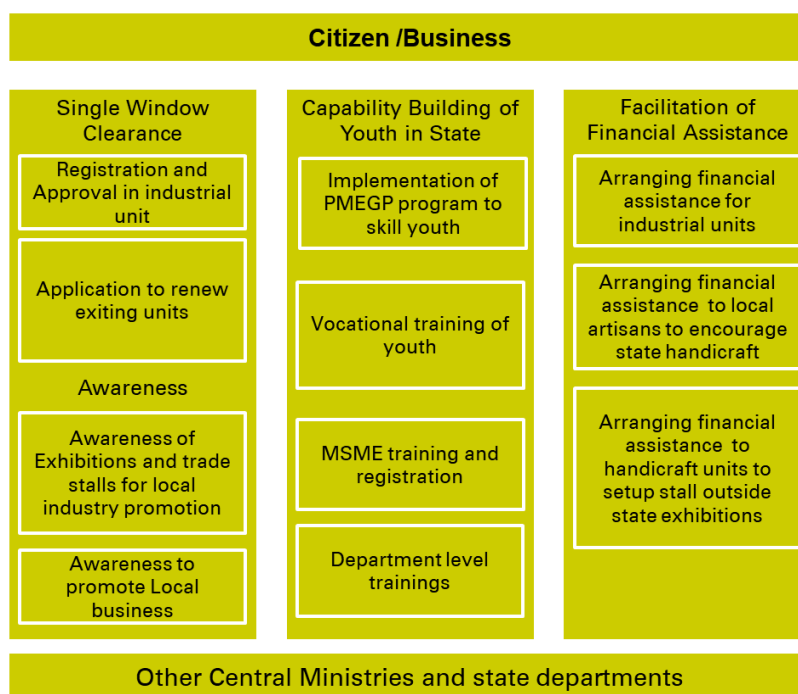
Commerce and Industries Department

Figure 9: Business Capability (Commerce and Industries Department)

Service	Description
Single Window Clearance	The mandate of the Department of Commerce and Industries is regulation and monitoring of development of Industrial Activities including Trade and Commerce in the state through formulation of appropriate Industrial Policy and implementation of the various programmes and schemes of both State

Service	Description
	<p>and Central Government. The basic role of the Department is to facilitate the creation of an enabling environment and infrastructure to accelerate growth in the Industrial and Commerce sector.</p> <p>The Department of Commerce and Industries is working towards the sustainable development of the State and to generate employment avenues for the people of Meghalaya. It also facilitates and provides necessary market linkage between entrepreneurs and the end buyers. At District level it works with the District Commerce and Industries Centres for the implementation of the various schemes and programmes. It provides necessary support to the Micro, Small, Medium and Large enterprises.</p> <p>In recent times it has become very important to support individuals and entrepreneurs in their ventures for the formation of MSME and developing their outlooks towards employment. They require a constant motivation and encouragement and the necessary awareness about the schemes and investment plans to be in the competition in today's world. The Department play it's role by organising necessary Entrepreneurial Motivation Programmes (E.M.Ps), Entrepreneurial Motivation Developments (E.D.Ps) and Investment Awareness Programmes.</p> <p>The Department ensure ease of registration and wider coverage of MSMEs to avail the benefits under various Schemes of Central Governments. Udyam Registration has been introduced for running units. Udyam Registration can be filled online on the portal created by Ministry of MSME i.e. https://udyamregistration.gov.in/Government-of-India/Ministry-of-MSME/online-registration.htm</p>
Capacity building of Youth in State	<p>The Department implements Prime Minister's Employment Generation Programme (PMEGP) scheme. It is a credit linked subsidy programme formed by merging the two schemes that were in operation till 31.03.2008, namely Prime Minister's Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME).</p>
Facilitation of Financial Assistance	<p>The Department also aids / grants-in-aid to some Government subsidiaries viz; Meghalaya Industrial Development Corporation Ltd (MIDC), Mawmluh Cherra Cements Ltd (MCCL), Meghalaya Khadi and Village Industries Board (MKVIB), Meghalaya Handloom and Handicraft Development Corporation Ltd, (MHHDC) and Meghalaya Bamboo Chips Corporation Ltd (MBCCL).</p>
Awareness	<p>The Department organizes various industrial awareness and workshops, EDP's and is actively involved with the ongoing Apiculture Mission and works in Convergence with the other Departments for achieving results.</p> <p>The Department also reaches out to the rural people through its Vocational</p>

Service	Description
	<p>Training Centres at various Districts to generate skilled manpower in the field of Knitting, Tailoring Embroidery, Carpentry, Furniture making, Leather, Blacksmithy, Fabrication, Carpet Weaving etc</p> <p>The Department also sponsors short term courses at Government recognizes Institutes and other reputed Institutes and stipend are also offered to local youths for under- going training both inside and outside the State.</p>

Table 2: Business Capability (Commerce and Industries Department)

Transport department:

Figure 10: Business Capability (Transport Department)

Service	Description
Enforcement of Motor Vehicles Act	<p>Transport Department is responsible in administering, regulating and controlling Motor Vehicles in accordance with the provisions of the Central Motor Vehicles Act, 1988 and the Central Motor Vehicles Rules, 1989. It also enforces Acts and Rules under the Meghalaya Motor Vehicles Taxation Act (Assam Act IX of 1936 as adapted and as mended by Meghalaya) and Meghalaya Motor Vehicles Taxation Rules (Assam Rules of 1936 as adapted and as mended by Meghalaya).</p> <p>Detection and illegal plying of vehicle through enforcement staff.</p>

Service	Description
	<p>Institution and disposal of offence cases for violation and enforcement of the provision of the Act and Rules. Disposal of offence cases and where necessary compounding of offences on realization of cash penalty.</p> <p>Enforcement of the provision of the motor vehicles Act and Rules.</p>
Licensing	<p>The main activity of the Transport Department is to administer, regulate and control Motor Vehicles by way of registration of vehicles, issue of Driving Licenses and Conductor Licenses, Renewal of driving license, Control and Regulation of Transport (Commercial) vehicles, etc.</p> <p>Under the state regulations, setting up ticketing counters for rail, bus and helicopter is one services that is provided to citizens .</p>
Registration/Permits and Tax collection	<p>Granting of Road Permits for transport vehicles and in fostering and nurturing the development and growth of Road Transport Services in the State and to collect revenue from Motor Vehicle Tax, etc. Providing Pool Cars for use by V.I.Ps, Ministers, State Guests and Dignitaries is another important activity of the Department. Subject to approval, direction and recommendation of the R.T.A. Board, issuance/renewal of road permits to Public Service Vehicles or transport vehicles keeping in view the great public interest.</p>
Inspection and hypothecation	<p>The other activities of department are Issue/Renewal of Certificate of fitness in respect of Commercial Vehicles through inspection conducted by M. V. I.</p> <p>Endorsement of vehicle being found fit in competency and signal test.</p>
Misc. (Financial Assistance to driving schools. Etc.)	<p>The Department provides Financial Assistance to three Motor Driving Schools in the form of grant at Jaintia Hills District, West Garo Hills District and East Garo Hills District. This scheme was started during the 9th Plan Period and these Motor Driving Schools are imparting training and educating in respect of traffic rules and regulation other than developing quality driving skills.</p> <p>Any other matters relating to transport administration including providing pool cars for use of V.I.P.</p>
Road Safety	<p>Awareness amongst citizens about Road safety. Roadshows and workshops in schools, educational institutes to promote road safety. Taking stock of life risk spots and informing relevant departments for relevant actions. Taking measures to reduce number of road accidents, injuries and fatalities caused by multiple factors involving designing of road, behaviour of road users and drivers of motors vehicles, so road safety demands a holistic approach.</p>

Table 3: Business Capability (Transport Department)

Note: All above macro level capabilities would be further decomposed to micro level at the time of implementation and would be implemented as micro services or services as in-service oriented architecture

3. Infrastructure Sector - Business Architecture

3.1 Key Concepts, Definitions Principles and Approach

Business Architecture is the foundational base of MeghEA, in the context of infrastructure pillar it would provide cross-functional transparency to every aspect of service level functional planning and transformation. Business Architecture takes a journey that begins with pillar goals, departmental goals, identifies critical issues, and shows how business architecture turns strategy into solutions. Along the way, it takes approaches and guidelines from standards like IndEA, how business architecture can be used, ways the proven components of IndEA core platform tools are vital to support these transformational efforts and achieving business / IT alignment delivers quantifiable indicators.

3.1.1 Key Concepts

- **MeghEA Meta Model:** Business Content Meta Model describes the types of entities described in Business, Application, Data and Technology architecture domains and the relationships between them. Refer [Annexure 9.8](#) for details.
- **Stakeholders involvement:**
 - Nominated Nodal Officers from each of the three departments- PHE, CI and Transport
 - Nominated NIC officials working closely with the respective departments
 - Higher officials from departments(PHE, CI and Transport), State, NIC and NeGD officials to review the outcome of each stage

Following views have been created to define the Business Architecture of Infrastructure pillar :

- Stakeholder view – Describes the business motivations of the departments in terms of achieving Vision, Mission and Objectives for service delivery
- Business Capabilities view – Describes the activities performed in the Departments in terms of Business Capabilities of the departments

3.1.2 Approach - Business Architecture

One of the main objectives of Meghalaya Enterprise is to transform the services of the departments through effective assessment and a 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. 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 and plan for implementation of the re-engineered services. The approach and the steps taken to realize the objective is illustrated below:

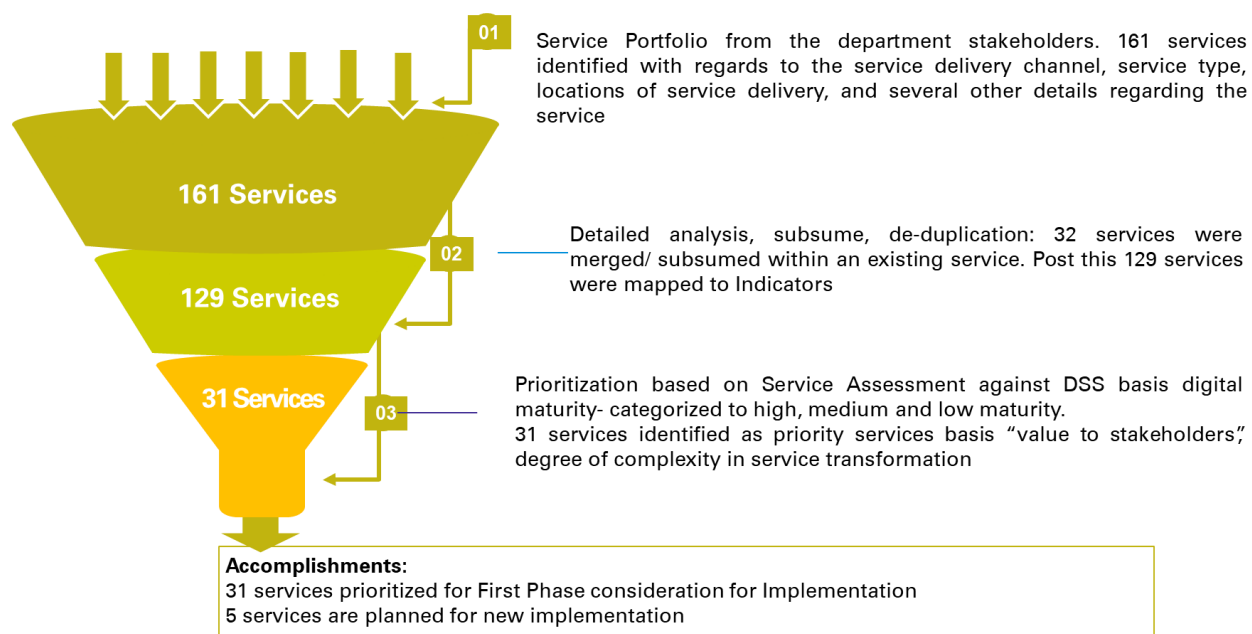


Figure 11: Business Architecture Approach – Infrastructure Sector

3.2 Current State Assessment

3.2.1 Service Overview

The business Architecture of infrastructure pillar provides a blueprint of the strategic pillar that provides a common understanding of the departments and is used to align strategic objectives and tactical needs. The first step remains to understand the portfolio of services by departments under infrastructure pillar and prepare current state service catalogue, the details give the view of current state and understanding on the list of services provided by all three departments, a process undertaken and the rest details like time taken, officials involved, etc. The stage includes creating awareness about value outcomes from the MeghEA project, details required from department officials and quality data to be filled against each required filed. The exercise to understand the current state is very exhaustive and remains the base for transformation to achieve the strategic goals for infrastructure pillar.



Figure 12: Business Capability – Infrastructure Sector – As-Is

Vendor Management :

Vendor Management is responsible for the management of the contract life-cycle, for all statewide Quantity Purchase contracts established and maintained for empaneled state agencies, while also available to PHE for execution of required filed and maintenance work. This enables the State to control costs, drive service excellence.

Informational Service and Awareness : Information and awareness pertaining to the state and center provided services may help citizens, business and community to get the benefits at the time of requirement.

Monitoring and Evaluation : The Department of State is committed to using fact-based monitoring, and evaluation practices to achieve the most effective scheme outcomes and greater accountability to our primary stakeholders, the state citizens.

Sanitation, Solid and waste Management: From 1999, a “demand-driven” approach under the “Total Sanitation Campaign” (TSC) emphasized more on Information, Education and Communication (IEC), Human Resource Development (HRD), Capacity Development activities to

increase awareness among the rural people and generation of demand for sanitary facilities. This enhanced people's capacity to choose appropriate options through alternate delivery mechanisms as per their economic condition. Financial incentives were provided to Below Poverty Line (BPL) households for construction and usage of individual household latrines (IHHL) in recognition of their achievements.

Utility : The department manages the quality of both surface water and which is important to protect the considerable diversity of waterways types in state of Meghalaya, the unique biodiversity in state is supported by department, and the social and economic services they provide to community.

Single Window Clearance: The mandate of the Department of Commerce and Industries is regulation, monitoring the development of Industrial Activities including Trade and Commerce in the state through the formulation of appropriate Industrial Policy and implementation of the various programmes and schemes of both State and Central Government. The basic role of the Department is to facilitate the creation of an enabling environment and infrastructure to accelerate growth in the Industrial and Commerce sector.

Capacity Building: The Department organizes various industrial awareness and workshops, EDP's and is actively involved with the ongoing Apiculture Mission and works in Convergence with the other Departments for achieving results. The Department also reaches out to the rural people through its Vocational Training Centers at various Districts to generate skilled manpower in the field of Knitting, Tailoring Embroidery, Carpentry, Furniture making, Leather, Blacksmith, Fabrication, Carpet Weaving, etc.

Financial Assistance: The service domain focuses on providing financial assistance to the communities to set up sanitation complexes, setting up the business, setting up exhibitions, sales stalls, etc. based on the eligibility criteria.

Enforcement: Transport Department is responsible for administering, regulating and controlling Motor Vehicles under the provisions of the Central Motor Vehicles Act, 1988 and the Central Motor Vehicles Rules, 1989. It also enforces Acts and Rules under the Meghalaya Motor Vehicles Taxation Act (Assam Act IX of 1936 as adapted and as amended by Meghalaya) and Meghalaya Motor Vehicles Taxation Rules (Assam Rules of 1936 as adapted and as amended by Meghalaya).

Public transport : A integrated and coordinated system of transport plays an important role in the timely execution of schemes, projects and related benefits.

Permits and Licensing : State provide permits to the goods and passenger vehicles to pay across state and to other state. The service starts from the registration of vehicles and providing driving license and mechanism to renew and cancel as per requirement.

Tax realization : The transport department have most important service to collect the road taxes or fines from the vehicles. The District Transport Officers ensure that the tax collection and registration of vehicles are regularized in the districts. Beside vehicles which are not registered in the district but opting to pay tax are also entertained for the tax deposit irrespective of where they are registered.

Road Safety : Awareness amongst citizens about Road safety. Roadshows and workshops in schools, educational institutes to promote road safety. Taking stock of life risk spots and informing relevant departments for relevant actions. Taking measures to reduce number of road accidents, injuries and fatalities caused by multiple factors involving designing of road, behavior of road users and drivers of motors vehicles, so road safety demands a holistic approach.

3.2.2 Current Service Portfolio

Business Function is simply "something a department or multiple departments does or needs to do, to achieve its objectives." It is through Business Functions that capabilities are delivered. Business functions illustrated in the figure below specifying the services provided by the departments under the infrastructure pillar to achieve the SDG goals.

A hierarchical three-level view has been created to describe the Business Capabilities that represent the functions performed in the Departments. These capabilities have been categorized into three categories to highlight the role that the capabilities perform in the delivery of services. These categories representing Level 0 of the Business Capability hierarch are as follows:

- **Core** – are the capabilities that are essential and delivered directly to citizens/stakeholders by the department. This category includes water connection by PHE, permit for setting up an industrial unit, vehicle registration, etc.
- **Support** – are the capabilities that are essential at the department level but do not contribute directly to citizen service delivery. This category includes finance management, procurement, HRMS, etc.
- **Ancillary** – are the capabilities which are considered as an add-on component to enhance the experience and quality of service operations, but do not per se contribute to service delivery

The Business Capabilities described in the following sections were identified through discussions held with all the Three department officials and NIC tech team members.

Detailed service catalogue is available in [Annexure 9.2.](#), the details captured is based on the data shared by departments at <http://164.100.250.63:8080/login.htm>

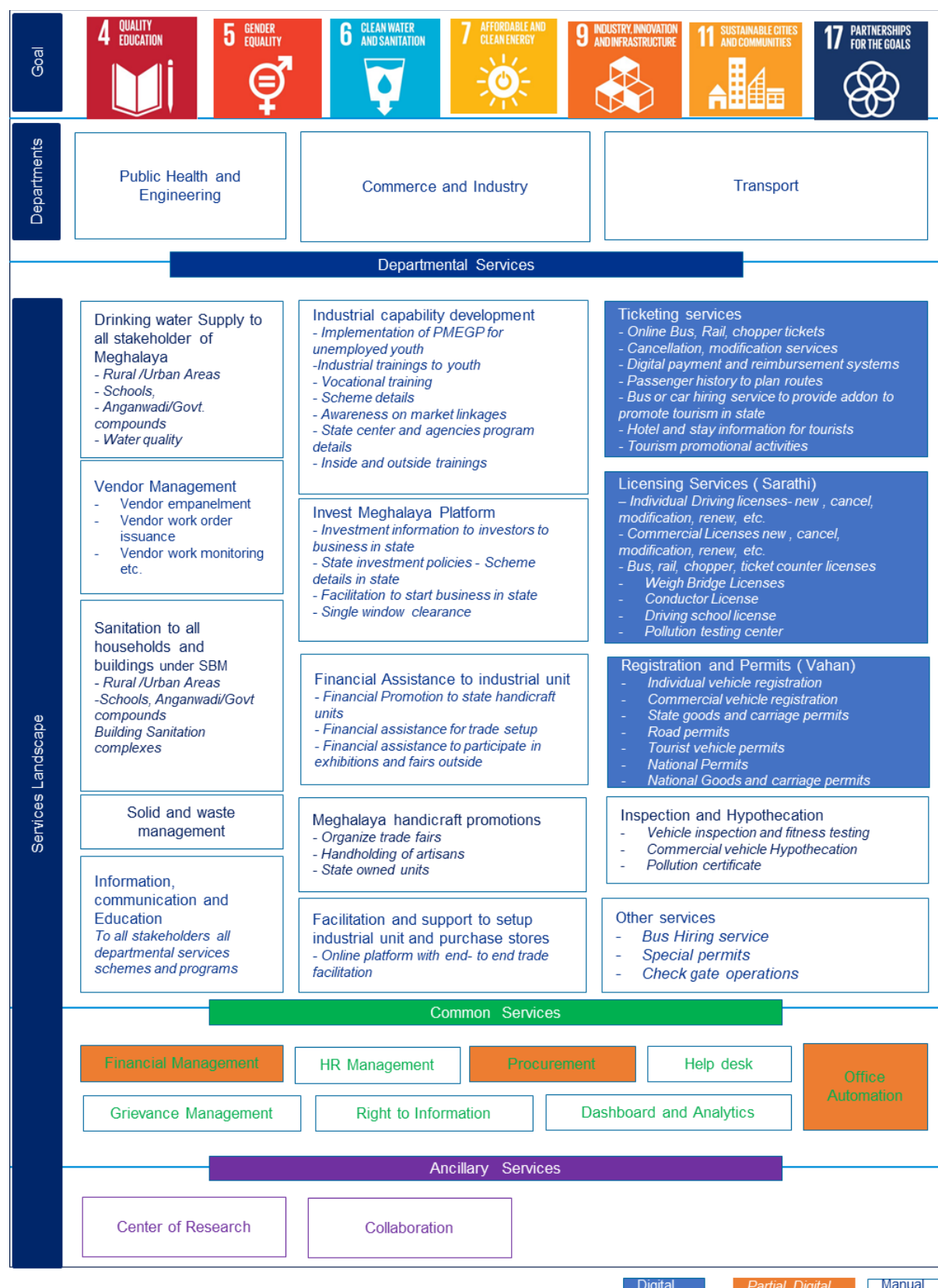


Figure 13: Current Service Portfolio – Infrastructure Sector Departments

3.2.3 Current state Business interaction matrix

Based on the information provided by the department nodal officers, there are multiple stakeholders involved and participate in providing services with different capabilities. Those stakeholders can be categorized into 3 following categories:

- (1) Citizens;
- (2) Business and
- (3) Department officials.

These categories to ease in fulfilling information needs for each stakeholder. The stakeholder category identifies stakeholder groups and its member for each category. Table 12 below gives a clear definition of stakeholder categories, its roles, and its member for each category.

Stakeholder Category	Roles	Members
Citizens	The main actor in the Infrastructure strategic pillar; Consumer of state-provided services under all the three departments; Information source.	Citizens, Community
Business	Another important Actor in Infrastructure Strategic pillar; service seeker to contribute in GSDP of state accompaniment and Information sources in the industry sector	Businessman, entrepreneur, job provider, skilled and unskilled labour, artisans, a local craftsman
Department officials	Provide information technology infrastructure, physical infrastructure (like reservoir, land); Service provider or one plays a role in providing service, regulate guidelines; Provide information and data related to Infrastructure.	Officials of Public Health and Engineering, Transport, commerce and industry department and NIC technology team members.

Table 4: Stakeholder Category

Above table shows the stakeholder group, roles, and its member (who is categorized in this part). The main stakeholder for this information system is citizens and business.

Source	Recipient	Information
Citizens	Business	Information related to industrial products; information related to employment and job avenues
	Department Officials	Input requirement for planning state schemes; inputs for the upliftment of the community
Business	Citizens	New-age carrier; New method for business; on the job training

Source	Recipient	Information
	Department Officials	Information related to different government schemes in facilitating business; policy formulation for smooth industrialization in the state; ensure laid down rules followed
Department officials	Citizens	empower the citizen concerning public service delivery; Information for improvement; enshrines the trust between the service provider and its seeker.
	Business	Information related to different government schemes in infrastructure sector; policy formulation for the betterment of the community; approver and organizer of facilities

Table 5: Business interaction matrix

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

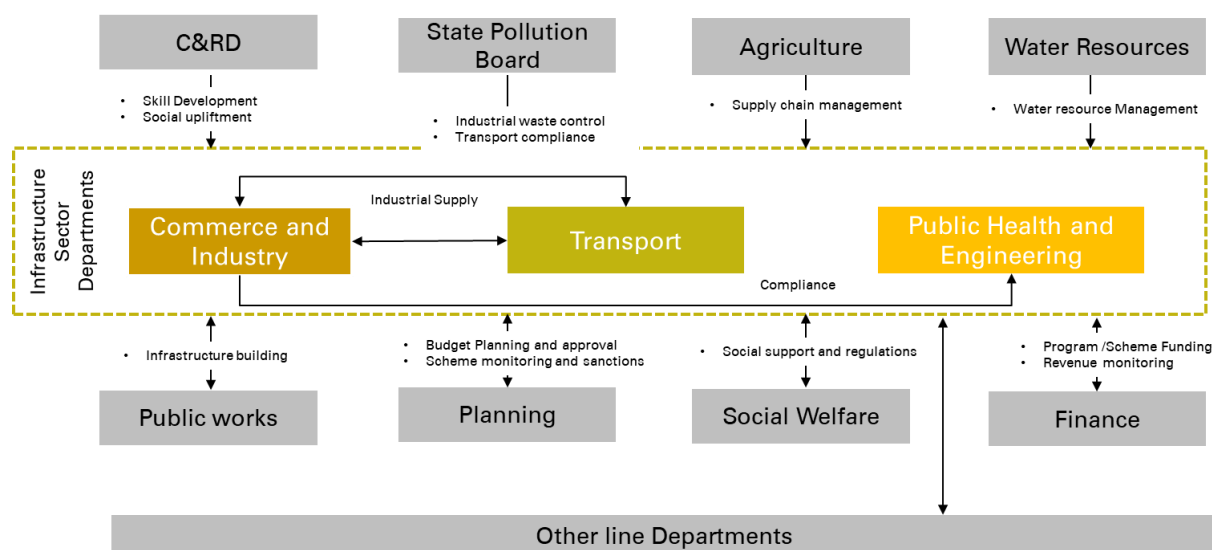


Figure 14: Department level interaction

The matrix is detailed in [Annexure 9.7](#)

3.3 Service Delivery Challenges/ Bottleneck

The departments in the Government of Meghalaya have been facing various challenges in delivering their services to the beneficiaries including citizens, and businesses. 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 Infrastructure Sector and their impact are as below:

Challenge	Life cycle Stage	Impact
Unreliable communication channel and physical infrastructure:	Improved access and Hygiene	The state is the hilly and border state, broadband connectivity is low, costly and unreliable which may be a hurdle in delivering services by digital channels. The state still has vast areas of underdeveloped land and some regions have been untouched by modern development.
Lack of awareness about Program	Awareness and basic Amenities	Citizen, business and government employees are considerably lacking the knowledge to get the benefit of any state-run or central govt. run program. The awareness programs are limited to a certain area only, the department officials sitting in remote areas of hilly areas also require capacity building to increase the benefit and upliftment of the state economy.
Digital readiness is slow:	Awareness and Amenities	Although NIC and a few of the departments like Transport in Infrastructure pillar are forward-looking in adopting the Digital change but other departments like PHE and C&I are considerably slow in digitizing the routine process part even. Automation of routine process may allow the employees to improve productivity and work in an innovative direction.
Stringent Land transfer laws	Sustainable economic growth path	Being a tribal state, land transfer and land acquisition laws are very stringent in Meghalaya which remains a major hindrance in setting up of industry in the state. Meghalaya Govt. needs to investigate this matter to attract investors from outside the state and improve business avenues in state.

Table 6: Key Service Delivery Challenges

3.4 Service Rationalization

Service rationalization includes identification of the right level of services as per the service definition guideline. Services were considered if it has an outcome from the department, all services that have interim outcomes and ends as process part such as an approval for a request from one branch to the other were subsumed under a service – to arrive at the “Whole of Service” viewpoint. It is imperative from all services are chosen at the right level to enable the assessment



Figure 15: Current Service Portfolio

Outcome :

- A current service catalogue of 161 services identified as rationalized services
- Please follow the rationalized list of service and details in Annexure 9.4

Rationalized Service Catalog can be seen at [Annexure 9.3](#)

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 twenty-seven (32) indicators to measure and monitor the progress of targets linked to the Infrastructure Sector. The indicators have been finalized in the Vision and Scope of Meghalaya Enterprise Architecture. The services provided by the contributing departments have 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:

- Service outcome must have a direct impact on the indicator;
- Service delivery efficiency can impact the indicator’s target achievement milestones;
- 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 infrastructure 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 Primary Sector are in manual mode, Current state DSS assessment for the services is digital, partial digital or manual.

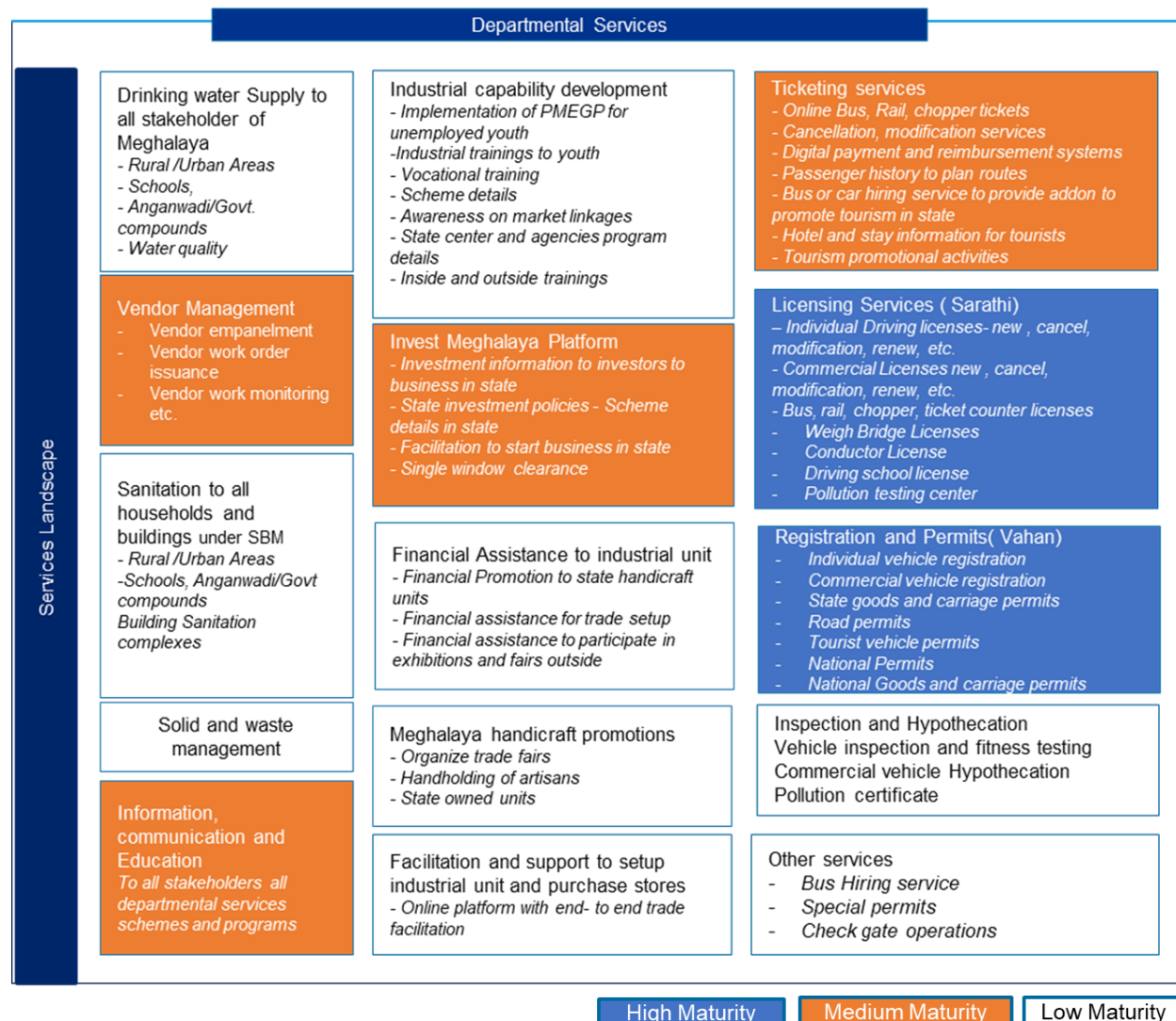


Figure 16: Infrastructure Sector- Service Assessment

Summary of Current State Assessment:

- Very limited number of services are available in digital channels, other than Vahan and Sarathi application in Transport department rest are currently manual
- 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.

Please refer [Annexure 9.5](#) 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.

3.4.3 As-Is Business Architecture Challenges

Analysis of the As-Is Business Architecture highlights that Infrastructure Pillar faces challenges in effectively and efficiently performing its activities due to the following concerns:

Information Exchange – The information exchange between divisions of departments is manual and not supported by applications if digital

Process Improvement and Automation – Sections manage a lot of their activities manually. For example, registration of vendors, permit renew, etc. whereas few of the applications have the capabilities to manage registration or renewal of permit but because of the configuration system is not showing required features.

3.5 Beneficiary Life Cycle

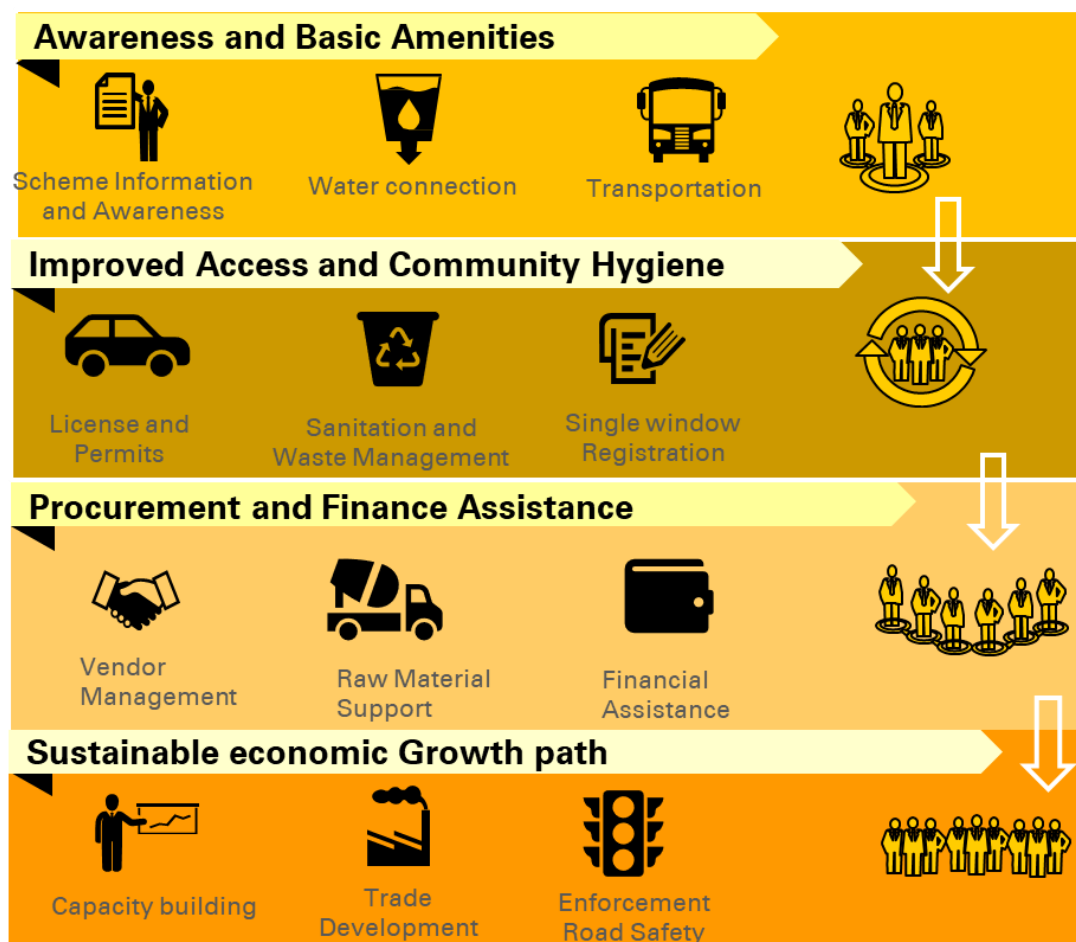


Figure 17: Beneficiary Life Cycle

Sub- stage	Service	Description
Awareness And Basic Amenities	<ul style="list-style-type: none"> Information and awareness Utility Management Quality of Water 	<ul style="list-style-type: none"> Beneficiary need information about the state schemes for setting up a new business unit or license or permit for a vehicle, financial assistance, the first thing he should be aware of the schemes or benefits under a scheme or any subsidiary scheme offered by State. The departments under the infrastructure pillar ensure all the relevant information required should be made available in the first place. Access of basic water amenities to all households in State, Beneficiaries can apply for the water connection and get water connection at feasibility point. Water safety and quality are fundamental to human development and well-being of state of Meghalaya. Providing access to safe water

Sub- stage	Service	Description
		<p>is one of the most effective instruments in promoting health to citizens living in both urban and rural part of state.</p> <ul style="list-style-type: none"> State provides transportation facilities to state citizens, access of transportation to all the rural and urban population of state.
Improved Access and community hygiene	<ul style="list-style-type: none"> Sanitation service Solid- Waste Management Vehicle Registrations and Permits Driving Licenses 	<ul style="list-style-type: none"> PHE department of state of Meghalaya is solely owning the responsibility to improve the raking, citizens are provided with the services to plan sanitation complexes, providing the construction support under central or state programs till later maintaining the complexes to improve the quality of life. PHE ensure larger participation of citizens to improve the hygiene in both rural and urban areas. Solid-waste management, the collecting, treating, and disposing of solid material that is discarded by residential and commercial localities of state to improve the living hygiene in state the service includes wide variety of administrative, economic, and social services to the citizen of state. The number of motor vehicles in Meghalaya has increased tremendously, as a result work pressure in the transport department has increase drastically. In order to manage the increasing number of vehicles efficiently, the State adopted some man - machine interface for the smooth functioning of the department. Monitoring a variety of on-going activities of the transport department, timely realization of tax from the ever-increasing number of vehicles has become a problem, unmanageable by human beings alone. Moreover, delay in issuing tax tokens and recovery of arrears have almost jeopardized the existing system.
Procurement and Finance Assistance	<ul style="list-style-type: none"> Vendor Management Finance facilitation Raw material support 	<ul style="list-style-type: none"> Procurement Management to develop the infrastructure across state that includes community sanitation complexes, empanelment, negotiate contract, amendments and renewals of vendors services The main challenge for the business units to grow is the credit requirements at various stages of life cycle, starting from space requirements, machinery or tools purchase till delivering the goods to their customers, State facilitate and help with entering into a Memorandum of Understanding with various Nationalized and Private Sector Banks. Through syndication with these banks, state facilitates SMEs or handlooms in accessing credit support (fund

Sub- stage	Service	Description
		<p>based or non-fund-based limits) from the banks.</p> <ul style="list-style-type: none"> Raw Material Assistance Support aims at helping MSMEs by way of connecting within and across states suppliers of the raw materials. This gives an opportunity to MSMEs to focus better on manufacturing quality products. Availability of raw material on credit and enabling MSMEs to execute the orders in hand.
Sustainable and Economic Growth Path	<ul style="list-style-type: none"> Single Window Clearance Trade promotion Capacity Building Road safety Monitoring And evaluation 	<ul style="list-style-type: none"> Commerce and industry department is custodian to ensure the required growth of industrial development in state and availability of all reforms in a simplest way available to the citizen of state. Department will ensure smooth Pre-establishment Approvals/ Pre-operation Approvals/ Renewals of the business units as per the state regulations. Community capacity building offered by department is about promoting the 'capacity' of local communities to develop, implement and sustain their own crafts, handloom and local produce in a way that helps them shape and exercise control over their physical, social, economic and cultural transformation. The main function of the Transport Department is to administer, regulate and control Motor Vehicles by way of registration of vehicles, issue of Driving Licenses and Conductor Licenses, granting of Road Permits for transport vehicles and in fostering and nurturing the development and growth of Road Transport Services in the State and to collect revenue from Motor Vehicle Tax, etc. Providing Pool Cars for use by V.I.Ps, Ministers, State Guests and Dignitaries is another important activity of the Department The Development Monitoring and Evaluation is core part of departments with aimed at fulfilling the program's value by effective monitoring and evaluation (M&E) mandate, the ecosystem of monitoring is to provide leakages or any drop /delay in the process stage.

3.6 SWOT Analysis of Business Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Large Youth Population : More than 65% of the population of the state is below the age of 30. Hence, the state has a large young working population giving it a huge benefit.	Retained
	Capable female workforce: Meghalaya is the only state in India where a matriarchal society is prevalent. The women in the state are as many participants in entrepreneurship, working as the men. Meghalaya is among the best performing states in terms of Gender Disparity Index (GDI) and Gender Empowerment Index (GEI) which gives edge to explore more start-ups and all-women industrial units in the state.	Retained
	English Speaking manpower : Meghalaya efflorescent traditionally for its education system and as a result Shillong still has some of the best colleges in the whole of North East India. These colleges have been producing talents who have very strong English-speaking capability, it creates a considerable pool of talented resources in the city for voice-related jobs especially.	Retained
	Retaining Employees : The government has been the biggest job provider in the state and traditionally the tribal community of Meghalaya is socially inclined towards staying closure to state and very less culture of switching jobs. Hence the attrition rate would be low in the state and retention of employees is high.	Retained
	Adoptive to change and transformation : Shillong has been known for its educational institutes and adoptive culture to any new change either it can be digital adoption, a cosmopolitan culture has developed in the Shillong city. Due to the influence of western other cultures, the youth of Meghalaya are better accustomed to the adoption of any change. This is an advantage for planning any transformation.	
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 information in paper form and manual data entry at head office level.	Eliminated
	Lack of funds to implement schemes.	Partially Eliminated
	Lack of transparent eligibility criteria for availing schemes.	Eliminated

Analysis Paradigm	Key Pointers	Target State
	Lack of knowledge on data and information management.	Partially Eliminated
Opportunity	Integrated services across departments.	Realized
	Digitization of workflow to enable lean and fast service delivery.	Realized
	Unification and standardization of processes.	Partially realized
	Conducive climate for small scale industries	Partially realized
	Tracking of Scheme Funds and utilization.	Realized
Threats	Inability to monitor current scheme funds and utilization	Addressed
	Inability to monitor real-time information on beneficiaries, stocks etc.	Addressed
	Security lapses owing to dispersed and different security authentication for system-based service delivery.	Addressed
	Inability to obtain funds from Government of India.	Addressed

Table 7: Business Architecture SWOT Analysis

3.7 Future State Service Portfolio

The services prioritized based on the current state assessment, implementation complexity and value to stakeholders are converted to digital services first. New services, which are not currently offered by the departments in the Infrastructure Sector, are proposed to be delivered to beneficiaries by the departments. The services need to be deliberated and eligibility needs to be defined by the departments. The rationalized services (Prioritized and Non-Prioritized) along with new services constitute the Future State Service Catalogue.

3.7.1 Service-Stakeholder Matrix

The expected objectives and potential changes required to archive the goal of infrastructure pillar, the interest of stakeholders, the State leadership, Department leadership and officials, etc. are assessed and mapped with the requirement. Workshops with department officials and leadership conducted to understand the driving factors for the objective of strategic pillar and requirements are mapped as per the related interest.

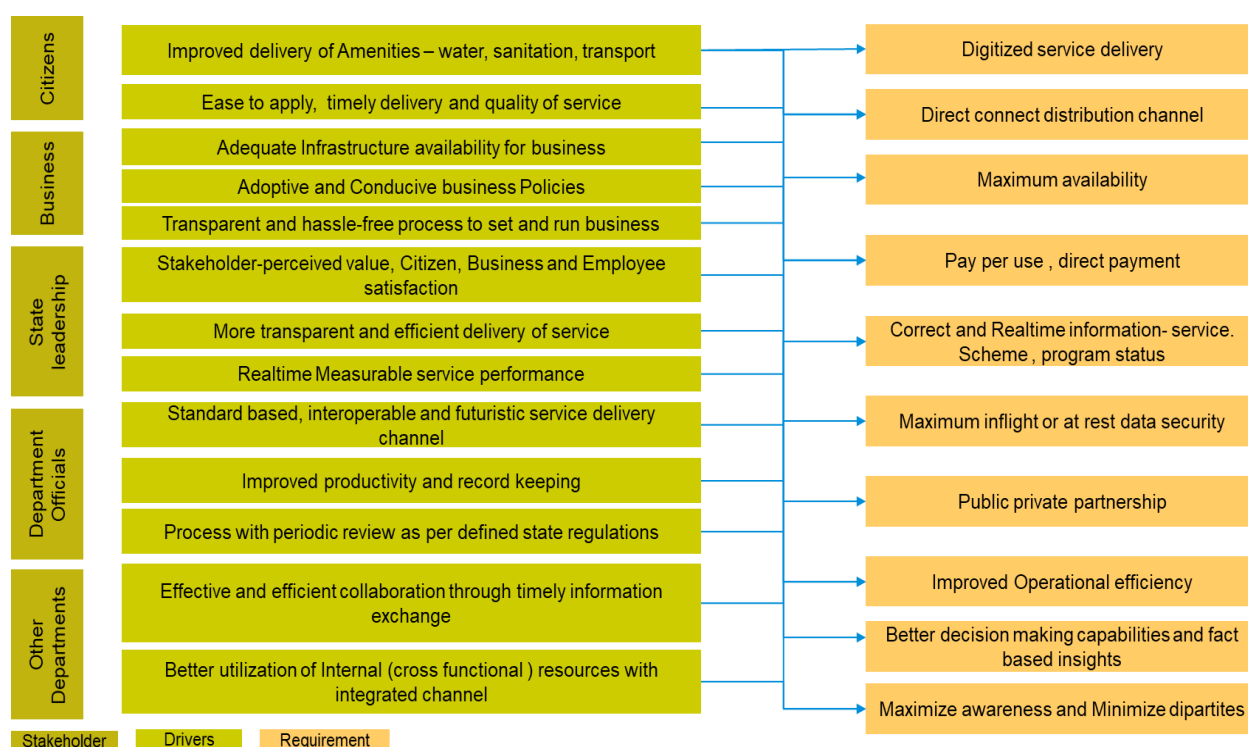


Figure 18: Service-Stakeholder Matrix

3.7.2 Future State Business Interaction Matrix

The departments in Infrastructure 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:

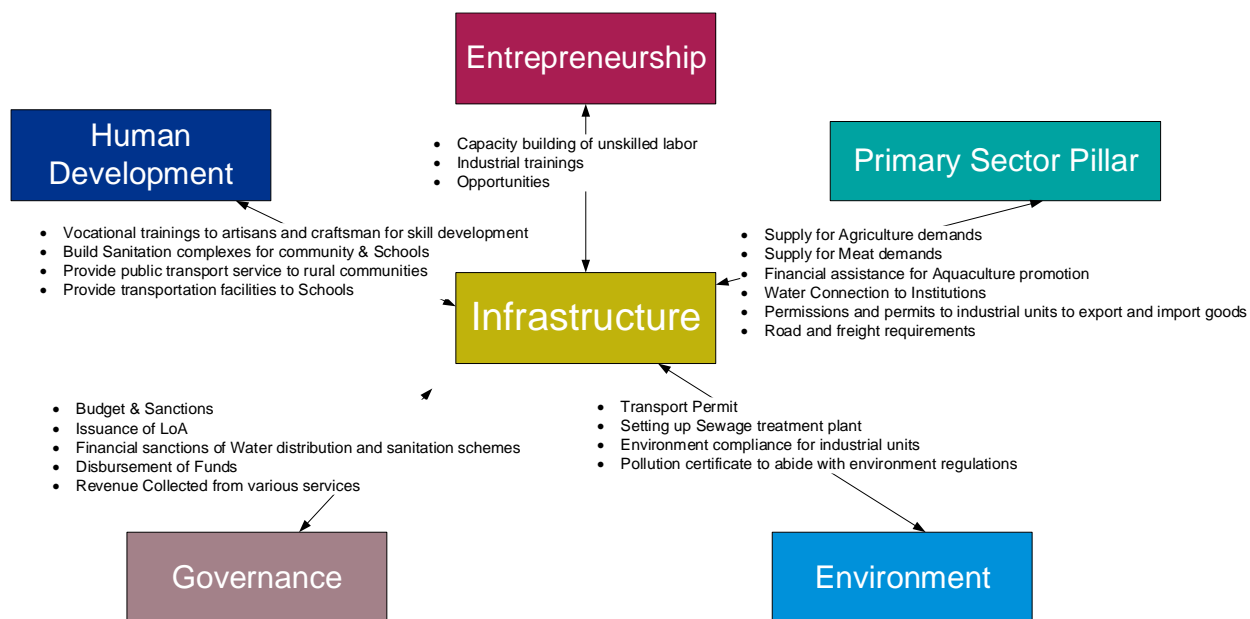


Figure 19: Future State Business Interaction between Pillars

3.8 Business Transformation Requirements

The infrastructure sector is an important sector of Meghalaya's economy, in terms of not only its role in providing food security but also in terms of the percentage of the population that depends on it.

Against this background, it is necessary to bring about transformational changes in the Infrastructure Sector to make a significant impact on the population of Meghalaya and improve the economy of the state. This transformation should be considered as complete transformation value chain across different layers is illustrated below to address the key challenges.

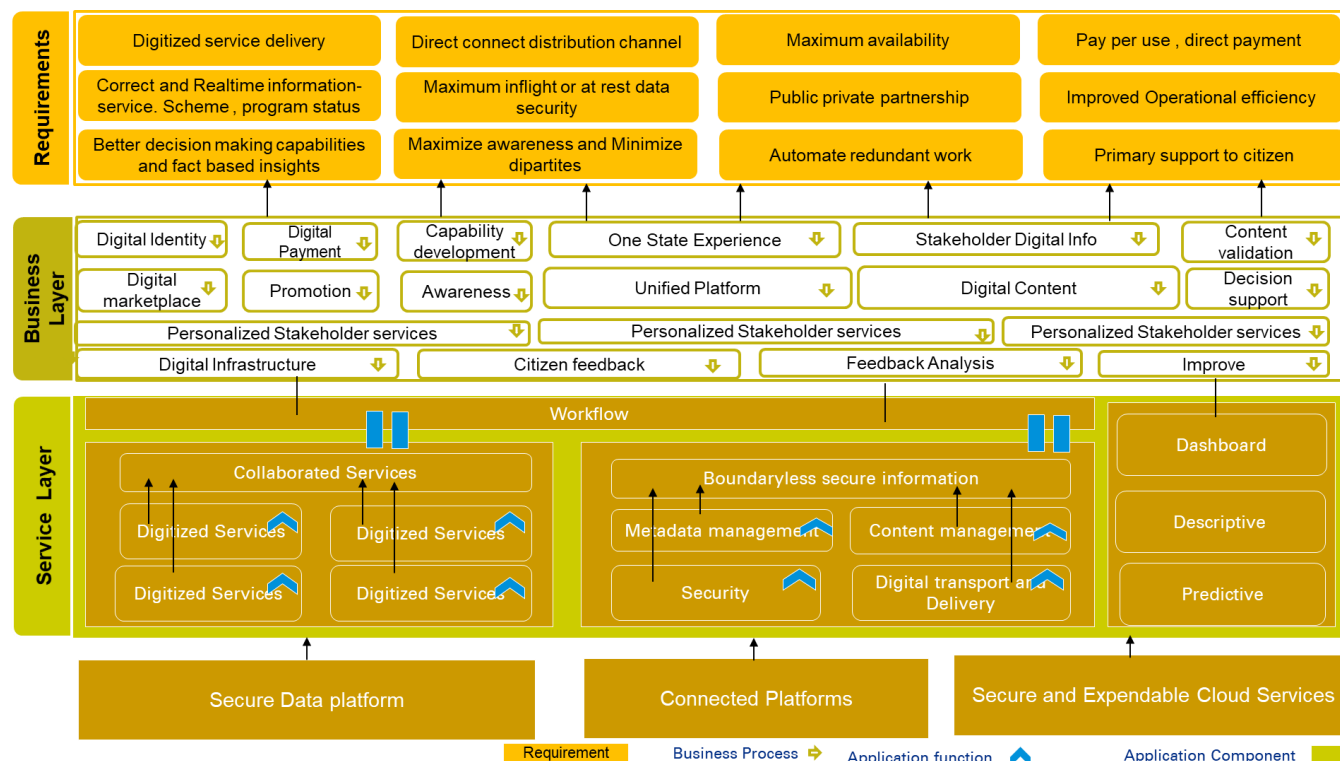


Figure 20: Business Transformation framework

Business Transformation is multi-folded process starting from understanding requirement of stakeholders and its translation to business capability and services rendering with connected specific or core platforms.

The other major transformation required is Certificate Less Governance. Meghalaya Government Blockchain endeavors to eliminate the need for certificate through blockchain based authentication. The certificate issuance process would go through following transformation:

- Stage 1 (Simplification)
- Stage 2 (Elimination)

Please refer section 3.6 in Governance Pillar Detailed Architecture Document for more details.

Following are the certificates that are planned to be included under this paradigm:

Certificate/License/Permits	Issuing Authority	Short term Strategy
Transport fitness certificate	Transport Department	Stage 1 – simplified through 2D barcodes
Licensee to operate Pollution Testing Stations	Transport Department	Stage 2 – eliminated through data verification from mobile app.
Registration of Vehicle	Transport Department	No simplification proposed
Issuance of driving school licence	Transport Department	Stage 2 – eliminated through data verification from mobile app.
Issuance of Regional Goods Permit	Transport Department	Stage 1 – simplified through 2D barcodes
Issuance of Driving License	Transport Department	No simplification proposed
Issue of No Objection Certificate to the Vehicle	Transport Department	Stage 1 – simplified through 2D barcodes
Local Taxi Permit	Transport Department	Stage 2 – eliminated through data verification from mobile app.
Issuance of National Permit	Transport Department	Stage 1 – simplified through 2D barcodes
Issuance of Ticket Counter Licence	Transport Department	Stage 2 – eliminated through data verification from mobile app.
Issuance of Weigh bridge licence	Transport Department	Stage 2 – eliminated through data verification from mobile app.
Conductor License	Transport Department	Stage 1 – simplified through 2D barcodes
Licence to operate Pollution Testing Stations	Transport Department	Stage 2 – eliminated through data verification from mobile app.

Table 8: Plan towards Certificate Less Governance

3.8.1 Game Changers

technologies or processes for enhancing the outcomes significantly. The Game Changers proposed for Infrastructure Sector are as below:

- **Bus Open Data:** Government to set legislation which will require information from all bus operators on timetables, fares and routes to be available for app developers to enable

passenger to make informed decision while travelling. Bus open data will deliver a range of benefits to passengers, operators, local authorities, and the wider population.

Case Study: Reading Buses in Germany is an early adopter of digital services. It sees data as a business asset for new commercial opportunities and emphasizes using technology to improve customer experience. It has a 'data lab' and continuously innovates. UK has recently implemented Bus Open Data Legislation mandating all operators to share data in desired format.

- **IoT Smart Water Management Technique:** The IoT smart water management techniques can reduce water cost by up to 20 percent, resulting in better revenues with lower costs. IoT smart water management system also provides opportunities to municipalities to reduce operational costs around construction, maintenance, and more.

Few IoT based solutions in this area are:

- IoT Water Flow Meters
- Smart-Water-Meter
- IoT Water Valve

Case Study: Several US states have implemented similar solutions; Herd Logics in Australia has successfully implemented such IoT based solution.

- **Electric Vehicle Subsidy Scheme:** A scheme that provide financial support to beneficiaries of up to certain percentage of vehicle cost or up to certain amount as subsidy. There would policy intervention required, Electric Vehicle Policy needs to be drafted and implemented across the State

Case Study: The Gujarat government announced huge incentives for using EVs and aims to have 1 lakh EVs on road by 2022. It is providing subsidy in the range of 20-40% of the vehicle cost with certain eligibility criteria

- **Robotics Process Automation led Ease of Doing Business:** RPA is a software tool that can replicate and automate transactional processes while improving process accuracy and speed. It is a new and untapped lever in the pursuit of efficiency gains. Several tasks require repetitive activity in the pursuit for new business setup request, RPA can greatly benefit by collecting data from different sources and thus automating the process.

Case Study: Several US public sector agencies has implemented RPA, refer case studies from leading RPA vendors

- **Integrated trade promotion platform :** Setting up Invest Megha Bureau with the objective to promote the industry in Meghalaya and attract industries from outside. Currently, Meghalaya is lacking to have any single big industry house set up industry in the state, lack of information through digital channels regarding different programs and initiatives by state government may be a reason of the distance of industry houses. Startup culture in Meghalaya is very slow in comparison to another state in India, the availability of digital platform as one-stop-shop of information and end to end process to setup unit is required shortly.

Use case : National Agriculture Market (eNAM) is a pan-India electronic trading portal which networks the existing APMC mandis to create a unified national market for agricultural commodities.

- **Integrated Analytics and Dashboards :** Single click status of the scheme, project/program and service delivery to stakeholders with satisfaction feedback can be achieved by an integrated and smooth flow of information across departments and systems of departments. Monitoring and dashboard with visibility of status even in case of physical delivery of service would improve the effectiveness of service delivery on time.

Use Case : CM Dashboard MP, provide view of various states provides analytical Review of Projects Across State, transform complex government data into compelling visuals.

- **Smart Transport System :** The application of Smart Transport System in State's transport systems would help the department to improve services by improving the reliability and efficiency of operations. Through data analysis, department can provide better information to passengers, improve in-house resource productivity and take concrete decisions for overall operations and management. At present a wide variety of use-cases can be found with application in navigation, traffic management, parking, surveillance, etc.

Public transport could look very different in the coming years thanks to the application of advanced satellite technologies.

The way a passenger catches a bus, especially in rural areas for example, could become a lot more convenient. Using technology, it is possible to send a signal from a passenger's phone to the bus detailing your location and pick up time so that the passenger receives real-time information regarding the bus's arrival or the nearest vehicle can travel to pick up the passenger, in case of senior citizens.



Figure 21: Illustrative Smart Transport System

Maintenance and repair on public transport could also be vastly improved. Buses and taxis will be able to send data to their respective depots with information about damages or overcrowding in certain routes so that the depots can take necessary action in a timely manner. This could provide a much-needed boost in efficiency as problems could be tackled more swiftly.

Use case : Smart City Ahmedabad Development Limited (SCADL) partnered with NEC to implement an intelligent transport management system (ITMS) that improves the efficiency of BRT and AMTS bus services using a cashless open-loop card system. In addition to automated fare collection, the one-stop, IoT-driven system manages bus resources, bus

maintenance, transport information, and personnel, it also collects and analyzes data to help optimize resources, and boost ticket sales.

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?
Bus Open Data	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)	Public Sector Transport
	Number of seats in public transport per 100 urban individuals	
IoT Smart Water Management Technique	Population covered by piped water supply	Utilities
Electric Vehicle Subsidy Scheme	Annual mean levels of fine particulate matter (e.g. PM2.5 and PM10) in cities (population weighted)	Vehicle Testing & Fitness
Robotics Process Automation led Ease of Doing Business	Percentage growth in average income of small-scale entrepreneurs	Single window clearance
Smart Integrated Transport System	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)	Public Sector Transport
Integrated trade promotion platform	No direct linkage to existing indicators	Public Sector Transport
Integrated Analytics and Dashboards	No direct linkage to existing indicators	Monitoring and Evaluation
Smart Transport System	Number of seats in public transport per 100 urban individuals	Public Sector Transport

Table 9: 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

Industrial policy reforms implementation (Business Reform Action Plan (BRAP) 2019)

- State should digitize land transaction deeds of last 10 years at all sub-registrar offices and make the same available on an online system to check for ownership details and history. The metadata shall be searchable for each record and a soft copy of the registered deed shall be available. The searchable metadata available shall be:
 - i. Name of buyer
 - ii. Name of seller
 - iii. Survey no.
 - iv. Registration number
 - v. Registration date
- Digitized land records across various State/UT Government Agencies can be beneficial in increasing the efficiency and effectiveness in property registration and maintenance.
 - The main aim is to digitize land ownership records at the sub-registrar i.e., land transaction deeds including sale deeds, transfer deeds, lease deeds, etc., so that:
 - Allows prospective land buyers to easily verify land ownership and encumbrance thereon while purchasing of immovable property.
 - Allows prospective land buyers with a single point of contact to determine land ownership by checking the required historical documentation.

Changes in Service delivery channels

- Requirement of new Government order specifying the introduction of new (digital) service delivery channel for delivery of services.
- Government order specifying introduction of new services with associated details about the services.

Changes in Service delivery process

Meghalaya Water Supply Rules, 2008

- Changes to rules to include service delivery channels and digital modes.
- Process flow changes in Form No. PHE W-1 (Application for temporary drawal of water for construction)
- Process flow changes in Form No. PHE W-2 (Application for Private/ Bulk Water Supply Connection)
- Process flow changes in Form No. PHE W-3 (Application for Plumbing License)

New Government Orders

- Post BPR, all service and actors' roles (G2C and G2B services only) needs to be notified before implementation.

Meghalaya Preferential Stores Purchase Rules, 1990

- Changes based on common functions BPR and implementation need to be carried out in the relevant sections of rules.

The Meghalaya Industrial Grants-In-Aid Rules, 1982

- The changes based on BPR of the financial assistance services to passed out trainees from departmental training centers need to be carried out in the rules.

3.8.4 BPR Opportunities Identification

e-Governance initiative will struggle to produce desired impact unless it is accompanied by Business Process Re-engineering. The areas for process reengineering have been identified to simplify and eliminate the processes not adding value to the flow and integrate the service delivery. Process re-engineering and form re-engineering must be carried out at the time of implementation.

- **The service list for BPR:**

Please follow the list of services that needs process re-engineering in section [9.5](#)

- **The As-Is process steps**

Please follow annexure on as-is process steps for the services as provided by department stakeholders in [MeghEA Portal](#)

- **The Use Cases for Services:**

The architecture use cases for prioritized service is detailed in section [8.2](#), these use cases would form the basis of system and process design

- **The System flow illustration**

The implementation of services would need a specific system flow, this is detailed in section [8.3](#). Please follow the section for details on how to design the system basis of high-level process flow

How to execute BPR

The areas identified are elaborated as below:

- **System Redesign in Beneficiary Centric Way:** The services related to the beneficiary's life cycle should be made online through a single portal along with a mobile app and presented inconveniently way. The usability should be designed to keep the literacy level of statewide beneficiary (urban and rural area) in view.
- **Autofill or Simplified Application Form:** The forms should be simplified removing any duplicate and unnecessary fields not required for delivering the service. Data fields already present in the state database can be auto filled and the beneficiary is asked to provide additional information in the form to avail the service. The below principles need to be kept in mind for this purpose:

- Statewide Single Digital ID of a beneficiary, the data captured first time while registering on State Portal should not be asked in the form and should be pre-populated in online forms.
- Common application forms should be designed for availing similar services from different departments in the infrastructure sector or any other sector.
- **Business Process Reengineering:** The To-Be steps for services defined in the 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 much value to the service flow.
 - A 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 the 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 the Infrastructure 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 the Infrastructure Sector to deliver their services.

3.9 Future State Business Architecture

The objective of MeghEA, related to the Infrastructure 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 above describes future state aspirations of MeghEA for Infrastructure pillar.

The core functions, common functions and service management functions 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 meet the desired objectives.

Subsequent sections would determine the solutions to realize the above building blocks using applications, data, technology and security. Each of the above building blocks must be delivered through standard architecture methodology. The solution requirements to develop the above building blocks would follow a prioritized roadmap, the 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 Infrastructure Sector Pillar would include all services grouped into domains for easier understanding and accessibility of the Beneficiaries. The future state service landscape for

Infrastructure Sector is as below:



Figure 22: Future State Business Architecture

3.10 Stakeholders' Benefits

The Departments are providing services to stakeholders currently both in online and manual mode, the service require some physical artifacts like piped water include the ways to channelize the process underneath providing the services can be digitized. The better mix of digital and manual mode would increase the value and satisfaction level amongst stakeholders. The broad picture is explained in words that explains the value to stakeholders involved in delivery of services.

Value to Government

- The automation of steps and digital channel-based collaboration among departments would enable **economic growth of State** - ease doing business, development of infrastructure such as water pipeline, which will give wheels to industrial growth in state.
- **Efficient monitoring and implementation** by digital means like dashboard with real item data of project and registrations status of industries may help in improving the confidence of business.
- The integrated system would help government in **effective enforcement and safety** of citizens.
- Facilitate effectiveness of service benefits through real-time information, thus the need for field-based data collection would be minimized, this will help giving **better value of business to youth of state**. As an example- number of artisans in block to number of trainees that could benefit from a capacity building scheme, could facilitate scheme planning.
- Data driven framework and real time reports that may help in providing insight to **improve service delivery of services and satisfaction of citizens** which may help in improving the growth of state government.
- 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 to improve **quality of life of people of Meghalaya**. C & I Department officer's intervention in delivering assistance to any new unit can be handled by some chatbots, this may reduce the effort of department on routine queries and department can focus more on further improvising the additional eservices to the stakeholders.

Value to Citizens and Business

- Digitization of basic service delivery like water connectivity may help in quick delivery of service to citizen.
- **Availability** of all information regarding benefits of any scheme and how to avail in a single client or a call will empower the citizen and business
- **Ease to apply** for service assisted by **chatbots**, easy service application forms and **integrated** data, citizen would need little digital literacy to apply for services
- **Multiple channels** for citizen to apply for services at their convenience e.g. Mobile App, State Portal, Digital Facilitation Centre and Rainbow Centers.
- Single window platform with inbuilt flagging facility to provide status on registration or at any later at any stage like assistance for raw material would empower business.
- Improved efficiency of **internal processes** to enhance convenience and transparency to citizens.
- **Minimal** need for physical visits to avail services

- **Online** transportation request and booking would increase the convenience to citizen and business. Enhanced knowledge on industrial tools and techniques to youth of state through self-learning videos or simulators.

The diagram below describes how the benefits to stakeholders are connected to the overall mission of the strategic pillar.

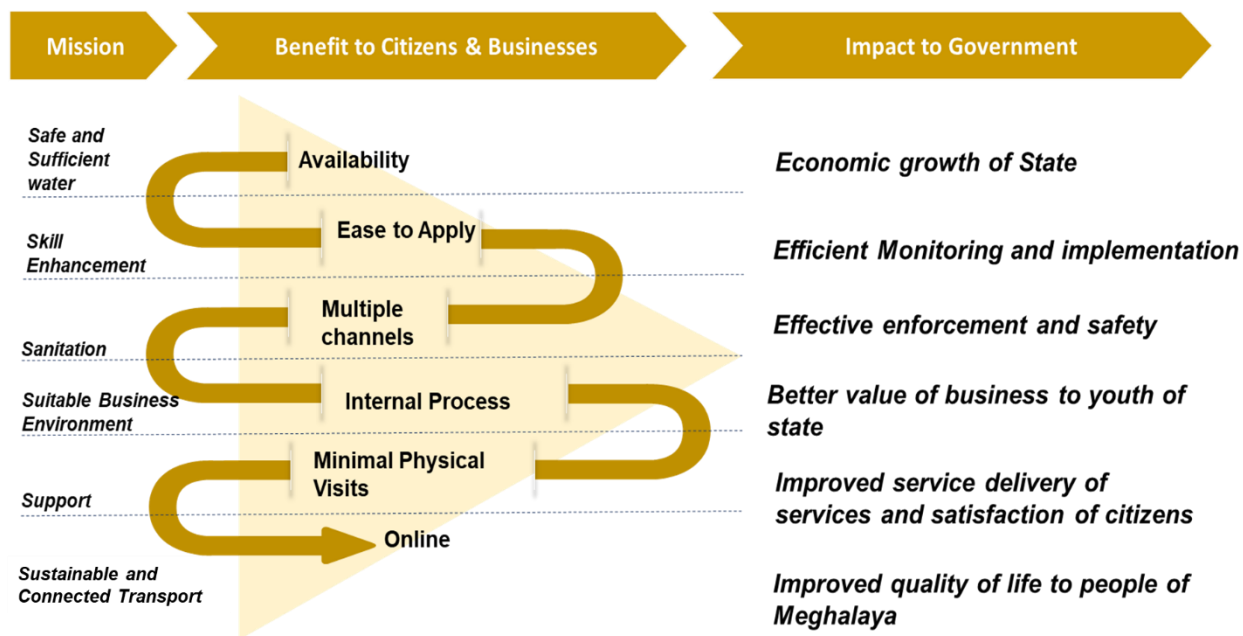


Figure 23: Stakeholder benefits illustration

4. Application Architecture

The application architecture model describes logical groups of IT Capabilities (logical application modules) that manage the data objects in the data architecture model and support the business services identified in the business architecture model. These components will tend to be static, but the technology portfolio used to implement them will change over time, based on the technologies currently available and changing business needs. The components provide the common, re-usable “Building Blocks” which can then be combined and orchestrated 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 is extracted from IT investment, whilst at the same time minimizing the time, cost and complexity of developing, deploying, maintaining and enhancing the applications going forward.

The Objective of Application Architecture

- The application architecture section tries to capture the future state application landscape in line with the business requirements of the Infrastructure Sector Strategic Pillar. At Whole-of-Government level, the architecture framework would facilitate a common understanding of application assets and ICT services, identifying opportunities of sharing, reuse and consolidation or re-negotiation of licenses.
- 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, **empowering** government service delivery stakeholders.

4.1 As-Is State Application Architecture

The existing application landscape in Infrastructure 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
Vahan	Vehicle Registration System	single-database-single-application-web-enabled architecture	<ul style="list-style-type: none"> • Issue of Duplicate Registration Certificate • Transfer of ownership of vehicle • Issuance of NOC of vehicle • Issuance of Temporary STA Goods Permit • Registration of vehicle • Temporary Registration of vehicle • Renewal of Registration of vehicle • Furnishing of vehicle particulars • Renewal of STA Goods Permit • Issuance of Special Permit • Surrender of Permit • Issuance of Temporary STA Passengers Permit • Issuance of Temporary STA Goods Permit • Issuance of Temporary STA Passengers Permit • Issue of Fitness Certificate of vehicle • Renewal of Fitness Certificate • Alteration of Motor Vehicle • Cancellation of NOC by Owner • Change of Address in Registration Certificate • Conversion of a Vehicle • Issue of Duplicate Fitness Certificate • Renewal of STA Passengers Permit • Hypothecation Addition • Scrapping of vehicles 	2,000,00+	Statewide
Sarathi	License system	No information found	<ul style="list-style-type: none"> • Cancellation of Hypothecation • Renewal of Learner License • Issue of Duplicate Learner License • Issuance of Learner License • Issue of Duplicate Driving License • Issue of Driving License • Renewal of Driving License • Change of Biometrics in Driving License • Additional Endorsement to Driving License • Replacement of Driving License • Driving License Extract • Change of Name in Driving License 	50,000+	Statewide

Application Name	Application Description	Application Architecture Description	Modules	No of Users	Application Group
			<ul style="list-style-type: none"> Change of Address in Driving License International Driving Permit 		

Table 10: As-Is Application Architecture

Application Name	Application Number	Type
Vaahan	IS.DEP.01	Department
Saarthi	IS.DEP.02	Department

Table 11: As-Is Application Encoding

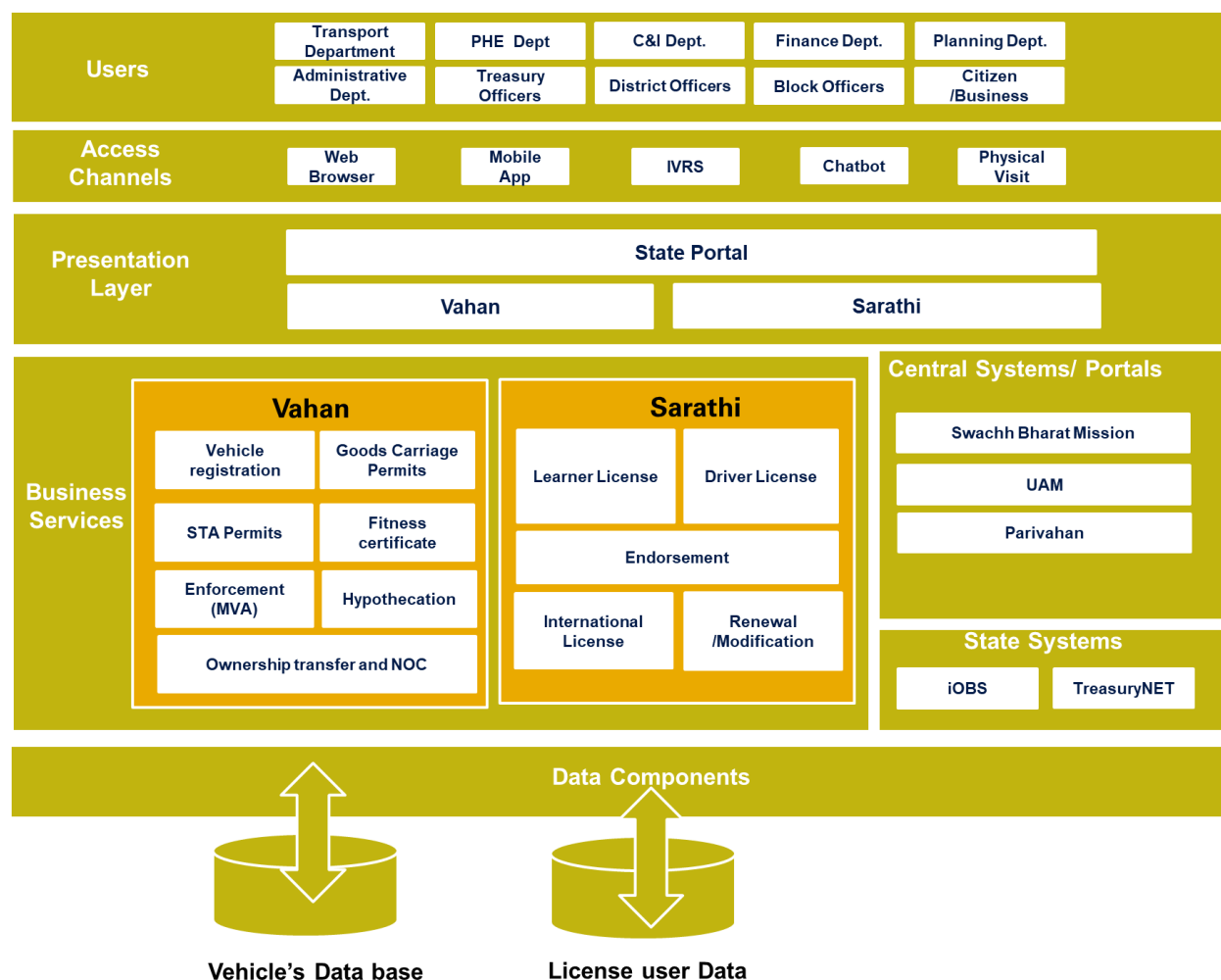


Figure 24: As-Is Application Architecture

The above diagram illustrates that apart from a few business services, Infrastructure sector has significant gaps in delivering services through digital channels. While there are few systems built in-silos, the usage is a concern and hence, benefits have not been realized, as per stakeholder voice

Currently, only the Transport department has digital systems namely Sarathi and Vahan. Sarathi

and Vahan (State deployed Systems) stores some bit of similar data in different processes of data entry and currently no integration between systems.

PHE and C&I departments are currently running on Manual process and channels, digitization is limited to few forms online to download.

4.2 Gap Assessment

Several gaps exist in consideration of the existing application landscape in Infrastructure 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.

Citizen's Lifecycle	Stage	Gaps	Impact
Awareness and Basic amenities	Apply	No system exists that can facilitate online application submission for a new water connection service. No System to register and track problems in water connection.	The impact is multi-fold: <ul style="list-style-type: none"> • Delay in availing service • No transparency in status tracking • Lack of service fulfilment • Delay in issue resolution • Citizen frustration
	Billing	No System currently available to check and pay water bill	The impact is multi-fold: <ul style="list-style-type: none"> • Untimely revenue collection • No transparency in status tracking • Lack of service fulfilment • Delay in billing issue resolution
	Quality Testing	The reactive and manual testing request application process	Health concerns
Improved access and community hygiene	Sanitation	Application of sanitation complexes- Manual Data collection of status - Manual	Delayed service to the citizen Data collected is error prone
	Waste Management	Completely manual process	Citizens are highly impacted as they have to wait a long and no tracking process other than a physical visit to local PHE office
	Information	Awareness is limited to urban areas	Citizens in Rural Meghalaya are largely unaware of government services. The government needs a holistic strategy to disseminate information that would cover multiple ways
	Licensing	Digital system with dashboard	NIC application, integration required for better enforcement of processes
	Registration and permits	Digital system with dashboard	NIC application but integration required for better enforcement
Procurement and finance assistance	Vendor Management	Digital system with integrated workflow	State level eProcurement system with integrated workflow
	Finance facilitation	Digital system can be readily connected to Finance organizations	NIC application but integration required for better enforcement

Citizen's Lifecycle	Stage	Gaps	Impact
Sustainable economic growth path	Training	Training content is not online, and training is largely provided in physical modes with physical tracking	The training service is not cost effective to the state as it requires a high degree of resource availability Inability to re-use content is also an efficiency gap

Table 12: Gap Assessment

There are several gaps in business functional coverage and service delivery enablement. However, over the years the state along with some focus teams have developed few systems to bridge these gaps. The systems so developed have few lacunae, below is a high-level representation of the gaps.

4.2.1 Vahan 4.0

Category	Description
Functional Modules	<ul style="list-style-type: none"> • Cancellation of Hypothecation • Issue of Duplicate Registration Certificate • Transfer of ownership of vehicle • Issuance of NOC of vehicle • Issuance of Temporary STA Goods Permit • Registration of vehicle • Temporary Registration of vehicle • Renewal of Registration of vehicle • Furnishing of vehicle particulars • Renewal of STA Goods Permit • Issuance of Special Permit • Surrender of Permit • Issuance of Temporary STA Passengers Permit • Issuance of Temporary STA Goods Permit • Issuance of Temporary STA Passengers Permit • Issue of Fitness Certificate of vehicle • Renewal of Fitness Certificate • Alteration of Motor Vehicle • Cancellation of NOC by Owner • Change of Address in Registration Certificate • Conversion of a Vehicle • Issue of Duplicate Fitness Certificate • Renewal of STA Passengers Permit • Hypothecation Addition • Scrapping of vehicles
Technology Stack	<p>Database: Postgres</p> <p>OS: Linux</p> <p>Web + Application server: Tomcat</p>

Category	Description
Business Functional Gaps	<p>Missing Business functionality:</p> <ul style="list-style-type: none"> • Helpdesk and user feedback module • Enforcement related alerts through SMS/ Notifications • Proactive renewal facility in case of reaching an expiration date • Online payment module • Revenue collection status
Application Architecture Gaps	<ul style="list-style-type: none"> • Single-database-single-application-web-enabled architecture • 4.0 is expected on microservice-based architecture
Data Architecture Gaps	<ul style="list-style-type: none"> • Standalone citizen record; this leads to duplicity in citizen records • No linkage or reference to state-defined citizen • Data backup, archival and restoration policy does not exist • Data quality management activities are missing
Technology Architecture Gaps	<ul style="list-style-type: none"> • The central system is secure but there is no security trace (compliance reports). DR site location setup is under progress.

4.2.2 Sarathi

Category	Description
Functional Modules	<ul style="list-style-type: none"> • Cancellation of Hypothecation • Renewal of Learner License • Issue of Duplicate Learner License • Issuance of Learner License • Issue of Duplicate Driving License • Issue of Driving License • Renewal of Driving License • Change of Biometrics in Driving License • Additional Endorsement to Driving License • Replacement of Driving License • Driving License Extract • Change of Name in Driving License • Change of Address in Driving License • International Driving Permit
Technology	<p>Database: Postgres OS: Linux</p> <ul style="list-style-type: none"> • Web + Application server: Tomcat
Business Functional Gaps	<p>Missing Business functionality:</p> <ul style="list-style-type: none"> • Helpdesk and user feedback module

Category	Description
	<ul style="list-style-type: none"> Enforcement related alerts through SMS/ Notifications Proactive renewal facility in case of reaching an expiration date Online payment module Revenue collection status
Application Architecture Gaps	<ul style="list-style-type: none"> Single-database-single-application-web-enabled architecture 4.0 is expected on microservice-based architecture
Data Architecture Gaps	<ul style="list-style-type: none"> Standalone citizen record; this leads to duplicity in citizen records No linkage or reference to state defined citizen Data backup, archival and restoration policy does not exist Data quality management activities are missing
Technology Architecture Gaps	<ul style="list-style-type: none"> A central system is secure but there is no security trace (compliance reports). DR site location setup is under progress.

4.3 SWOT Analysis of Application Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Current portfolio of Sanitation and waste management details to cater specific services like Swachh Sarvekshan, city ratings, etc.	Retained
	Digitization of Transport services and integration with central government systems.	Retained
Weakness	Monolith architecture with minimal integration capability.	Recommended for Rearchitected
	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	Introduction of new services in PHE and C&I as digital service delivery departments	Realized
	Adoption of emerging technology to address unthinkable business capability gaps	
	Introduction of integration platform	Realized
	Portfolio rationalization	Realized
Threats	Primitive user experience may lead to hinderance in technology adoption	Addressed
	Resistance towards adoption of systems and inclination towards manual mode of service delivery	Not Addressed

4.4 Application Transformation Plan

Based on the current state understanding, it is observed that the PHE, Commerce and Industry and Transport 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

Basis study of business architecture and the derived business transformation plan. Few of these systems need to be re-architected while few would need to be decommissioned as a proposed system would subsume the application service.

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	Description
Integrated Transport System (Sarathi+ Vahan)	<ul style="list-style-type: none"> • Business Functionality Elimination • Application Architecture Enhancement • New Introduction 	<p>Identification of Vahan and Sarathi touch points to ensure consolidation of a single record is suggested.</p> <p>Integrated system to ensure consolidation of a single record for single individual is suggested</p> <ol style="list-style-type: none"> 1. Primary key of identification of record in system is to be mapped with a source system of Digital ID 2. Integration with other enforcement and tracking systems <p>Improvised decision support and monitoring dashboard</p>
Infrastructure Sector System	<ul style="list-style-type: none"> • New Introduction 	<p>The modules within the system would be:</p> <ul style="list-style-type: none"> • Scheme Management • Sanitation and waste Management • Utilities Management • Single window clearance • Capacity Building

Table 13: Application Transformation Plan

Currently Transport department have few digital systems current digital systems assessment from opportunity point of view.

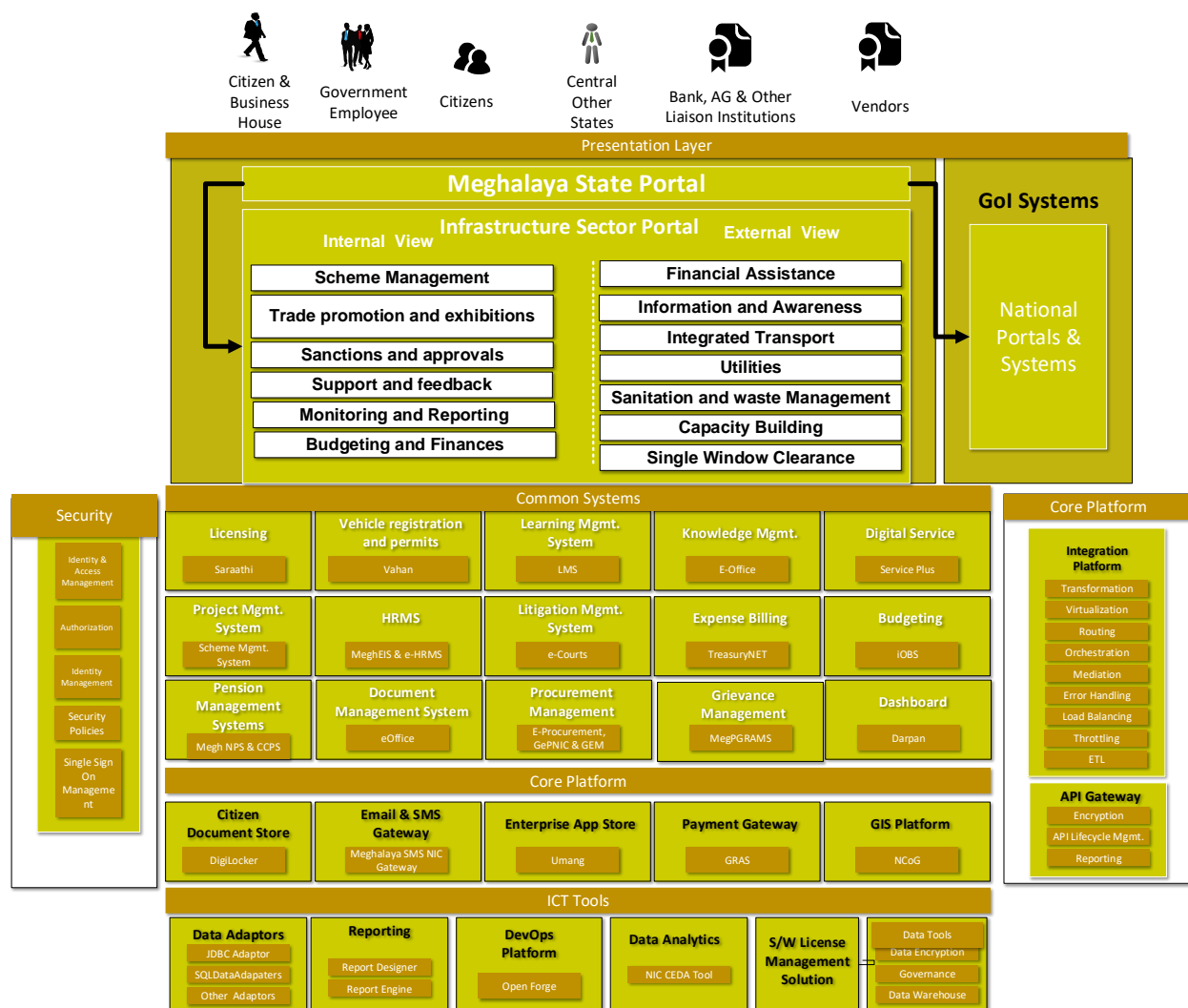


Figure 25: State-wide Application Architecture

4.5 Future State

It is critical to note that, MeghEA would follow the **minimum viable architecture** principle. Hence, not all building blocks stated above 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 and a holistic approach that includes dependency assessment and several other considerations such as legal and regulatory assessment before project initiation.

The Prioritization Phase-I would implement a minimum viable architecture for Infrastructure 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 the derivation of the Phase-I architecture plan

Based on the above principles, below is a diagrammatic representation of the Phase-I Application Architecture for Infrastructure Sector



Figure 26: Infrastructure Sector Application Architecture

The above diagram illustrates the Phase -I application portfolio for Infrastructure Sector. The core and common applications to be included is described in other section (please refer section 4.2)

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

Infrastructure (New Applications)		
New Modules	Sub-Modules	Description
Scheme Management	<ul style="list-style-type: none"> • <u>Scheme Preparation</u>: This functionality would enable new scheme to be prepared, service eligibility to be set-up and services to be delivered 	

Infrastructure (New Applications)		
		<ul style="list-style-type: none"> • <u>Scheme Services MIS Reports</u> MIS report on scheme progress concerning some beneficiaries benefitted, fund utilized, pending requests and other related information • <u>Scheme Modification</u>: Sub-module to modify scheme basis government decision • <u>Scheme Funding</u>: Set funding for scheme and map to 17-digit scheme code • <u>Scheme Eligibility</u>: 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 • <u>Benefit Type</u>: This would capture the service output such as raw material, machinery, etc. • <u>Service Mapping</u>: For cases, where multiple services are mapped. The data would capture the services which would be mapped to the scheme
Single window clearance		<p>The module would provide single window lifecycle Management of Industrial unit in corroboration with other departments:</p> <ul style="list-style-type: none"> • Registration. • Financial Assistance/incentives • Trade promotion. • Raw Material Support. • Integration with UAM. • Distribution records.
New Service Application (Service Plus)	Apply for service	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Portal • Chatbot- Ask Megha • IVRS, helpdesk • Service Plus would be integrated with the following records database: <ul style="list-style-type: none"> • 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. • Business rules for each service would be implemented dynamically in service plus

Infrastructure (New Applications)		
	Track Service	<p>The module would facilitate service beneficiary to track status of service request</p> <p>Following would be the tracking identifier:</p> <ul style="list-style-type: none"> • Service Request Number • Aadhar Number • Registered Phone Number (if any provided at registration time)
Utilities	<p>The module would capture</p> <ul style="list-style-type: none"> • Application for Water connection • Application Status • MIS reports for status of maintenance of existing and new water connections • Billing • Water quality testing 	
Sanitation and Waste Management	<p>The module would capture</p> <ul style="list-style-type: none"> • Application for Sanitation complex • Status of sanitation complex • Waste management • Industrial waste management status • Sewage treatment • MIS reports for status of maintenance of Sanitation complexes • Sanitation complexes build for Females and girls 	
Integrated Transport System (Vahan + Sarathi + New modules)	<p>The module would capture</p> <ul style="list-style-type: none"> • Tax realization • Enforcement and road safety • Help and support • Dashboard 	
Capacity Development	<p>The module would capture</p> <ul style="list-style-type: none"> • Industrial Trainings • Skill development • Vocational Training 	
Finance Facilitation	<p>The Module Includes</p> <ul style="list-style-type: none"> • Financial assistance scheme • Connect with Bank 	
	Technical Architecture	

Infrastructure (New Applications)	
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	<p>Please follow data architecture section for data design:</p> <ul style="list-style-type: none"> • Conceptual Data Model • Logical Data Model <p>Physical data model must be derived aligned to the Logical Data Model</p>
Technology Architecture	<p>The system would be deployed at the State Data Centre and the following are required:</p> <ul style="list-style-type: none"> • Application Server • Web Server • Database Server <p>Please refer Technology architecture section for detailed requirement</p>

Table 14: Infrastructure Sector New Applications

4.5.1 The Service – Application Matrix

The below table is a critical table to explain the flow of information across modules to deliver services in the Infrastructure 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 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/licenses/NoC is required.

Future state applications in Infrastructure Sector would be as follows

Application Name	Application Number	Type
Infrastructure sector Portal	IS.GRP.01	Group
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

Application Name	Application Number	Type
MeghEIS	MEG.COM.05	Common
Email/ SMS Gateway	MEG.COR.04	Core
GRAS	MEG.COM.06	Common
DigiLocker	MEG.COR.05	Core

Table 15: Future State Application Encoding

4.5.2 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	Infrastructure Sector Portal	Learning Management System	E-Office	Service Plus	TreasuryNET & IOBS	Chatbot	MeghEIS	Email Gateway	SMS Gateway	GRAS	DigiLocker
Infrastructure Sector Portal		Requests digital content based on service request	Request Acts/Rules	Invoke Service Request from list Provide Resolution Stakeholder	Sectioned Amount scheme code wise	Information Services	Stakeholder Information Request	Email 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											
Chatbot				Service Request No							
MeghEIS	Service Resolution Stakeholder Details							Email id of Dept. Stakeholder	SMS of Dept. Stakeholder		
Email Gateway	Email notification to										

Consumes Information - --> Provides Information V	Infrastructure Sector Portal	Learning Management System	E-Office	Service Plus	TreasuryNET & IOBS	Chatbot	MeghEIS	Email Gateway	SMS Gateway	GRAS	DigiLocker
	stakeholders										
SMS Gateway	SMS notification to stakeholders										
Megh GRAS	Service Payment Status										
DigiLocker	Citizen Requested Document										

Table 16: Application Communication Model

Basis of the above communication matrix, below diagram is an illustrative representation of application

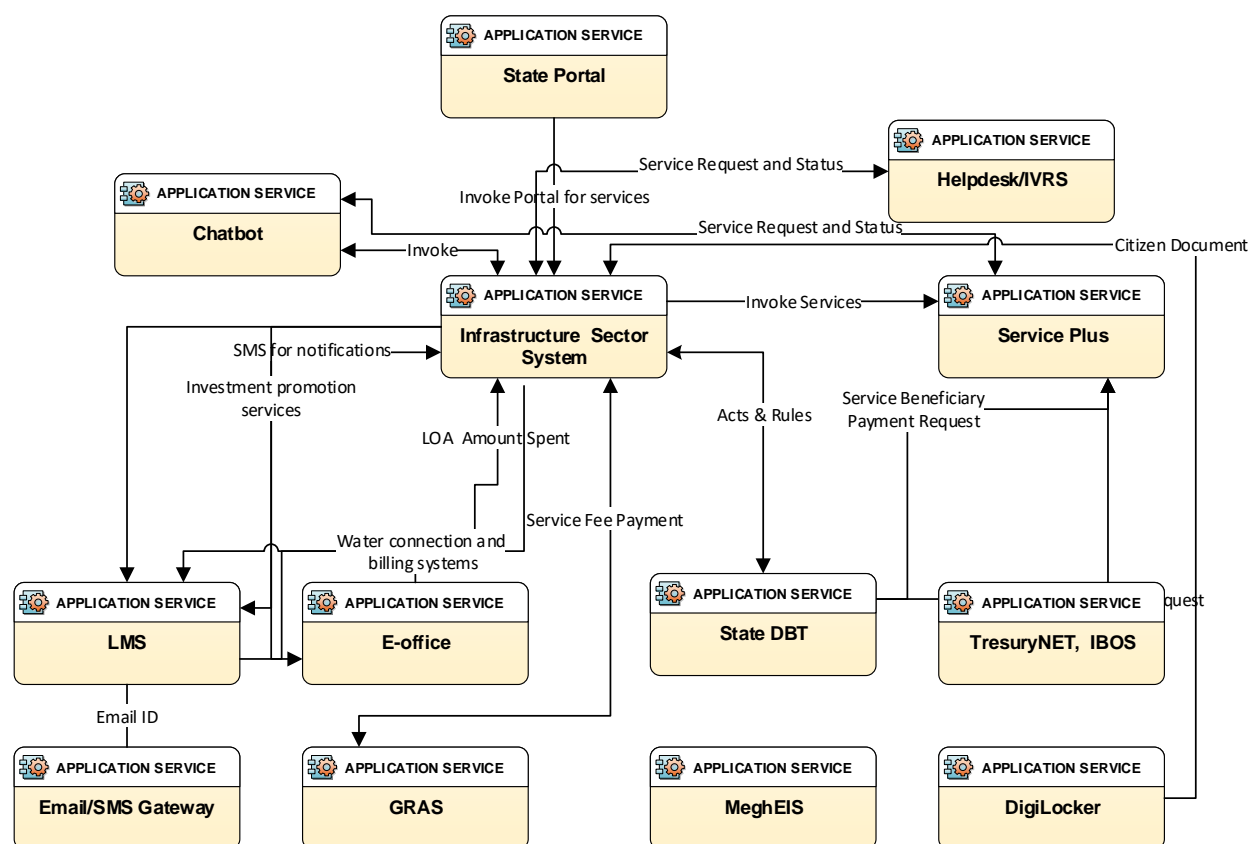


Figure 27: Future State- Application Communication Model

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.

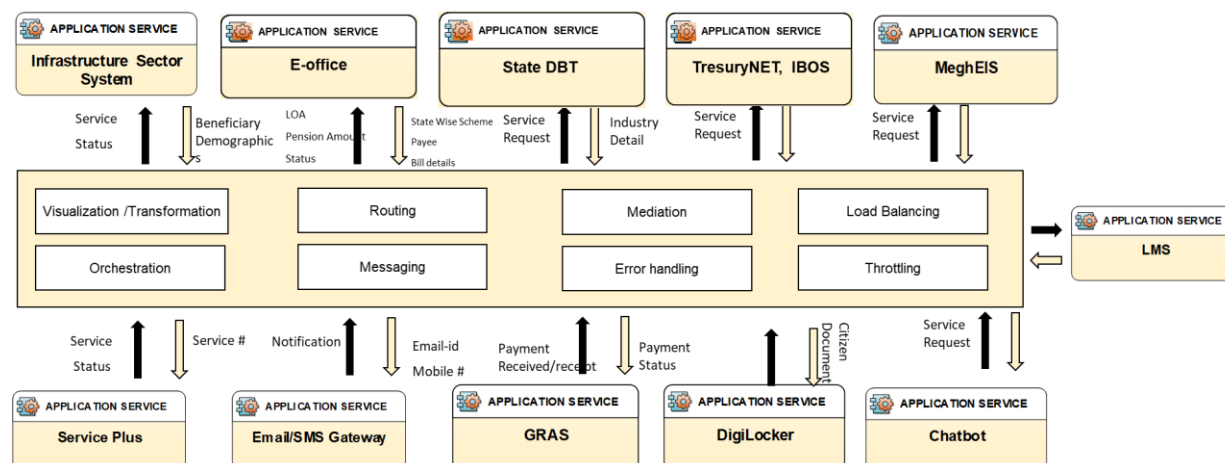


Figure 28: Application Integration Architecture

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	<ul style="list-style-type: none"> Service ID (Number) Mobile Number (Number) 	Chatbot	Service Plus
Service Acknowledgement Status	<ul style="list-style-type: none"> Service request ID(Number) Service application URL 	Service Plus	Chatbot
UAM	<ul style="list-style-type: none"> Udhyog Aadhar Number Verification Result 	Service Plus	UAM
Fetch Name & Demography- Aadhaar	<ul style="list-style-type: none"> Aadhar Number Name Date of Birth Last Name First Name Address Pin Code Gender 	Service Plus	UIDAI
Request Inputs	<ul style="list-style-type: none"> Beneficiary's Digital ID Beneficiary's demographic details Input Type Input Sub-Type Input Count Requested 	Service Plus	Infrastructure Sector System –Scheme Management Module

API/ Application Service	Data Sharing Details	Source Application	Destination Application
	<ul style="list-style-type: none"> • Nearest location • Supporting Document • Approval 		
Request Utilities	<ul style="list-style-type: none"> • Beneficiary's Digital ID • Beneficiary's demographic details • Area type • Connection Details • Nearest connection • Supporting Document 	Service Plus	Infrastructure Sector System – Utilities Module
Request Registration	<ul style="list-style-type: none"> • Beneficiary's Digital ID • Beneficiary's demographic details • Industrial Unit type • Location Details • Supporting Document 	Service Plus	Infrastructure Sector System – Registration Module
New Supply Request Funding	<ul style="list-style-type: none"> • Beneficiary's Digital ID • Beneficiary's demographic details • Input Type • Input Sub-Type • Input Count Requested • Nearest Location • Supporting Document • Approval 	Infrastructure Sector System	iOBS, Treasury
Service Status	<ul style="list-style-type: none"> • Service Request ID • Service Status • Reason for Delay 	Infrastructure Sector System	Service Plus

Table 17: Logical Application Integration Requirements

4.5.3 Illustrative Use Cases: Beneficiary Service Registration and Status

Based on the above analysis, MeghEA Infrastructure Sector Application Architecture would aim to be futuristic and visionary to achieve citizen centric objectives. 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 Centers

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.

Utility 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 Infrastructure sectors. Citizens would be facilitated with services through simple and easy process steps.

Service Status

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.

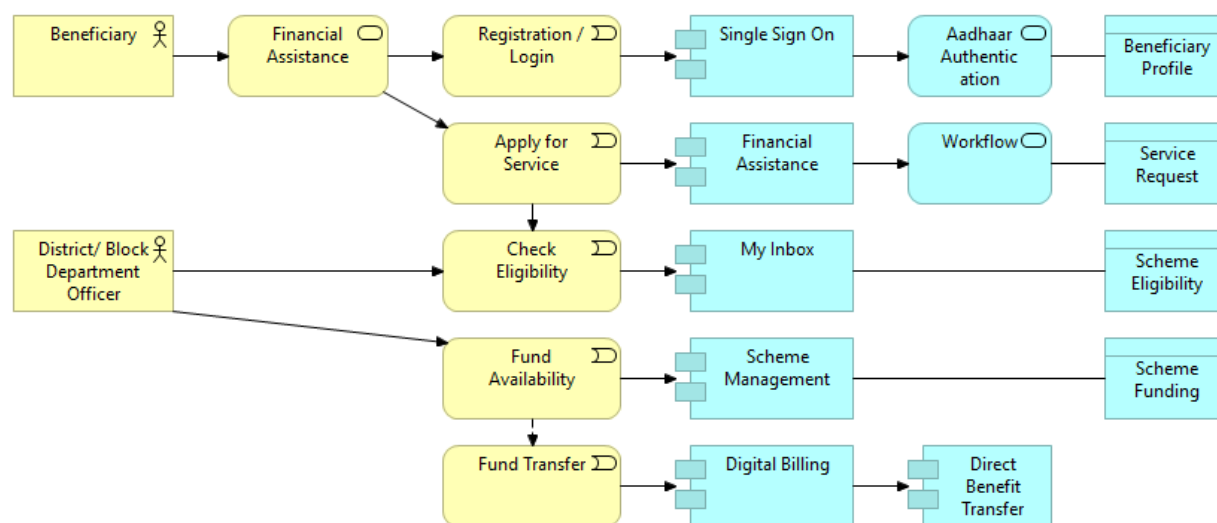


Figure 29: Illustrative Use Case

4.5.4 The Future State Application – Stakeholder Matrix

One of the key objectives of MeghEA – Infrastructure 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.

Infrastructure 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 Infrastructure Sector:

Stakeholders	Infrastructure Sector Application					
	Scheme Mgmt.	Utilities(Water)	Capability Development	Single window Platform	Integrated Transport	Financial Assistance
Departmental Official – State level	✓	✓	✓	✓	✓	✓

Stakeholders	Infrastructure Sector Application					
	Scheme Mgmt.	Utilities(Water)	Capability Development	Single window Platform	Integrated Transport	Financial Assistance
Departmental Official – Zone/District level		✓	✓	✓	✓	✓
Departmental Official – Block Level		✓	✓			✓

Table 18: Future State Application – Stakeholder Matrix

The above list showcases the exhaustive coverage of systems as far as stakeholders are concerned. Below is the list of common systems that are aimed to cover the other aspects of internal functions that drive the department and enable stakeholders to ensure services are well delivered:

Stakeholders	Common Systems					
	GRAS	Learning Mgmt. System	E-Office	TreasuryNET	iOBS	MeghEIS
Departmental Official – State level	✓	✓	✓	✓	✓	✓
Departmental Official – Zone/District level		✓	✓			✓
Departmental Official – Block Level		✓	✓			✓

Table 19: Future State Common Systems – Stakeholder Matrix

5. Data Architecture

The Data Architecture describes the information required to execute the operations of Departments and respective directorates. Data Architecture provides a mechanism for the Departments to identify, discover, describe, manage, protect, and share the data it has and reuse information consistently within the Department and with other Departments. It thus would facilitate increased collaboration among divisions/sections/departments and reduce the number of incompatible systems thereby contributing to State-wide interoperability.

The Data Architecture first describes the broad data subject areas for which information is required. Subsequently, each data subject area is defined in terms of data entities that represent high level information required by activities carried out in Departments in scope. Business Capabilities utilize information to deliver an outcome. In the scenario where the business capability is supported by the application, the data required for operations is managed by applications.

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, capturing only the incremental data as and when required in the business process and auto-populating of the existing data, with due validations as 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

The Data Subject areas refer to the high-level areas for which information is created/captured or deleted. The data subject areas in the As-Is State are as follows:

1. Citizens / Business – Information captured includes Citizen unique id, Citizen Registration information, Citizen Monthly reminders, services details, service awareness, service status, feedback, action on feedback training, any service or scheme related information, etc.
2. Department – State needs to capture employee information, provide them employee id, manage their leaves, service book, pension, process claims, etc.
3. Other Divisions (Operations)- Department needs to capture information regarding the payments, receipts, budget requirement and budget allocation, divisions need to capture the information regarding the stores (inventory) they manage, sanctions required for

purchase, goods/inventory issued, Vendor details

Data Entity	Key IT System	Stakeholder Usage
Driving License details	Sarathi	<ul style="list-style-type: none"> Transport Department
Water connection details	Manual	<ul style="list-style-type: none"> Public Health and Engineering Department
Vehicle Registration	Vahan	<ul style="list-style-type: none"> Transport Department
Business Registration	Department Portal	<ul style="list-style-type: none"> Commerce and Industry Department
Scheme Details	Manual	<ul style="list-style-type: none"> Commerce and Industry Department Public Health and Engineering Department Transport Department
Transport Details	Vahan	<ul style="list-style-type: none"> Transport Department
Vendor Details	Manual	<ul style="list-style-type: none"> Public Health and Engineering Department Transport Department
Training Details	Department Portal	<ul style="list-style-type: none"> Public Health and Engineering Department
Permits details	Vahan	<ul style="list-style-type: none"> Transport Department
City Profile	Manual	<ul style="list-style-type: none"> Public Health and Engineering Department
Plant Waste Details	Manual	<ul style="list-style-type: none"> Public Health and Engineering Department

Table 20: As-Is Data Subject Areas and Data Entities

The following table describes the As-Is State of information and which application stores the information and describes which section owns the data.



Table 21: Current State Data Entities - System Map

5.2 Challenges and Pain Points

The challenges faced by the Department regarding data can be broadly classified in terms of ownership, data management and data redundancy.

5.2.1 Multiple data for single entry

In the As-Is State, there is no single source of truth with single entries for entities like Citizen, internal applications, employees. Transport department systems i.e. Vahan and Sarathi are currently having separate databases for single 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 PHE department manages the monthly water bill of citizens manually, identify the citizens differently, therefore, a lot of manual consolidation needs to be done before the bill generated for payments.

5.2.2 Manual Data Management

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

Additionally, Industrial Estate data is not digitized or shared. This would lead to lack of transparency in plot availability and allocation in the later stages

5.2.3 Data Redundancy and Inconsistency

Duplicate information captured for few fields about citizen in two different system of transport (Vahan and Sarathi). The correctness of data and verification mechanism is currently lacking. This redundancy in data storage could result in inconsistencies about data over time, thereby leading to sub-optimal records.

5.2.4 Data Quality Management

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. As an example, PHE captures data at household level, but that data is barely used for other purposes in other departments.
- 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. As an example, transport department maintains the list of commercial vehicle owners that may turn out for use in tourism department to operate tourist taxis
- Data entities are not mapped to services rather is coupled with systems. Thus, a business justification of data is weak. Driving license data can be used for tourism/transport department schemes
- The data attributes, data models, data dictionary and other related documentation does not exist. This has led to issues in the management of data. Since, Vahan and Sarathi are managed at central level, data attributes of the systems are inaccessible
- 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.
- Data archival process is not within the control of the state for transport department data.

5.3 SWOT Analysis of Data Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Transport systems captures most of the related data entities for relevant business domains of the transport department	Retained
Weakness	Meta data of transport systems data entities are missing	Eliminated
	Data design of transport system has scope of duplication as it does not follow data architecture principles.	Eliminated
	Data maintained in registers are not digitized	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 Infrastructure Sector Metadata

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

Content Related Standards

Standard	Mandatory/Optional	Reference Link	Remarks
GS1 standards	Mandatory	https://www.gs1.org/standards	This provides common language to identify, capture and share supply chain data– ensuring important information is accessible, accurate and easy to understand.
PRISM 3.0	Mandatory	http://www.idealliance.org/specifications/prism-metadata-initiative	PRISM Publishing Requirements for Industry Standard Metadata
Urban Transportation Data Provision and Analysis	Recommended	https://scholarsarchive.byu.edu/cgi/viewcontent.cgi?article=3794&context=iemssconference	A Metadata-based System for Urban Transportation Data Provision and Analysis

5.5 Data Transition Plan

5.5.1 Master Data Management and Data Warehouse

Infrastructure 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.

Key Challenge: Transport data cannot be accessed through state level ETL tools , rather a defined mechanism is required to access the data

Data Entity	Data Store (System)	Data Extraction Tool	Master Data	Frequency (Recommended)
Driving License details	Infrastructure Sector System	ETL	✓	Daily
Water connection details	Infrastructure Sector System	Not Required		Weekly
Vehicle Registration	Infrastructure Sector System	ETL	✓	Daily
Business Registration	Infrastructure Sector System	ETL		Weekly

Scheme Details	Infrastructure Sector System	ETL		Weekly
Transport Details	Infrastructure Sector System	ETL	✓	Weekly
Vendor Details	Infrastructure Sector System	ETL	✓	Weekly
Training Details	Infrastructure Sector System	ETL		Weekly
Permits details	Infrastructure Sector System	ETL		Weekly
City Profile	Infrastructure Sector System	ETL	✓	Weekly
Plant Waste Details	Infrastructure Sector System	ETL	✓	Weekly

Table 22: 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 Governance in Infrastructure Sector

All departments under Infrastructure 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, Data Custodian and Data Owner for various key data entities are described below:

Data Entity	Data Trustee	Data Steward
Driving License details	Joint Secretary of Department of Transport	Deputy Secretary of Departments of Transport
Water connection details	PHE – Director	PHE –District Officer
Vehicle Registration	Transport – Director	Transport – District Officer
Business Registration	C & I– Joint Secretary	C & I – Deputy Secretary
Scheme Details	Respective Departments – Director	Respective Departments – District Officer
Transport Details	Transport – Secretary	Transport – Joint Secretary
Vendor Details	PHE – Director	PHE – District Officer

Data Entity	Data Trustee	Data Steward
Training Details	C&I – Director	C & I – District Officer
Permits details	C&I – Director	C & I – District Officer
City Profile	PHE – Director	PHE – District Officer
Plant Waste Details	PHE – Director	PHE – District Officer

Table 23: Data Entity Role Matrix

The Steps for data Quality Management is illustrated in Detailed Architecture Requirements: Data Architecture section of Statewide – Detailed Architecture Requirements document.

5.6 Future State

5.6.1 Infrastructure 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
- Employee
- Things
- GIS
- Business
- Schemes & Policies

Infrastructure 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 Infrastructure Sector (highlighted). Please refer Statewide – Detailed Architecture Requirements document for details of the digital registries.

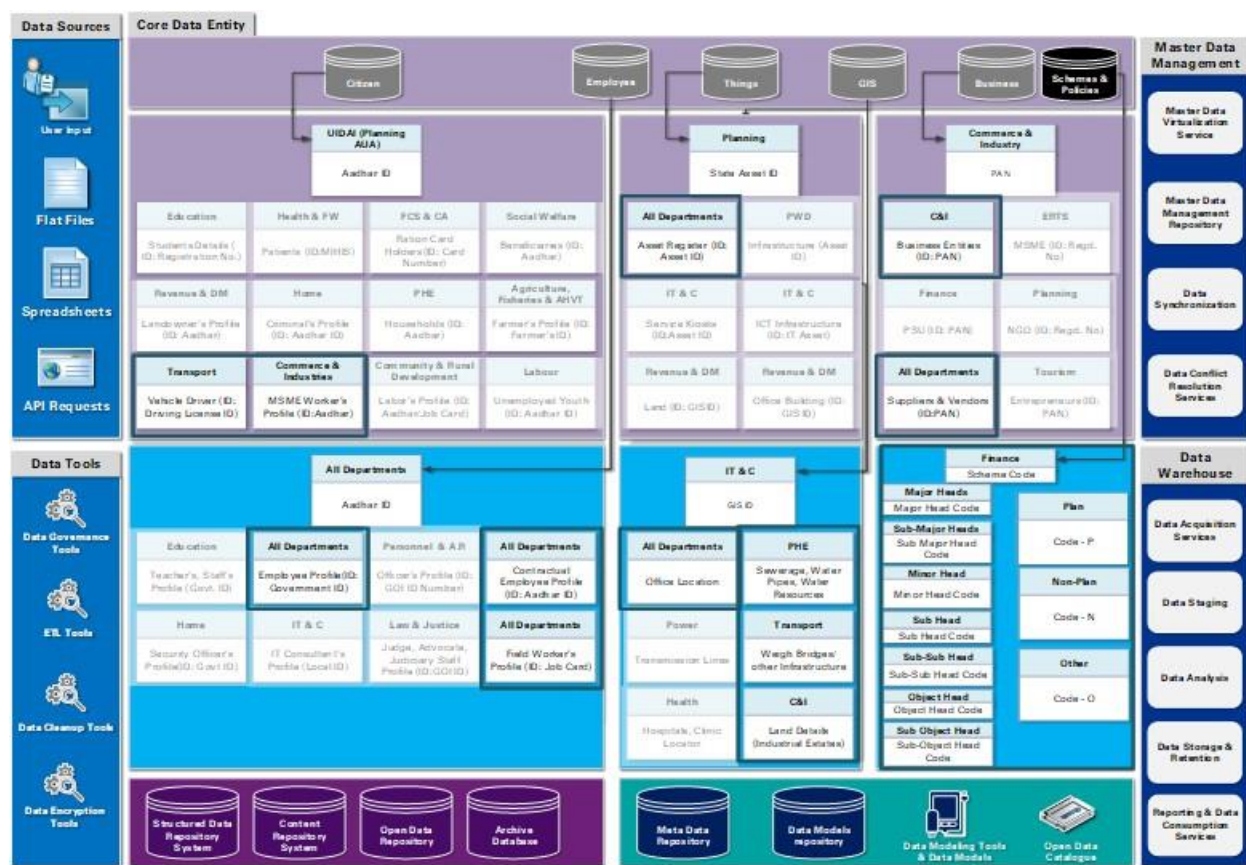


Figure 30: Infrastructure Sector - Digital Registries and Data Tools

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	Driving License details	The location entity contains the Driving License data of Meghalaya: <ul style="list-style-type: none"> Individual Commercial 	<ul style="list-style-type: none"> License ID License Type Duration 	Sarathi Database	<ul style="list-style-type: none"> License details
2	Water connection details	The entity stores information related to the utility of piped water: <ul style="list-style-type: none"> Digital ID Location ID 	<ul style="list-style-type: none"> Connection type Feasibility ID Location 	No Any	<ul style="list-style-type: none"> Billing Register Location
3	Vehicle Registration	The location entity contains the Driving License data of Meghalaya: <ul style="list-style-type: none"> Individual Commercial 	<ul style="list-style-type: none"> Vehicle ID Vehicle Type 	Sarathi Database	<ul style="list-style-type: none"> Vehicle details
4	Business Registration	The Business unit registration derived basis of request approval	<ul style="list-style-type: none"> Registration id UAM Order details 	No any	<ul style="list-style-type: none"> Service Request Location Stok Register Service Register New Business register Officer Register
5	Scheme Details	The data entity with information related to Beneficiaries who wish to OR has been benefited by the department through service delivery	<ul style="list-style-type: none"> Digital Id Last Name First Name Location Service Requested 	UIDAI Database	<ul style="list-style-type: none"> Service Request Location Stock Register
6	Transport Details	The entity contains information related to Transport in the State	<ul style="list-style-type: none"> Transport ID Location Facility 	No any	<ul style="list-style-type: none"> Multiple Entities
7	Vendor Details	The Vendor entity contains the master data of Department Empanelled vendors	<ul style="list-style-type: none"> Vendor ID Product ID 	Local Government Directory (LGD)	<ul style="list-style-type: none"> Multiple Entities
8	Training Details	The entity contains information related	<ul style="list-style-type: none"> Training ID Training Name 	None	Training Details

S. No	Entity Name	Description	Attributes	Digital Data Source	Relationship
		to Industrial training and skill development details.	<ul style="list-style-type: none"> Training Description 		
9	Permits details	The location entity contains the Permits released for goods and transport movement within and outside the state	<ul style="list-style-type: none"> Permit ID Permit Type Location 	None	<ul style="list-style-type: none"> Permit details
10	City Profile	The location entity contains the master data of Meghalaya: <ul style="list-style-type: none"> District Blocks Village/City 	<ul style="list-style-type: none"> District ID Block ID Village ID 	Local Government Directory (LGD)	<ul style="list-style-type: none"> Multiple entities
11	Plant Waste Details	The location entity contains the master data of Meghalaya: <ul style="list-style-type: none"> District Blocks Village/City 	<ul style="list-style-type: none"> District ID Block ID Village ID 	Plant directory	<ul style="list-style-type: none"> Multiple entities

Table 24: Infrastructure Sector – Conceptual Data Model

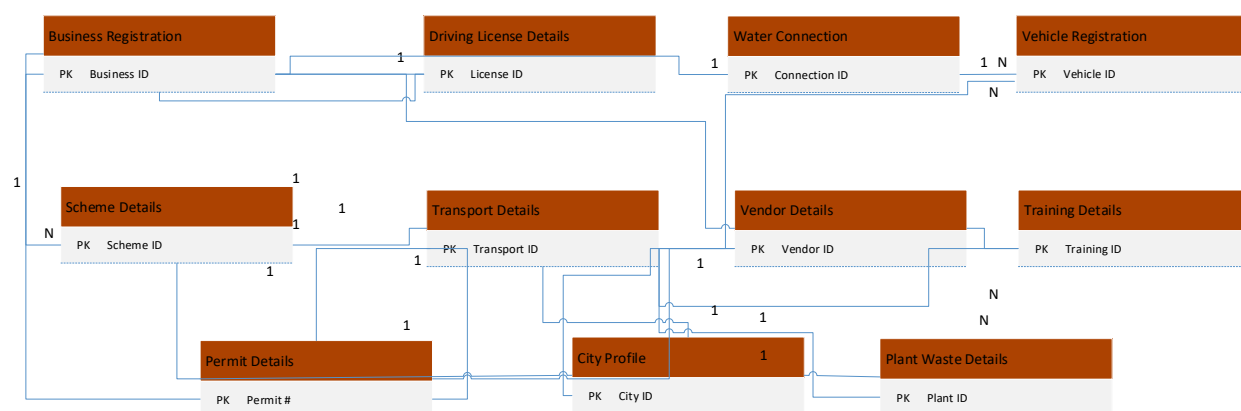


Figure 31: Infrastructure Sector Conceptual Data Model

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.

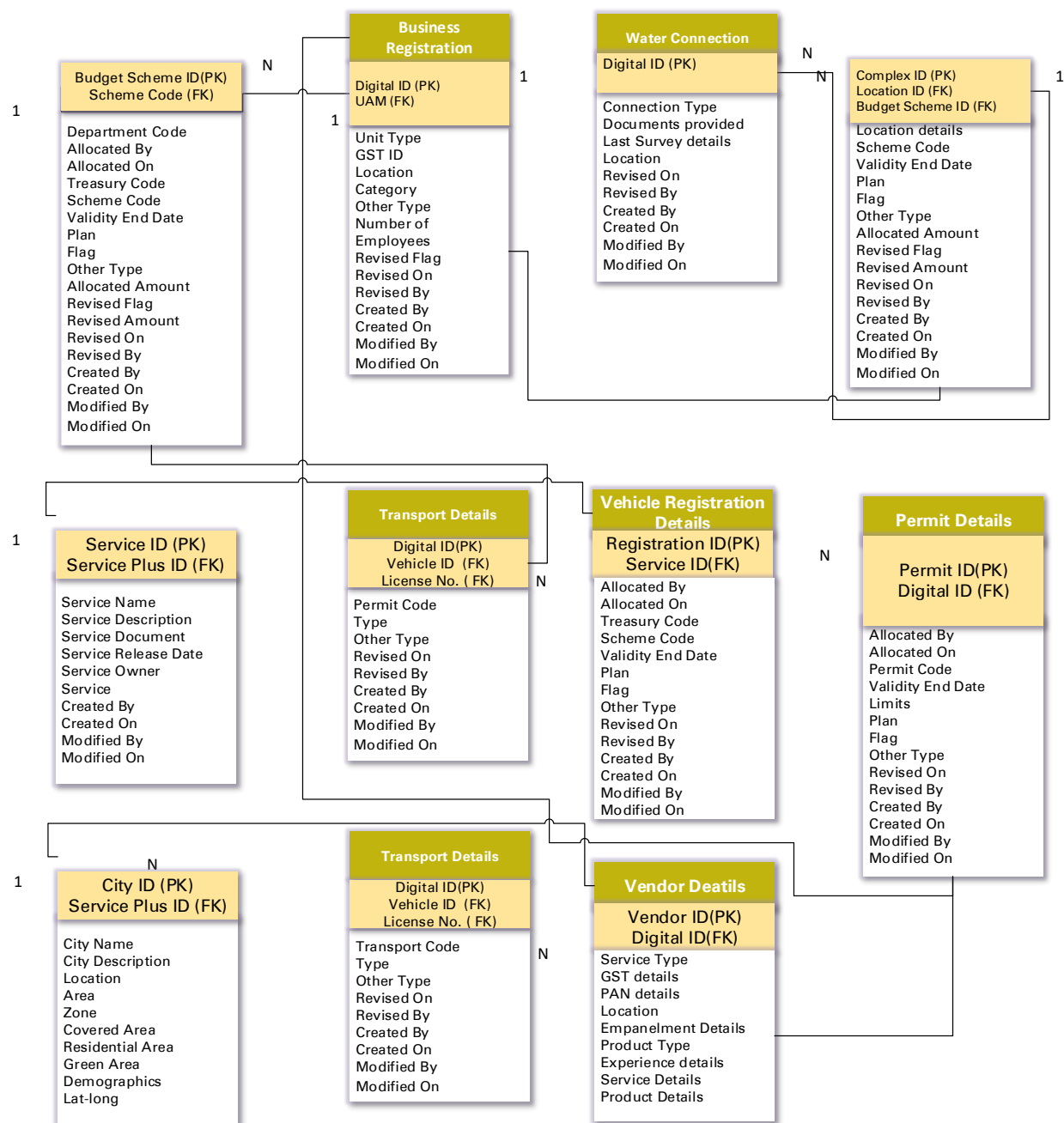


Figure 32 : Logical Data Model

5.6.4 Service and Data Mapping

The following table describes the To-Be state mapping of the data entity and the application capability of owning the data entity. The application capabilities are defined in the next section of the document.

Data Entity	Data Store (System)	Created By	Modified By	Used By
Driving License details	Infrastructure Sector System	Citizen apply to get vehicle driving permission	Transport Department Officials	State Citizen
Water connection details	Infrastructure Sector System	Citizen or community apply to get water connection at feasible point	PHE officials	State Citizen, Community
Vehicle Registration	Infrastructure Sector System	Citizen apply to get ownership of vehicle to drive	Transport Department Officials	State Citizen, Business
Business Registration	Infrastructure Sector System	Citizen applies to start, renew business unit in State	C&I Zonal Officials	State Citizen, Business
Scheme Details	Infrastructure Sector System	Department Administrator	On instructions from State Government/ Centre Government	All services under that scheme
Transport Details	Infrastructure Sector System	Availability of Public Transport	On instructions from State Government	Transport facilities to citizen of State
Vendor Details	Infrastructure Sector System	Procurement Related services	On receipt of new stock and consuming stock on providing service	All operations and Maintenance services
Training Details	Infrastructure Sector System	Industrial Skill development service availed by Citizen	No Modification Allowed	All services related to Skill development
Permits details	Infrastructure Sector System	Goods and carriage permission	No Modification Allowed	All distribution and sale services
City Profile	Infrastructure Sector System	Sanitation infrastructure application	PHE Department officials as per central govt. instructions	Sanitation complexes management
Plant Waste Details	Infrastructure Sector System	Registration of Plant for waste Management	PHE Department officials as per central govt. instructions	Waste management

Table 25: Service Data Mapping

6. Technology Architecture

Technology Architecture layer provides the layout of the technology foundation of ICT-based systems to be designed for the delivery of building blocks and requirements captured in other architecture layers such as Business, Data, Application, etc. It lists all the elements of the technology system on an end-to-end basis, including IT Infrastructure, Applications, Access Devices, Communication Systems and Service Delivery modes.

The capabilities identified by Technology Architecture could be realized by components that could be open source or proprietary products. For interoperability, all proprietary products or devices used shall follow state standards and the data communications shall follow IndEA guidelines.

6.1 Current State Assessment

The current state of Infrastructure is described below from the point of view of Access devices, Hosting Locations, Computing Stack, Network Infrastructure and As-Is Deployment of Applications.

During the current state assessment, it was noticed that there is no documented hardware upgrade policy. NIC maintains a backup copy of the production data in the State data centre. However, there is no Disaster Recovery setup or policy in place.

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 Infrastructure Sector applications already available:

Application Name	Application Platform	Operating System	Database	Software License Status
Vahan	Apache Tomcat	Linux	Postgres	Open Source
Sarathi	Apache Tomcat	Linux	Postgres	Open Source

Table 26: Infrastructure Sector Current Technology Stack

6.1.2 IT Infrastructure

Following systems are hosted at Central Server setup maintained by NIC HQ Meghalaya:

- Vahan
- Sarathi

The existing infrastructure components and their locations are provided below;

Infrastructure ID	Infrastructure Component Type	Application/ application component	Make, Model,	Data Centre	Infrastructure Challenges
NA	Web Server	Vahan	Virtual Server	NIC Cloud	State control
NA	Web Server	Sarathi	Virtual Server	NIC Cloud	State Control

Table 27: Existing Infrastructure Components

Devices	Description
Desktops / Laptops / Mobile	Infrastructure pillar departments have provided Desktops/ Laptops run on Windows Operating System
State Data Centre	NIC Manages a State Datacentre in its facility which hosts the applications of infrastructure pillar departments The Server Room has been certified as per leading Data Centre specifications.

Table 28: Table Access Devices

6.1.3 Network

The primary network for the service delivery centres is NICNET, the secondary network of Meghalaya SWAN 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:

- **Network:** The availability of the uninterrupted primary and secondary network is critical for the working of departments under the Infrastructure Sector. The key challenges with respect to the network are discussed under this consideration.

6.2.1 Unavailability IT Infrastructure

The infrastructure on which the applications/ portals of departments in Infrastructure sector are deployed has been analysed and the gaps has been identified. The details identified are listed below:

Application Name	User Departments/ Function	Gaps
Vahan	Transport Department	State control to scale up /down
Sarathi	Transport Department	State control to scale up /down

Table 29: Infrastructure Gaps

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

6.2.3 Consolidated Challenges

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

S. No	Challenges
2	Unavailability of primary network in some blocks and secondary network at many places leads to severe impact in normal operations.
3	Department do not have proper back up database, data archival, database clustering, data management and there is no backup policy.
4	State lacks tools for monitoring of application and network. Tools for access rights, performance monitoring, and utilization monitoring are required.
5	State do not have proper IT asset Management, Software licenses management, access management, Asset management etc.
6	Notable errors/ issues have been observed in systems – the causal analysis for the

S. No	Challenges
	same has not been performed.
7	Analytics capability is limited owing to unavailability of data analytics specialized software

Table 30: 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 Districts and Blocks	Retained
Weakness	Outdated infrastructure	Recommendations for infrastructure modernization
	Unavailability of portable digital devices for field workers of PHE and transport	Eliminated
	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
	Data theft risks owing to maintenance of private and confidential data over physical files	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
Infrastructure Sector 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
Infrastructure 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 31: New Requirement Specifications

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

Department Officers	Point of Sale System	Desktop	Biometric Device	Barcode Scanner
District Industrial Officer	✓	✓	✓	✓
District PHE and Transport officials	✓	✓	✓	✓
Director PHE, C&I and Transport		✓		
Under Secretary PHE, C&I and Transport		✓		
Financial Accounts Officer		✓		
Secretary PHE, C&I and Transport		✓		

Table 32: 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 Vahan and Sarathi systems to integrated architecture. Development of Smart Transport 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, performance monitoring, and utilization monitoring.
- Implementation of SSO components.

6.4.2 Consolidated Recommendations

Technology standards catalogue is already listed in IndEA. Compliance with respect to the IndEA Technology standards catalogue are captured as below;

S. No	Challenges	Recommendations
1	Unavailability of modern integration methods.	Deployment of Enterprise Service Bus and API gateway for effective integration. Re-architecture of systems to SOA/ MSA based architecture
2	Few critical hardware/software components have crossed end of life; hence, needs upgrade in near term.	Upgrade existing IT infrastructure as per End of Life analysis
3	Unavailability of primary/ secondary network may lead to severe impact in normal operations.	Availability of primary/ secondary network in all district, block and circle offices.
4	Department do not have proper back up database, data archival, database clustering, data management and there is no backup policy.	Implementation of data back-up and disaster recovery mechanism, implementation of DR drills.
5	Department has deployed ICT infrastructure at a fast pace, however, there is a lack of methodology for infrastructure design, procurement and support	Implementation of IT infrastructure guidelines for procurement. Architecture review of new changes for study and analysis.
6	State lacks tools for monitoring of application and network. Tools for access rights, performance monitoring, and utilization monitoring are needed.	Implementation of tools for access rights, performance monitoring, and utilization monitoring.
7	State do not have proper IT asset Management, Software licenses management, access management, Asset management etc.	Implementation of IT Asset management system along with integrated software license management

S. No	Challenges	Recommendations
8	Notable performance issues have been observed in few systems – the causal analysis for the same has not been performed.	Controlled performance monitoring and IT service desk for issue resolution.
9	Peak hours accessibility and availability is an issue owing to excess load. Virtualization of server is limited.	Server virtualization at SDC.
10	Analytics capability is limited owing to unavailability of data analytics specialized software.	Implementation of analytics software.

Table 33: Technology Standards Catalogue

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.

Security is not confined to a single level but needs to be addressed at business (defining security policies), infrastructure (appropriate configurations at the network, data center, and hardware), application (Application deployment, OS hardening) and data (storage, access) levels. It is least costly and most effective to plan for and implement security-specific elements in the To-Be Architecture as early as possible in the MeghEA development cycle to avoid costly retrofit or rework because of the required building blocks for security were not added or used during systems development and deployment.

7.1 Current State Assessment, Challenges, and Pain Points

7.1.1 Current State Assessment

The current ICT landscape has the following security capabilities:

1. Firewall- As the firewall at the network level has typically failed to perform content filtering of encrypted communication over the https, WAF must be rolled out at the Application layer
2. Authentication Services- Authentication services are based on Central systems business rules. This is largely inaccessible to the state

7.1.2 Current State Challenges

The following section describes the challenges currently faced in the ICT landscape :

- Non- Compliance with security standards: Transport is the only department have online services and security Audit of the currently running application is not available to take cognizance off.
- Multiple User-Credentials: In the absence of single sign-on and use of a common repository to management login credentials across the systems, users are forced to remember and utilize multiple passwords. This can lead to the use of weak passwords, and poor practices to manage and maintain them, thereby creating security risks.

7.2 SWOT Analysis of Security Architecture

Analysis Paradigm	Key Pointers	Target State
Strength	Multi-factor authentication for approvals	Recommended
	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

The following section describes the proposed To-Be State of Security Architecture

7.3.1 Access Requirement

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

Module-> (User)	Inbox	Financial Assistance	Information and awareness	Sanitation and Waste management	Utilities	Apply for Training	Single Window Clearance	Smart integrated Transport
Citizen	✓	✓	✓	✓	✓	✓	✓	✓
Business	✓	✓	✓	✓	✓	✓	✓	✓
PHE Block Officer					✓			
Transport Dept.								✓
Relevant department officers						✓		
Module-> (User)	Inbox	Scheme Mgmt.	Finance facilitation	Vendor Management	Tax and Revenues	Sanctions and Approvals	Monitoring	Support
Dept. Sec.	✓	✓	✓	✓	✓			
Director	✓	✓	✓	✓	✓	✓		
District Level Officials							✓	✓

7.3.2 Data Classification

Please refer Statewide – Detailed Architecture Requirements document, Detailed Architecture Requirements – Security section for details on the data classification categories.

The data related to Infrastructure 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
Driving License details	Public	✓	✓				✓
Water connection details	Public	✓	✓				✓
Vehicle	Official	✓	✓				✓

Data Entity	Data Classification	Securing data at rest	Securing data in transit	Data encryption	Data quality	ETL Security	Data Loss Prevention
Registration							
Business Registration	Official	✓	✓				✓
Scheme Details	Official	✓	✓				✓
Transport Details	Public	✓	✓				✓
Vendor Details	Private	✓	✓				✓
Training Details	Public	✓	✓	✓	✓	✓	✓
Permits details	Private	✓	✓				✓
City Profile	Official	✓	✓	✓	✓	✓	✓
Plant Waste Details	Confidential	✓	✓				✓

Table 34: Infrastructure Sector Data Classification

8. Architecture Realization

8.1 Mission Realization

As part of realization, it's important that the mission defined is realized. The mission defined for Infrastructure Sector is to achieve 6S i.e. to achieve **Safe and Sufficient, Skill, Sanitation, Suitable Environment, Smooth Support, Sustainable Infrastructure**. Based on the MeghEA Vision the mission for infrastructure pillar is to provide **awareness** to citizen of Meghalaya to enable improved livelihood and economic growth path through digital service delivery. The services are made online possible to ensure smooth and timely information to avail the benefits offered by state government. The service realization has been explained further in below sections.

8.2 Service Realization Model

A Service Realization model how one or more business services of departments under infrastructure pillar can be realized by the underlying processes (and sometimes by application components). Thus, it forms the bridge between the business capabilities 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:

8.2.1 Provide Awareness Services

- **Strategic Indicators:**
 - Percentage of villages in ODF category
- **Use Case Steps:** Upload new content
 - **Key Activities:** Hygiene promotion, awareness about activities related to water sanitation in the state.
 - **Architecture Building Blocks:** Learning Management System
- **Use Case Steps:** Citizens, Communities visit mobile app/ department web portal for information.
 - **Key Activities:** Hygiene promotion, awareness about activities related to water sanitation in the state.
 - **Architecture Building Blocks:** Learning Management System, Content Management
- **Use Case Steps:** State/ District Officer provides information alerts.
 - **Key Activities:** the information officer keeps pushing informational alerts to citizens as per needs.
 - **Architecture Building Blocks:** Messaging, Learning Management System

8.2.2 Application of Water Connection for Institutions under Deposit Work

- **Strategic Indicators:**

- Percentage of population having safe and adequate drinking water in rural areas
- Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)
- Percentage of Urban Population provided with 55 or more LPCD
- **Use Case Steps:** Apply for new water connection
 - **Key Activities:** Schools, Institutions and Anganwadi centers apply for piped water connection under the piped water supply scheme and source spot scheme.
Architecture Building Blocks: Infrastructure portal -> Utilities->New Connection.
- **Use Case Steps:** Details pre-population
 - **Key Activities:** Schools, Institutions and Anganwadi details are pre-populated in the forms.
 - **Architecture Building Blocks:** Integration Platform, Digital Registries, Master Data Management
- **Use Case Steps:** Feasibility and approvals.
 - **Key Activities:** District/ Block officer check feasibility or possibility of piped water to the nearest point, internal approval and installation of connection till the last mile.
 - **Architecture Building Blocks:** Workflow
- **Use Case Steps:** Status Notification
 - **Key Activities:** Relevant stakeholders are notified through SMS and email on the service status
 - **Architecture Building Blocks:** Messaging
- **Use Case Steps:** Registration number and connection acknowledgement.
 - **Key Activities:** generation of water connection registration number and acknowledgement of successful delivery of service.
 - **Architecture Building Blocks:** Messaging, Workflow

8.2.3 Payment of Water Bills

- **Strategic Indicators:**
 - Population covered by piped water supply
 - Percentage of Urban Population provided with 55 or more LPCD
- **Use Case Steps:** Generate Bill.
 - **Key Activities:** Real time bill generation for the piped water consumed in defined units.
 - **Architecture Building Blocks:** Infrastructure-> utility ->Water Bill
- **Use Case Steps:** Bill Generation, reminder notification Bill.
 - **Key Activities:** SMS and email to bill payer with regards to the bill
 - **Architecture Building Blocks:** Messaging
- **Use Case Steps:** Bill Payment
 - **Key Activities:** Payment of bills through digital channel
 - **Architecture Building Blocks:** Infrastructure-> utility ->Water Bill, Payment Gateway
- **Use Case Steps:** Bill payment notification
 - **Key Activities:** SMS and email to bill payer with regards to the successful bill payment

- Architecture Building Blocks: Payment Gateway, Messaging
- **Use Case Steps**: revenue collection.
 - Key Activities: revenue transferred to State Government account
 - Architecture Building Blocks: Integration Platform, Revenue Management(Finance), Integrated Financial Management System (Dashboard)

8.2.4 Sanction and Implementation of Drinking water Supply Schemes to habitation

- **Strategic Indicators**:
 - Population covered by piped water supply
 - Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)
 - Percentage of Urban Population provided with 55 or more LPCD
- **Use Case Steps**: Citizens apply for new water connection
 - Key Activities: Citizens apply for piped water connection. Architecture Building Blocks: Infrastructure portal -> Utilities->New Connection.
- **Use Case Steps**: Details pre-population from citizen master data
 - Key Activities: Details are pre-populated in the forms.
 - Architecture Building Blocks: Integration Platform, Digital Registries, Master Data Management
- **Use Case Steps**: Feasibility and approvals.
 - Key Activities: District/ Block officer check feasibility or possibility of piped water to the nearest point, internal approval and installation of connection till the last mile.
 - Architecture Building Blocks: Workflow
- **Use Case Steps**: Status change Notification
 - Key Activities: Relevant stakeholders are notified through SMS and email on the service status
 - Architecture Building Blocks: Messaging
- **Use Case Steps**: Registration number and connection acknowledgement.
 - Key Activities: generation of water connection registration number and acknowledgement of successful delivery of service.
 - Architecture Building Blocks: Messaging, Workflow

8.2.5 Application from contractors for Registration / Renewal for Different Categories

- **Strategic Indicators**:
 - Percentage of sewage treated before discharge into surface water bodies
 - Installed sewage treatment capacity as a proportion of sewage generated in urban areas
 - Population covered by piped water supply
- **Use Case Steps**: Publish Requirement
 - Key Activities: The work requirement is published to the list of empaneled vendors; vendors apply for the work and submits all the required details to execute the work.
 - Architecture Building Blocks: Procurement system
- **Use Case Steps**: Notification

- Key Activities: Empaneled vendors are notified
- Architecture Building Blocks: Messaging, procurement system.
- **Use Case Steps**: Evaluation of eligibility.
 - Key Activities: District/ Block officer check the details submitted based on the requirements provided.
 - Architecture Building Blocks: Procurement system.
- **Use Case Steps**: Work order issuance and acknowledgement.
 - Key Activities: IN principle budgetary approvals of the work from state or central agencies (in case applicable), issuance of work order to the most eligible vendor for implementation of the work.
 - Architecture Building Blocks: Messaging,

8.2.6 Provide Financial Assistance to Industry for Investment Promotion

- **Strategic Indicators**:
 - Number of startups facilitated
 - EoDB ranking as per DIPP evaluation (From Entrepreneurship Pillar)
- **Use Case Steps**: State apply for funds to central ministry
 - Key Activities: Funding proposal is sent for approval along with past utilization
 - Architecture Building Blocks: Document Management, Integrated Financial Management (Utilization Report)
- **Use Case Steps**: Fund transferred
 - Key Activities: Funds are received for implementation of the SME unit's development schemes.
 - Architecture Building Blocks: Scheme Management, Financial Management (Budget allocation, LOA)
- **Use Case Steps**: Funds transferred to line departments/ districts.
 - Key Activities: Funds are transferred to DCMSME offices for implementation of schemes.
 - Architecture Building Blocks: Financial Management (Budget allocation, LOA)
- **Use Case Steps**: Industries apply for assistance
 - Key Activities: Industries provides details and applies for assistance
 - Architecture Building Blocks: Infrastructure-> Apply for Financial Assistance, Workflow
- **Use Case Steps**: Details pre-population
 - Key Activities: Industries details are pre-populated from master data
 - Architecture Building Blocks: Digital Registries, Master Data Management
- **Use Case Steps**: Verification and approval
 - Key Activities: Department stakeholders verify the information
 - Architecture Building Blocks: Workflow
 - Key Activities: Industry stakeholders are notified through SMS
 - Architecture Building Blocks: Messaging
- **Use Case Steps**: Benefits are transferred to bank accounts
 - Key Activities: Financial benefit is transferred using state direct benefit building block

- Architecture Building Blocks: Digital ID, Direct Benefit transfer, messaging

8.2.7 Application for Financial Assistance under PMEGP

- **Strategic Indicators:**
 - Percentage of employment in Manufacturing sector.
- **Use Case Steps:** Citizens apply for service
 - Key Activities: As per beneficiary needs, apply for the financial assistance under state employment scheme for small business tools.
 - Architecture Building Blocks: Infrastructure-> Apply for Financial Assistance, Workflow
- **Use Case Steps:** Details pre-population
 - Key Activities: Citizen details are pre-populated from master data
 - Architecture Building Blocks: Digital Registries, Master Data Management
- **Use Case Steps:** Verification and approval
 - Key Activities: Department stakeholders verify the information
 - Architecture Building Blocks: Workflow
 - Key Activities: Industry stakeholders are notified through SMS
 - Architecture Building Blocks: Messaging
- **Use Case Steps:** Benefits are transferred to bank accounts
 - Key Activities: Financial benefit is transferred using state direct benefit building block
 - Architecture Building Blocks: Digital ID, DBT system, messaging

8.2.8 Financial Assistance and Training to Handicraft Artisans

- **Strategic Indicators:**
 - Percentage of employment in Manufacturing sector.
 - Annual growth rate in services sector
- **Use Case Steps:** Craftsmen apply for service
 - Key Activities: As per beneficiary needs, apply for the financial assistance under state employment scheme for small business tools.
 - Architecture Building Blocks: Infrastructure-> Apply for Financial Assistance, Workflow
- **Use Case Steps:** Details pre-population
 - Key Activities: Citizen details are pre-populated from master data
 - Architecture Building Blocks: Digital Registries, Master Data Management
- **Use Case Steps:** Verification and approval
 - Key Activities: Department stakeholders verify the information
 - Architecture Building Blocks: Workflow
 - Key Activities: Industry stakeholders are notified through SMS
 - Architecture Building Blocks: Messaging
- **Use Case Steps:** Benefits are transferred to bank accounts
 - Key Activities: Financial benefit is transferred using state direct benefit building block
 - Architecture Building Blocks: Digital ID, Direct Benefit transfer, messaging

8.2.9 Application for assistance to setup Industrial Manufacturing / Service Unit by MSME

- **Strategic Indicators:**
 - Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)
 - EoDB ranking as per DIPP evaluation (From Entrepreneurship Pillar)
- **Use Case Steps:** Beneficiary Apply to get financial assistance under Center or State scheme for the development of SME.
 - Key Activities: As per beneficiary needs, apply for the financial assistance under Center or State scheme for the development of SME. Details are pre-populated post registration
 - Architecture Building Blocks: Workflow, UAM System, Digital Registries, Master Data Management
- **Use Case Steps:** Checking of Eligibility and guarantor.
 - Key Activities: District/ Block officer checked eligibility and issue certificate as per the MOU with banks.
 - Architecture Building Blocks: Workflow, Messaging.
- **Use Case Steps:** Benefits are transferred to bank accounts
 - Key Activities: Financial benefit is transferred using state direct benefit building block
 - Architecture Building Blocks: Digital ID, Direct Benefit transfer, messaging

8.2.10 Provide Awareness, Motivation & Encouragement to Entrepreneurs

- **Strategic Indicators:**
 - Number of youths trained and empowered for sustainable employment
 - Number of youths trained in on-demand skills in the last year
- **Use Case Steps:** Awareness about the state, national level trade programs and exhibitions .
 - Key Activities: Trade facilitation and promotion calendars across state and other states in India.
 - Architecture Building Blocks: Workflow, connected trade platform.
- **Use Case Steps:** Trade promotion facilitation on various national and international platforms.
 - Key Activities: Booking and blocking stalls for state industries to showcase quality products from state owned industries.
 - Architecture Building Blocks: workflow, MoMSME platform

8.2.11 Provide Vocational Training for Skill Development

- **Strategic Indicators:**
 - Percentage of employment in Manufacturing sector
- **Use Case Steps:** Youth of State applies for vocational and skill development training under State schemes.
 - Key Activities: As per need, youth apply for the training for improving industrial techniques, more production, scientific methods, etc.
 - Architecture Building Blocks: Digital ID, Infrastructure->Apply for Training

- **Use Case Steps:** Upload new content
 - **Key Activities:** Department uploads new content for training
 - **Architecture Building Blocks:** Learning Management System
- **Use Case Steps:** Make batches and publish the schedule of training.
 - **Key Activities:** District wise consolidation of training batches with similar training needs and preparation of training schedule.
 - **Architecture Building Blocks:** Messaging, Learning management system(Scheduling).
- **Use Case Steps:** Arrange trainers and provide training.
 - **Key Activities:** Trainer is arranged, and training is delivered to the Artisans and youth.
 - **Architecture Building Blocks:** Learning Management System, Messaging, Workflow.

8.2.12 Master craftsman Training

- **Strategic Indicators:**
 - Gross Capital Formation by industry
 - Percentage share of expenditure in Industrial Research & Development to total GDP
 - Number of regional centers of excellence in each District
 - Percentage of employment in Manufacturing sector
- **Use Case Steps:** Youth of State applies for training under MSME, apiculture schemes.
 - **Key Activities:** As per need, artisans and youth apply for the training for improving industrial techniques, more production, scientific methods, etc.
 - **Architecture Building Blocks:** Learning Management System.
- **Use Case Steps:** Upload new content
 - **Key Activities:** Department uploads new content for training
 - **Architecture Building Blocks:** Learning Management System
- **Use Case Steps:** Make batches and publish the schedule of training.
 - **Key Activities:** District wise consolidation of training batches with similar training needs and preparation of training schedule.
 - **Architecture Building Blocks:** Workflow, Messaging, Learning management system.
- **Use Case Steps:** Arrange trainers and provide training.
 - **Key Activities:** Trainer is arranged, and training is delivered to the Artisans and youth.
 - **Architecture Building Blocks:** Learning Management System, Messaging, Workflow.

8.2.13 Single window Clearance to Set up Industrial Unit

- **Strategic Indicators:**
 - EoDB ranking as per DIPP evaluation (From Entrepreneurship Pillar)
- **Use Case Steps:** Beneficiary applies for registrant business under different schemes.
 - **Key Activities:** Beneficiary applies for registration of business in state
 - **Architecture Building Blocks:** Workflow, Single Window Clearance (Infrastructure portal)
- **Use Case Steps:** Auto-filled Details from exiting data
 - **Key Activities:**
 - Redesigned applications enable the submission of minimum data.

- Single, integrated declaration implies a one-time entry of data.
 - Co-ordinated changes to interface specifications by government agencies to minimum time for verification and departmental approval with real time status
 - Architecture Building Blocks: Digital Registries, Master Data Management.
- **Use Case Steps**: Consolidation of tax compliance
 - Key Activities: Tax compliance of registered units, tax collection with flags to both beneficiary and government department arranged, and training is delivered to the Beneficiaries.
 - Architecture Building Blocks: Finance management system, Messaging, Workflow.
- **Use Case Steps**: Labor-related matters (EPFO, ESIC)
 - Key Activities: Business unit employment details, connected EPFO, ESIC, etc. offices to register under different labour welfare programs.
 - Architecture Building Blocks: Labor management system, Messaging, Workflow.

8.2.14 Issuance/Cancellation/ of current Bus Journey/Advance Bus Journey ticket

- **Strategic Indicators**:
 - Number of seats in public transport per 100 urban individuals
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
- **Use Case Steps**: Prepare bus schedules
 - Key Activities: Prepare bus schedules and publish as API
 - Architecture Building Blocks: API Gateway
- **Use Case Steps**: Issuance and cancellation of tickets for scheduled Bus Services routed between different town and cities are operated for the benefit of travelers
 - Key Activities: Third party systems use API to book/cancel/re-schedule ticket.
 - Architecture Building Blocks: Third Party system
- **Use Case Steps**: Transfer of funds
 - Key Activities: Tickets fees are transferred to state Government account
 - Architecture Building Blocks: Payment Gateway, Financial Management (Revenue Management)

8.2.15 Issuance/Renewal/cancellation of driving school license

- **Strategic Indicators**:
 - Number of startups facilitated
 - Annual growth rate in services sector
- **Use Case Steps**: Any driving institutions that wishes to impart training on driving must apply to the Registering Authority in form 12 of Motor Vehicle Rules.
 - Key Activities: Beneficiary applies for registration of driving school.
 - Architecture Building Blocks: Workflow, Sarathi.
- **Use Case Steps**: Every driving school must renew their license
 - Key Activities: Beneficiary applies for renewal of driving school license.
 - Architecture Building Blocks: Workflow, Sarathi
- **Use Case Steps**: Payment return of ticketed amount

- **Key Activities:** Beneficiary applies for cancelation of tickets.
- **Architecture Building Blocks:** Workflow, Sarathi
- **Use Case Steps:** If the Driving School is not functional, non-submission of reports, inadequate facilities and lack of enrollment
 - **Key Activities:** Transport officials at district checks the records and send as formal cancellation orders .
 - **Architecture Building Blocks:** Workflow, Sarathi
- **Use Case Steps:** Transfer of fund
 - **Key Activities:** Sarathi transfer license fee to state
 - **Architecture Building Blocks:** Financial Management (Revenue Management)

8.2.16 Issue of Duplicate State/National Permit

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
- **Use Case Steps:** A goods carrier vehicle should have a valid National Permit for carrying goods in state and all over India.
 - **Key Activities:** Beneficiary applies for issuance of permit.
 - **Architecture Building Blocks:** Workflow, Sarathi.
- **Use Case Steps:** Verification of documents and permit certificate
 - **Key Activities:** Issue certificates using blockchain and in DigiLocker, also issue physical copies
 - **Architecture Building Blocks:** Workflow, Sarathi
- **Use Case Steps:** Issuance of Duplicate State, National Permit in case of loss or torn
 - **Key Activities:** Beneficiary applies for duplicate in case of loss of permit.
 - **Architecture Building Blocks:** Workflow, Sarathi

8.2.17 Issue of Duplicate and renewal of Fitness Certificate

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
- **Use Case Steps:** Every chassis driven transport vehicle or transport vehicle coming from other State registering authority shall have a Fitness certificate which valid up to 2 years for vehicle age less than 8 years and validity of 1 year for vehicle age more than 8 years.
 - **Key Activities:** Beneficiary applies for issuance/ renewal of fitness certificate.
 - **Architecture Building Blocks:** Workflow, Integrated Transport system.
- **Use Case Steps:** Verification of documents and approval for issuance of certificate
 - **Key Activities:** District officer verifies documents and Issue certificates using blockchain and in DigiLocker, also issue physical copies.
 - **Architecture Building Blocks:** Workflow, Vahan, DigiLocker

8.2.18 Conductor License

- **Strategic Indicators:**

- Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
- **Use Case Steps:** The DTOs office can issue a conductor license to an applicant after submission of medical fitness, necessary documents and prescribed fee is paid.
 - **Key Activities:** Beneficiary applies for issuance of license through digital channels.
 - **Architecture Building Blocks:** Workflow.
- **Use Case Steps:** Verification of documents and Issuance of License
 - **Key Activities:** District transport officials verifies documents and issues License after successful verifications. The license will be pushed to DigiLocker and also made available on Portal/ Mobile App. Notification for approval status would be sent.
 - **Architecture Building Blocks:** Workflow, Messaging, DigiLocker.

8.2.19 Issuance of Assurance Letter

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
 - Number of seats in public transport per 100 urban individuals
- **Use Case Steps:** Every applicant who desires to use the vehicle for carrying passenger or unrestricted goods must obtain an Assurance Letter from the Authority.
 - **Key Activities:** Beneficiary applies for issuance of assurance letter through Digital Platform.
 - **Architecture Building Blocks:** Workflow.
- **Use Case Steps:** Verification of documents and issue assurance letter
 - **Key Activities:** District transport officials verifies documents and issues letter after successful verifications. The Assurance Letter will be pushed to DigiLocker and also made available on Portal/ Mobile App.
 - **Architecture Building Blocks:** Workflow, Messaging, DigiLocker.
- **Use case Steps :** Notification of acknowledgement.
 - **Key Activities:** The acknowledgement The Assurance Letter will be pushed to DigiLocker and also made available on Portal/ Mobile App.
 - **Architecture Building Blocks:** Workflow, Messaging, DigiLocker.

8.2.20 Issuance of Trade Certificate

- **Use Case Steps:** Where every car dealer shall have to obtain Trade Certificate. Application to be given in Form 16.
 - **Key Activities:** Beneficiary applies for issuance of trade certificate through Digital Platform.
 - **Architecture Building Blocks:** Workflow.
- **Use Case Steps:** Verification of documents and Issuance of trade certificate
 - **Key Activities:** District transport officials verifies documents and issues certificate after successful verifications. The Trade Certificate will be pushed to DigiLocker and also made available on Portal/ Mobile App. Notification for approval status would be sent.
 - **Architecture Building Blocks:** Workflow, Messaging, DigiLocker.

8.2.21 Issuance of Allotment Order

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
 - Number of seats in public transport per 100 urban individuals
- **Use Case Steps:** Any Beneficiary wishes to run a transport business may apply for a Contract Carriage Permit, Stage Carriage permit, Goods Permit to the concerned Regional Transport Authority.
 - **Key Activities:** Beneficiary applies for issuance of allotment order through Digital Platform.
 - **Architecture Building Blocks:** Workflow.
- **Use Case Steps:** Verification of documents and issue of Allotment order
 - **Key Activities:** District transport officials verifies documents and issues order after successful verifications. The Trade Certificate will be pushed to DigiLocker and also made available on Portal/ Mobile App. Notification for approval status would be sent.
 - **Architecture Building Blocks:** Workflow, Messaging, DigiLocker.

8.2.22 Financial Assistance to SC/ST youths to run Transport Service

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
 - Number of seats in public transport per 100 urban individuals
- **Use Case Steps:** Unemployed educated youths belonging to ST,SC category of not less than 21 yrs of age and not more than 35 yrs of age may apply for financial assistance, and applications are selected based on merit and economical background.
 - **Key Activities:** Beneficiary applies for financial assistance through Digital Platform for running Transport Service.
 - **Architecture Building Blocks:** Workflow.
- **Use Case Steps:** Verification of documents and credit amount
 - **Key Activities:** District transport officials verifies documents and Financial benefit is transferred using state direct benefit building block to beneficiary bank account.
 - **Architecture Building Blocks:** Workflow, Messaging, Document Management, Direct Benefit transfer

8.2.23 Issuance /renewal /cancellation of Pollution testing Station

- **Use Case Steps:** Issuing of license to operate pollution testing centers.
 - **Key Activities:** Beneficiary applies for registration of driving school.
 - **Architecture Building Blocks:** Workflow, Messaging, Integrated transport system
- **Use Case Steps:** Verification of eligibility, documents and approval
 - **Key Activities:** Transport officials at district checks the documents and other requirements for having Pollution Testing License and provide approval for Approval/ Renewal. License will be pushed to DigiLocker and also made available on Portal/ Mobile App. Notification for approval status would be sent.

- Architecture Building Blocks: Workflow, Messaging, DigiLocker.
- **Use Case Steps**: Renewal of Pollution Testing Station license
 - Key Activities: Beneficiary applies for renewal of PUCC station.
 - Architecture Building Blocks: Workflow, Messaging, Integrated transport system
- **Use Case Steps**: Cancellation of Pollution Testing Station license
 - Key Activities: Transport officials at district checks the records and send as formal cancellation orders .
 - Architecture Building Blocks: Workflow, Messaging, Integrated transport system

8.2.24 Subsidy for Driving School

- **Strategic Indicators**:
 - Percentage growth in number of deaths due to road accidents.
 - Number of startups facilitated.
 - Annual growth rate in services sector.
- **Use Case Steps**: Beneficiary apply to avail subsidy to prepare infrastructure for driving school, it can be a classroom, instructor payment, automobile workshop preferably with a driving track, etc.
 - Key Activities: Beneficiary applies to avail subsidy to setup driving school through Digital Platform.
 - Architecture Building Blocks: Workflow.
- **Use Case Steps**: Verification of details and approval of subsidy.
 - Key Activities: Transport officials at district checks the records, provide approval and Financial benefit is transferred using state direct benefit building block to beneficiary bank account.
 - Architecture Building Blocks: Workflow, Messaging, Direct Benefit transfer

8.2.25 Integrated Work Registration & Payment Tracker

- **Strategic Indicators**:
 - Installed sewage treatment capacity as a proportion of sewage generated in urban areas
- **Use Case Steps**: The work assigned to the shortlisted vendors is monitored and payment associated is tracked.
 - Key Activities: Department officials tracks vendor and other business organization (in case of open work requirement) in non- municipal urban and rural areas.
 - Architecture Building Blocks: Workflow.
- **Use Case Steps**: Payment milestone as per the work completion plan is monitored.
 - Key Activities: District/ Block officer checked the details approved to the details checked.
 - Architecture Building Blocks: Workflow, TreasuryNet.

8.2.26 Utility Management

- **Strategic Indicators**:

- Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)
 - Percentage of Urban Population provided with 55 or more LPCD
- **Use Case Steps:** Real time bill generation for the Citizens, Institutes like schools, colleges, departments, whoever applied for piped water connection under the piped water supply scheme and source spot scheme.
 - Key Activities: Individual, community or institute in non- municipal urban and rural areas.
 - Architecture Building Blocks: Workflow, billing system.
- **Use Case Steps:** bill generation and delivery of bill.
 - Key Activities: Automated system to generate the water bill based on the units consumed.
 - Architecture Building Blocks: Workflow, Billing system.
- **Use Case Steps:** payment and Reminder and module.
 - Key Activities: payment and collection of revenue as per the bill generated, notification through SMS/emails.
 - Architecture Building Blocks: Messaging, Workflow, water utility application.

8.2.27 Revenue Augmentation

- **Strategic Indicators:**
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton).
 - Number of seats in public transport per 100 urban individuals
- **Use Case Steps:** Vehicle permit, driving license and all types of road permits.
 - Key Activities: Citizen and business applying for new /modification in permit or license.
 - Architecture Building Blocks: Workflow, Vahan, Sarathi.
- **Use Case Steps:** Dashboard.
 - Key Activities: Near real-time detail of vehicle details, hypothecation and assistance.
 - Architecture Building Blocks: Workflow, Vahan, Sarathi.

8.2.28 Decision Support System and division level dashboards

- **Strategic Indicators:**
 - EoDB ranking as per DIPP evaluation
 - Gross Capital Formation by industry.
 - Improved (percentage) service delivery to stakeholders.
 - Annual growth rate in services sector
 - Gross Capital Formation by industry
- **Use Case Steps:** Scheme and program implementation status.
 - Key Activities: Data ingestion to develop decision support data lake.
 - Architecture Building Blocks: Workflow, Data Management, Dashboard.
- **Use Case Steps:** Transparent view about the process and delay hops.
 - Key Activities: Near real time data about schemes and program from District/ Block officer.

- Architecture Building Blocks: Workflow, Data management, Messaging.
- **Use Case Steps**: Division level Dashboard as per mapped KPIs.
 - Key Activities: Role based reports and dashboard availability for department official.
 - Architecture Building Blocks: Messaging, Workflow, Infrastructure sector portal.

8.2.29 Integrated Transport System

- **Strategic Indicators**:
 - Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
 - Number of seats in public transport per 100 urban individuals
- **Use Case Steps**: Vehicle permit, driving license and all types of road permits.
 - Key Activities: Citizen and business applying for new /modification in permit or license.
 - Architecture Building Blocks: Workflow, Vahan, Sarathi.
- **Use Case Steps**: reduced time to issue permits and licenses post approvals.
 - Key Activities: Near real-time detail of permits, licenses and vehicular details as and when required.
 - Architecture Building Blocks: Workflow, Vahan, Sarathi.

8.3 Illustration of Use Case Realization:

8.3.1 Single Window Clearance

As mentioned in previous section, the youth/craftsman (the applicant) will apply for registration of business the request will be routed to C&I Department Official, the applicant would be provided information in case awareness required on regulation and by laws. Once awareness done the applicant apply for the registration, the details will be shared with appropriate departments for verification of eligibility and necessary approvals of the application. On approval, the request can be routed to financial institutes(bank or treasury) with required details to verify the eligibility. The illustrative use case is as shown below:

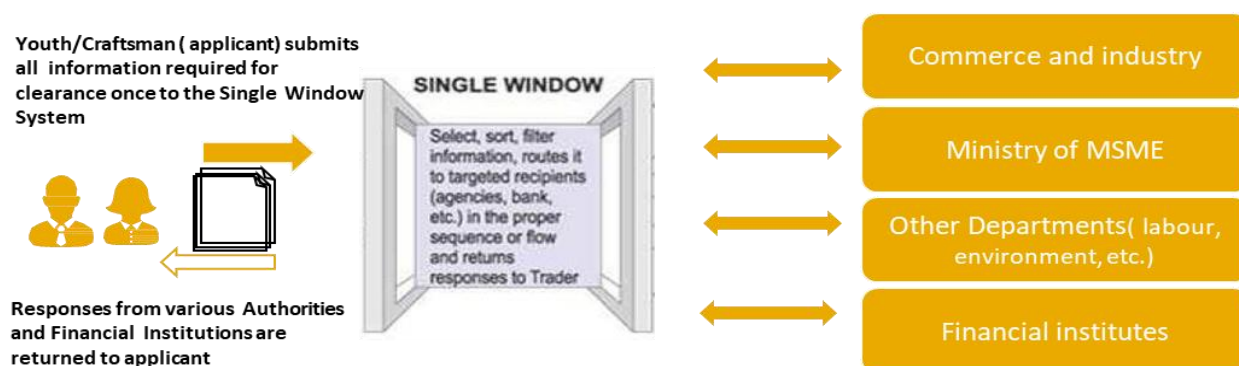


Figure 33: Single Window Clearance (illustrative)

The system can allow departments involved in business lifecycle to standardized information and documents with a single-entry point to fulfill all business-related regulatory requirements.

8.3.2 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:

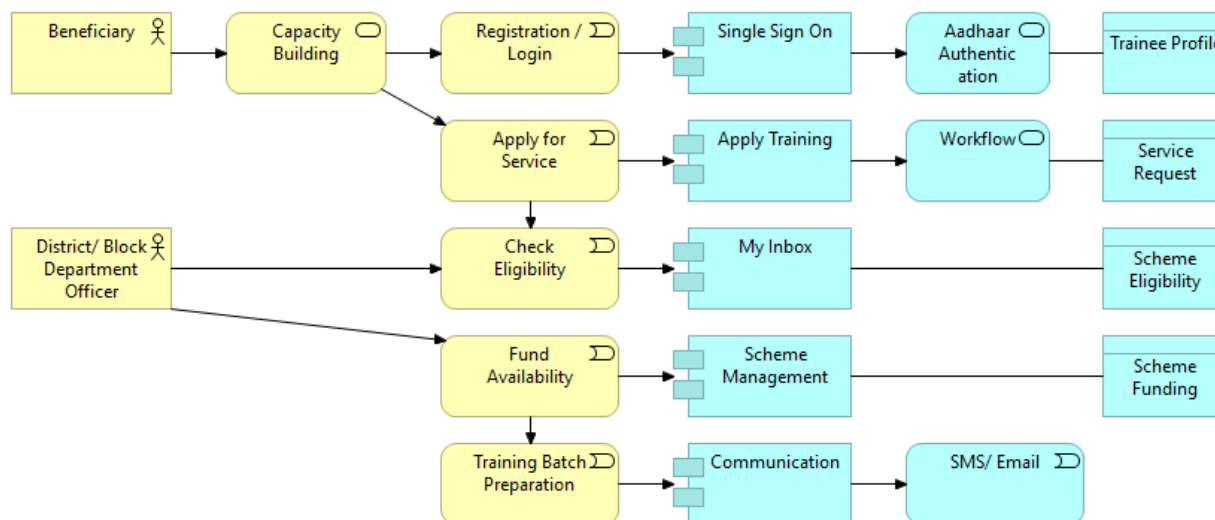


Figure 34: Training (illustrative)

8.3.3 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:

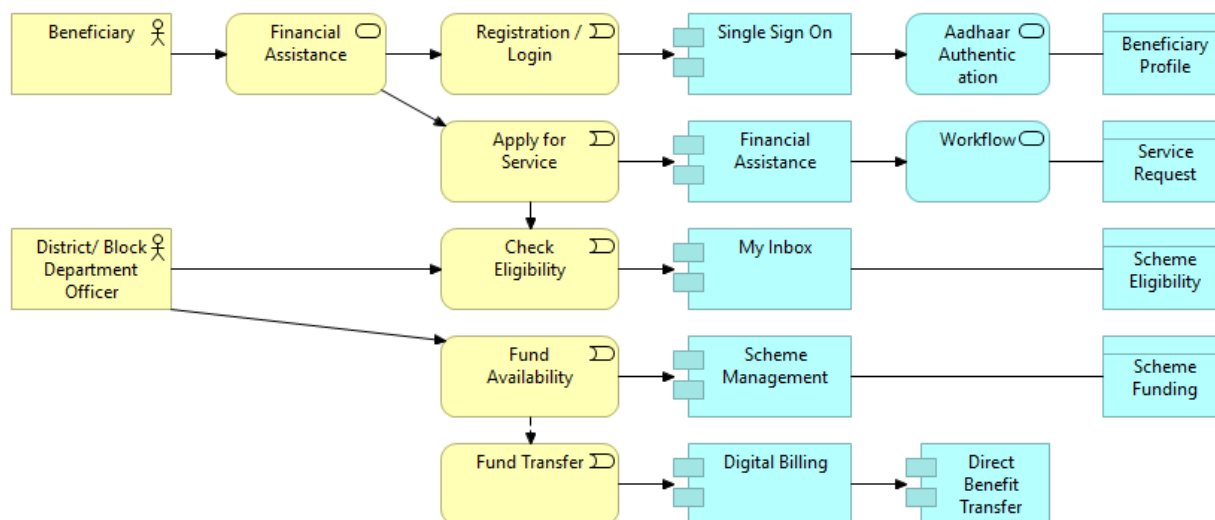
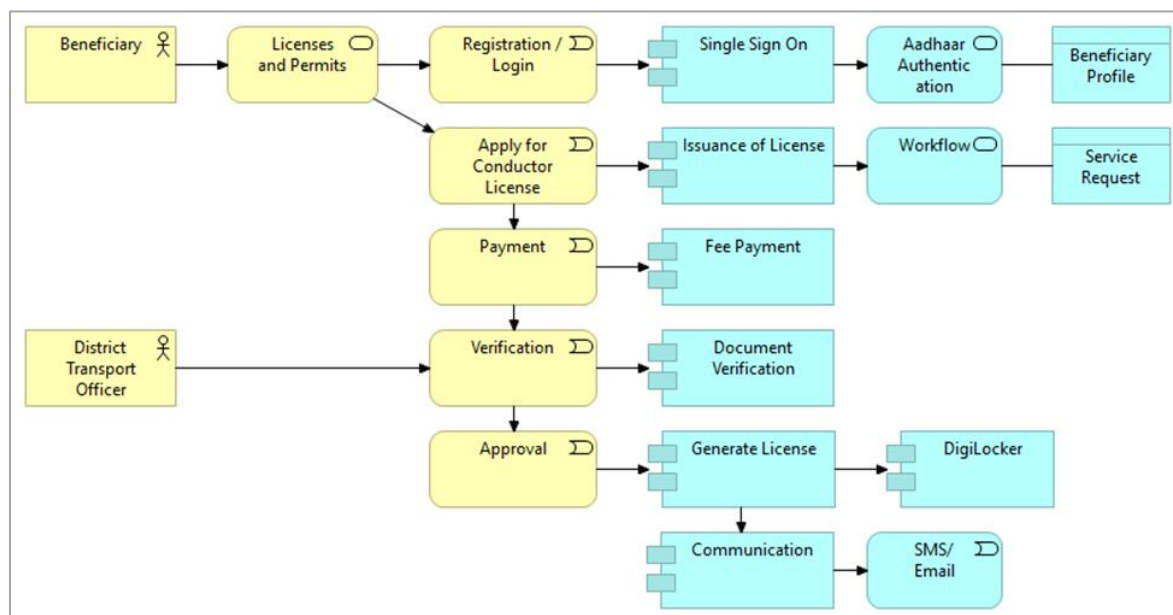
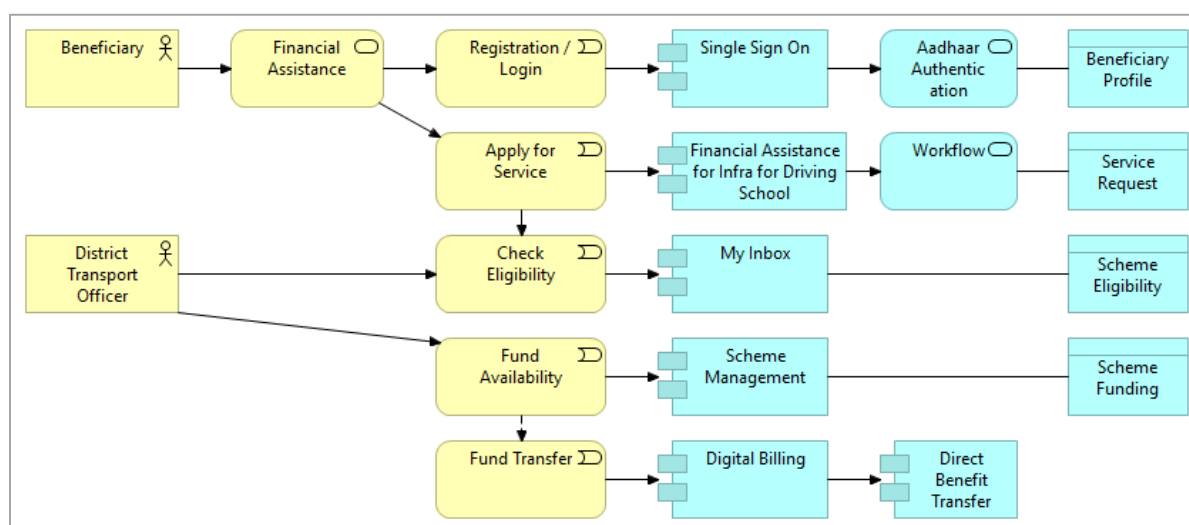


Figure 35: Business Finance Assistance (illustrative)

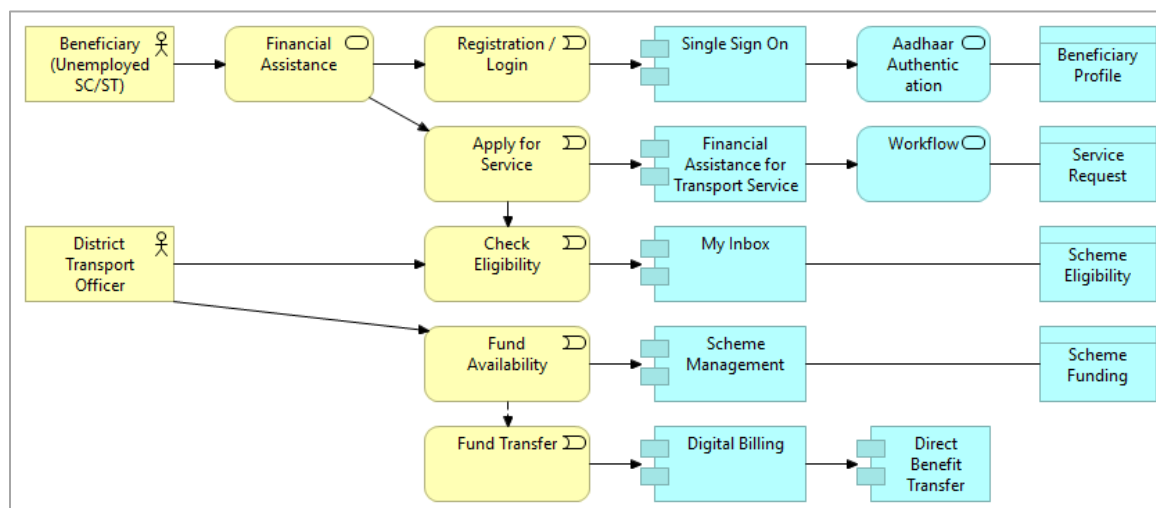
8.3.4 Conductor License



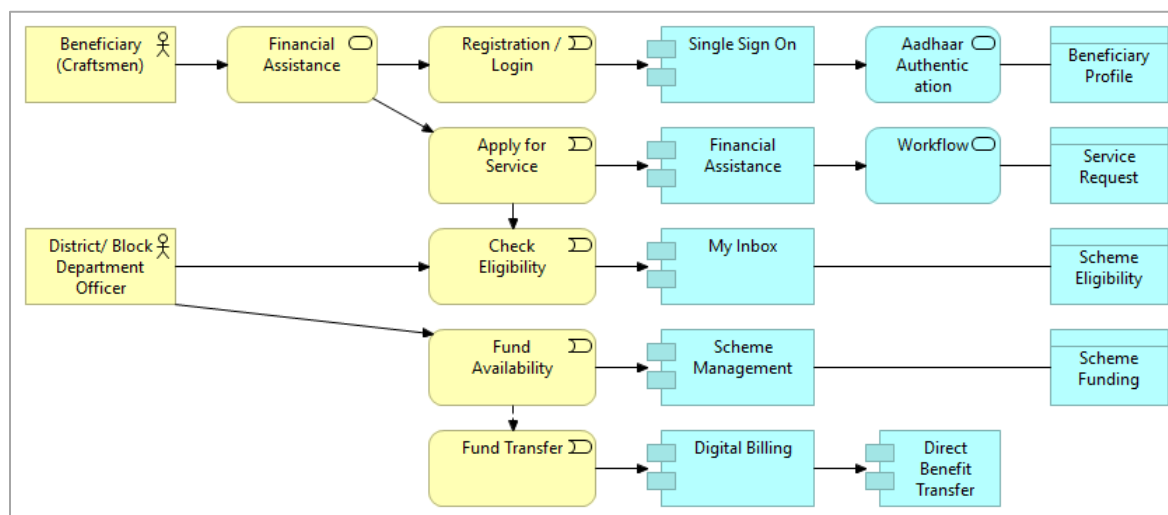
8.3.5 Subsidy for Driving School



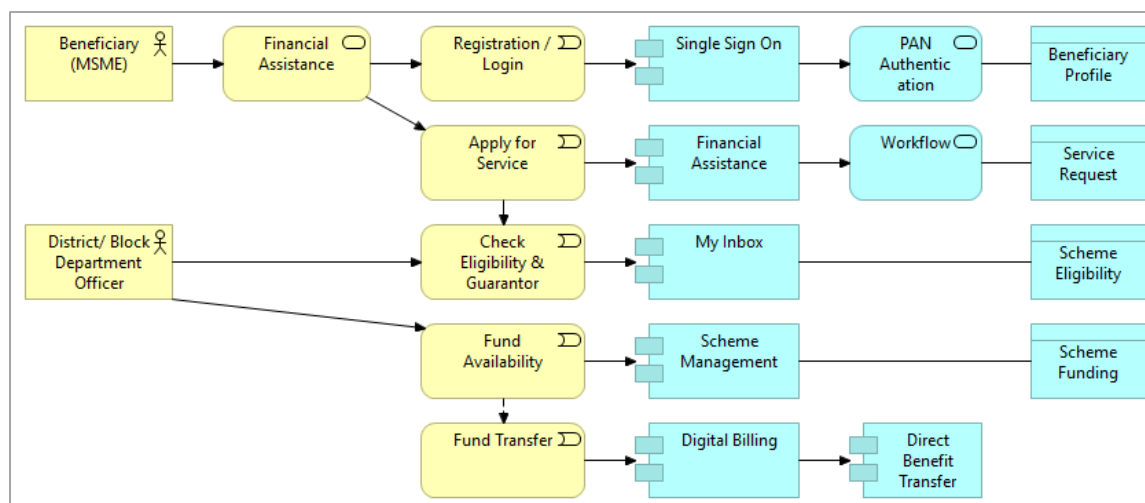
8.3.6 Financial Assistance to SC/ST youths to run Transport Service



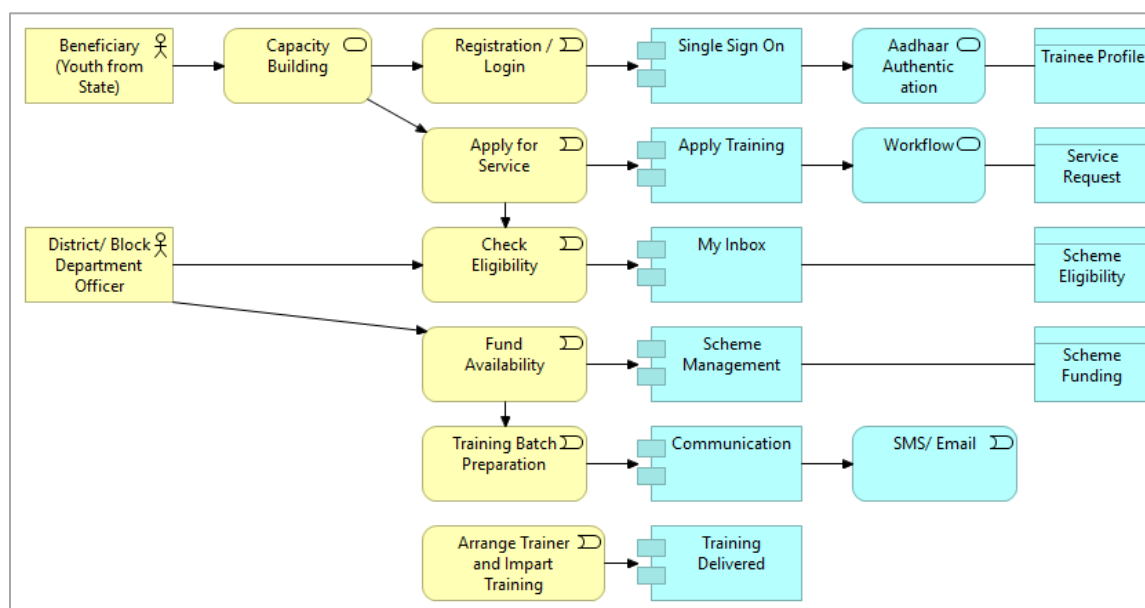
8.3.7 Financial Assistance to Handicraft Artisans



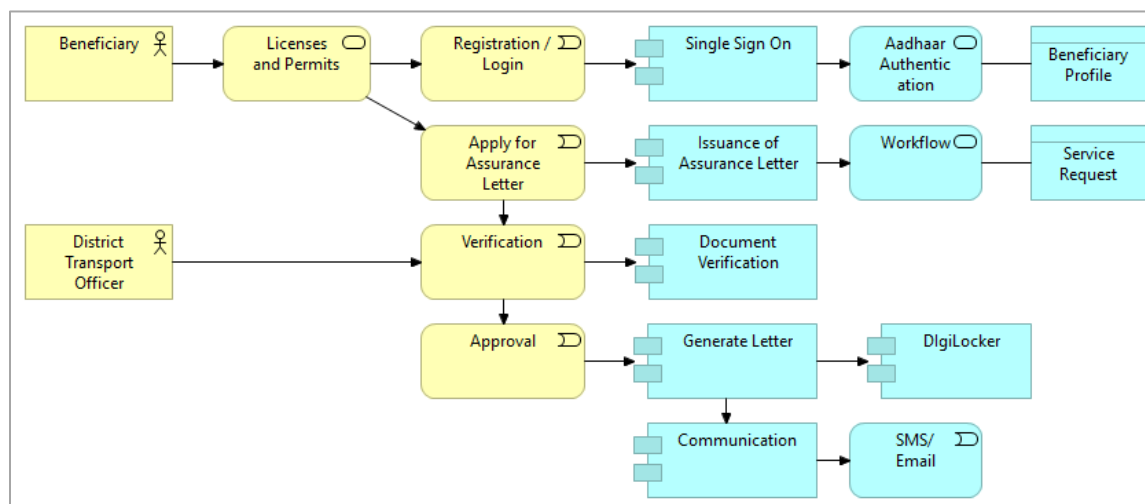
8.3.8 Application for assistance to setup Industrial Manufacturing / Service Unit by MSME



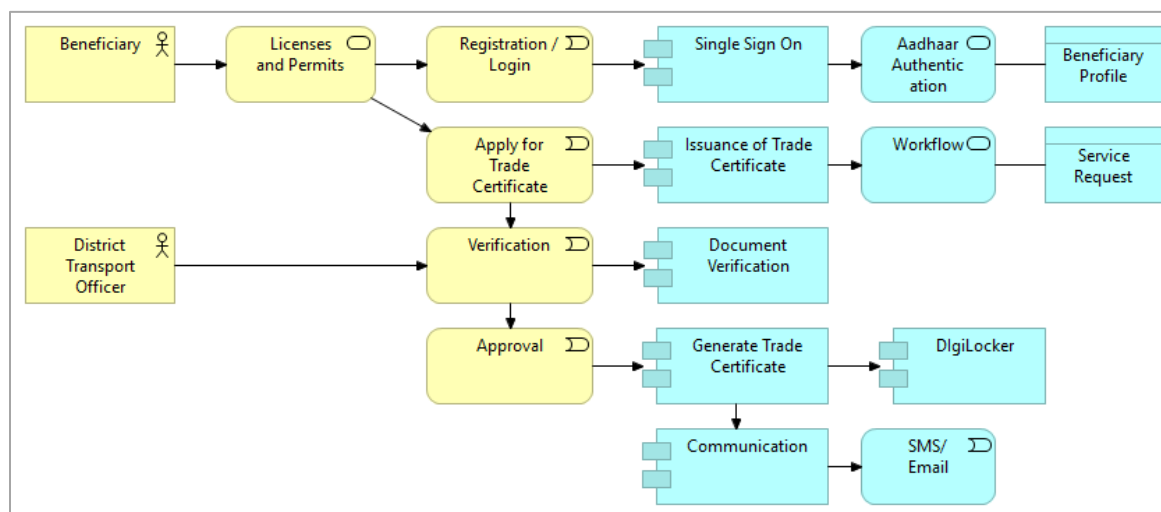
8.3.9 Provide Vocational Training for Skill Development



8.3.10 Issuance of Assurance Letter



8.3.11 Issuance of Trade Certificate



8.4 Architecture Realization Model

Based on the above analysis of 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 through key changes in each of the architecture layers.

8.4.1 Performance Architecture

MeghEA initiative by the State of Meghalaya is NOT about making a better Architecture but is about making a better service-oriented state. This translates to the need for the EA effort to drive the efforts of the organization to a better performance, measured along multiple complementary dimensions.

Performance Architecture describes the parameters on which the departments under the infrastructure pillar can measure its performance. It enables the State to define performance characteristics and measure the performance in terms of qualitative and quantitative parameters and analyze the performance to enable growth and improvement in the services offered over a period.

The performance is measured using KPIs – Key Performance Indicators. The KPIs can be defined for the departments and associated directorates, the services provided by the departments.

Infrastructure Sector has been assigned certain strategic goals that are required to be achieved. These goals are planned to be measured through a certain indicator. The following table describes the KPI's that should be measured and monitored for the infrastructure Pillar:

SI No	Indicator
1	Percentage share of expenditure in Industrial Research & Development to total GDP
2	Number of regional centers of excellence in each District
3	Researchers (in full-time equivalent) per 10,000 inhabitants
4	Share of GVA (Gross Value Add) of research and development related activities in total GVA
5	Share of GVA of Information and Computer related activities in total GVA of state
6	Percentage of schools having access to safe drinking water facilities
7	Percentage growth in number of deaths due to road accidents
8	Percentage of industries(17 category of highly polluting industries/grossly polluting industry/red category of industries) complying with waste water treatment as per CPCB (Central Pollution Control Board) norms.
9	Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)
10	Percentage of Urban Population provided with 55 or more LPCD
11	Percentage of population having safe and adequate drinking water in rural areas
12	Percentage of villages in ODF category
13	Percentage of sewage treated before discharge into surface water bodies
14	Installed sewage treatment capacity as a proportion of sewage generated in urban areas
15	Number of fully operational Laboratories at the State Level/ District Level/Sub Divisional Level for testing of water
16	Number of Mobile Water Treatment Plant equipped with mobile laboratory
17	Population covered by piped water supply
18	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)
19	Number of seats in public transport per 100 urban individuals
20	Annual growth rate in services sector
21	Number of startups facilitated
22	Gross Capital Formation by industry
23	Percentage of employment in Manufacturing sector
24	Output, value added from manufacturing industry in house hold sector

SI No	Indicator
25	Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)
26	Number of companies publishing sustainability reports
27	Percentage of waste processed
28	Hazardous waste generated per capita and proportion of hazardous waste treated, by type of treatment
29	Number of Community Mini Compost plants established
30	Percentage of organic waste converted into compost
31	Percentage of urban waste that has been segregated
32	EoDB ranking as per DIPP evaluation

Table 35: Strategic Indicators of Infrastructure Sector

Please follow [Section 2.8](#) for details.

The indicator to service mapping can be seen at [Annexure 9.5](#). 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 9.17](#).

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.

8.4.2 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 – **161** services have been entered as service in the MeghEA portal.
- Service Rationalization – **129** Services have been identified post rationalization.
- Service Prioritization – **31** Services have been prioritized based on detailed assessment.
- New Services – **5** New services have been identified for inclusion in future state service portfolio.

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

- The prioritized set of 31 services;
- The non-prioritized set of 98 services;
- The newly introduced set of 5 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 Infrastructure Sector would include key business services grouped according to functional categorizations to suit user needs.

The services in the future state would be delivered through Infrastructure Sector application whereas there will be three departments i.e. PHE, Transport and Commerce and Industry, **collaborating** to deliver the services. The primary and secondary responsibility has been fixed for each service in the [future state portfolio](#).

8.4.3 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:
 - Vahan
 - Sarathi
- External Systems
 - SBM(U)
 - SBM(R)

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 Infrastructure Sector architecture has been categorized under following heads:

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

8.4.4 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:
 - Citizen ID
 - Citizen Details
 - Vendor Details
 - Transport Details
 - License details
 - Vendor Details
 - UAM
- New data entities:
 - Citizen Unique ID
 - Citizen Registration Information

- Citizen Service details
- Scheme details
- Financial Status details
- Employee Profile
- Leaves
- Loans & Advances
- Service Book
- Pension
- Appraisal
- Claims
- Utility Bill
- Employee / Staff Training
- Purchase Order
- Issue
- Return
- Sanction
- Training Content
- Memo
- Attendance
- Ticketing
- Licensing
- Payments
- Receipts
- Budget Allocation
- Budget Requirement
- Audit
- Sanctions
- Purchase Order
- Equipment / Goods Inventory
- Equipment / Goods Issued
- Vendor details

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 Infrastructure 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.

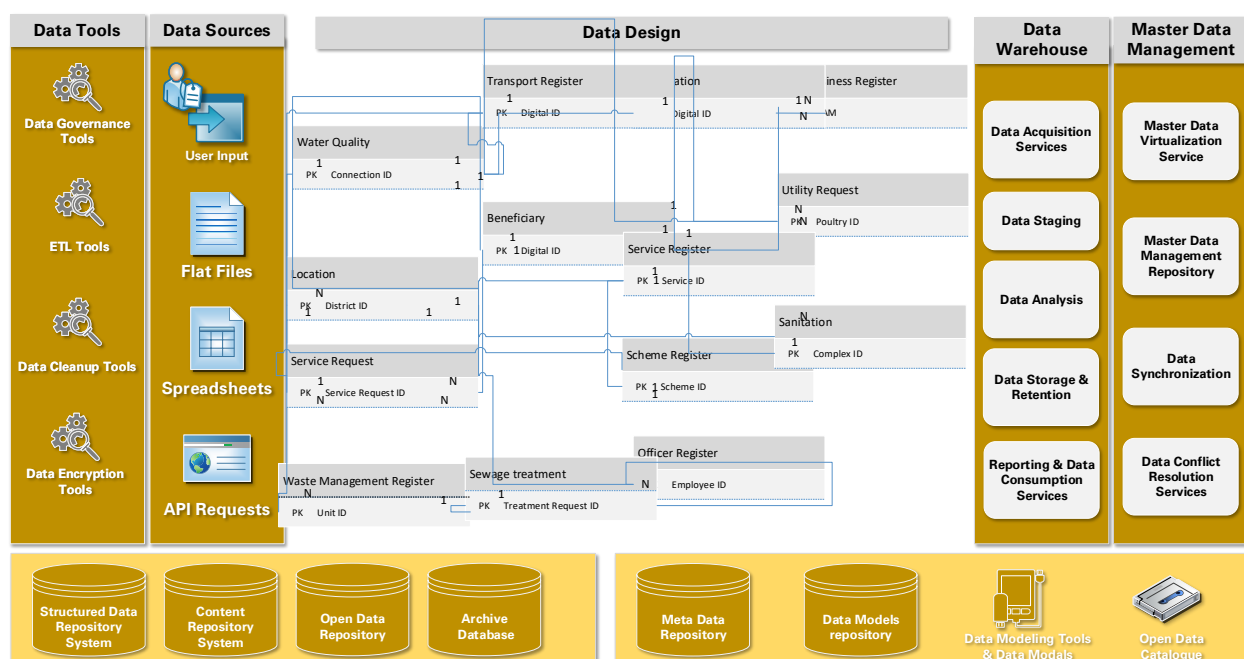


Figure 36: Future State Data Architecture

8.4.5 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 Infrastructure 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.

8.4.6 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.

8.5 Architecture Initiatives

8.5.1 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.

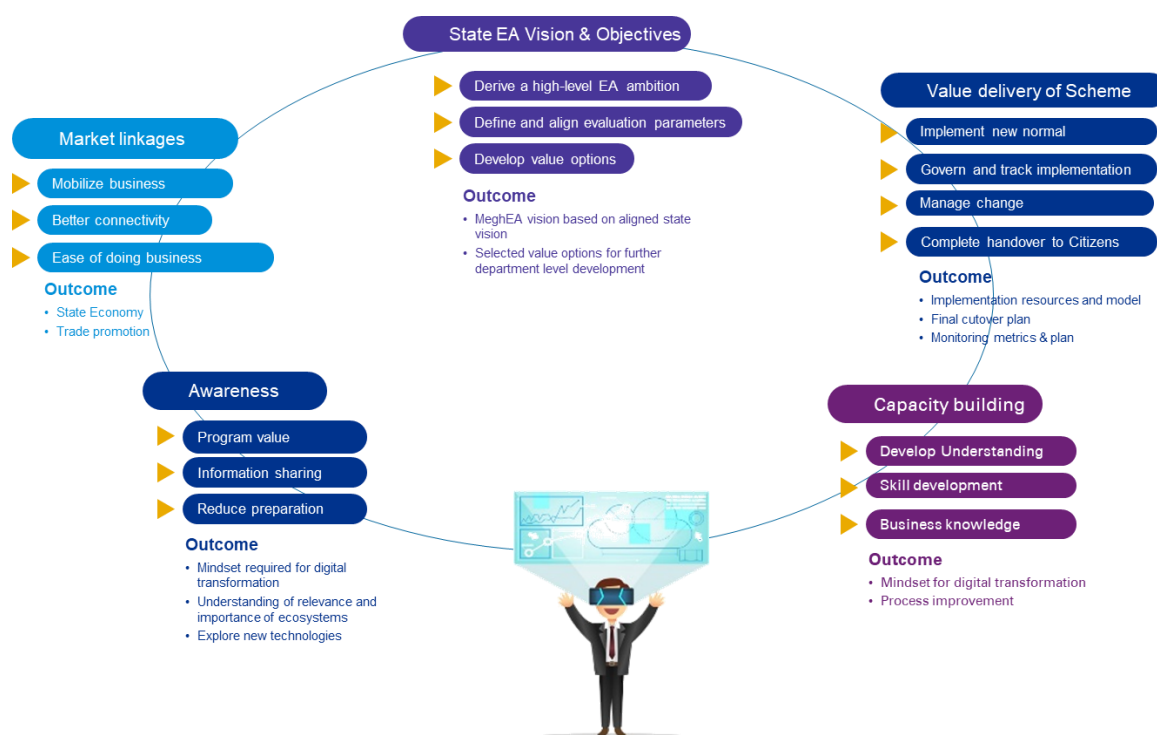


Figure 37: KPI Categories

Other components for connecting are as mentioned below:

IT System	Description	Dependency/ Risk
Service Plus	<p>Service Plus, a unified platform with multitenant architecture to deliver digital service to citizens has already been deployed in Meghalaya. The service plus instance shall include following new services:</p> <ul style="list-style-type: none"> Improved and flexible process flow for the scheme Actionable flagging at different stages, scheme or program application approval/sanction of funds Capacity training for emerging technology Issuance of license or permits of vehicles or goods carriage. Issuance and renewal of License 	Service plus needs to have the capability to support reengineered service delivery as well as new transactions.

IT System	Description	Dependency/ Risk
	<ul style="list-style-type: none"> Registration and Renewal of Brand Integrated financial assistance Create or update department and/or agencies 	
Scheme Management	<p>Central funded and state-run schemes and program can be managed through technology solutions:</p> <ul style="list-style-type: none"> Scheme Awareness Process to avail benefit Approval and sanctions Financial assistance Implementation monitoring Analytics Business Intelligence 	State has to use closely woven scheme and program management platform with some customised features as per the program requirement supported by Analytics and Dashboard
Integrated Transport Management system	<p>Integrated Transport Management System Governance System needs to be built with integrated features of Saarthi and Vahan with some additional modules to manage central beneficiary database and informative system to the citizens</p> <ul style="list-style-type: none"> Integration Modules and Touch points Agreed Digital ID would be primary key for identification Integration Architecture Enhancement Application Architecture Enhancement Integration Architecture Enhancement Data Analytics and Reporting Assessment of Returns Audit of Accounts of Firms Road safety and awareness Capacity building and e-learning sessions Real time Enforcement and regulation Feedback and support Integration with tax and revenue modules 	Integration, monitoring and road safety, regulatory changes and training of people must be considered
Single window Platform	<p>Provide a gateway between external digital applications and internal application, and a platform for internal applications to effectively integrate thereby ensuring interoperability</p> <ul style="list-style-type: none"> Business unit Registration Raw Material support Finance Facilitation Exhibition facilitation 	Single window platform to promote and facilitate business

8.5.2 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	<ul style="list-style-type: none"> Service ID (Number) Mobile Number (Number) 	Chatbot	Service Plus
Service Acknowledgement	<ul style="list-style-type: none"> Service request ID(Number) Service application URL 	Service Plus	Chatbot
Funding Disbursement	<ul style="list-style-type: none"> Requesting agency bank details Fund amount Scheme Code 	Service Plus	TreasuryNET
Training Request	<ul style="list-style-type: none"> Content ID Content Metadata 	Service Plus	Learning Management System
PAN Verification	<ul style="list-style-type: none"> PAN Verification Status 	Service Plus	PAN System
GSTIN Verification	<ul style="list-style-type: none"> GSTIN Verification Status 	Service Plus	GST System
Fetch Company Details	<ul style="list-style-type: none"> Legal Name Date of Registration Operating Location 	Service Plus	GST System
Payment	<ul style="list-style-type: none"> GSTIN Invoice Number Payment Amount Payment Status 	Service Plus	MeghGRAS
Reporting Data	<ul style="list-style-type: none"> Data for various KPIs, 	Department Dashboard	Data Warehouse

8.5.3 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	Following data needs to be digitized:

Program	Description
Data	<ul style="list-style-type: none"> • Digital ID of beneficiary • 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 permits • Location of community complexes • Data of institutes and organizations • All latest reports and publications • New financial year funding details • Template for development expenditure proposals • All survey and data collection forms
Digital Service Training	<p>For the services to be digitized, the need for training and capacity building is at following levels:</p> <ul style="list-style-type: none"> • Officers on Service Plus • 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	<p>The MeghEA learning Management System would enable to deliver learning lessons online to stakeholders.</p> <p>There is a training requirement of department officers on the processes and usages of the system.</p>

9. Annexure

9.1 Goals, Indicators and Baseline data for Infrastructure Sector

9.1.1 Indicators assigned to Infrastructure Pillar

SDG Goal	Indicator	Department
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of industries (17 categories of highly polluting industries/grossly polluting industry/red category of industries) complying with waste water treatment as per CPCB (Central Pollution Control Board) norms.	Commerce & Industries
Goal 5. Achieve gender equality and empower all women and girls	Percentage of smart phone users by: Female Male	Information Technology & Communication
Goal 17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	Number of internet subscriber per 10000 of population	Information Technology & Communication
Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Number of Internet Subscribers per 100 population	Information Technology and Communication
Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all	Percentage of households with uninterrupted power supply of 16 hours per day	Power
Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all	Percentage of LPG subscriber to total number of households	Power
Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all	Renewable energy generation as a percentage of total production	Power
Goal 7. Ensure access to affordable, reliable, sustainable and modern energy for all	Energy intensity measured in terms of primary energy and GDP, 2015-16 (in mega joules per rupee)	Power
Goal 17. Strengthen the means of implementation and revitalize the Global Partnership for Sustainable	Percentage growth in capital expenditure in funding	Power

SDG Goal	Indicator	Department
Development	solar energy initiatives	
Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	Percentage of schools having uninterrupted electricity for more than 90% of school hours	Power
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of Rural Population provided with 55 or more LPCD (Litre per capita per day)	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of Urban Population provided with 55 or more LPCD	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of population having safe and adequate drinking water in rural areas	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of villages in ODF category	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of sewage treated before discharge into surface water bodies	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Installed sewage treatment capacity as a proportion of sewage generated in urban areas	Urban Affairs Department
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Number of fully operational Laboratories at the State Level/ District Level/Sub Divisional Level for testing of water	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Number of Mobile Water Treatment Plant equipped with mobile laboratory	Public Health Engineering
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Population covered by piped water supply	Public Health Engineering
Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Percentage of targeted habitations connected by all-weather roads under Pradhan Mantra Gram Sadak Yojana	Public Works
Goal 9. Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)	Transport

SDG Goal	Indicator	Department
Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable	Number of seats in public transport per 100 urban individuals	Transport
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of Irrigation Potential Utilized (IPU) to Irrigation Potential Created (IPC)	Water Resources
Goal 6. Ensure availability and sustainable management of water and sanitation for all	No. of towns where Projects for sustainability of Sources has been completed	Water Resources
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage ground water withdrawal against availability	Water Resources
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Percentage of River Basins mapped	Water Resources
Goal 6. Ensure availability and sustainable management of water and sanitation for all	Total number of water bodies restored compared to water bodies identified for restoration	Water Resources

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

SI No.	Indicator	Baseline Data	Target	Source
1	Percentage of industries(17 categories of highly polluting industries/grossly polluting industry/red category of industries) complying with wastewater treatment as per CPCB (Central Pollution Control Board) norms.	93.71	100	SDG India Index 2019-20
2	Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)			
3	Percentage of Urban Population provided with 55 or more LPCD			
4	Percentage of population having safe and adequate drinking water in rural areas	90.90	100	SDG India Index 2019-20
5	Percentage of villages in ODF category	100	100	
6	Percentage of sewage treated before discharge into surface water bodies			
7	Number of fully operational Laboratories at the State Level/ District Level/Sub Divisional Level for testing of water			

SI No.	Indicator	Baseline Data	Target	Source
8	Number of Mobile Water Treatment Plant equipped with mobile laboratory			
9	Population covered by piped water supply			
10	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)			
11	Number of seats in public transport per 100 urban individuals			

9.1.3 Indicators under Infrastructure Sector but marked to departments not in scope

S. No	Key indicators	Primary Responsible Department
1	Percentage of smart phone users by: Female Male	Information Technology & Communication
2	Number of internet subscriber per 10000 of population	Information Technology & Communication
3	Number of Internet Subscribers per 100 population	Information Technology and Communication
4	Percentage of households with uninterrupted power supply of 16 hours per day	Power
5	Percentage of LPG subscriber to total number of households	Power
6	Renewable energy generation as a percentage of total production	Power
7	Energy intensity measured in terms of primary energy and GDP, 2015-16 (in mega joules per rupee)	Power
8	Percentage growth in capital expenditure in funding solar energy initiatives	Power
9	Percentage of schools having uninterrupted electricity for more than 90% of school hours	Power
10	Percentage of targeted habitations connected by all-weather roads under Pradhan Mantra Gram Sadak Yojana	Public Works
11	Percentage of Irrigation Potential Utilized (IPU) to Irrigation Potential Created (IPC)	Water Resources

S. No	Key indicators	Primary Responsible Department
12	No. of towns where Projects for sustainability of Sources has been completed	Water Resources
13	Percentage ground water withdrawal against availability	Water Resources
14	Percentage of River Basins mapped	Water Resources
15	Total number of water bodies restored compared to water bodies identified for restoration	Water Resources
16	Installed sewage treatment capacity as a proportion of sewage generated in urban areas	Urban Affairs Department

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

S. No	Key indicators	Primary Responsible Department	Pillar
1	Percentage share of expenditure in Industrial Research & Development to total GDP	Commerce & Industries	Human Development
2	Number of regional centers of excellence in each District	Commerce & Industries	Human Development
3	Researchers (in full-time equivalent) per 10,000 inhabitants	Commerce & Industries	Human Development
4	Share of GVA (Gross Value Add) of research and development related activities in total GVA	Commerce & Industries	Human Development
5	Share of GVA of Information and Computer related activities in total GVA of state	Commerce & Industries	Human Development
6	Percentage of schools having access to safe drinking water facilities	Public Health Engineering	Human Development
7	Percentage growth in number of deaths due to road accidents	Transport	Human Development
8	Annual growth rate in services sector	Commerce & Industries	Entrepreneurship
9	Number of startups facilitated	Commerce & Industries	Entrepreneurship
10	Gross Capital Formation by industry	Commerce & Industries	Entrepreneurship
11	Percentage of employment in Manufacturing sector	Commerce & Industries	Entrepreneurship

S. No	Key indicators	Primary Responsible Department	Pillar
12	Output, value added from manufacturing industry in house hold sector	Commerce & Industries	Entrepreneurship
13	Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)	Commerce & Industries	Entrepreneurship
14	Number of companies publishing sustainability reports	Commerce & Industries	Environment Sustainability
15	Percentage of waste processed	Public Health Engineering	Environment Sustainability
16	Hazardous waste generated per capita and proportion of hazardous waste treated, by type of treatment	Public Health Engineering	Environment Sustainability
17	Number of Community Mini Compost plants established	Public Health Engineering	Environment Sustainability
18	Percentage of organic waste converted into compost	Public Health Engineering	Environment Sustainability
19	Percentage of urban waste that has been segregated	Public Health Engineering	Environment Sustainability
20	EoDB ranking as per DIPP evaluation	Commerce & Industries	Governance for the people

9.1.5 Department's Targets with Service Mapping

Sl. No.	Target	Service
1	Attract industrial investments in the state.	Single Window Clearance (SWC) to setup Industry unit
2	Creating an industry friendly environment and formulation suitable policies in the State aimed at propelling fast pace modernization and strengthening of industrial units.	Single Window Clearance (SWC) to setup Industry unit
3	Enforce the Central Motor Vehicles Act and Rules with a view to have a regulated road transport regime and to encourage a healthy growth of the transport sector	Smart Integrated Transport System
4	Adequate, reliable and economical road transport service is provided to the people of the State both for conveyance of passengers and for transportation of goods	Smart Integrated Transport System

Sl. No.	Target	Service
5	Growth and expansion of Tourism Industry in the State by encouraging and liberally granting Tourist Permits to those Private Transport Operators who desire to operate Tourist vehicle like Tourist Buses and Tourist Taxis	Smart Integrated Transport System
6	All households both in Rural and Urban Areas to have access to adequate safe drinking water	Piped Water utilities for the beneficiary
7	All households in Rural areas to have access to toilets	Technical and Financial Assistance for Establishment of Sanitation Infrastructure
8	All Government Schools and ICDS have functional toilets and access to safe drinking water	Technical and Financial Assistance for Establishment of Sanitation Infrastructure
9	Sustainability of Drinking Water Sources and Systems	Technical and Financial Assistance for Establishment of Sanitation Infrastructure
10	Sensitize Village Water & Sanitation Committees to manage, monitor & keep surveillance on their own drinking water supply systems and sanitation	Program Monitoring and evaluation

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
PHE.1	Information, Education and Communication Services	Information, Education and Communication activities are used to generate awareness, dissemination of information and skills on the various services and schemes under Swachh Bharat Mission(Gramin)/Jal Jeevan Mission. There is no distinction in IEC services on the basis of place of stay since the programme focuses at achievement of complete ODF Free, ODF(S) and ODF+ and provision of access to safe drinking water & sanitation for all.	Manual	G2C	1. State HQ	As and when required
PHE.2	Work Order issuance by the Superintending Engineer (PHE)	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I/Class II contractors	Manual	G2B	1. State HQ	As and when required
PHE.3	Work Order issuance by the Additional Chief Engineer, PHE.,	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I contractors	Manual	G2B	1. State HQ	As and when required
PHE.4	Work Order issuance by the Chief Engineer, PHE.,	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I contractors	Manual	G2B	1. State HQ	As and when required
PHE.5	Sanction for providing water supply to Anganwadi Centers	Any recognized Anganwadi Centers not covered by water supply in their premises are entitled.	Manual	G2G	1. State HQ	Once in 10 yrs.
PHE.6	Implementation of Drinking Water Supply Schemes (Schools)	After obtaining of Administrative Approval of the Drinking Water Supply Schemes to Schools, the Executive Engineer (PHE) have to implement the scheme in the schools that was sanctioned.	Manual	G2G	1. State HQ	Once in 10 yrs.
PHE.7	Implementation of Drinking Water Supply Schemes (Anganwadi Centers)	After obtaining of Administrative Approval of the Drinking Water Supply Schemes to Anganwadi Centers, the Executive Engineer (PHE) have to implement the scheme in the Anganwadi Centers that was sanctioned.	Manual	G2G	1. State HQ	Once in 10 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
PHE.8	Work Order Issuance by the Executive Engineer (PHE)	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I/Class II/Class III contractors	Manual	G2B	1. State HQ	As and when required
PHE.9	Collection of revenue from water Consumer	After availing water Connection from PHED, Consumers are required to pay water tax as per the size of the pipe connection installed	Manual	G2C	1. State HQ	Quarterly
PHE.10	Payment of wages for Muster Roll	As per requirement of Maintenance works Muster Roll are engaged on daily basis	Manual	G2E	1. State HQ	Monthly
PHE.11	Sanction of Drinking Water Supply Scheme to habitations under Central scheme	Any habitation with water supply less than 55 LPCD or yet to have fully functioning household tap connection (FHTC)	Manual	G2G	1. State HQ	As and when required
PHE.12	Sanction of Drinking Water Supply Schemes to Habitations under State Plan	Any habitation having water supply less than 55 LPCD or yet to have fully functional household tap Connection (FHTC)	Manual	G2G	1. State HQ	As and when required
PHE.13	Implementation of Drinking Water Supply Schemes (Gravity Feed Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	Manual	G2C	1. State HQ	As and when required
PHE.14	Implementation of Drinking Water Supply Schemes (River Pumping Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	Manual	G2C	1. State HQ	As and when required
PHE.15	Operation & Maintenance of Drinking water supply scheme	Operation refers to timely and daily operation of the components of a Water Supply system such as headwork, treatment plant, machinery and equipment, conveying mains, service reservoirs and distribution system etc., effectively by various technical personnel, as a routine function. Maintenance is defined as the act of keeping the structures, plants, machinery and equipment and other facilities in an optimum working order. Maintenance includes preventive /routine maintenance and also breakdown maintenance	Manual	G2C	1. State HQ	As and when required
PHE.16	Deposit Works	Against formal request for providing water supply from any Central/State Govt. Departments/Institutions in their premises to take up under Deposit Works.	Manual	G2G	1. State HQ	As and when 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
PHE.17	Register Class II Contractors	Against the public call notice, intended contractors will submit their application for new registration or renewal for different categories such as Class II	Manual	G2B	1. State HQ	Annually
PHE.18	Register of Class III Contractor	Against the public call notice, intended contractors will submit their application for new registration or renewal for Class III Contractor	Manual	G2B	1. State HQ	Annually
PHE.19	Payment to Contractors for Work done	After issuance of Work Order, the work for various components of water supply is carried out and payment to the contractor for the work done is made subjected to availability of funds and satisfactory execution of works by the contractor as per estimates and drawings & designs	Manual	G2B	1. State HQ	As and when required
PHE.20	Grant of Water Connection to Non-Municipal urban areas	Give water connection to the applicant. Urban Households, Institutions etc., One household one connection	Manual	G2C	1. State HQ	Only Once
PHE.21	Payment to Supplier	After issuance of Supply Order, the supplier supplied equipment / materials as per specification for various components of water supply and payment to the supplier for the materials supplied is made subjected to availability of funds after received of materials in good condition and satisfactory installation.	Manual	G2B	1. State HQ	As and when required
PHE.22	Sanction for Providing water supply to Schools	Any recognized Schools not covered by water supply in their premises are entitled.	Manual	G2G	1. State HQ	Once in 10 yrs.
PHE.23	Register of Class I contractor	Against the public call notice, intended class II contractors will submit their application for up-gradation registration or renewal for Class I Contractor	Manual	G2B	1. State HQ	Annually
PHE.24	Register Class I Suppliers	Against the public call notice, intended Suppliers will submit their application for new registration or renewal	Manual	G2B	1. State HQ	Annually
PHE.25	Implementation of Drinking Water Supply Schemes (Deep Tube Well Pumping Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	Manual	G2C	1. State HQ	As and when required
PHE.26	Construction of Community Sanitary Complex	Community Sanitary Complexes comprising of an appropriate number of toilets seats, bathing cubicles, wash basin can be set up in villages at a location acceptable and accessible to all. Such	Manual	G2C	1. State 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
		complexes can be constructed only when there is lack of land in the villages for construction of households toilets, such complexes can be developed at public places, market, bus stand etc. where large scale congregation of people takes places.				
PHE.27	Implementation of Solid & Liquid Waste Management	Solid and Liquid Waste Management Scheme under Swachh Bharat Mission(Gramin) is essentially a community-inclusive scheme to tackle the menace of discarded solid - biodegradable and non-biodegradable waste along with Liquid waste management in their existing conditions and to make suitable arrangements for their improved disposal.	Manual	G2C	1. State HQ	Once in a life time
PHE.28	Supply Order Issuance	Against the Notice Inviting Quotation, interested Registered Supplier will submit their Quotation within the stipulated date and time.	Manual	G2B	1. State HQ	As and when required
CI.1	Preferential Stores purchase rules Registrations price fixation Technical committee etc.	In order to encourage the growth of Industries especially Small Scale and Cottage Industries in the State, MPSPR has been established to patronize their manufactured products on a preferential basis and to rationalize the procedure for purchase of stores required,	Manual	G2B	1. State HQ	Once in a life time
CI.2	Package Scheme of Incentives under Meghalaya Industrial and Investment Promotion Scheme 2016	Under this policy various industries can claim subsidy on various subjects.	Manual	G2B	1. State HQ	Once in a life time
CI.3	Implementation of PMEGP for unemployed youth	The Department implements Prime Ministers Employment Generation Programme (PMEGP) scheme. It is a credit linked subsidy programme formed by merging the two schemes that were in operation till 31.03.2008, namely Prime Ministers Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME).	Manual	G2C		Once in a life time
CI.4	Recognition for contributing to the State Handicrafts and	The basic concept of this scheme is to recognize the outstanding achievement of the master craftsman towards the quality and innovative	Manual	G2C	1. Village	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
	providing support for State Awardees	<p>ideas they have contributed in the field of handicraft. The state award can be selected from innumerable products made by our Handicraft Artisans which can be utilitarian, aesthetic, artistic, creative, culturally attached decorative, functional, traditional, religiously and socially symbolic and significant and through this Award it will help and encourage them to compete for national award with products from other states and in the meantime it will showcase our culture and tradition through Handicraft in the National platform. It may also be noted that the office of the Development Commissioner (Handicraft), Govt. of India is implementing the schemes namely (1) which provides financial support to the old age Handicraft Artisan @ Rs. 2000/- p.m. when they attained 60 years of age and (2) Training through Guru Shishya Parampara where financial assistance include: a. Wage compensation/stipend for trainees - Rs.100/- per day per trainee b. Travel allowance to trainees - Rs.1500/- per trainee c. Honorarium to Master Craftsperson - Rs.20,000/- per month d. Compensation for wastage of raw material - Rs.1000/- per month/per trainee e. Tool kit to trainees - Rs.2,000/- per toolkit for each trainee f. Miscellaneous expenditure (stationery, telephone, refreshments, publicity, repair of machinery, videography, etc) - 10% of total recurring (total (a) to (e) excluding the items not admitted from a two above) However, for both the schemes one of the eligibility criteria must be that the handicraft artisan must be the State Awardees and hence by introduction of this scheme it will give an opportunity to our Handicraft Artisans to become eligible in availing these benefits as offered by the Central Government from time to time. Importance of the Award: Once the government has given due recognition through the state Award of their Skill and workmanship in Handicraft sector, it will encourage our Artisans to be more enterprising and Innovative and thereby enhance the volume of their products</p>				

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 employment opportunities. Also, this Award will also play a vital role in representing the culture and Tradition of the tribal of our state through their distinguish Handicrafts in the National Level and is one of the criteria for selection of National Award.				
Cl.5	North East Industrial Development Scheme (NEIDS)	North East Industrial Development Scheme (NEIDS) has been launched to further catalyze the industrial development in the North Eastern Region including Sikkim. It has come into force from 01.04.2017 and will remain in force up to 31.03.2022. The Scheme covers new units in manufacturing and services sectors. The scheme provides for Central Capital Investment Incentive for access to credit, Central Interest Incentive, Central Comprehensive Insurance Incentive, Goods and Services Tax Reimbursement, Income Tax Reimbursement, Transport Incentive; and Employment Incentive to the extent indicated in the gazette notification against each of the components.	Completely Automated	G2B		Once in a life time
Cl.6	Assistance in online filing of the Industrial Units	In order to address policy issues, and to facilitate the development of MSME, Micro, Small and Medium Enterprises Development (MSMED) Act was notified in 2006 by the Government of India. It provides legal framework for recognition of the concept of enterprise which comprises both manufacturing and service entities. As per MSME Act of 2006, all enterprises are expected to register with District Industries Centre (DIC) of their area and file Entrepreneurs Memorandum (EM) Part I for intention to start business if manufacturing or service and file EM Part II after starting production	Partially Automated	G2B	1. District HQ	Once in a life time
Cl.7	Land Allotment in the Industrial Areas/ Estates/ EPIP for Industrial Purpose	Lands are allotted to the Entrepreneurs on request and availability at various Industrial Areas, Estates and EPIP for industrial purpose which various business could use for the industrial growth and development.	Manual	G2B	1. State HQ	Once in a life time
Cl.8	Investment Promotion Programme (Awareness Programmes)	In recent times it has become very important to support individuals and entrepreneurs in their ventures for the formation of MSME and developing their outlooks towards employment.	Manual	G2C	1. District 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
		They require a constant motivation and encouragement and the necessary awareness about the schemes and investment plans to be in the competition in today's world. The Department play its role by organizing necessary Entrepreneurial Motivation Programmes (E.M.Ps), Entrepreneurial Motivation Developments (E.D.Ps) and Investment Awareness Programmes.				
Cl.9	Training Inside and Outside the State	The Department, under the scheme of Training Inside and Outside the State, the Department sponsors local youths with stipend to undergo vocational training both inside and outside the state to create skilled manpower. The Department has tie up the program with established units registered with the office and with some prominent NGOs who has specialized and Qualified Master Trainers. In order to raise the level of training, few selected credible units have been identified, and are constantly monitored by the District Commerce and Industries Centre. The units are also being assigned with specific task, to develop innovative products, innovative methods of production process, to meet both customers need, and to generate high end products, for more economical gains.	Manual	G2C	1. District HQ	Only Once
Cl.10	Master Craftsmen Training	This training mainly aims to retain the traditional art and skills of the people of the area, which has already been in existence, for their daily economic sustenance, and more importantly to preserve the products, which are of national importance and pride. The Department has and When initiated some innovative mechanism to imbibe a new and noble approach, to include more activities, products and to upgrade both their skills ,and products in order to address the market trends, buyers need, and to fetch more economical gains.	Manual	G2C	1. District HQ	Only Once
Cl.11	Conducting Exhibition/Trade fairs	The Department conduct Exhibition at District level once a year for the entrepreneurs to showcase and demonstrate their latest products, service, and examine recent trends and opportunities. Besides District Level Exhibition, the Department also participates in Trade Fairs in	Manual	G2B	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
		the State level, National Level, International Level Exhibition. Exhibition, Trade Fairs enables the entrepreneurs to market their products as well as to create market linkages and provides them an exposure of the market.				
Cl.12	Single Window Agency Clearance	The single window system in Meghalaya is being implemented for trade facilitation. It will enable the individuals to set up their enterprise by submitting regulatory documents at a single location and, or single entity. The idea is to create a suitable environment for entrepreneurs to set up their units in a cost effective and time saving manner without any hassle with government authorities for obtaining the relevant clearance and permit(s). In a traditional pre single window environment, individuals had to visit and deal with multiple government agencies in multiple locations to obtain the necessary papers, permits, and clearances. Any industrial unit is eligible to apply.	Manual	G2B	1. State HQ	Once in a life time
Cl.13	Departmental Training Programme	Terming it as a dual challenge of developing skills and utilizing them in a proper way, dearth of formal vocational education, lack of vide variation quality, high school dropout rates, inadequate skill training capacity, negative perception towards skilling, and lack of industry ready skills even in processional courses are the major cause of poor skill levels of India's workforce. To equip the local youths for self-employment ventures, it runs regular vocational courses in the following trades: Knitting Tailoring and Embroidery Carpet Weaving Carpentry and Furniture making Leather, Blacksmith and Fabrication works etc. Shoe Making Machinist The trainees are granted with monthly stipend at nominal rate. On completion of the training course, as a follow up, Grants in aid both in cash and kind are made available to these technical entrepreneurs to enable them to set up self-employment ventures of their own.	Manual	G2C	1. District HQ	Only Once
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	Scheduled Bus Services routed between different town and cities are operated for the benefit of travelers	Manual	G2C	1. State HQ 2. District HQ	As and when 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
T.2	Issuance of Regional Goods Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Completely Automated	G2C	1. District HQ	Only Once
T.3	Issue of railway tickets through Passenger Reservation System Counters	Issue of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Completely Automated	G2C	1. State HQ	As and when required
T.4	Issue of current helicopter journey/ advance helicopter journey ticket	Issue of current / advance helicopter journey to the travelers through MTC Shillong, MTC Tura and LGBI Guwahati	Manual	G2C	1. State HQ	As and when required
T.5	Cancellation of railway tickets through Passenger Reservation System Counters	Cancellation of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Manual	G2C	1. State HQ	As and when required
T.6	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Completely Automated	G2C	1. State HQ	As and when required
T.7	RTA Counter Signature	Permit issued from one region is not valid to ply in another region unless it is countersigned by the Regional Authority of that another region.	Partially Automated	G2C	1. District HQ	As and when required
T.8	Issuance of Duplicate Permit	When a permit of a vehicle is lost, mutilated or torn a duplicate permit is issued to the permit holder.	Completely Automated	G2C	1. District HQ	Only Once
T.9	School Bus Hire Service	MTC provides buses to the Schools on hire basis on payment basis. Schools will operate the buses for the benefit of the students traveling from to School & Home	Manual	G2G	1. State HQ	Annually
T.10	Issuance of driving school License.	Any driving institutions that wishes to impart training on driving must apply to the Registering Authority in form 12 of Motor Vehicle Rules.	Manual	G2B	1. District HQ	Once in 5 yrs
T.11	Temporary Registration of vehicle	A vehicle has to be temporarily registered before delivery.	Completely Automated	G2C	1. District HQ	Only Once
T.12	Charter Service	Proving vehicle to public and Government Department on daily hire basis for a day or two	Manual	G2C	1. State HQ	As and when required
T.13	Cancellation of advance helicopter journey ticket	Cancellation of the advance booking of helicopter ticket by the travelers	Manual	G2C	1. State HQ	As and when required
T.14	Suspension of Driving License	any drivers who commit an offense, under various sections of the MV Act the licensing authority may suspend the driving License.	Partially Automated	G2G	1. District HQ	As and when required
T.15	Alteration of Photo in Driving License	A driving License holder may apply for changing the photo or signature in the driving License	Completely Automated	G2C	1. District HQ	As and when 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
T.16	Change of name in driving License	A driving License holder may apply for change of name in the driving License provided he submits relevant proof documents such as affidavit, identity proof.	Completely Automated	G2C	1. District HQ	As and when required
T.17	Issue of No Objection Certificate to the Vehicle	No Objection Certificate issued to existing vehicle for removing the vehicle to other District or State.	Completely Automated	G2C	1. District HQ	As and when required
T.18	Renewal of Local Taxi Permit	Validity of a Local Taxi permit is valid for 5 years and is subjected to renewal.	Completely Automated	G2C	1. District HQ	Once in 5 yrs
T.19	Surrender of Class of vehicle in the DL	A driving License holder may surrender the class of vehicle held in the driving License which is not required	Completely Automated	G2C	1. District HQ	As and when required
T.20	Issuance of Temporary State Goods permit	Every goods carrier should have a valid permit to ply within the state to carry general unrestricted goods.	Completely Automated	G2C	1. State HQ	Quarterly
T.21	Issuance of Temporary Stage Carriage Inter - State permit	Every Bus Passenger that wishes to ply within the home state and other state for a duration of four months must apply for a Temporary Stage Carriage Inter - State Permit	Completely Automated	G2C	1. State HQ	Quarterly
T.22	Re- registration of Vehicle from other Registering Authority	Already Registered Vehicle of other Registering Authority is required to re-register in the current Registering Authority.	Partially Automated	G2C	1. District HQ	As and when required
T.23	Issuance of new Fitness certificate	Every chassis driven transport vehicle or transport vehicle coming from other State registering authority shall have a Fitness certificate which valid up to 2 years for vehicle age less than 8 years and validity of 1 year for vehicle age more than 8 years.	Partially Automated	G2C	1. District HQ	Annually
T.24	Issuance of Temporary Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of four months must apply for temporary contract carriage permit	Completely Automated	G2C	1. State HQ	Quarterly
T.25	Issuance of Periodic Stage Carriage State Permit.	Every Bus Passenger that wishes to ply within the home state for a duration of one year must apply for a Periodic Stage Carriage State Permit	Completely Automated	G2C	1. State HQ	Annually
T.26	Continuation of Hypothecation	A vehicle entered into a loan agreement with any financial institution cannot be transferred unless it reenters into another agreement.	Manual	G2C		Once in a life time
T.27	Issuance of Driving License	Any citizen who drives a motor vehicle should possess a valid Driving License. A driving License should be issued to any citizen already held a Learner License.	Completely Automated	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
T.28	Release of impounded vehicle	Impounded vehicle is released after the disposal of challan or after settling the case.	Manual	G2C		Once in a life time
T.29	Issuance of Periodic Inter State Goods Permit	Every goods carrier should have a valid permit to ply within and outside the state to carry general unrestricted goods on hire only	Completely Automated	G2C	1. State HQ	Annually
T.30	Issuance of National Permit	A goods carrier vehicle should have a valid National Permit for carrying goods all over India.	Completely Automated	G2C	1. State HQ	Annually
T.31	Surrender of Permit	If the permit is no longer interested to ply the vehicle as a contract carriage, he should apply for cancellation of permit	Completely Automated	G2C	1. State HQ	Only Once
T.32	Issuance of Duplicate Driving License	Any Driving License holder can apply for a duplicate Driving License when he lost his original Driving License	Completely Automated	G2C	1. District HQ	As and when required
T.33	Renewal of Driving License	A Driving License is valid only for a certain period and it has to be renewed from time to time	Completely Automated	G2C	1. District HQ	Once in 5 yrs
T.34	Issuance of Temporary Stage Carriage State Permit	Every Bus Passenger that desires to ply within the home state for a duration of four months must apply for a Temporary Stage Carriage State Permit	Completely Automated	G2C	1. State HQ	Quarterly
T.35	Issuance of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of one year must apply for Periodic Contract Carriage Permit	Completely Automated	G2C	1. State HQ	As and when required
T.36	Renewal of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state with an existing Periodic Contract Carriage Permit must apply for a renewal of Periodic Contract Carriage Permit before expired	Completely Automated	G2C	1. State HQ	Annually
T.37	Renewal of Periodic State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state for a duration of one year must renew their Periodic State Goods Permit before expiry	Completely Automated	G2C	1. State HQ	Annually
T.38	Issuance of Periodic Stage Carriage Inter - State Permit.	Every Bus Passenger that desires to ply within the home state and other states for a duration of one year must apply for a Periodic Stage Carriage Inter - State Permit	Completely Automated	G2C	1. State HQ	As and when required
T.39	Issuance of Ticket Counter License	An agent or a canvasser , in the sale of ticket for travel by public service vehicles , or in otherwise soliciting customers for such vehicles.	Completely Automated	G2B	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
T.40	Renewal of Periodic Inter State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state and Assam for a duration of one year must renew their Periodic Inter State Goods Permit before expiry	Completely Automated	G2C	1. State HQ	Annually
T.41	Renewal of Periodic Stage Carriage Inter - State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State and other state should apply for renewal of Periodic Stage Carriage Inter State Permit before the expired of existing Permit	Completely Automated	G2C	1. State HQ	Annually
T.42	Renewal of Regional Stage Carriage Permit	Validity of a Regional Stage Carriage permit is valid for 5 years and is subjected to renewal.	Completely Automated	G2C	1. District HQ	Once in 5 yrs
T.43	Renewal of Periodic Regional Goods Permit	Validity of a Regional Goods permit is valid for 5 years and is subjected to renewal.	Completely Automated	G2C	1. District HQ	Once in 5 yrs
T.44	Renewal of Ticket Counter License.	An agent or a canvasser, if they want to continue a License in the sale of tickets for travel by public service vehicle must renewed the Ticket Counter License.	Completely Automated	G2B	1. State HQ	Annually
T.45	Reissue of expired Learner License	An expired learner License can be re issued on payment of fees	Completely Automated	G2C	1. District HQ	As and when required
T.46	Registration of new Government Vehicle	A newly purchased vehicle belonging to the Government has to be registered in the Registering Authority.	Completely Automated	G2G	1. District HQ	Only Once
T.47	Surrender of Regional Goods Permit	If the owner is no longer interested to use the Regional Permit, he/she can apply for Surrender of permit	Completely Automated	G2C	1. District HQ	Only Once
T.48	Replacement of Driving License	A driving License holder may apply for replacement of his existing driving License in case of torn, damage, mutilated within recognition	Completely Automated	G2C	1. District HQ	As and when required
T.49	Issuance of RC Particulars	An applicant can apply for obtaining the detail of the vehicle provided payment of fee.	Completely Automated	G2C	1. District HQ	As and when required
T.50	Renewal of Driving School License	Every driving school must renew their License	Manual	G2B	1. District HQ	Once in 5 yrs
T.51	Issuance of Weigh bridge License	Notice Inviting Tender is floated giving a timeline of 30 to 45 days for tenderers to complete submission of Application and necessary documents to be scrutinized by the tender committee consisting of 3 to 4 Departments including the Financial Bid. Then License to operate a weight bridge is given to operators with highest bidder.	Manual	G2B	1. State HQ	As and when 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
T.52	Renewal of Weigh bridge License	A weigh bridge License issued is subjected to renewal for every year subjected to satisfactory performance and payment of fees to Government .	Manual	G2B	1. State HQ	Annually
T.53	Registration of new vehicle	A newly purchased vehicle shall have to be registered in the Registering Authority as per the Motor Vehicle Act.	Completely Automated	G2C	1. District HQ	Once in a life time
T.54	Accident Inspection Report.	Whenever a vehicle met with an accident, Motor Vehicle Inspector shall have to inspect the vehicle on request by the Police Department.	Partially Automated	G2G	1. District HQ	As and when required
T.55	Operation of Check gates	Check gates are operated to check vehicles.	Manual	G2C	1. State HQ	Daily
T.56	Issue of Duplicate State/National Permit	Issuance of Duplicate State, National Permit in case of loss or torn	Manual	G2C		Once in a life time
T.57	Agreement with other States regarding Grant of Road Permit	Reciprocal Agreement with other States regarding Grant of Temporary Road Permit	Manual	G2G		Once in a life time
T.58	Fixation of Bus fares, Taxi fares and rate for compensation for requisition of vehicles	Fixation of Bus fares, Taxi fares and rate for compensation for requisition of vehicles	Manual	G2G		Once in a life time
T.59	Cancellation of Driving License		Manual	-1		As and when required
T.60	Checking of unfit vehicle as per the DTO order	checking of vehicles is conducted as per the order of the DTO	Partially Automated	G2C	1. District HQ	As and when required
T.61	Issuance of Learner License	Every citizen who desires to drive a motor vehicle should hold a valid Learner's License of minimum 30 days. An applicant who has completed sixteen years of age is eligible to apply for a driving License to drive a motor cycle with engine capacity below 55 cc subject to the condition that the parent or guardian should furnish a declaration in the manner prescribed he applicant who has completed the age of eighteen years of age is eligible to apply for a driving License to drive a motor vehicle other than a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle.	Completely Automated	G2C	1. District HQ	Only Once
T.62	Cancellation of advance journey Bus Ticket	Cancellation of advance journey Bus Ticket for the travelers	Manual	G2C	1. State HQ	As and when required
T.63	Issue of Duplicate Fitness Certificate	Issuance of Fitness certificate in case of loss or torn	Manual	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
T.64	Countersignature	Permit issued from outside the States to ply in any area of Meghalaya have to be countersigned by the Secretary, State Transport Authority, Meghalaya.	Completely Automated	G2C	1. State HQ	As and when required
T.65	Issuance of Special Permit	Every passenger vehicle or Goods Carrier who desire to ply to another State for a short period of time must apply for a special permit.	Completely Automated	G2C	1. State HQ	As and when required
T.66	Surrender of National Permit	The Applicant can apply for Cancellation of The National Permit if allowed or after the expiry of age of the vehicle (12 Years)	Completely Automated	G2C	1. State HQ	Only Once
T.67	Renewal of National permit	Every goods carrier vehicle who desires to ply all over India should renew their All India National permit before expiry.	Completely Automated	G2C	1. State HQ	Annually
T.68	Renewal of All India Tourist Permit	A passenger vehicle with existing All India Tourist Permit must renew the permit before its expiry.	Completely Automated	G2C	1. State HQ	Annually
T.69	Transfer of ownership of vehicle.	The vehicle is transferable from one person to another person in case of sold or inherited by the rightful successor.	Completely Automated	G2C	1. District HQ	As and when required
T.70	Issuance of Periodic State Goods Permit	Every goods carrier should have a valid Permit apply within the State to carry general unrestricted goods on hire only	Completely Automated	G2C	1. State HQ	Annually
T.71	Dealer Point Registration of new vehicles	Registration of vehicles is necessary since vehicles are allowed to be driven in a public place only after registration by the registering authority.	Completely Automated	G2C	1. District HQ	Only Once
T.72	Duplicate Registration Certificate	When a registration certificate of a vehicle is lost, mutilated or torn a duplicate registration certificate is issued to the registered owner.	Completely Automated	G2C	1. District HQ	As and when required
T.73	Cancellation of Hypothecation	Once the loan is liquidated , hypothecation will be removed, and fresh RC will be issued.	Completely Automated	G2C	1. District HQ	As and when required
T.74	Addition of Hypothecation on registered vehicle	Making an entry of hire-purchase, lease or hypothecation agreement in the certificate of registration of the motor vehicle which is already registered.	Completely Automated	G2C	1. District HQ	As and when required
T.75	Issuance of Temporary Inter State Goods permit	Every goods carrier should have a valid permit to ply within the state and outside the state to carry general unrestricted goods only.	Completely Automated	G2C	1. State HQ	Quarterly
T.76	Renewal of Driving License with Retest	Driving License which has expired more than one year has to be renewed with retest after payment of late fine	Completely Automated	G2C	1. District HQ	As and when 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
T.77	Alteration of motor vehicle	Where any alteration has been made in the motor vehicle, the owner of the vehicle shall report to the registering authority for recording in the RC.	Completely Automated	G2C	1. District HQ	As and when required
T.78	Renewal of fitness certificate	Applicant submit the application with pollution certificate, insurance certificate, original fitness certificate for renewal of fitness of commercial vehicle which is valid for 2 years for vehicle age below 8 years and 1 year for vehicle age above 8 years.	Manual	G2C	1. District HQ	Annually
T.79	Inspection of Government Vehicle.	Where any Government Vehicle needs repairing, inspection has to be done by the Motor Vehicle Inspector.	Manual	G2G	1. District HQ	As and when required
T.80	Issue of duplicate Learner's License	In case the Learner's License get lost, the applicant has to file for First Information Report (FIR) from the Police department.	Completely Automated	G2C	1. District HQ	As and when required
T.81	Issuance of Temporary Regional Goods Permit	Every goods transport vehicle shall have to apply permit for carrying of unrestricted goods within the District.	Completely Automated	G2C	1. District HQ	Monthly
T.82	Renewal of Periodic Stage Carriage State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State should apply for renewal of Periodic Stage Carriage Permit before the expired of existing Permit	Completely Automated	G2C	1. State HQ	Annually
T.83	Additional Endorsement to Driving License	Any driving License's holder can apply for addition of new class of vehicle in his existing driving License after receiving a valid learner License for specific class of vehicle	Completely Automated	G2C	1. District HQ	As and when required
T.84	Driving License Extract	Particulars of a driving License maybe issued to the applicant by the Licensing Authority on payment of fees	Completely Automated	G2C	1. District HQ	As and when required
T.85	Renewal of Registration	Every Registration Certificate of Non-Transport Vehicle is required to be renewed once after 15 years and thereafter for every 5 years.	Completely Automated	G2C	1. District HQ	Once in 5 yrs
T.86	Change of address in driving License	A driving License holder may apply for changing of address in the driving License	Completely Automated	G2C	1. District HQ	As and when required
T.87	Issuance of All India Tourist Permit	Every passenger vehicle that desires to carry passenger on hire in more than 2 states including the home state should have a valid All India Tourist Permit	Completely Automated	G2C	1. State HQ	Annually
T.88	Conversion of Vehicle	A Vehicle can be converted from transport to non-transport and vice versa.	Completely Automated	G2C	1. District HQ	As and when required
T.89	Issuance of International Driving Permit	A driving License holder planning to travel abroad and to drive a car or motorbike in a	Completely Automated	G2C	1. District HQ	As and when 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
		foreign country can obtain an International Driving Permit from the concerned DTO office				
T.90	Cancellation of No Objection Certificate.	If for some reason one is unable to go to the state where the NOC is issued or wanted to cancel the NOC permanently then the vehicle owner can apply for cancellation of the same.	Completely Automated	G2C	1. District HQ	As and when required
T.91	Conductor License	The DTOs office can issue a conductor License to an applicant after submission of medical fitness, necessary documents and prescribed fee is paid.	Manual	G2C		Once in a life time
T.92	Issuance of Assurance Letter	Every applicant who desires to use the vehicle for carrying passenger or unrestricted goods must obtain an Assurance Letter from the Authority.	Manual	G2C	1. State HQ	As and when required
T.93	Replacement of Vehicle in the Regional Permit	An old vehicle can be replaced with a new vehicle in the existing permit.	Completely Automated	G2C	1. District HQ	As and when required
T.94	Release of suspended Driving License	Any suspended driving License will be release by the licensing authority after completion of suspended period.	Partially Automated	G2C	1. District HQ	As and when required
T.95	Change of Address in Registration Certificate	The Applicant may apply for changing of Address in the Registration Certificate on submission of Address proof within the jurisdiction of the concerned Registering Authority.	Completely Automated	G2C	1. District HQ	As and when required
T.96	Issuance of RC Particulars for official purpose	The particulars of a Registration Certificate of a vehicle can be issued to the Government Department.	Partially Automated	G2G	1. District HQ	As and when required
T.97	Transfer of Regional Permit	Whenever a vehicle owner sold a transport vehicle along with permit, may apply for transfer of the same.	Completely Automated	G2C	1. District HQ	As and when required
T.98	Issuance of Duplicate Driving School License	In case of lost or destroyed the holder of the license forthwith intimate to the Licensing Authority for issue of Duplicate License.	Manual	G2B	1. District HQ	As and when required
T.99	Payment of Road Tax of already registered vehicle	Every vehicle has to pay Road Tax for Transport Vehicle the road tax is either yearly or quarterly whereas for Non-Transport vehicle the road tax is for every 5 years.	Completely Automated	G2C	1. District HQ	As and when required
T.100	Scrapping of vehicle	A vehicle may be scrapped at the request of the vehicle owner after clearance of all taxes and dues.	Partially Automated	G2C	1. District HQ	As and when required
T.101	Suspension of Registration Certificate	Any vehicle owner who commits an offense, under various sections of the MV Act and other criminal acts, the registering authority on receiving the report to that effect, may suspend the Registration Certificate.	Partially Automated	G2G	1. District HQ	As and when 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
T.102	Release of suspended RC	Any suspended Registration Certificate will be released by the Registering authority after rectifying the defects and satisfied by the Registering Authority.	Partially Automated	G2C	1. District HQ	As and when required
T.103	Issuance of Trade Certificate	Where every car dealer shall have to obtain Trade Certificate. Application to be given in Form 16	Manual	G2B	1. District HQ	Annually
T.104	Cancellation of RC	A Registering Authority may cancel the Registration Certificate of a vehicle on the following conditions: - 1. If a registering authority is satisfied that a motor vehicle has been permanently removed out of India. 2. If a registering authority is satisfied that the registration of a motor vehicle has been obtained on the basis of documents which were, or by representation of facts which was, false in any material particular, or the engine number or the chassis number embossed thereon are different from such number entered in the certificate of registration, the registering authority shall after giving the owner an opportunity to make such representation as he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), and for reasons to be recorded in writing. 3. Any registering authority may order the examination of a motor vehicle within its jurisdiction by such authority as the State Government may order appoint and, if, upon such examination and after giving the owner an opportunity to make any representation he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), it is satisfied that the vehicle is in such a condition that it is incapable of being used or its use in a public place would constitute a danger to the public and that it is beyond reasonable repair.	Partially Automated	G2C	1. District HQ	As and when required
T.105	Issuance of allotment order	Where an applicant wishes to run a transport business may apply for a Contract Carriage Permit, Stage Carriage permit, Goods Permit to the concerned Regional Transport Authority.	Manual	G2C	1. District 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
T.106	Issuance of Local Taxi Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Completely Automated	G2C	1. District HQ	Only Once
T.107	Issuance of Regional Stage Carriage Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Completely Automated	G2C	1. District HQ	Monthly
T.108	Impounding of Vehicles, documents (RC, FC, DL, etc.)	Impounding of vehicle by the enforcement for an offence committed under Motor Vehicle Act	Manual	G2C		Once in a life time
T.109	Auctioning of Condemned Govt. Vehicles	Auctioning of Condemned Govt. Vehicles	Manual	G2C	1. State HQ	As and when required
T.110	Allotment of Pool cars	Pool cars are allotted for official purposes on requested by different departments for a limited number of vehicles	Manual	G2G	1. Block Office	As and when required
T.111	Financial Assistance to SC/ST youths to run transport service	Unemployed educated youths belonging to ST,SC category of not less than 21 yrs of age and not more than 35 yrs of age may apply for financial assistance, and applications are selected based on merit and economical background.	Manual	G2C	1. State HQ	Once in a life time
T.112	Requisition of vehicles for Government purposes	If the requirements of vehicles during any government hosted events/meetings/conference etc exceeds the number of vehicles available with the pool transport organization, the Commissioner of Transport then resorts to requisition of vehicles from other government departments and if necessary, may requisition private commercial vehicles to meet the requirements.	Manual	G2G	1. State HQ	As and when required
T.113	District Councils Shares of Road Tax	Sharing of Road Tax with the District councils	Manual	G2G	1. State HQ	Annually
T.114	Organizing of Road Safety week event	Road Safety is organized by the Transport Department at state head quarter as well as district head quarter to create awareness among the road users to prevent road accidents and fatalities.	Manual	G2C	1. District HQ 2. State HQ	As and when required
T.115	Composition Fine under MV Act	Transport Enforcement inspectors issues receipt against a vehicle, driver which contravenes any provision of the MV Acts or of any rule and regulation.	Partially Automated	G2C	1. State HQ	As and when required
T.116	License to operate Pollution Testing Stations	Issuing License to operate pollution testing centers.	Manual	G2B	1. State HQ	As and when required
T.117	Cancellation of Driving School License	If the Driving School is not functional, non-submission of reports, inadequate facilities and lack of enrollment	Manual	G2B	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
T.118	Cancellation of License to operate Pollution Testing Stations	Not conforming to eligibility criteria. Non-payment of License fee. Non-renewal of License, inadequate technical facilities for testing	Manual	G2B	1. State HQ	Annually
T.119	Renewal of License to operate Pollution Testing Stations	Any applicant who is existing operator of PUCC station can submit his application for renewal after a period of 1 year.	Manual	G2B	1. State HQ	Annually
T.120	Subsidy to driving schools	Providing Driving lessons to learners. Must have a class room, an instructor and an automobile workshop preferably with a driving track though not mandatory.	Manual	G2B	1. District HQ	Annually

9.3 Rationalized Service Catalogue

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
PHE.1	Information, Education and Communication Services	Information, Education and Communication activities are used to generate awareness, dissemination of information and skills on the various services and schemes under Swachh Bharat Mission(Gramin) /Jal Jeevan Mission. There is no distinction in IEC services on the basis of place of stay since the programme focuses at achievement of complete ODF Free, ODF(S) and ODF+ and provision of access to safe drinking water & sanitation for all.	G2C	Informational Services	Awareness in Rural and Urban Areas	No		Provide Awareness Services	
PHE.2	Work Order issuance by the Superintending Engineer (PHE)	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I/Class II contractors	G2B	Vendor Management	Internal	Yes	PHE.17		Internal Process
PHE.3	Work Order issuance by the Additional Chief Engineer, PHE.,	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have	G2B	Vendor Management	Internal	Yes	PHE.17		Internal Process

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		registered such as Class I contractors							
PHE.4	Work Order issuance by the Chief Engineer, PHE.,	against the Notice Inviting Tenders, interested contractors will submit their tender within the stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I contractors	G2B	Vendor Management	Internal	Yes	PHE.17		Internal Process
PHE.5	Sanction for providing water supply to Anganwadi Centers	Any recognized Anganwadi Centers not covered by water supply in their premises are entitled.	G2G	Utilities	Water Connection	No	PHE.22	Application of Water Connection for Institutions under Deposit Work	
PHE.6	Implementation of Drinking Water Supply Schemes (Schools)	After obtaining of Administrative Approval of the Drinking Water Supply Schemes to Schools, the Executive Engineer (PHE) have to implement the scheme in the schools that was sanctioned.	G2G	Monitoring and Evaluation	Water scheme Implementation	Yes			Internal Process
PHE.7	Implementation of Drinking Water Supply Schemes (Anganwadi Centers)	After obtaining of Administrative Approval of the Drinking Water Supply Schemes to Anganwadi Centers, the Executive Engineer (PHE) have to implement the scheme in the Anganwadi Centers that was sanctioned.	G2G	Monitoring and Evaluation	Water scheme Implementation	Yes			Internal Process
PHE.8	Work Order Issuance by the Executive Engineer (PHE)	against the Notice Inviting Tenders, interested contractors will submit their tender within the	G2B	Vendor Management	Internal	Yes	PHE.17		Internal Process

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		stipulated date and time for different class of works they intended to execute, depending on the categories that they have registered such as Class I/Class II/Class III contractors							
PHE.9	Collection of revenue from water Consumer	After availing water Connection from PHED, Consumers are required to pay water tax as per the size of the pipe connection installed	G2C	Utilities	Water bill collection	No		Payment of Water Bills	
PHE.10	Payment of wages for Muster Roll	As per requirement of Maintenance works Muster Roll are engaged on daily basis	G2E	Vendor Management	Internal	Yes	PHE.17		Internal Process
PHE.11	Sanction of Drinking Water Supply Scheme to habitations under Central scheme	Any habitation with water supply less than 55 LPCD or yet to have fully functioning household tap connection (FHTC)	G2G	Utilities	Water scheme Implementation	No	PHE.12	Sanction and Implementation of Drinking water Supply Schemes to habitation	
PHE.12	Sanction of Drinking Water Supply Schemes to Habitations under State Plan	Any habitation having water supply less than 55 LPCD or yet to have fully functional household tap Connection (FHTC)	G2G	Utilities	Water scheme Implementation	Yes	PHE.11		
PHE.13	Implementation of Drinking Water Supply Schemes (Gravity Feed Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	G2C	Utilities	Water scheme Implementation	Yes			

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PHE.14	Implementation of Drinking Water Supply Schemes (River Pumping Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	G2C	Utilities	Water scheme Implementation	Yes			Internal Process
PHE.15	Operation & Maintenance of Drinking water supply scheme	Operation refers to timely and daily operation of the components of a Water Supply system such as headwork, treatment plant, machinery and equipment, conveying mains, service reservoirs and distribution system etc., effectively by various technical personnel, as a routine function. Maintenance is defined as the act of keeping the structures, plants, machinery and equipment and other facilities in an optimum working order. Maintenance includes preventive /routine maintenance and also breakdown maintenance	G2C	Utilities	Operation and maintenance	Yes			
PHE.16	Deposit Works	Against formal request for providing water supply from any Central/State Govt. Departments/Institutions in their premises to take up under Deposit Works.	G2G	Monitoring and Evaluation	Internal	Yes			Common Function
PHE.17	Register Class II Contractors	Against the public call notice, intended contractors will submit	G2B	Vendor Management	Vendor Registration	No	PHE.2, 3, 4, 8, 10, 18,	Application from contractors for	

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		their application for new registration or renewal for different categories such as Class II					19, 21, 23, 24, 28	Registration / Renewal for Different Categories	
PHE.18	Register of Class III Contractor	Against the public call notice, intended contractors will submit their application for new registration or renewal for Class III Contractor	G2B	Vendor Management	Vendor Registration	Yes	PHE.17		
PHE.19	Payment to Contractors for Work done	After issuance of Work Order, the work for various components of water supply is carried out and payment to the contractor for the work done is made subjected to availability of funds and satisfactory execution of works by the contractor as per estimates and drawings & designs	G2B	Vendor Management	Internal	Yes	PHE.17		Common Function
PHE.20	Grant of Water Connection to Non-Municipal urban areas	Give water connection to the applicant. Urban Households, Institutions etc., One household one connection	G2C	Utilities	Water Connection	Yes	PHE.09		
PHE.21	Payment to Supplier	After issuance of Supply Order, the supplier supplied equipment / materials as per specification for various components of water supply and payment to the supplier for the materials supplied is made subjected to availability of funds after received of materials in good condition and satisfactory installation.	G2B	Vendor Management	Internal	Yes	PHE.17		Common Function

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PHE.22	Sanction for Providing water supply to Schools	Any recognized Schools not covered by water supply in their premises are entitled.	G2G	Utilities	Water supply to institutes	Yes	PHE.5		
PHE.23	Register of Class I contractor	Against the public call notice, intended class II contractors will submit their application for up-gradation registration or renewal for Class I Contractor	G2B	Vendor Management	Vendor Registration	Yes	PHE.17		
PHE.24	Register Class I Suppliers	Against the public call notice, intended Suppliers will submit their application for new registration or renewal	G2B	Vendor Management	Vendor Registration	Yes	PHE.17		
PHE.25	Implementation of Drinking Water Supply Schemes (Deep Tube Well Pumping Piped Water Supply Scheme)	After obtaining of Administrative Approval by the Govt. to the Drinking Water Supply Schemes in the Habitations, Executive Engineer (PHE) have to implement the scheme in the village that was sanctioned.	G2C	Utilities	Water scheme Implementation	Yes			Internal Process
PHE.26	Construction of Community Sanitary Complex	Community Sanitary Complexes comprising of an appropriate number of toilets seats, bathing cubicles, wash basin can be set up in villages at a location acceptable and accessible to all. Such complexes can be constructed only when there is lack of land in the villages for construction of households toilets, such complexes can be developed at public places, market, bus stand	G2C	Sanitation	Sanitation complex building	Yes			Internal Process

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		etc. where large scale congregation of people takes places.							
PHE.27	Implementation of Solid & Liquid Waste Management	Solid and Liquid Waste Management Scheme under Swachh Bharat Mission(Gramin) is essentially a community-inclusive scheme to tackle the menace of discarded solid - biodegradable and non-biodegradable waste along with Liquid waste management in their existing conditions and to make suitable arrangements for their improved disposal.	G2C	Solid and Waste Management	Solid and waste management	Yes			Internal Process
PHE.28	Supply Order Issuance	Against the Notice Inviting Quotation, interested Registered Supplier will submit their Quotation within the stipulated date and time.	G2B	Monitoring and Evaluation	Vendor Management	Yes	PHE.17		Internal Process
CI.1	Preferential Stores purchase rules Registrations price fixation Technical committee etc.	In order to encourage the growth of Industries especially Small Scale and Cottage Industries in the State, MPSPR has been established to patronize their manufactured products on a preferential basis and to rationalize the procedure for purchase of stores required,	G2B	Single Window Clearance		Yes			Internal Process
CI.2	Package Scheme of Incentives under Meghalaya Industrial and Investment	Under this policy various industries can claim subsidy on various subjects.	G2B	Financial Assistance	Financial Assistance	No		Provide Financial Assistance to Industry for Investment Promotion	

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	Promotion Scheme 2016								
Cl.3	Implementation of PMEGP for unemployed youth	The Department implements Prime Ministers Employment Generation Programme (PMEGP) scheme. It is a credit linked subsidy programme formed by merging the two schemes that were in operation till 31.03.2008, namely Prime Ministers Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME).	G2C	Financial Assistance	Subsidy for Setting up Business Unit	No		Application for Financial Assistance under PMEGP	
Cl.4	Recognition for contributing to the State Handicrafts and providing support for State Awardees	The basic concept of this scheme is to recognize the outstanding achievement of the master craftsman towards the quality and innovative ideas they have contributed in the field of handicraft. The state award can be selected from innumerable products made by our Handicraft Artisans which can be utilitarian, aesthetic, artistic, creative, culturally attached decorative, functional,	G2C	Financial Assistance	Handicraft Assistance, Awareness and Promotion	No		Financial Assistance and Training to Handicraft Artisans	

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		<p>traditional, religiously and socially symbolic and significant and through this Award it will help and encourage them to compete for national award with products from other states and in the meantime it will showcase our culture and tradition through Handicraft in the National platform. It may also be noted that the office of the Development Commissioner (Handicraft), Govt. of India is implementing the schemes namely (1) which provides financial support to the old age Handicraft Artisan @ Rs. 2000/- p.m. when they attained 60 years of age and (2) Training through Guru Shishya Parampara where financial assistance include: a. Wage compensation/stipend for trainees - Rs.100/- per day per trainee b. Travel allowance to trainees - Rs.1500/- per trainee c. Honorarium to Master Craftsperson - Rs.20,000/- per month d. Compensation for wastage of raw material - Rs.1000/- per month/per trainee e. Tool kit to trainees - Rs.2,000/- per toolkit for each trainee f. Miscellaneous expenditure</p>							

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		(stationery, telephone, refreshments, publicity, repair of machinery, videography, etc) - 10% of total recurring (total (a) to (e) excluding the items not admitted from two above) However, for both the schemes one of the eligibility criteria must be that the handicraft artisan must be the State Awardees and hence by introduction of this scheme it will give an opportunity to our Handicraft Artisans to become eligible in availing these benefits as offered by the Central Government from time to time. Importance of the Award: Once the government has given due recognition through the state Award of their Skill and workmanship in Handicraft sector, it will encourage our Artisans to be more enterprising and Innovative and thereby enhance the volume of their products and employment opportunities. Also, this Award will also play a vital role in representing the culture and Tradition of the tribal of our state through their distinguish Handicrafts in the National Level and is one of the							

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		criteria for selection of National Award.							
Cl.5	North East Industrial Development Scheme (NEIDS)	North East Industrial Development Scheme (NEIDS) has been launched to further catalyze the industrial development in the North Eastern Region including Sikkim. It has come into force from 01.04.2017 and will remain in force up to 31.03.2022. The Scheme covers new units in manufacturing and services sectors. The scheme provides for Central Capital Investment Incentive for access to credit, Central Interest Incentive, Central Comprehensive Insurance Incentive, Goods and Services Tax Reimbursement, Income Tax Reimbursement, Transport Incentive; and Employment Incentive to the extent indicated in the gazette notification against each of the components.	G2B	Financial Assistance	Industry Development	No		Application for availing Financial Assistance by New Manufacturing / Service Units	
Cl.6	Assistance in online filing of the Industrial Units	In order to address policy issues, and to facilitate the development of MSME, Micro, Small and Medium Enterprises Development (MSMED) Act was notified in 2006 by the Government of India. It provides legal framework for recognition of the concept of enterprise	G2B	Single Window Clearance	SME Assistance	No		Application for assistance to setup Industrial Manufacturing / Service Unit by MSME	

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		which comprises both manufacturing and service entities. As per MSME Act of 2006, all enterprises are expected to register with District Industries Centre (DIC) of their area and file Entrepreneurs Memorandum (EM) Part I for intention to start business if manufacturing or service and file EM Part II after starting production							
Cl.7	Land Allotment in the Industrial Areas/ Estates/ EPIP for Industrial Purpose	Lands are allotted to the Entrepreneurs on request and availability at various Industrial Areas, Estates and EPIP for industrial purpose which various business could use for the industrial growth and development.	G2B	Single Window Clearance	Land allotment support	No			
Cl.8	Investment Promotion Programme (Awareness Programmes)	In recent times it has become very important to support individuals and entrepreneurs in their ventures for the formation of MSME and developing their outlooks towards employment. They require a constant motivation and encouragement and the necessary awareness about the schemes and investment plans to be in the competition in today's world. The Department play its role by organizing necessary Entrepreneurial Motivation Programmes (E.M.Ps), Entrepreneurial Motivation Developments	G2C	Awareness	Training and skill development	No		Provide Awareness, Motivation & Encouragement to Entrepreneurs	

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		(E.D.Ps) and Investment Awareness Programmes.							
Cl.9	Training Inside and Outside the State	The Department, under the scheme of Training Inside and Outside the State, the Department sponsors local youths with stipend to undergo vocational training both inside and outside the state to create skilled manpower. The Department has tie up the program with established units registered with the office and with some prominent NGOs who has specialized and Qualified Master Trainers. In order to raise the level of training, few selected credible units have been identified, and are constantly monitored by the District Commerce and Industries Centre. The units are also being assigned with specific task, to develop innovative products, innovative methods of production process, to meet both customers need, and to generate high end products, for more economical gains.	G2C	Capacity Building	Training and skill development	No	Cl.10, 13	Provide Vocational Training for Skill Development	
Cl.10	Master Craftsmen Training	This training mainly aims to retain the traditional art and skills of the people of the area, which has already been in existence, for their daily economic	G2C	Capacity Building	Training to craftsman	Yes			

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		sustenance, and more importantly to preserve the products, which are of national importance and pride. The Department has and Hesitated some innovative mechanism to imbibe a new and noble approach, to include more activities, products and to upgrade both their skills ,and products in order to address the market trends, buyers need, and to fetch more economical gains.							
Cl.11	Conducting Exhibition/Trade fairs	The Department conduct Exhibition at District level once a year for the entrepreneurs to showcase and demonstrate their latest products, service, and examine recent trends and opportunities. Besides District Level Exhibition, the Department also participates in Trade Fairs in the State level, National Level, International Level Exhibition. Exhibition, Trade Fairs enables the entrepreneurs to market their products as well as to create market linkages and provides them an exposure of the market.	G2B	Capacity Building	Local Produce support	No		Trade promotion Support service	
Cl.12	Single Window Agency Clearance	The single window system in Meghalaya is being implemented for trade facilitation. It will enable the individuals to set up their enterprise by	G2B	Single Window Clearance	Support tot industrial units	No		Single window Clearance to Set up Industrial Unit	

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		submitting regulatory documents at a single location and, or single entity. The idea is to create a suitable environment for entrepreneurs to set up their units in a cost effective and time saving manner without any hassle with government authorities for obtaining the relevant clearance and permit(s). In a traditional pre single window environment, individuals had to visit and deal with multiple government agencies in multiple locations to obtain the necessary papers, permits, and clearances. Any industrial unit is eligible to apply.							
CI.13	Departmental Training Programme	Terming it as a dual challenge of developing skills and utilizing them in a proper way, dearth of formal vocational education, lack of wide variation quality, high school dropout rates, inadequate skill training capacity, negative perception towards skilling, and lack of industry ready skills even in processional courses are the major cause of poor skill levels of India's workforce. To equip the local youths for self-employment ventures, it	G2C	Capacity Building	Training and skill development	Yes	CI.9		

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		runs regular vocational courses in the following trades: Knitting Tailoring and Embroidery Carpet Weaving Carpentry and Furniture making Leather, Blacksmith and Fabrication works etc. Shoe Making Machinist The trainees are granted with monthly stipend at nominal rate. On completion of the training course, as a follow up, Grants in aid both in cash and kind are made available to these technical entrepreneurs to enable them to set up self-employment ventures of their own.							
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	Scheduled Bus Services routed between different town and cities are operated for the benefit of travelers	G2C	Public Transport	Bus tickets for citizens	No			
T.2	Issuance of Regional Goods Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	G2C	Permits and License	Permit for goods	No			
T.3	Issue of railway tickets through Passenger Reservation System Counters	Issue of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	G2C	Public Transport	rail tickets for citizens	No			
T.4	Issue of current helicopter journey/ advance	Issue of current / advance helicopter journey to the travelers through MTC Shillong, MTC Tura and LGBI Guwahati	G2C	Public Transport		No			

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	helicopter journey ticket								
T.5	Cancellation of railway tickets through Passenger Reservation System Counters	Cancellation of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	G2C	Public Transport		No			
T.6	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	G2C	Public Transport	Ticket Modification	No			
T.7	RTA Counter Signature	Permit issued from one region is not valid to ply in another region unless it is countersigned by the Regional Authority of that another region.	G2C	Permits and License	Permit for goods transportation across state	No			
T.8	Issuance of Duplicate Permit	When a permit of a vehicle is lost, mutilated or torn a duplicate permit is issued to the permit holder.	G2C	Permits and License	Duplicate permit	No			
T.9	School Bus Hire Service	MTC provides buses to the Schools on hire basis on payment basis. Schools will operate the buses for the benefit of the students traveling from to School & Home	G2G	Public Transport	bus hiring facility for schools	No			
T.10	Issuance of driving school License.	Any driving institutions that wishes to impart training on driving must apply to the Registering Authority in form 12 of Motor Vehicle Rules.	G2B	Permits and License	Driving school license	No			

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T.11	Temporary Registration of vehicle	A vehicle has to be temporarily registered before delivery.	G2C	Permits and License	Registration	No			
T.12	Charter Service	Providing vehicle to public and Government Department on daily hire basis for a day or two	G2C	Public Transport	Charter Service	No			
T.13	Cancellation of advance helicopter journey ticket	Cancellation of the advance booking of helicopter ticket by the travelers	G2C	Public Transport	Cancellation of advance helicopter journey ticket	No			
T.14	Suspension of Driving License	any drivers who commit an offense, under various sections of the MV Act the licensing authority may suspend the driving License.	G2G	Permits and License	Suspension of Driving License	No			
T.15	Alteration of Photo in Driving License	A driving License holder may apply for changing the photo or signature in the driving License	G2C	Permits and License	Alteration of Photo in Driving License	No			
T.16	Change of name in driving License	A driving License holder may apply for change of name in the driving License provided he submits relevant proof documents such as affidavit, identity proof.	G2C	Permits and License	Change of name in driving License	No			
T.17	Issue of No Objection Certificate to the Vehicle	No Objection Certificate issued to existing vehicle for removing the vehicle to other District or State.	G2C	Permits and License	Registration	No			
T.18	Renewal of Local Taxi Permit	Validity of a Local Taxi permit is valid for 5 years and is subjected to renewal.	G2C	Permits and License	Renewal of Local Taxi Permit	No			
T.19	Surrender of Class of vehicle in the DL	A driving License holder may surrender the class of vehicle held in the driving License which is not required	G2C	Permits and License	Surrender of Class of vehicle in the DL	No			

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T.20	Issuance of Temporary State Goods permit	Every goods carrier should have a valid permit to ply within the state to carry general unrestricted goods.	G2C	Permits and License	Issuance of Temporary State Goods permit	No			
T.21	Issuance of Temporary Stage Carriage Inter - State permit	Every Bus Passenger that wishes to ply within the home state and other state for a duration of four months must apply for a Temporary Stage Carriage Inter - State Permit	G2C	Permits and License	Issuance of Temporary Stage Carriage Inter - State permit	No			
T.22	Re- registration of Vehicle from other Registering Authority	Already Registered Vehicle of other Registering Authority is required to re-register in the current Registering Authority.	G2C	Permits and License	Registration	No			
T.23	Issuance of new Fitness certificate	Every chassis driven transport vehicle or transport vehicle coming from other State registering authority shall have a Fitness certificate which valid up to 2 years for vehicle age less than 8 years and validity of 1 year for vehicle age more than 8 years.	G2C	Permits and License	Registration	No			
T.24	Issuance of Temporary Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of four months must apply for temporary contract carriage permit	G2C	Permits and License	Issuance of Temporary Contract Carriage Permit	No			
T.25	Issuance of Periodic Stage Carriage State Permit.	Every Bus Passenger that wishes to ply within the home state for a duration of one year must apply for	G2C	Permits and License	Issuance of Periodic Stage Carriage State Permit.	No			

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		a Periodic Stage Carriage State Permit							
T.26	Continuation of Hypothecation	A vehicle entered into a loan agreement with any financial institution cannot be transferred unless it reenters into another agreement.	G2C	Permits and License	Registration	No			
T.27	Issuance of Driving License	Any citizen who drives a motor vehicle should possess a valid Driving License. A driving License should be issued to any citizen already held a Learner License.	G2C	Permits and License	Issuance of Driving License	No			
T.28	Release of impounded vehicle	Impounded vehicle is released after the disposal of challan or after settling the case.	G2C	Enforcement of MVA	Enforcement	No			
T.29	Issuance of Periodic Inter State Goods Permit	Every goods carrier should have a valid permit to ply within and outside the state to carry general unrestricted goods on hire only	G2C	Permits and License	Issuance of Periodic Inter State Goods Permit	No			
T.30	Issuance of National Permit	A goods carrier vehicle should have a valid National Permit for carrying goods all over India.	G2C	Permits and License	Issuance of National Permit	No			
T.31	Surrender of Permit	If the permit is no longer interested to ply the vehicle as a contract carriage, he should apply for cancellation of permit	G2C	Permits and License	Surrender of Permit	No			
T.32	Issuance of Duplicate Driving License	Any Driving License holder can apply for a duplicate Driving License when he lost his original Driving License	G2C	Permits and License	Issuance of Duplicate Driving License	No			

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T.33	Renewal of Driving License	A Driving License is valid only for a certain period and it has to be renewed from time to time	G2C	Permits and License	Renewal of Driving License	No			
T.34	Issuance of Temporary Stage Carriage State Permit	Every Bus Passenger that desires to ply within the home state for a duration of four months must apply for a Temporary Stage Carriage State Permit	G2C	Permits and License	Issuance of Temporary Stage Carriage State Permit	No			
T.35	Issuance of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of one year must apply for Periodic Contract Carriage Permit	G2C	Permits and License	Issuance of Periodic Contract Carriage Permit	No			
T.36	Renewal of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state with an existing Periodic Contract Carriage Permit must apply for a renewal of Periodic Contract Carriage Permit before expired	G2C	Permits and License	Renewal of Periodic Contract Carriage Permit	No			
T.37	Renewal of Periodic State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state for a duration of one year must renew their Periodic State Goods Permit before expiry	G2C	Permits and License	Renewal of Periodic State Goods Permit	No			
T.38	Issuance of Periodic Stage	Every Bus Passenger that desires to ply within the home state and other	G2C	Permits and License	Issuance of Periodic Stage	No			

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	Carriage Inter - State Permit.	states for a duration of one year must apply for a Periodic Stage Carriage Inter - State Permit			Carriage Inter - State Permit.				
T.39	Issuance of Ticket Counter License	An agent or a canvasser , in the sale of ticket for travel by public service vehicles , or in otherwise soliciting customers for such vehicles.	G2B	Permits and License	Issuance of Ticket Counter License	No			
T.40	Renewal of Periodic Inter State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state and Assam for a duration of one year must renew their Periodic Inter State Goods Permit before expiry	G2C	Permits and License	Renewal of Periodic Inter State Goods Permit	No			
T.41	Renewal of Periodic Stage Carriage Inter - State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State and other state should apply for renewal of Periodic Stage Carriage Inter State Permit before the expired of existing Permit	G2C	Permits and License	Renewal of Periodic Stage Carriage Inter - State Permit	No			
T.42	Renewal of Regional Stage Carriage Permit	Validity of a Regional Stage Carriage permit is valid for 5 years and is subjected to renewal.	G2C	Permits and License	Renewal of Regional Stage Carriage Permit	No			
T.43	Renewal of Periodic Regional Goods Permit	Validity of a Regional Goods permit is valid for 5 years and is subjected to renewal.	G2C	Permits and License	Renewal of Periodic Regional Goods Permit	No			
T.44	Renewal of Ticket Counter License.	An agent or a canvasser, if they want to continue a License in the sale of tickets for travel by public service vehicle must	G2B	Permits and License	Renewal of Ticket Counter License.	No			

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		renewed the Ticket Counter License.							
T.45	Reissue of expired Learner License	An expired learner License can be re issued on payment of fees	G2C	Permits and License	Reissue of expired Learner License	No			
T.46	Registration of new Government Vehicle	A newly purchased vehicle belonging to the Government has to be registered in the Registering Authority.	G2G	Permits and License	Registration	No			
T.47	Surrender of Regional Goods Permit	If the owner is no longer interested to use the Regional Permit, he/she can apply for Surrender of permit	G2C	Permits and License	Surrender of Regional Goods Permit	No			
T.48	Replacement of Driving License	A driving License holder may apply for replacement of his existing driving License in case of torn, damage, mutilated within recognition	G2C	Permits and License	Replacement of Driving License	No			
T.49	Issuance of RC Particulars	An applicant can apply for obtaining the detail of the vehicle provided payment of fee.	G2C	Permits and License	Registration	No			
T.50	Renewal of Driving School License	Every driving school must renew their License	G2B	Permits and License	Miscellaneous	No			
T.51	Issuance of Weigh bridge License	Notice Inviting Tender is floated giving a timeline of 30 to 45 days for tenderers to complete submission of Application and necessary documents to be scrutinized by the tender committee consisting of 3 to 4 Departments including the Financial Bid. Then License to operate a weight bridge is	G2B	Permits and License	Weigh bridge License	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		given to operators with highest bidder.							
T.52	Renewal of Weigh bridge License	A weigh bridge License issued is subjected to renewal for every year subjected to satisfactory performance and payment of fees to Government .	G2B	Permits and License	Weigh bridge License	No			
T.53	Registration of new vehicle	A newly purchased vehicle shall have to be registered in the Registering Authority as per the Motor Vehicle Act.	G2C	Permits and License	Registration	No			
T.54	Accident Inspection Report.	Whenever a vehicle met with an accident, Motor Vehicle Inspector shall have to inspect the vehicle on request by the Police Department.	G2G	Road Safety	Accident Inspection Report.	No			
T.55	Operation of Check gates	Check gates are operated to check vehicles.	G2C	Permits and License	Operation of Check gates	No			
T.56	Issue of Duplicate State/National Permit	Issuance of Duplicate State, National Permit in case of loss or torn	G2C	Permits and License	Issue of Duplicate State/National Permit	No			
T.57	Agreement with other States regarding Grant of Road Permit	Reciprocal Agreement with other States regarding Grant of Temporary Road Permit	G2G	Permits and License	Agreement with other States regarding Grant of Road Permit	Yes			Internal Process
T.58	Fixation of Bus fares, Taxi fares and rate for compensation for requisition of vehicles	Fixation of Bus fares, Taxi fares and rate for compensation for requisition of vehicles	G2G	Tax Realization	Fixation of Bus fares, Taxi fares and rate for compensation for requisition of vehicles	Yes			Internal Process
T.59	Cancellation of Driving License		-1	Permits and License	Cancellation of Driving Licensee	No			
T.60	Checking of unfit vehicle as per the DTO order	checking of vehicles is conducted as per the order of the DTO	G2C	Road Safety	checking of unfit vehicle as per the DTO order	Yes			Internal Process

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
T.61	Issuance of Learner License	Every citizen who desires to drive a motor vehicle should hold a valid Learner's License of minimum 30 days. An applicant who has completed sixteen years of age is eligible to apply for a driving License to drive a motor cycle with engine capacity below 55 cc subject to the condition that the parent or guardian should furnish a declaration in the manner prescribed he applicant who has completed the age of eighteen years of age is eligible to apply for a driving License to drive a motor vehicle other than a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle.	G2C	Permits and License	Issuance of Learner License	No			
T.62	Cancellation of advance journey Bus Ticket	Cancellation of advance journey Bus Ticket for the travelers	G2C	Public Transport	Cancellation of advance journey Bus Ticket	No			
T.63	Issue of Duplicate Fitness Certificate	Issuance of Fitness certificate in case of loss or torn	G2C	Road Safety	Registration	No			
T.64	Countersignature	Permit issued from outside the States to ply in any area of Meghalaya	G2C	Permits and License	Countersignature	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		have to be countersigned by the Secretary, State Transport Authority, Meghalaya.							
T.65	Issuance of Special Permit	Every passenger vehicle or Goods Carrier who desire to ply to another State for a short period of time must apply for a special permit.	G2C	Permits and License	Issuance of Special Permit	No			
T.66	Surrender of National Permit	The Applicant can apply for Cancellation of The National Permit if allowed or after the expiry of age of the vehicle (12 Years)	G2C	Permits and License	Surrender of National Permit	No			
T.67	Renewal of National permit	Every goods carrier vehicle who desires to ply all over India should renew their All India National permit before expiry.	G2C	Permits and License	Renewal of National permit	No			
T.68	Renewal of All India Tourist Permit	A passenger vehicle with existing All India Tourist Permit must renew the permit before its expiry.	G2C	Permits and License	Renewal of All India Tourist Permit	No			
T.69	Transfer of ownership of vehicle.	The vehicle is transferable from one person to another person in case of sold or inherited by the rightful successor.	G2C	Permits and License	Transfer of ownership of vehicle.	No			
T.70	Issuance of Periodic State Goods Permit	Every goods carrier should have a valid Permit apply within the State to carry general unrestricted goods on hire only	G2C	Permits and License	Issuance of Periodic State Goods Permit	No			
T.71	Dealer Point Registration of new vehicles	Registration of vehicles is necessary since vehicles are allowed to be driven in a public place only after registration by the registering authority.	G2C	Permits and License	Dealer Point Registration of new vehicles	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
T.72	Duplicate Registration Certificate	When a registration certificate of a vehicle is lost, mutilated or torn a duplicate registration certificate is issued to the registered owner.	G2C	Permits and License	Duplicate Registration Certificate	No			
T.73	Cancellation of Hypothecation	Once the loan is liquidated, hypothecation will be removed, and fresh RC will be issued.	G2C	Permits and License	Cancellation of Hypothecation	No			
T.74	Addition of Hypothecation on registered vehicle	Making an entry of hire-purchase, lease or hypothecation agreement in the certificate of registration of the motor vehicle which is already registered.	G2C	Permits and License	Addition of Hypothecation on registered vehicle	No			
T.75	Issuance of Temporary Inter State Goods permit	Every goods carrier should have a valid permit to ply within the state and outside the state to carry general unrestricted goods only.	G2C	Permits and License	Issuance of Temporary Inter State Goods permit	No			
T.76	Renewal of Driving License with Retest	Driving License which has expired more than one year has to be renewed with retest after payment of late fine	G2C	Permits and License	Renewal of Driving License with Retest	No			
T.77	Alteration of motor vehicle	Where any alteration has been made in the motor vehicle, the owner of the vehicle shall report to the registering authority for recording in the RC.	G2C	Permits and License	Alteration of motor vehicle	No			
T.78	Renewal of fitness certificate	Applicant submit the application with pollution certificate, insurance certificate, original fitness certificate for renewal of fitness of commercial vehicle which is valid for 2	G2C	Road Safety	Renewal of fitness certificate	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		years for vehicle age below 8 years and 1 year for vehicle age above 8 years.							
T.79	Inspection of Government Vehicle.	Where any Government Vehicle needs repairing, inspection has to be done by the Motor Vehicle Inspector.	G2G	Road Safety	Inspection of Government Vehicle.	No			
T.80	Issue of duplicate Learner's License	In case the Learner's License get lost, the applicant has to file for First Information Report (FIR) from the Police department.	G2C	Permits and License	Issue of duplicate Learner's License	No			
T.81	Issuance of Temporary Regional Goods Permit	Every goods transport vehicle shall have to apply permit for carrying of unrestricted goods within the District.	G2C	Permits and License	Issuance of Temporary Regional Goods Permit	No			
T.82	Renewal of Periodic Stage Carriage State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State should apply for renewal of Periodic Stage Carriage Permit before the expired of existing Permit	G2C	Permits and License	Renewal of Periodic Stage Carriage State Permit	No			
T.83	Additional Endorsement to Driving License	Any driving License's holder can apply for addition of new class of vehicle in his existing driving License after receiving a valid learner License for specific class of vehicle	G2C	Permits and License	Additional Endorsement to Driving License	No			
T.84	Driving License Extract	Particulars of a driving License maybe issued to the applicant by the Licensing Authority on payment of fees	G2C	Permits and License	Driving License Extract	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
T.85	Renewal of Registration	Every Registration Certificate of Non-Transport Vehicle is required to be renewed once after 15 years and thereafter for every 5 years.	G2C	Permits and License	Renewal of Registration	No			
T.86	Change of address in driving License	A driving License holder may apply for changing of address in the driving License	G2C	Permits and License	Change of address in driving License	No			
T.87	Issuance of All India Tourist Permit	Every passenger vehicle that desires to carry passenger on hire in more than 2 states including the home state should have a valid All India Tourist Permit	G2C	Permits and License	Issuance of All India Tourist Permit	No			
T.88	Conversion of Vehicle	A Vehicle can be converted from transport to non-transport and vice versa.	G2C	Permits and License	Conversion of Vehicle	No			
T.89	Issuance of International Driving Permit	A driving License holder planning to travel abroad and to drive a car or motorbike in a foreign country can obtain an International Driving Permit from the concerned DTO office	G2C	Permits and License	Issuance of International Driving Permit	No			
T.90	Cancellation of No Objection Certificate.	If for some reason one is unable to go to the state where the NOC is issued or wanted to cancel the NOC permanently then the vehicle owner can apply for cancellation of the same.	G2C	Permits and License	Cancellation of No Objection Certificate.	No			
T.91	Conductor License	The DTOs office can issue a conductor License to an applicant after submission	G2C	Permits and License	Conductor Licensee	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		of medical fitness, necessary documents and prescribed fee is paid.							
T.92	Issuance of Assurance Letter	Every applicant who desires to use the vehicle for carrying passenger or unrestricted goods must obtain an Assurance Letter from the Authority.	G2C	Road Safety	Issuance of Assurance Letter	No			
T.93	Replacement of Vehicle in the Regional Permit	An old vehicle can be replaced with a new vehicle in the existing permit.	G2C	Permits and License	Replacement of Vehicle in the Regional Permit	No			
T.94	Release of suspended Driving License	Any suspended driving License will be release by the licensing authority after completion of suspended period.	G2C	Permits and License	Release of suspended Driving License	No			
T.95	Change of Address in Registration Certificate	The Applicant may apply for changing of Address in the Registration Certificate on submission of Address proof within the jurisdiction of the concerned Registering Authority.	G2C	Permits and License	Change of Address in Registration Certificate	No			
T.96	Issuance of RC Particulars for official purpose	The particulars of a Registration Certificate of a vehicle can be issued to the Government Department.	G2G	Permits and License	Issuance of RC Particulars for official purpose	No			
T.97	Transfer of Regional Permit	Whenever a vehicle owner sold a transport vehicle along with permit, may apply for transfer of the same.	G2C	Permits and License	Transfer of Regional Permit	No			
T.98	Issuance of Duplicate Driving School License	In case of lost or destroyed the holder of the license forthwith intimate to the Licensing	G2B	Permits and License	Issuance of Duplicate Driving School License	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		Authority for issue of Duplicate License.							
T.99	Payment of Road Tax of already registered vehicle	Every vehicle has to pay Road Tax for Transport Vehicle the road tax is either yearly or quarterly whereas for Non-Transport vehicle the road tax is for every 5 years.	G2C	Tax Realization	Payment of Road Tax of already registered vehicle	No			
T.100	Scrapping of vehicle	A vehicle may be scrapped at the request of the vehicle owner after clearance of all taxes and dues.	G2C	Public Transport	Scrapping of vehicle	Yes			Internal Process
T.101	Suspension of Registration Certificate	Any vehicle owner who commits an offense, under various sections of the MV Act and other criminal acts, the registering authority on receiving the report to that effect, may suspend the Registration Certificate.	G2G	Permits and License	Suspension of Registration Certificate	No			
T.102	Release of suspended RC	Any suspended Registration Certificate will be released by the Registering authority after rectifying the defects and satisfied by the Registering Authority.	G2C	Permits and License	Release of suspended RC	No			
T.103	Issuance of Trade Certificate	Where every car dealer shall have to obtain Trade Certificate. Application to be given in Form 16	G2B	Permits and License	Issuance of Trade Certificate	No			
T.104	Cancellation of RC	A Registering Authority may cancel the Registration Certificate of a vehicle on the following conditions: - 1. If a registering authority is satisfied that a motor	G2C	Permits and License	Cancellation of RC	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		vehicle has been permanently removed out of India. 2. If a registering authority is satisfied that the registration of a motor vehicle has been obtained on the basis of documents which were, or by representation of facts which was, false in any material particular, or the engine number or the chassis number embossed thereon are different from such number entered in the certificate of registration, the registering authority shall after giving the owner an opportunity to make such representation as he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), and for reasons to be recorded in writing. 3. Any registering authority may order the examination of a motor vehicle within its jurisdiction by such authority as the State Government may be order appoint and, if, upon such examination and after giving the owner an opportunity to make any representation he may wish to make (by sending to the owner a notice by							

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		registered post acknowledgement due at his address entered in the certificate of registration), it is satisfied that the vehicle is in such a condition that it is incapable of being used or its use in a public place would constitute a danger to the public and that it is beyond reasonable repair.							
T.105	Issuance of allotment order	Where an applicant wishes to run a transport business may apply for a Contract Carriage Permit, Stage Carriage permit, Goods Permit to the concerned Regional Transport Authority.	G2C	Permits and License	Issuance of allotment order	No			
T.106	Issuance of Local Taxi Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	G2C	Permits and License	Issuance of Local Taxi Permit	No			
T.107	Issuance of Regional Stage Carriage Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	G2C	Permits and License	Issuance of Regional Stage Carriage Permit	No			
T.108	Impounding of Vehicles, documents (RC, FC, DL, etc.)	Impounding of vehicle by the enforcement for an offence committed under Motor Vehicle Act	G2C	Enforcement of MVA	Impounding of Vehicles, documents (RC, FC, DL, etc.)	No			
T.109	Auctioning of Condemned Govt. Vehicles	Auctioning of Condemned Govt. Vehicles	G2C	Permits and License	Auctioning of Condemned Govt. Vehicles	Yes			Internal Process
T.110	Allotment of Pool cars	Pool cars are allotted for official purposes on requested by different departments for a limited number of vehicles	G2G	Public Transport	Allotment of Pool cars	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
T.111	Financial Assistance to SC/ST youths to run transport service	Unemployed educated youths belonging to ST,SC category of not less than 21 yrs of age and not more than 35 yrs of age may apply for financial assistance, and applications are selected based on merit and economical background.	G2C	Financial Assistance	Financial Assistance to SC/ST youths to run transport service	No			
T.112	Requisition of vehicles for Government purposes	If the requirements of vehicles during any government hosted events/meetings/conference etc exceeds the number of vehicles available with the pool transport organization, the Commissioner of Transport then resorts to requisition of vehicles from other government departments and if necessary, may requisition private commercial vehicles to meet the requirements.	G2G	Public Transport	Requisition of vehicles for Government purposes	No			
T.113	District Councils Shares of Road Tax	Sharing of Road Tax with the District councils	G2G	Tax Realization	District Councils Shares of Road Tax	Yes			Internal Process
T.114	Organizing of Road Safety week event	Road Safety is organized by the Transport Department at state head quarter as well as district head quarter to create awareness among the road users to prevent road accidents and fatalities.	G2C	Road Safety	Organizing of Road Safety week event	No			
T.115	Composition Fine under MV Act	Transport Enforcement inspectors issues receipt against a vehicle, driver which contravenes any	G2C	Enforcement of MVA	Composition Fine under MV Act	No			

Service Code	Service Name	Service Description	Service Classification	Domain	Sub Domain	Rationalized (To be marked for rationalized Service)	Merged with Service No	Modified Service Name	Rationalization Remarks
		provision of the MV Acts or of any rule and regulation.							
T.116	License to operate Pollution Testing Stations	Issuing License to operate pollution testing centers.	G2B	Permits and License	License to operate Pollution Testing Stations	No			
T.117	Cancellation of Driving School License	If the Driving School is not functional, non-submission of reports, inadequate facilities and lack of enrollment	G2B	Permits and License	Cancellation of Driving School Licensee	No			
T.118	Cancellation of License to operate Pollution Testing Stations	Not conforming to eligibility criteria. Non-payment of License fee. Non-renewal of License, inadequate technical facilities for testing	G2B	Permits and License	Cancellation of Licensee to operate Pollution Testing Stations	No			
T.119	Renewal of License to operate Pollution Testing Stations	Any applicant who is existing operator of PUCC station can submit his application for renewal after a period of 1 year.	G2B	Permits and License	Renewal of Licensee to operate Pollution Testing Stations	No			
T.120	Subsidy to driving schools	Providing Driving lessons to learners. Must have a class room, an instructor and an automobile workshop preferably with a driving track though not mandatory.	G2B	Financial Assistance	Subsidy to driving schools	No			

9.4 Service Indicator Mapping

SI No	Indicator	Service No	Service Name
1	Percentage share of expenditure in Industrial Research & Development to total GDP	CI.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs
		CI.9	Provide Vocational Training for Skill Development
		CI.4	Financial Assistance and Training to Handicraft Artisans
		CI.11	Trade promotion Support service
2	Number of regional centers of excellence in each District	CI.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs
		CI.9	Provide Vocational Training for Skill Development
		CI.11	Trade promotion Support service
3	Researchers (in full-time equivalent) per 10,000 inhabitants	CI.9	Provide Vocational Training for Skill Development
4	Share of GVA (Gross Value Add) of research and development related activities in total GVA	CI.9	Provide Vocational Training for Skill Development
5	Share of GVA of Information and Computer related activities in total GVA of state	CI.9	Provide Vocational Training for Skill Development
6	Percentage of schools having access to safe drinking water facilities	PHE.1	Provide Awareness Services
		PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation
7	Percentage growth in number of deaths due to road accidents	T.54	Accident Inspection Report.
8	Percentage of industries(17 category of highly polluting industries/grossly polluting industry/red category of industries) complying with waste water treatment as per CPCB (Central Pollution Control Board) norms.	PHE.5	Application of Water Connection for Institutions under Deposit Work
9	Percentage of Rural Population provided with 55 or more LPCD (Liter per capita per day)	PHE.1	Provide Awareness Services
		PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation
10	Percentage of Urban Population provided with 55 or more LPCD	PHE.1	Provide Awareness Services
		PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation
11	Percentage of population having safe and adequate drinking water in rural areas	PHE.1	Provide Awareness Services
		PHE.5	Application of Water Connection for Institutions under Deposit Work
12	Percentage of villages in ODF category	PHE.1	Information, Education and Communication Services
13	Percentage of sewage treated before discharge into surface water bodies	PHE.17	Application from contractors for Registration / Renewal for Different Categories
14	Number of fully operational Laboratories at the State Level/ District Level/Sub Divisional Level for testing of water		Will be achieved by Integrated Labs proposed as part of Primary Sector Pillar
15	Number of Mobile Water Treatment Plant equipped with mobile laboratory		Will be achieved by Integrated Labs proposed as part of Primary Sector Pillar
16	Population covered by piped water supply	PHE.1	Provide Awareness Services
		PHE.5	Application of Water Connection for Institutions under Deposit Work
		PHE.9	Payment of Water Bills
		PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation
		PHE.17	Application from contractors for Registration / Renewal for Different Categories
17	Proportion of Passenger and freight volumes, by mode of transport (passengers in number billion / freight in billion Ton)	T.1	Issue of current Bus Journey/Advance Bus Journey ticket
		T.2	Issuance of Regional Goods Permit
		T.30	Issuance of National Permit

SI No	Indicator	Service No	Service Name
		T.21	Issuance of Temporary Stage Carriage Inter - State permit
		T.81	Issuance of Temporary Regional Goods Permit
		T.68	Renewal of All India Tourist Permit
		T.78	Renewal of fitness certificate
18	Number of seats in public transport per 100 urban individuals	T.111	Financial Assistance to SC/ST youths to run transport service
		T.120	Subsidy to driving schools
19	Annual growth rate in services sector	Cl.12	Single window Clearance to Set up Industrial Unit
		Cl.11	Trade promotion Support service
		Cl.2	Provide Financial Assistance to Industry for Investment Promotion
		Cl.3	Application for Financial Assistance under PMEGP
		Cl.4	Financial Assistance and Training to Handicraft Artisans
		Cl.5	Application for availing Financial Assistance by New Manufacturing / Service Units
		Cl.12	Single window Clearance to Set up Industrial Unit
21	Gross Capital Formation by industry	Cl.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs
		Cl.11	Trade promotion Support service
22	Percentage of employment in Manufacturing sector	Cl.9	Provide Vocational Training for Skill Development
		Cl.11	Trade promotion Support service
		Cl.3	Application for Financial Assistance under PMEGP
		Cl.4	Financial Assistance and Training to Handicraft Artisans
		Cl.5	Application for availing Financial Assistance by New Manufacturing / Service Units
23	Output, value added from manufacturing industry in house hold sector		
24	Percentage/ Proportion of Credit flow to MSMEs (as a Percentage of Total Adjusted Net Bank Credit)	Cl.6	Application for assistance to setup Industrial Manufacturing / Service Unit by MSME
25	Number of companies publishing sustainability reports	Cl.11	Trade promotion Support service
26	Percentage of waste processed		
27	Hazardous waste generated per capita and proportion of hazardous waste treated, by type of treatment		
28	Number of Community Mini Compost plants established		
29	Percentage of organic waste converted into compost		
30	Percentage of urban waste that has been segregated		
		Cl.12	Single window Clearance to Set up Industrial Unit
31	EoDB ranking as per DIPP evaluation	Cl.6	Application for assistance to setup Industrial Manufacturing / Service Unit by MSME
		Cl.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs

9.5 Prioritized Services Catalogue

Service Code	Service Name	Service Assessment Value as per DSS (High Maturity/Low Maturity/Medium Maturity maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
PHE.1	Provide Awareness Services	Low Maturity	Low Complexity	High	Prioritized
PHE.5	Application of Water Connection for Institutions under Deposit Work	Low Maturity	Medium Complexity	High	Prioritized
PHE.9	Payment of Water Bills	Low Maturity	Low Complexity	High	Prioritized
PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation	Low Maturity	Low Complexity	High	Prioritized
PHE.17	Application from contractors for Registration / Renewal for Different Categories	Low Maturity	Medium Complexity	High	Prioritized
CI.2	Provide Financial Assistance to Industry for Investment Promotion	Low Maturity	Low Complexity	High	Prioritized
CI.3	Application for Financial Assistance under PMEGP	Low Maturity	Low Complexity	High	Prioritized
CI.4	Financial Assistance and Training to Handicraft Artisans	Low Maturity	Low Complexity	High	Prioritized
CI.5	Application for availing Financial Assistance by New Manufacturing / Service Units	Low Maturity	Low Complexity	High	Prioritized
CI.6	Application for assistance to setup Industrial Manufacturing / Service Unit by MSME	Medium Maturity	Low Complexity	High	Prioritized
CI.7	Land Allotment in the Industrial Areas/ Estates/ EPIP for Industrial Purpose	Low Maturity	High Complexity	High	Not Prioritized
CI.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs	Low Maturity	Low Complexity	High	Prioritized
CI.9	Provide Vocational Training for Skill Development	Low Maturity	Low Complexity	High	Prioritized
CI.11	Trade promotion Support service	Low Maturity	High Complexity	High	Not Prioritized
CI.12	Single window Clearance to Set up Industrial Unit	Low Maturity	Medium Complexity	High	Prioritized
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	Low Maturity	Low Complexity	High	Prioritized
T.2	Issuance of Regional Goods Permit	High Maturity	Medium Complexity	High	Not Prioritized
T.3	Issue of railway tickets through Passenger Reservation System Counters	High Maturity	Low Complexity	High	Not Prioritized
T.4	Issue of current helicopter journey/ advance helicopter journey ticket	Low Maturity	High Complexity	Medium	Not Prioritized
T.5	Cancellation of railway tickets through Passenger Reservation System Counters	Low Maturity	High Complexity	High	Not Prioritized
T.6	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters	High Maturity	Low Complexity	High	Not Prioritized
T.7	RTA Counter Signature	Medium Maturity	Medium Complexity	High	Not Prioritized

Service Code	Service Name	Service Assessment Value as per DSS (High Maturity/Low Maturity/Medium Maturity maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
T.8	Issuance of Duplicate Permit	High Maturity	Low Complexity	High	Not Prioritized
T.9	School Bus Hire Service	Low Maturity	Medium Complexity	Medium	Not Prioritized
T.10	Issuance of driving school License.	Low Maturity	High Complexity	Low	Prioritized
T.11	Temporary Registration of vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.12	Charter Service	Low Maturity	Medium Complexity	Medium	Not Prioritized
T.13	Cancellation of advance helicopter journey ticket	Low Maturity	High Complexity	Medium	Not Prioritized
T.14	Suspension of Driving License	Medium Maturity	Medium Complexity	High	Not Prioritized
T.15	Alteration of Photo in Driving License	High Maturity	Low Complexity	High	Not Prioritized
T.16	Change of name in driving License	High Maturity	Low Complexity	High	Not Prioritized
T.17	Issue of No Objection Certificate to the Vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.18	Renewal of Local Taxi Permit	High Maturity	Low Complexity	High	Not Prioritized
T.19	Surrender of Class of vehicle in the DL	High Maturity	Low Complexity	High	Not Prioritized
T.20	Issuance of Temporary State Goods permit	High Maturity	Low Complexity	High	Not Prioritized
T.21	Issuance of Temporary Stage Carriage Inter - State permit	High Maturity	Low Complexity	High	Not Prioritized
T.22	Re- registration of Vehicle from other Registering Authority	Medium Maturity	High Complexity	High	Not Prioritized
T.23	Issuance of new Fitness certificate	Medium Maturity	High Complexity	High	Not Prioritized
T.24	Issuance of Temporary Contract Carriage Permit	High Maturity	Low Complexity	High	Not Prioritized
T.25	Issuance of Periodic Stage Carriage State Permit.	High Maturity	Low Complexity	High	Not Prioritized
T.26	Continuation of Hypothecation	Low Maturity	High Complexity	High	Not Prioritized
T.27	Issuance of Driving License	High Maturity	Low Complexity	High	Not Prioritized
T.28	Release of impounded vehicle	Low Maturity	High Complexity	High	Not Prioritized
T.29	Issuance of Periodic Inter State Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.30	Issuance of National Permit	High Maturity	Low Complexity	High	Not Prioritized
T.31	Surrender of Permit	High Maturity	Low Complexity	High	Not Prioritized
T.32	Issuance of Duplicate Driving License	High Maturity	Low Complexity	High	Not Prioritized
T.33	Renewal of Driving License	High Maturity	Low Complexity	High	Not Prioritized
T.34	Issuance of Temporary Stage Carriage State Permit	High Maturity	Low Complexity	High	Not Prioritized
T.35	Issuance of Periodic Contract Carriage Permit	High Maturity	Low Complexity	High	Not Prioritized

Service Code	Service Name	Service Assessment Value as per DSS (High Maturity/Low Maturity/Medium Maturity maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
T.36	Renewal of Periodic Contract Carriage Permit	High Maturity	Low Complexity	High	Not Prioritized
T.37	Renewal of Periodic State Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.38	Issuance of Periodic Stage Carriage Inter - State Permit.	High Maturity	Low Complexity	High	Not Prioritized
T.39	Issuance of Ticket Counter License	High Maturity	Low Complexity	High	Not Prioritized
T.40	Renewal of Periodic Inter State Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.41	Renewal of Periodic Stage Carriage Inter - State Permit	High Maturity	Low Complexity	High	Not Prioritized
T.42	Renewal of Regional Stage Carriage Permit	High Maturity	Low Complexity	High	Not Prioritized
T.43	Renewal of Periodic Regional Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.44	Renewal of Ticket Counter License.	High Maturity	Low Complexity	High	Not Prioritized
T.45	Reissue of expired Learner License	High Maturity	Low Complexity	High	Not Prioritized
T.46	Registration of new Government Vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.47	Surrender of Regional Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.48	Replacement of Driving License	High Maturity	Low Complexity	High	Not Prioritized
T.49	Issuance of RC Particulars	High Maturity	Low Complexity	High	Not Prioritized
T.50	Renewal of Driving School License	Low Maturity	Low Complexity	High	Prioritized
T.51	Issuance of Weigh bridge License	Low Maturity	High Complexity	High	Not Prioritized
T.52	Renewal of Weigh bridge License	Low Maturity	High Complexity	High	Not Prioritized
T.53	Registration of new vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.54	Accident Inspection Report.	Medium Maturity	High Complexity	High	Not Prioritized
T.55	Operation of Check gates	Low Maturity	High Complexity	High	Not Prioritized
T.56	Issue of Duplicate State/National Permit	Low Maturity	Low Complexity	High	Prioritized
T.59	Cancellation of Driving License	Low Maturity	Medium Complexity	High	Not Prioritized
T.61	Issuance of Learner License	High Maturity	Low Complexity	High	Not Prioritized
T.62	Cancellation of advance journey Bus Ticket	Low Maturity	Low Complexity	High	Prioritized
T.63	Issue of Duplicate Fitness Certificate	Low Maturity	Low Complexity	High	Prioritized
T.64	Countersignature	High Maturity	High Complexity	High	Not Prioritized
T.65	Issuance of Special Permit	High Maturity	Medium Complexity	High	Not Prioritized
T.66	Surrender of National Permit	High Maturity	Low Complexity	High	Not Prioritized
T.67	Renewal of National permit	High Maturity	Low Complexity	High	Not Prioritized

Service Code	Service Name	Service Assessment Value as per DSS (High Maturity/Low Maturity/Medium Maturity maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
T.68	Renewal of All India Tourist Permit	High Maturity	Low Complexity	High	Not Prioritized
T.69	Transfer of ownership of vehicle.	High Maturity	Medium Complexity	High	Not Prioritized
T.70	Issuance of Periodic State Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.71	Dealer Point Registration of new vehicles	High Maturity	Low Complexity	High	Not Prioritized
T.72	Duplicate Registration Certificate	High Maturity	Low Complexity	High	Not Prioritized
T.73	Cancellation of Hypothecation	High Maturity	High Complexity	High	Not Prioritized
T.74	Addition of Hypothecation on registered vehicle	High Maturity	High Complexity	High	Not Prioritized
T.75	Issuance of Temporary Inter State Goods permit	High Maturity	Low Complexity	High	Not Prioritized
T.76	Renewal of Driving License with Retest	High Maturity	Medium Complexity	High	Not Prioritized
T.77	Alteration of motor vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.78	Renewal of fitness certificate	Low Maturity	Low Complexity	High	Prioritized
T.79	Inspection of Government Vehicle.	Low Maturity	High Complexity	Medium	Not Prioritized
T.80	Issue of duplicate Learner's License	High Maturity	Low Complexity	High	Not Prioritized
T.81	Issuance of Temporary Regional Goods Permit	High Maturity	Low Complexity	High	Not Prioritized
T.82	Renewal of Periodic Stage Carriage State Permit	High Maturity	Low Complexity	High	Not Prioritized
T.83	Additional Endorsement to Driving License	High Maturity	Medium Complexity	High	Not Prioritized
T.84	Driving License Extract	High Maturity	Low Complexity	High	Not Prioritized
T.85	Renewal of Registration	High Maturity	Low Complexity	High	Not Prioritized
T.86	Change of address in driving License	High Maturity	Low Complexity	High	Not Prioritized
T.87	Issuance of All India Tourist Permit	High Maturity	Low Complexity	High	Not Prioritized
T.88	Conversion of Vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.89	Issuance of International Driving Permit	High Maturity	Low Complexity	High	Not Prioritized
T.90	Cancellation of No Objection Certificate.	High Maturity	Low Complexity	High	Not Prioritized
T.91	Conductor License	Low Maturity	Medium Complexity	High	Prioritized
T.92	Issuance of Assurance Letter	Low Maturity	Low Complexity	High	Prioritized
T.93	Replacement of Vehicle in the Regional Permit	High Maturity	Low Complexity	High	Not Prioritized
T.94	Release of suspended Driving License	Medium Maturity	High Complexity	High	Not Prioritized
T.95	Change of Address in Registration Certificate	High Maturity	Low Complexity	High	Not Prioritized
T.96	Issuance of RC Particulars for official purpose	Medium Maturity	Medium Complexity	High	Not Prioritized

Service Code	Service Name	Service Assessment Value as per DSS (High Maturity/Low Maturity/Medium Maturity maturity)	Service Implementation Complexity	Value to Stakeholders	Prioritization Classification (Prioritized/ Blank)
T.97	Transfer of Regional Permit	High Maturity	Medium Complexity	High	Not Prioritized
T.98	Issuance of Duplicate Driving School License	Low Maturity	Low Complexity	High	Prioritized
T.99	Payment of Road Tax of already registered vehicle	High Maturity	Low Complexity	High	Not Prioritized
T.101	Suspension of Registration Certificate	Medium Maturity	Medium Complexity	High	Not Prioritized
T.102	Release of suspended RC	Medium Maturity	Medium Complexity	High	Not Prioritized
T.103	Issuance of Trade Certificate	Low Maturity	Low Complexity	High	Prioritized
T.104	Cancellation of RC	Medium Maturity	Medium Complexity	High	Not Prioritized
T.105	Issuance of allotment order	Low Maturity	Medium Complexity	High	Prioritized
T.106	Issuance of Local Taxi Permit	High Maturity	Low Complexity	High	Not Prioritized
T.107	Issuance of Regional Stage Carriage Permit	High Maturity	Low Complexity	High	Not Prioritized
T.108	Impounding of Vehicles, documents (RC, FC, DL, etc.)	Low Maturity	High Complexity	Medium	Not Prioritized
T.110	Allotment of Pool cars	Low Maturity	Medium Complexity	Medium	Not Prioritized
T.111	Financial Assistance to SC/ST youths to run transport service	Low Maturity	Low Complexity	High	Prioritized
T.112	Requisition of vehicles for Government purposes	Low Maturity	Medium Complexity	High	Not Prioritized
T.114	Organizing of Road Safety week event	Low Maturity	High Complexity	High	Not Prioritized
T.115	Composition Fine under MV Act	Medium Maturity	Medium Complexity	High	Not Prioritized
T.116	License to operate Pollution Testing Stations	Low Maturity	Low Complexity	High	Prioritized
T.117	Cancellation of Driving School License	Low Maturity	Low Complexity	High	Prioritized
T.118	Cancellation of License to operate Pollution Testing Stations	Low Maturity	Low Complexity	High	Prioritized
T.119	Renewal of License to operate Pollution Testing Stations	Low Maturity	Low Complexity	High	Prioritized
T.120	Subsidy to driving schools	Low Maturity	Low Complexity	High	Prioritized

9.6 Future State Service Catalogue

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
PHE.1	Provide Awareness Services	Generate Awareness, Dissemination of Information and Skills on various services and schemes for achieving complete ODF free, ODF (S) and ODF+ and access to Safe Drinking Water & Sanitation for all.	Awareness	Awareness in Rural and Urban Areas	G2C	1. State HQ 2. District 3. Blocks	As and when required	Online, Mobile App, Manual	Not Applicable	Prioritized
PHE.5	Application of Water Connection for Institutions under Deposit Work	Provide Water Connection to eligible institutions in the State to ensure clean and safe drinking water.	Utilities	Water Connection	G2G	1. State HQ	Once in 10 yrs.	Online, Mobile App	Service will be delivered in 15 Days	Prioritized
PHE.9	Payment of Water Bills	Payment of Water Bills as per the sanctioned water connection.	Revenue and tax	Water bill collection	G2C	1. State HQ	Quarterly	Online, Mobile App	Not Applicable	Prioritized
PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation	Provide Water Connection to households with water supply less than 55 LPCD or no water connection in the State to ensure clean and safe drinking water under different state and central schemes.	Utilities	Water scheme Implementation	G2G	1. State HQ	As and when required	Online, Mobile App	Service will be delivered in 15 Days	Prioritized
PHE.17	Application from contractors for Registration / Renewal for Different Categories	Applications from intended contractors for new registration or renewal for different categories.	Vendor Management	Vendor Registration	G2B	1. State HQ	Annually	Online, Mobile App	Service will be delivered in 15 Days	Prioritized
CI.2	Provide Financial Assistance to Industry for Investment Promotion	Provide Financial Assistance to Industry to claim subsidy or get rebates of certain types under Meghalaya Industrial and Investment Promotion Scheme	Financial Assistance	Financial Assistance	G2B	1. State HQ	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
Cl.3	Application for Financial Assistance under PMEGP	The Department implements Prime Ministers Employment Generation Programme (PMEGP) scheme. It is a credit linked subsidy programme formed by merging the two schemes that were in operation till 31.03.2008, namely Prime Ministers Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME).	Financial Assistance	Subsidy for Setting up Business Unit	G2C		Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
Cl.4	Financial Assistance and Training to Handicraft Artisans	Financial Assistance and Training to Handicraft Artisans contributing to the State Handicrafts and selected as State Awardees	Financial Assistance	Handicraft Assistance, Awareness and Promotion	G2C	1. Village	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
Cl.5	Application for availing Financial Assistance by New Manufacturing / Service Units	The service is for new units in manufacturing and services sectors to provide Central Capital Investment Incentive for access to credit, Central Interest Incentive, Central Comprehensive Insurance Incentive, Goods and Services Tax Reimbursement, Income Tax Reimbursement, Transport Incentive; and	Financial Assistance	Industry Development	G2B		Once in a life time	Manual	To be defined in second phase of Implementation	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		Employment Incentive to the extent possible.								
Cl.6	Application for assistance to setup Industrial Manufacturing / Service Unit by MSME	Objective of the service is to facilitate the development of MSME, Micro, Small and Medium Enterprises by Providing assistance for setup of Industrial Manufacturing / Service Unit	Registration	SME Assistance	G2B	1. District HQ	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
Cl.7	Land Allotment in the Industrial Areas/ Estates/ EPIP for Industrial Purpose	Lands are allotted to the Entrepreneurs on request and availability at various Industrial Areas, Estates and EPIP for industrial purpose which various business could use for the industrial growth and development.	Single Window Clearance	Land allotment support	G2B	1. District HQ	Only Once	Online, Mobile App	As per Availability	Not Prioritized
Cl.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs	The objective of service is to impart awareness and organizing necessary Entrepreneurial Motivation Programmes (E.M.Ps), Entrepreneurial Motivation Developments (E.D.Ps) and Investment Awareness Programmes.	Awareness	Training and skill development	G2C	1. District HQ	Only Once	Online, Mobile App	Not Applicable	Prioritized
Cl.9	Provide Vocational Training for Skill Development	The Department, under the scheme of Training Inside and Outside the State, the Department sponsors local youths with stipend to undergo vocational training both inside and outside the state to create skilled manpower.	Training	Training and skill development	G2C	1. District HQ	Only Once	Online, Mobile App	Service will be delivered in 30 Days	Prioritized
Cl.11	Trade promotion Support service	The Department conduct Exhibition at District level once a year for the entrepreneurs to showcase and demonstrate their latest products, service,	Trade promotion	Local Produce support	G2B	1. State HQ	Annually	Manual	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		and examine recent trends and opportunities. Besides District Level Exhibition, the Department also participates in Trade Fairs in the State level, National Level, International Level Exhibition. Exhibition, Trade Fairs enables the entrepreneurs to market their products as well as to create market linkages and provides them an exposure of the market.								
CI.12	Single window Clearance to Set up Industrial Unit	This service enables the individuals to set up their enterprise by submitting regulatory documents at a single location and, or single entity. The idea is to create a suitable environment for entrepreneurs to set up their units in a cost effective and time saving manner without any hassle with government authorities for obtaining the relevant clearance and permit(s). Any industrial unit is eligible to apply.	Single Window Clearance	Support for industrial units	G2B	1. State HQ	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	Scheduled Bus Services routed between different town and cities are operated for the benefit of travelers	Ticket Management	Bus tickets for citizens	G2C	1. State HQ 2. District HQ	As and when required	Online, Mobile App	Immediately	Prioritized
T.2	Issuance of Regional Goods Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Permit Management	Permit for goods	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.3	Issue of railway tickets through Passenger Reservation System Counters	Issue of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Ticket Management	rail tickets for citizens	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.4	Issue of current helicopter journey/ advance helicopter journey ticket	Issue of current / advance helicopter journey to the travelers through MTC Shillong, MTC Tura and LGBI Guwahati	Ticket Management		G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.5	Cancellation of railway tickets through Passenger Reservation System Counters	Cancellation of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Ticket Management		G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.6	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff	Ticket Management	Ticket Modification	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.7	RTA Counter Signature	Permit issued from one region is not valid to ply in another region unless it is countersigned by the Regional Authority of that another region.	Permit Management	Permit for goods transportation across state	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.8	Issuance of Duplicate Permit	When a permit of a vehicle is lost, mutilated or torn a duplicate permit is issued to the permit holder.	Permit Management	Duplicate permit	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.9	School Bus Hire Service	MTC provides buses to the Schools on hire basis on payment basis. Schools	Hire & Management	bus hiring facility for schools	G2G	1. State HQ	Annually	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		will operate the buses for the benefit of the students traveling from to School & Home							Implementation	
T.10	Issuance of driving school License.	Any driving institutions that wishes to impart training on driving must apply to the Registering Authority in form 12 of Motor Vehicle Rules.	License Management	Driving school license	G2B	1. District HQ	Once in 5 yrs	Online, Mobile App	Service will be delivered in 3 Days	Prioritized
T.11	Temporary Registration of vehicle	A vehicle has to be temporarily registered before delivery.	License Management	Registration	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.12	Charter Service	Providing vehicle to public and Government Department on daily hire basis for a day or two	Hire & Management	Charter Service	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.13	Cancellation of advance helicopter journey ticket	Cancellation of the advance booking of helicopter ticket by the travelers	Ticket Management	Cancellation of advance helicopter journey ticket	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.14	Suspension of Driving License	any drivers who commit an offense, under various sections of the MV Act the licensing authority may suspend the driving License.	License Management	Suspension of Driving License	G2G	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.15	Alteration of Photo in Driving License	A driving License holder may apply for changing the photo or signature in the driving License	License Management	Alteration of Photo in Driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.16	Change of name in driving License	A driving License holder may apply for change of name in the driving License provided he submits relevant proof documents such as affidavit, identity proof.	License Management	Change of name in driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.17	Issue of No Objection Certificate to the Vehicle	No Objection Certificate issued to existing vehicle for removing the vehicle to other District or State.	Permit Management	Registration	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.18	Renewal of Local Taxi Permit	Validity of a Local Taxi permit is valid for 5 years and is subjected to renewal.	Permit Management	Renewal of Local Taxi Permit	G2C	1. District HQ	Once in 5 yrs	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.19	Surrender of Class of vehicle in the DL	A driving License holder may surrender the class of vehicle held in the driving License which is not required	License Management	Surrender of Class of vehicle in the DL	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.20	Issuance of Temporary State Goods permit	Every goods carrier should have a valid permit to ply within the state to carry general unrestricted goods.	Permit Management	Issuance of Temporary State Goods permit	G2C	1. State HQ	Quarterly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.21	Issuance of Temporary Stage Carriage Inter - State permit	Every Bus Passenger that wishes to ply within the home state and other state for a duration of four months must apply for a Temporary Stage Carriage Inter - State Permit	Permit Management	Issuance of Temporary Stage Carriage Inter - State permit	G2C	1. State HQ	Quarterly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.22	Re- registration of Vehicle from other Registering Authority	Already Registered Vehicle of other Registering Authority is required to re-register in the current Registering Authority.	License Management	Registration	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.23	Issuance of new Fitness certificate	Every chassis driven transport vehicle or transport vehicle coming from other State registering authority shall have a Fitness certificate which valid up to 2 years for vehicle age less than 8 years and validity of 1 year for vehicle age more than 8 years.	License Management	Registration	G2C	1. District HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.24	Issuance of Temporary Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of four months must apply for temporary contract carriage permit	Permit Management	Issuance of Temporary Contract Carriage Permit	G2C	1. State HQ	Quarterly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.25	Issuance of Periodic Stage Carriage State Permit.	Every Bus Passenger that wishes to ply within the home state for a duration of one year must apply for a Periodic Stage Carriage State Permit	Permit Management	Issuance of Periodic Stage Carriage State Permit.	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.26	Continuation of Hypothecation	A vehicle entered into a loan agreement with any financial institution cannot be transferred unless it reenters into another agreement.	License Management	Registration	G2C		Once in a life time	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.27	Issuance of Driving License	Any citizen who drives a motor vehicle should possess a valid Driving License. A driving License should be issued to any citizen already held a Learner License.	License Management	Issuance of Driving License	G2C	1. District HQ	Once in a life time	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.28	Release of impounded vehicle	Impounded vehicle is released after the disposal of challan or after settling the case.	Fine Management	Enforcement	G2C		Once in a life time	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.29	Issuance of Periodic Inter State Goods Permit	Every goods carrier should have a valid permit to ply within and outside the state to carry general unrestricted goods on hire only	Permit Management	Issuance of Periodic Inter State Goods Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.30	Issuance of National Permit	A goods carrier vehicle should have a valid National Permit for	Permit Management	Issuance of National Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		carrying goods all over India.							Implementation	
T.31	Surrender of Permit	If the permit is no longer interested to ply the vehicle as a contract carriage, he should apply for cancellation of permit	Permit Management	Surrender of Permit	G2C	1. State HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.32	Issuance of Duplicate Driving License	Any Driving License holder can apply for a duplicate Driving License when he lost his original Driving License	License Management	Issuance of Duplicate Driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.33	Renewal of Driving License	A Driving License is valid only for a certain period and it has to be renewed from time to time	License Management	Renewal of Driving License	G2C	1. District HQ	Once in 5 yrs	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.34	Issuance of Temporary Stage Carriage State Permit	Every Bus Passenger that desires to ply within the home state for a duration of four months must apply for a Temporary Stage Carriage State Permit	Permit Management	Issuance of Temporary Stage Carriage State Permit	G2C	1. State HQ	Quarterly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.35	Issuance of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of one year must apply for Periodic Contract Carriage Permit	Permit Management	Issuance of Periodic Contract Carriage Permit	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.36	Renewal of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state with an existing Periodic Contract Carriage Permit must apply for a renewal of Periodic Contract Carriage Permit before expired	Permit Management	Renewal of Periodic Contract Carriage Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.37	Renewal of Periodic State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state for a duration of one year must renew their Periodic State Goods Permit before expiry	Permit Management	Renewal of Periodic State Goods Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.38	Issuance of Periodic Stage Carriage Inter - State Permit.	Every Bus Passenger that desires to ply within the home state and other states for a duration of one year must apply for a Periodic Stage Carriage Inter - State Permit	Permit Management	Issuance of Periodic Stage Carriage Inter - State Permit.	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.39	Issuance of Ticket Counter License	An agent or a canvasser , in the sale of ticket for travel by public service vehicles , or in otherwise soliciting customers for such vehicles.	License Management	Issuance of Ticket Counter License	G2B	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.40	Renewal of Periodic Inter State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state and Assam for a duration of one year must renew their Periodic Inter State Goods Permit before expiry	Permit Management	Renewal of Periodic Inter State Goods Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.41	Renewal of Periodic Stage Carriage Inter - State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State and other state should apply for renewal of Periodic Stage Carriage Inter State Permit before the expired of existing Permit	Permit Management	Renewal of Periodic Stage Carriage Inter - State Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.42	Renewal of Regional Stage Carriage Permit	Validity of a Regional Stage Carriage permit is valid for 5 years and is subjected to renewal.	Permit Management	Renewal of Regional Stage Carriage Permit	G2C	1. District HQ	Once in 5 yrs	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.43	Renewal of Periodic Regional Goods Permit	Validity of a Regional Goods permit is valid for 5 years and is subjected to renewal.	Permit Management	Renewal of Periodic Regional Goods Permit	G2C	1. District HQ	Once in 5 yrs	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.44	Renewal of Ticket Counter License.	An agent or a canvasser, if they want to continue a License in the sale of tickets for travel by public service vehicle must renewed the Ticket Counter License.	License Management	Renewal of Ticket Counter License.	G2B	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.45	Reissue of expired Learner License	An expired learner License can be re issued on payment of fees	License Management	Reissue of expired Learner License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.46	Registration of new Government Vehicle	A newly purchased vehicle belonging to the Government has to be registered in the Registering Authority.	License Management	Registration	G2G	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.47	Surrender of Regional Goods Permit	If the owner is no longer interested to use the Regional Permit, he/she can apply for Surrender of permit	Permit Management	Surrender of Regional Goods Permit	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.48	Replacement of Driving License	A driving License holder may apply for replacement of his existing driving License in case of torn, damage, mutilated within recognition	License Management	Replacement of Driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.49	Issuance of RC Particulars	An applicant can apply for obtaining the detail of the vehicle provided payment of fee.	License Management	Registration	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.50	Renewal of Driving School License	Every driving school must renew their License	License Management	Renewal of Driving School License	G2B	1. District HQ	Once in 5 yrs	Online, Mobile App	Service will be delivered in 3 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.51	Issuance of Weigh bridge License	Notice Inviting Tender is floated giving a timeline of 30 to 45 days for tenderers to complete submission of Application and necessary documents to be scrutinized by the tender committee consisting of 3 to 4 Departments including the Financial Bid. Then License to operate a weight bridge is given to operators with highest bidder.	License Management	Weigh bridge License	G2B	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.52	Renewal of Weigh bridge License	A weigh bridge License issued is subjected to renewal for every year subjected to satisfactory performance and payment of fees to Government .	License Management	Weigh bridge License	G2B	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.53	Registration of new vehicle	A newly purchased vehicle shall have to be registered in the Registering Authority as per the Motor Vehicle Act.	License Management	Registration	G2C	1. District HQ	Once in a life time	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.54	Accident Inspection Report.	Whenever a vehicle met with an accident, Motor Vehicle Inspector shall have to inspect the vehicle on request by the Police Department.	Inspection Management	Accident Inspection Report.	G2G	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.55	Operation of Check gates	Check gates are operated to check vehicles.	Check gates Management	Operation of Check gates	G2C	1. State HQ	Daily	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.56	Issue of Duplicate State/National Permit	Issuance of Duplicate State, National Permit in case of loss or torn	Permit Management	Issue of Duplicate State/National Permit	G2C		Once in a life time	Online, Mobile App	Service will be delivered in 3 Days	Prioritized
T.59	Cancellation of Driving License	0	License Management	Cancellation of Driving Licensee	-1		As and when required	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
									Implementation	
T.61	Issuance of Learner License	Every citizen who desires to drive a motor vehicle should hold a valid Learner's License of minimum 30 days. An applicant who has completed sixteen years of age is eligible to apply for a driving License to drive a motor cycle with engine capacity below 55 cc subject to the condition that the parent or guardian should furnish a declaration in the manner prescribed he applicant who has completed the age of eighteen years of age is eligible to apply for a driving License to drive a motor vehicle other than a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle.	License Management	Issuance of Learner License	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.62	Cancellation of advance journey Bus Ticket	Cancellation of advance journey Bus Ticket for the travelers	Ticket Management	Cancellation of advance journey Bus Ticket	G2C	1. State HQ	As and when required	Online, Mobile App	Immediately	Prioritized
T.63	Issue of Duplicate Fitness Certificate	Issuance of Fitness certificate in case of loss or torn	Inspection Management	Registration	G2C		Once in a life time	Online, Mobile App	Immediately	Prioritized
T.64	Countersignature	Permit issued from outside the States to ply in any area of Meghalaya have to	Permit Management	Countersignature	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		be countersigned by the Secretary, State Transport Authority, Meghalaya.							Implementation	
T.65	Issuance of Special Permit	Every passenger vehicle or Goods Carrier who desire to ply to another State for a short period of time must apply for a special permit.	Permit Management	Issuance of Special Permit	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.66	Surrender of National Permit	The Applicant can apply for Cancellation of The National Permit if allowed or after the expiry of age of the vehicle (12 Years)	Permit Management	Surrender of National Permit	G2C	1. State HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.67	Renewal of National permit	Every goods carrier vehicle who desires to ply all over India should renew their All India National permit before expiry.	Permit Management	Renewal of National permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.68	Renewal of All India Tourist Permit	A passenger vehicle with existing All India Tourist Permit must renew the permit before its expiry.	Permit Management	Renewal of All India Tourist Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.69	Transfer of ownership of vehicle.	The vehicle is transferable from one person to another person in case of sold or inherited by the rightful successor.	License Management	Transfer of ownership of vehicle.	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.70	Issuance of Periodic State Goods Permit	Every goods carrier should have a valid Permit apply within the State to carry general unrestricted goods on hire only	Permit Management	Issuance of Periodic State Goods Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.71	Dealer Point Registration of new vehicles	Registration of vehicles is necessary since vehicles are allowed to be driven in a public place only after registration by the registering authority.	License Management	Dealer Point Registration of new vehicles	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.72	Duplicate Registration Certificate	When a registration certificate of a vehicle is lost, mutilated or torn a duplicate registration	License Management	Duplicate Registration Certificate	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		certificate is issued to the registered owner.							Implementation	
T.73	Cancellation of Hypothecation	Once the loan is liquidated , hypothecation will be removed, and fresh RC will be issued.	License Management	Cancellation of Hypothecation	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.74	Addition of Hypothecation on registered vehicle	Making an entry of hire-purchase, lease or hypothecation agreement in the certificate of registration of the motor vehicle which is already registered.	License Management	Addition of Hypothecation on registered vehicle	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.75	Issuance of Temporary Inter State Goods permit	Every goods carrier should have a valid permit to ply within the state and outside the state to carry general unrestricted goods only.	Permit Management	Issuance of Temporary Inter State Goods permit	G2C	1. State HQ	Quarterly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.76	Renewal of Driving License with Retest	Driving License which has expired more than one year has to be renewed with retest after payment of late fine	License Management	Renewal of Driving License with Retest	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.77	Alteration of motor vehicle	Where any alteration has been made in the motor vehicle, the owner of the vehicle shall report to the registering authority for recording in the RC.	License Management	Alteration of motor vehicle	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.78	Renewal of fitness certificate	Applicant submit the application with pollution certificate, insurance certificate, original fitness certificate for renewal of fitness of commercial vehicle which is valid for 2 years for vehicle age below 8 years and 1 year for vehicle age above 8 years.	Inspection Management	Renewal of fitness certificate	G2C	1. District HQ	Annually	Online, Mobile App	Service will be delivered in 3 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.79	Inspection of Government Vehicle.	Where any Government Vehicle needs repairing, inspection has to be done by the Motor Vehicle Inspector.	Inspection Management	Inspection of Government Vehicle.	G2G	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.80	Issue of duplicate Learner's License	In case the Learner's License get lost, the applicant has to file for First Information Report (FIR) from the Police department.	License Management	Issue of duplicate Learner's License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.81	Issuance of Temporary Regional Goods Permit	Every goods transport vehicle shall have to apply permit for carrying of unrestricted goods within the District.	Permit Management	Issuance of Temporary Regional Goods Permit	G2C	1. District HQ	Monthly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.82	Renewal of Periodic Stage Carriage State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State should apply for renewal of Periodic Stage Carriage Permit before the expired of existing Permit	Permit Management	Renewal of Periodic Stage Carriage State Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.83	Additional Endorsement to Driving License	Any driving License's holder can apply for addition of new class of vehicle in his existing driving License after receiving a valid learner License for specific class of vehicle	License Management	Additional Endorsement to Driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.84	Driving License Extract	Particulars of a driving License maybe issued to the applicant by the Licensing Authority on payment of fees	License Management	Driving License Extract	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.85	Renewal of Registration	Every Registration Certificate of Non-Transport Vehicle is required to be renewed once after 15 years and	License Management	Renewal of Registration	G2C	1. District HQ	Once in 5 yrs	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		thereafter for every 5 years.								
T.86	Change of address in driving License	A driving License holder may apply for changing of address in the driving License	License Management	Change of address in driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.87	Issuance of All India Tourist Permit	Every passenger vehicle that desires to carry passenger on hire in more than 2 states including the home state should have a valid All India Tourist Permit	Permit Management	Issuance of All India Tourist Permit	G2C	1. State HQ	Annually	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.88	Conversion of Vehicle	A Vehicle can be converted from transport to non-transport and vice versa.	License Management	Conversion of Vehicle	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.89	Issuance of International Driving Permit	A driving License holder planning to travel abroad and to drive a car or motorbike in a foreign country can obtain an International Driving Permit from the concerned DTO office	Permit Management	Issuance of International Driving Permit	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.90	Cancellation of No Objection Certificate.	If for some reason one is unable to go to the state where the NOC is issued or wanted to cancel the NOC permanently then the vehicle owner can apply for cancellation of the same.	License Management	Cancellation of No Objection Certificate.	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.91	Conductor License	The DTOs office can issue a conductor License to an applicant after submission of medical fitness, necessary documents and prescribed fee is paid.	License Management	Conductor Licensee	G2C		Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.92	Issuance of Assurance Letter	Every applicant who desires to use the vehicle for carrying passenger or unrestricted goods must obtain an Assurance Letter from the Authority.	Inspection Management	Issuance of Assurance Letter	G2C	1. State HQ	As and when required	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.93	Replacement of Vehicle in the Regional Permit	An old vehicle can be replaced with a new vehicle in the existing permit.	Permit Management	Replacement of Vehicle in the Regional Permit	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.94	Release of suspended Driving License	Any suspended driving License will be release by the licensing authority after completion of suspended period.	License Management	Release of suspended Driving License	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.95	Change of Address in Registration Certificate	The Applicant may apply for changing of Address in the Registration Certificate on submission of Address proof within the jurisdiction of the concerned Registering Authority.	License Management	Change of Address in Registration Certificate	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.96	Issuance of RC Particulars for official purpose	The particulars of a Registration Certificate of a vehicle can be issued to the Government Department.	License Management	Issuance of RC Particulars for official purpose	G2G	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.97	Transfer of Regional Permit	Whenever a vehicle owner sold a transport vehicle along with permit, may apply for transfer of the same.	Permit Management	Transfer of Regional Permit	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.98	Issuance of Duplicate Driving School License	In case of lost or destroyed the holder of the license forthwith intimate to the Licensing Authority for issue of Duplicate License.	License Management	Issuance of Duplicate Driving School License	G2B	1. District HQ	As and when required	Online, Mobile App	Immediately	Prioritized
T.99	Payment of Road Tax of already	Every vehicle has to pay Road Tax for Transport Vehicle the road tax is either yearly or quarterly	Payment Management	Payment of Road Tax of already	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
	registered vehicle	whereas for Non-Transport vehicle the road tax is for every 5 years.		registered vehicle					Implementation	
T.101	Suspension of Registration Certificate	Any vehicle owner who commits an offense, under various sections of the MV Act and other criminal acts, the registering authority on receiving the report to that effect, may suspend the Registration Certificate.	License Management	Suspension of Registration Certificate	G2G	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.102	Release of suspended RC	Any suspended Registration Certificate will be released by the Registering authority after rectifying the defects and satisfied by the Registering Authority.	License Management	Release of suspended RC	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.103	Issuance of Trade Certificate	Where every car dealer shall have to obtain Trade Certificate. Application to be given in Form 16	License Management	Issuance of Trade Certificate	G2B	1. District HQ	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.104	Cancellation of RC	A Registering Authority may cancel the Registration Certificate of a vehicle on the following conditions: - 1. If a registering authority is satisfied that a motor vehicle has been permanently removed out of India. 2. If a registering authority is satisfied that the registration of a motor vehicle has been obtained on the basis of documents which were, or by representation of facts which was, false in any material particular, or the engine number or the chassis number embossed thereon are different from	License Management	Cancellation of RC	G2C	1. District HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		such number entered in the certificate of registration, the registering authority shall after giving the owner an opportunity to make such representation as he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), and for reasons to be recorded in writing. 3. Any registering authority may order the examination of a motor vehicle within its jurisdiction by such authority as the State Government may be order appoint and, if, upon such examination and after giving the owner an opportunity to make any representation he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), it is satisfied that the vehicle is in such a condition that it is incapable of being used or its use in a public place would constitute a danger to the public and that it is beyond reasonable repair.								
T.105	Issuance of allotment order	Where an applicant wishes to run a transport business may apply for a Contract	Permit Management	Issuance of allotment order	G2C	1. District HQ	Only Once	Online, Mobile App	Service will be delivered in 5 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
		Carriage Permit, Stage Carriage permit, Goods Permit to the concerned Regional Transport Authority.								
T.106	Issuance of Local Taxi Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Permit Management	Issuance of Local Taxi Permit	G2C	1. District HQ	Only Once	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.107	Issuance of Regional Stage Carriage Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.	Permit Management	Issuance of Regional Stage Carriage Permit	G2C	1. District HQ	Monthly	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.108	Impounding of Vehicles, documents (RC, FC, DL, etc.)	Impounding of vehicle by the enforcement for an offence committed under Motor Vehicle Act	Fine Management	Impounding of Vehicles, documents (RC, FC, DL, etc.)	G2C		Once in a life time	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.109	Auctioning of Condemned Govt. Vehicles	Auctioning of Condemned Govt. Vehicles	Auction Management	Auctioning of Condemned Govt. Vehicles	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.110	Allotment of Pool cars	Pool cars are allotted for official purposes on requested by different departments for a limited number of vehicles	Vehicle Management	Allotment of Pool cars	G2G	1. Block Office	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.111	Financial Assistance to SC/ST youths to run transport service	Unemployed educated youths belonging to ST,SC category of not less than 21 yrs of age and not more than 35 yrs of age may apply for financial assistance, and applications are selected based on merit and economical background.	Financial Assistance	Financial Assistance to SC/ST youths to run transport service	G2C	1. State HQ	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.112	Requisition of vehicles for	If the requirements of vehicles during any government hosted	Vehicle Management	Requisition of vehicles for	G2G	1. State HQ	As and when required	Already Online	To be defined in second phase of	Not Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
	Government purposes	events/meetings/conference etc exceeds the number of vehicles available with the pool transport organization, the Commissioner of Transport then resorts to requisition of vehicles from other government departments and if necessary, may requisition private commercial vehicles to meet the requirements.		Government purposes					Implementation	
T.114	Organizing of Road Safety week event	Road Safety is organized by the Transport Department at state head quarter as well as district head quarter to create awareness among the road users to prevent road accidents and fatalities.	Awareness Management	Organizing of Road Safety week event	G2C	1. District HQ 2. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.115	Composition Fine under MV Act	Transport Enforcement inspectors issues receipt against a vehicle, driver which contravenes any provision of the MV Acts or of any rule and regulation.	Fine Management	Composition Fine under MV Act	G2C	1. State HQ	As and when required	Already Online	To be defined in second phase of Implementation	Not Prioritized
T.116	License to operate Pollution Testing Stations	Issuing License to operate pollution testing centers.	License Management	License to operate Pollution Testing Stations	G2B	1. State HQ	As and when required	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.117	Cancellation of Driving School License	If the Driving School is not functional, non-submission of reports, inadequate facilities and lack of enrollment	License Management	Cancellation of Driving School Licensee	G2B	1. State HQ	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.118	Cancellation of License to operate Pollution Testing Stations	Not conforming to eligibility criteria. Non-payment of License fee. Non-renewal of License, inadequate technical facilities for testing	License Management	Cancellation of Licensee to operate Pollution Testing Stations	G2B	1. State HQ	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized

Service Code	Service Name	Description	Domain	Sub Domain	Service Type	Service Delivery Location	Service Frequency	Service Delivery Channel	Service Level (Days)	Status
T.119	Renewal of License to operate Pollution Testing Stations	Any applicant who is existing operator of PUCC station can submit his application for renewal after a period of 1 year.	License Management	Renewal of Licensee to operate Pollution Testing Stations	G2B	1. State HQ	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
T.120	Subsidy to driving schools	Providing Driving lessons to learners. Must have a class room, an instructor and an automobile workshop preferably with a driving track though not mandatory.	Financial Assistance	Subsidy to driving schools	G2B	1. District HQ	Annually	Online, Mobile App	Service will be delivered in 5 Days	Prioritized
P.H.E.29	Integrated Work Registration & Payment Tracker	Integrated Work Registration & Payment Tracker	Registration	Registration	G2C	1. District HQ	As and when required	Online, Mobile App	To be defined upon finalization	Proposed New Service
P.H.E.30	Utility Management	Utility Management	Utility	Utility	G2C	1. District HQ	Monthly	Online, Mobile App	To be defined upon finalization of service	Proposed New Service
P.H.E.31	Revenue Augmentation	Revenue Augmentation	Revenue & Tax	Revenue & Tax	G2C	1. District HQ	Frequency can be defined	Online, Mobile App	To be defined upon finalization of service	Proposed New Service
C.I.15	Decision Support System and division level dashboards	Decision Support System and division level dashboards	Reporting	Reporting	G2C	1. District HQ		Online, Mobile App	To be defined upon finalization of service	Proposed New Service
T.121	Integrated Transport system	Integrated Transport system	Transport	Transport	G2C	1. District HQ	As and when required	Online, Mobile App	To be defined upon finalization of service	Proposed New Service

9.6.1 Future State Service Catalogue – Transport Department

Service Code	Service Name	Description
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	Scheduled Bus Services routed between different town and cities are operated for the benefit of travelers
T.2	Issuance of Regional Goods Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.
T.3	Issue of railway tickets through Passenger Reservation System Counters	Issue of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff
T.4	Issue of current helicopter journey/advance helicopter journey ticket	Issue of current / advance helicopter journey to the travelers through MTC Shillong, MTC Tura and LGBI Guwahati
T.5	Cancellation of railway tickets through Passenger Reservation System Counters	Cancellation of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff
T.6	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters	Modification (change of journey date) of railway tickets through Passenger Reservation System Counters established at MTC Shillong and Tura by railways and operated by MTC staff
T.7	RTA Counter Signature	Permit issued from one region is not valid to ply in another region unless it is countersigned by the Regional Authority of that another region.
T.8	Issuance of Duplicate Permit	When a permit of a vehicle is lost, mutilated or torn a duplicate permit is issued to the permit holder.
T.9	School Bus Hire Service	MTC provides buses to the Schools on hire basis on payment basis. Schools will operate the buses for the benefit of the students traveling from to School & Home
T.10	Issuance of driving school License.	Any driving institutions that wishes to impart training on driving must apply to the Registering Authority in form 12 of Motor Vehicle Rules.
T.11	Temporary Registration of vehicle	A vehicle has to be temporarily registered before delivery.
T.12	Charter Service	Proving vehicle to public and Government Department on daily hire basis for a day or two
T.13	Cancellation of advance helicopter journey ticket	Cancellation of the advance booking of helicopter ticket by the travelers
T.14	Suspension of Driving License	any drivers who commit an offense, under various sections of the MV Act the licensing authority may suspend the driving License.
T.15	Alteration of Photo in Driving License	A driving License holder may apply for changing the photo or signature in the driving License
T.16	Change of name in driving License	A driving License holder may apply for change of name in the driving License provided he submits relevant proof documents such as affidavit, identity proof.
T.17	Issue of No Objection Certificate to the Vehicle	No Objection Certificate issued to existing vehicle for removing the vehicle to other District or State.
T.18	Renewal of Local Taxi Permit	Validity of a Local Taxi permit is valid for 5 years and is subjected to renewal.
T.19	Surrender of Class of vehicle in the DL	A driving License holder may surrender the class of vehicle held in the driving License which is not required
T.20	Issuance of Temporary State Goods permit	Every goods carrier should have a valid permit to ply within the state to carry general unrestricted goods.
T.21	Issuance of Temporary Stage Carriage Inter - State permit	Every Bus Passenger that wishes to ply within the home state and other state for a duration of four months must apply for a Temporary Stage Carriage Inter - State Permit
T.22	Re- registration of Vehicle from other Registering Authority	Already Registered Vehicle of other Registering Authority is required to re-register in the current Registering Authority.
T.23	Issuance of new Fitness certificate	Every chassis driven transport vehicle or transport vehicle coming from other State registering authority shall have a Fitness certificate which valid up to 2 years for vehicle age less than 8 years and validity of 1 year for vehicle age more than 8 years.
T.24	Issuance of Temporary Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of four months must apply for temporary contract carriage permit

Service Code	Service Name	Description
T.25	Issuance of Periodic Stage Carriage State Permit.	Every Bus Passenger that wishes to ply within the home state for a duration of one year must apply for a Periodic Stage Carriage State Permit
T.26	Continuation of Hypothecation	A vehicle entered into a loan agreement with any financial institution cannot be transferred unless it reenters into another agreement.
T.27	Issuance of Driving License	Any citizen who drives a motor vehicle should possess a valid Driving License. A driving License should be issued to any citizen already held a Learner License.
T.28	Release of impounded vehicle	Impounded vehicle is released after the disposal of challan or after settling the case.
T.29	Issuance of Periodic Inter State Goods Permit	Every goods carrier should have a valid permit to ply within and outside the state to carry general unrestricted goods on hire only
T.30	Issuance of National Permit	A goods carrier vehicle should have a valid National Permit for carrying goods all over India.
T.31	Surrender of Permit	If the permit is no longer interested to ply the vehicle as a contract carriage, he should apply for cancellation of permit
T.32	Issuance of Duplicate Driving License	Any Driving License holder can apply for a duplicate Driving License when he lost his original Driving License
T.33	Renewal of Driving License	A Driving License is valid only for a certain period and it has to be renewed from time to time
T.34	Issuance of Temporary Stage Carriage State Permit	Every Bus Passenger that desires to ply within the home state for a duration of four months must apply for a Temporary Stage Carriage State Permit
T.35	Issuance of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state for a duration of one year must apply for Periodic Contract Carriage Permit
T.36	Renewal of Periodic Contract Carriage Permit	Every Passenger vehicle with 5 up-to 12 seating capacity who wishes to carry passengers on hire in the state and outside the state with an existing Periodic Contract Carriage Permit must apply for a renewal of Periodic Contract Carriage Permit before expired
T.37	Renewal of Periodic State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state for a duration of one year must renew their Periodic State Goods Permit before expiry
T.38	Issuance of Periodic Stage Carriage Inter - State Permit.	Every Bus Passenger that desires to ply within the home state and other states for a duration of one year must apply for a Periodic Stage Carriage Inter - State Permit
T.39	Issuance of Ticket Counter License	An agent or a canvasser , in the sale of ticket for travel by public service vehicles , or in otherwise soliciting customers for such vehicles.
T.40	Renewal of Periodic Inter State Goods Permit	Every Goods Carrier who wishes to carry unrestricted goods on hire within the state and Assam for a duration of one year must renew their Periodic Inter State Goods Permit before expiry
T.41	Renewal of Periodic Stage Carriage Inter - State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State and other state should apply for renewal of Periodic Stage Carriage Inter State Permit before the expired of existing Permit
T.42	Renewal of Regional Stage Carriage Permit	Validity of a Regional Stage Carriage permit is valid for 5 years and is subjected to renewal.
T.43	Renewal of Periodic Regional Goods Permit	Validity of a Regional Goods permit is valid for 5 years and is subjected to renewal.
T.44	Renewal of Ticket Counter License.	An agent or a canvasser, if they want to continue a License in the sale of tickets for travel by public service vehicle must renewed the Ticket Counter License.
T.45	Reissue of expired Learner License	An expired learner License can be re issued on payment of fees
T.46	Registration of new Government Vehicle	A newly purchased vehicle belonging to the Government has to be registered in the Registering Authority.
T.47	Surrender of Regional Goods Permit	If the owner is no longer interested to use the Regional Permit, he/she can apply for Surrender of permit
T.48	Replacement of Driving License	A driving License holder may apply for replacement of his existing driving License in case of torn, damage, mutilated within recognition
T.49	Issuance of RC Particulars	An applicant can apply for obtaining the detail of the vehicle provided payment of fee.
T.50	Renewal of Driving School License	Every driving school must renew their License

Service Code	Service Name	Description
T.51	Issuance of Weigh bridge License	Notice Inviting Tender is floated giving a timeline of 30 to 45 days for tenderers to complete submission of Application and necessary documents to be scrutinized by the tender committee consisting of 3 to 4 Departments including the Financial Bid. Then License to operate a weight bridge is given to operators with highest bidder.
T.52	Renewal of Weigh bridge License	A weigh bridge License issued is subjected to renewal for every year subjected to satisfactory performance and payment of fees to Government .
T.53	Registration of new vehicle	A newly purchased vehicle shall have to be registered in the Registering Authority as per the Motor Vehicle Act.
T.54	Accident Inspection Report.	Whenever a vehicle met with an accident, Motor Vehicle Inspector shall have to inspect the vehicle on request by the Police Department.
T.55	Operation of Check gates	Check gates are operated to check vehicles.
T.56	Issue of Duplicate State/National Permit	Issuance of Duplicate State, National Permit in case of loss or torn
T.59	Cancellation of Driving License	0
T.61	Issuance of Learner License	Every citizen who desires to drive a motor vehicle should hold a valid Learner's License of minimum 30 days. An applicant who has completed sixteen years of age is eligible to apply for a driving License to drive a motor cycle with engine capacity below 55 cc subject to the condition that the parent or guardian should furnish a declaration in the manner prescribed he applicant who has completed the age of eighteen years of age is eligible to apply for a driving License to drive a motor vehicle other than a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle. An applicant who has completed twenty years of age will be eligible for applying for a License to drive a transport vehicle.
T.62	Cancellation of advance journey Bus Ticket	Cancellation of advance journey Bus Ticket for the travelers
T.63	Issue of Duplicate Fitness Certificate	Issuance of Fitness certificate in case of loss or torn
T.64	Countersignature	Permit issued from outside the States to ply in any area of Meghalaya have to be countersigned by the Secretary, State Transport Authority, Meghalaya.
T.65	Issuance of Special Permit	Every passenger vehicle or Goods Carrier who desire to ply to another State for a short period of time must apply for a special permit.
T.66	Surrender of National Permit	The Applicant can apply for Cancellation of The National Permit if allowed or after the expiry of age of the vehicle (12 Years)
T.67	Renewal of National permit	Every goods carrier vehicle who desires to ply all over India should renew their All India National permit before expiry.
T.68	Renewal of All India Tourist Permit	A passenger vehicle with existing All India Tourist Permit must renew the permit before its expiry.
T.69	Transfer of ownership of vehicle.	The vehicle is transferable from one person to another person in case of sold or inherited by the rightful successor.
T.70	Issuance of Periodic State Goods Permit	Every goods carrier should have a valid Permit apply within the State to carry general unrestricted goods on hire only
T.71	Dealer Point Registration of new vehicles	Registration of vehicles is necessary since vehicles are allowed to be driven in a public place only after registration by the registering authority.
T.72	Duplicate Registration Certificate	When a registration certificate of a vehicle is lost, mutilated or torn a duplicate registration certificate is issued to the registered owner.
T.73	Cancellation of Hypothecation	Once the loan is liquidated , hypothecation will be removed, and fresh RC will be issued.
T.74	Addition of Hypothecation on registered vehicle	Making an entry of hire-purchase, lease or hypothecation agreement in the certificate of registration of the motor vehicle which is already registered.
T.75	Issuance of Temporary Inter State Goods permit	Every goods carrier should have a valid permit to ply within the state and outside the state to carry general unrestricted goods only.
T.76	Renewal of Driving License with Retest	Driving License which has expired more than one year has to be renewed with retest after payment of late fine

Service Code	Service Name	Description
T.77	Alteration of motor vehicle	Where any alteration has been made in the motor vehicle, the owner of the vehicle shall report to the registering authority for recording in the RC.
T.78	Renewal of fitness certificate	Applicant submit the application with pollution certificate, insurance certificate, original fitness certificate for renewal of fitness of commercial vehicle which is valid for 2 years for vehicle age below 8 years and 1 year for vehicle age above 8 years.
T.79	Inspection of Government Vehicle.	Where any Government Vehicle needs repairing, inspection has to be done by the Motor Vehicle Inspector.
T.80	Issue of duplicate Learner's License	In case the Learner's License get lost, the applicant has to file for First Information Report (FIR) from the Police department.
T.81	Issuance of Temporary Regional Goods Permit	Every goods transport vehicle shall have to apply permit for carrying of unrestricted goods within the District.
T.82	Renewal of Periodic Stage Carriage State Permit	Every Bus passenger that wishes to continue to ply the vehicle within the Home State should apply for renewal of Periodic Stage Carriage Permit before the expired of existing Permit
T.83	Additional Endorsement to Driving License	Any driving License's holder can apply for addition of new class of vehicle in his existing driving License after receiving a valid learner License for specific class of vehicle
T.84	Driving License Extract	Particulars of a driving License maybe issued to the applicant by the Licensing Authority on payment of fees
T.85	Renewal of Registration	Every Registration Certificate of Non-Transport Vehicle is required to be renewed once after 15 years and thereafter for every 5 years.
T.86	Change of address in driving License	A driving License holder may apply for changing of address in the driving License
T.87	Issuance of All India Tourist Permit	Every passenger vehicle that desires to carry passenger on hire in more than 2 states including the home state should have a valid All India Tourist Permit
T.88	Conversion of Vehicle	A Vehicle can be converted from transport to non-transport and vice versa.
T.89	Issuance of International Driving Permit	A driving License holder planning to travel abroad and to drive a car or motorbike in a foreign country can obtain an International Driving Permit from the concerned DTO office
T.90	Cancellation of No Objection Certificate.	If for some reason one is unable to go to the state where the NOC is issued or wanted to cancel the NOC permanently then the vehicle owner can apply for cancellation of the same.
T.91	Conductor License	The DTOs office can issue a conductor License to an applicant after submission of medical fitness, necessary documents and prescribed fee is paid.
T.92	Issuance of Assurance Letter	Every applicant who desires to use the vehicle for carrying passenger or unrestricted goods must obtain an Assurance Letter from the Authority.
T.93	Replacement of Vehicle in the Regional Permit	An old vehicle can be replaced with a new vehicle in the existing permit.
T.94	Release of suspended Driving License	Any suspended driving License will be release by the licensing authority after completion of suspended period.
T.95	Change of Address in Registration Certificate	The Applicant may apply for changing of Address in the Registration Certificate on submission of Address proof within the jurisdiction of the concerned Registering Authority.
T.96	Issuance of RC Particulars for official purpose	The particulars of a Registration Certificate of a vehicle can be issued to the Government Department.
T.97	Transfer of Regional Permit	Whenever a vehicle owner sold a transport vehicle along with permit, may apply for transfer of the same.
T.98	Issuance of Duplicate Driving School License	In case of lost or destroyed the holder of the license forthwith intimate to the Licensing Authority for issue of Duplicate License.
T.99	Payment of Road Tax of already registered vehicle	Every vehicle has to pay Road Tax for Transport Vehicle the road tax is either yearly or quarterly whereas for Non-Transport vehicle the road tax is for every 5 years.
T.101	Suspension of Registration Certificate	Any vehicle owner who commits an offense, under various sections of the MV Act and other criminal acts, the registering authority on receiving the report to that effect, may suspend the Registration Certificate.

Service Code	Service Name	Description
T.102	Release of suspended RC	Any suspended Registration Certificate will be released by the Registering authority after rectifying the defects and satisfied by the Registering Authority.
T.103	Issuance of Trade Certificate	Where every car dealer shall have to obtain Trade Certificate. Application to be given in Form 16
T.104	Cancellation of RC	A Registering Authority may cancel the Registration Certificate of a vehicle on the following conditions: - 1. If a registering authority is satisfied that a motor vehicle has been permanently removed out of India. 2. If a registering authority is satisfied that the registration of a motor vehicle has been obtained on the basis of documents which were, or by representation of facts which was, false in any material particular, or the engine number or the chassis number embossed thereon are different from such number entered in the certificate of registration, the registering authority shall after giving the owner an opportunity to make such representation as he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), and for reasons to be recorded in writing. 3. Any registering authority may order the examination of a motor vehicle within its jurisdiction by such authority as the State Government may be order appoint and, if, upon such examination and after giving the owner an opportunity to make any representation he may wish to make (by sending to the owner a notice by registered post acknowledgement due at his address entered in the certificate of registration), it is satisfied that the vehicle is in such a condition that it is incapable of being used or its use in a public place would constitute a danger to the public and that it is beyond reasonable repair.
T.105	Issuance of allotment order	Where an applicant wishes to run a transport business may apply for a Contract Carriage Permit, Stage Carriage permit, Goods Permit to the concerned Regional Transport Authority.
T.106	Issuance of Local Taxi Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.
T.107	Issuance of Regional Stage Carriage Permit	Applicant with an allotment order may apply to the Secretary RTA for issuing of fresh permit.
T.108	Impounding of Vehicles, documents (RC, FC, DL, etc.)	Impounding of vehicle by the enforcement for an offence committed under Motor Vehicle Act
T.109	Auctioning of Condemned Govt. Vehicles	Auctioning of Condemned Govt. Vehicles
T.110	Allotment of Pool cars	Pool cars are allotted for official purposes on requested by different departments for a limited number of vehicles
T.111	Financial Assistance to SC/ST youths to run transport service	Unemployed educated youths belonging to ST,SC category of not less than 21 yrs of age and not more than 35 yrs of age may apply for financial assistance, and applications are selected based on merit and economical background.
T.112	Requisition of vehicles for Government purposes	If the requirements of vehicles during any government hosted events/meetings/conference etc exceeds the number of vehicles available with the pool transport organization, the Commissioner of Transport then resorts to requisition of vehicles from other government departments and if necessary, may requisition private commercial vehicles to meet the requirements.
T.114	Organizing of Road Safety week event	Road Safety is organized by the Transport Department at state head quarter as well as district head quarter to create awareness among the road users to prevent road accidents and fatalities.
T.115	Composition Fine under MV Act	Transport Enforcement inspectors issues receipt against a vehicle, driver which contravenes any provision of the MV Acts or of any rule and regulation.
T.116	License to operate Pollution Testing Stations	Issuing License to operate pollution testing centers.
T.117	Cancellation of Driving School License	If the Driving School is not functional, non-submission of reports, inadequate facilities and lack of enrollment
T.118	Cancellation of License to operate Pollution Testing Stations	Not conforming to eligibility criteria. Non-payment of License fee. Non-renewal of License, inadequate technical facilities for testing

Service Code	Service Name	Description
T.119	Renewal of License to operate Pollution Testing Stations	Any applicant who is existing operator of PUCC station can submit his application for renewal after a period of 1 year.
T.120	Subsidy to driving schools	Providing Driving lessons to learners. Must have a class room, an instructor and an automobile workshop preferably with a driving track though not mandatory.
T.121	Integrated Transport system	Integrated Transport system

9.6.2 Future State Service Catalogue - PHE Department

Service Code	Service Name	Description
PHE.1	Provide Awareness Services	Generate Awareness, Dissemination of Information and Skills on various services and schemes for achieving complete ODF free, ODF (S) and ODF+ and access to Safe Drinking Water & Sanitation for all.
PHE.5	Application of Water Connection for Institutions under Deposit Work	Provide Water Connection to eligible institutions in the State to ensure clean and safe drinking water.
PHE.9	Payment of Water Bills	Payment of Water Bills as per the sanctioned water connection.
PHE.11	Sanction and Implementation of Drinking water Supply Schemes to habitation	Provide Water Connection to households with water supply less than 55 LPCD or no water connection in the State to ensure clean and safe drinking water under different state and central schemes.
PHE.17	Application from contractors for Registration / Renewal for Different Categories	Applications from intended contractors for new registration or renewal for different categories.
P.H.E.29	Integrated Work Registration & Payment Tracker	Integrated Work Registration & Payment Tracker
P.H.E.30	Utility Management	Utility Management
P.H.E.31	Revenue Augmentation	Revenue Augmentation

9.6.3 Future State Service Catalogue – C&I Department

Service Code	Service Name	Description
CI.2	Provide Financial Assistance to Industry for Investment Promotion	Provide Financial Assistance to Industry to claim subsidy or get rebates of certain types under Meghalaya Industrial and Investment Promotion Scheme
CI.3	Application for Financial Assistance under PMEGP	The Department implements Prime Ministers Employment Generation Programme (PMEGP) scheme. It is a credit linked subsidy programme formed by merging the two schemes that were in operation till 31.03.2008, namely Prime Ministers Rojgar Yojana (PMRY) and Rural Employment Generation Programme (REGP) for generation of employment opportunities through establishment of micro enterprises in rural as well as urban areas. PMEGP is a central sector scheme administered by the Ministry of Micro, Small and Medium Enterprises (MoMSME).
CI.4	Financial Assistance and Training to Handicraft Artisans	Financial Assistance and Training to Handicraft Artisans contributing to the State Handicrafts and selected as State Awardees
CI.5	Application for availing Financial Assistance by New Manufacturing / Service Units	The service is for new units in manufacturing and services sectors to provide Central Capital Investment Incentive for access to credit, Central Interest Incentive, Central Comprehensive Insurance Incentive, Goods and Services Tax Reimbursement, Income Tax Reimbursement, Transport Incentive; and Employment Incentive to the extent possible.
CI.6	Application for assistance to setup Industrial Manufacturing / Service Unit by MSME	Objective of the service is to facilitate the development of MSME, Micro, Small and Medium Enterprises by Providing assistance for setup of Industrial Manufacturing / Service Unit
CI.7	Land Allotment in the Industrial Areas/ Estates/	Lands are allotted to the Entrepreneurs on request and availability at various Industrial Areas, Estates and EPIP for industrial purpose which various business could use for the industrial growth and development.

Service Code	Service Name	Description
	EIP for Industrial Purpose	
Cl.8	Provide Awareness, Motivation & Encouragement to Entrepreneurs	The objective of service is to impart awareness and organizing necessary Entrepreneurial Motivation Programmes (E.M.Ps), Entrepreneurial Motivation Developments (E.D.Ps) and Investment Awareness Programmes.
Cl.9	Provide Vocational Training for Skill Development	The Department, under the scheme of Training Inside and Outside the State, the Department sponsors local youths with stipend to undergo vocational training both inside and outside the state to create skilled manpower.
Cl.11	Trade promotion Support service	The Department conduct Exhibition at District level once a year for the entrepreneurs to showcase and demonstrate their latest products, service, and examine recent trends and opportunities. Besides District Level Exhibition, the Department also participates in Trade Fairs in the State level, National Level, International Level Exhibition. Exhibition, Trade Fairs enables the entrepreneurs to market their products as well as to create market linkages and provides them an exposure of the market.
Cl.12	Single window Clearance to Set up Industrial Unit	This service enables the individuals to set up their enterprise by submitting regulatory documents at a single location and, or single entity. The idea is to create a suitable environment for entrepreneurs to set up their units in a cost effective and time saving manner without any hassle with government authorities for obtaining the relevant clearance and permit(s). Any industrial unit is eligible to apply.
C.I.15	Decision Support System and division level dashboards	Decision Support System and division level dashboards

9.7 Current State Business Interaction Matrix

Providing Business Services	Consuming/ Providing Business Services		
	Public health and Engineering	Commerce and Industry	Transport
Agriculture & Farmers' Welfare	Supply of piped water to Beneficiaries	Achievement in Apiculture mission	Freight requirements
		Nominations for industrial training of handloom, Craftsman, beekeepers, etc. Supply for Agriculture demands	Permission and permits for Agriculture supply, machineries and produce
Animal Husbandry & Veterinary	Managing water requirements for institutes	Supply of Meat Demands	Requirement of Meat Demands
Commerce and Industry	Sanitation complexes in industrial areas Compliance of Waste management		Permissions and permits to industrial units to export and import goods
Community and Rural Development	Request to build Sanitation complexes for community	Vocational trainings to artisans and craftsman for skill development	Availability of sufficient public transport service to rural communities
Education	Request for Sanitation complexes for Girls and boys Clean water for schools	industrial trainings for youth of state	Availability of public transport service on need basis
Excise Registration Taxation and Stamps	Vendor requirement	Registration of units to export goods Policies and regulations for industrial units	Tax regulations for goods transport
Finance	financial sanctions of Water distribution and sanitation schemes	Financial Assistance	Annual Financial Reports Financial advice on various matters
Fisheries	NA	Financial assistance for Aquaculture promotion and	
Food Civil Supplies and Consumers Affairs	NA	Supply of packaged foods Import and export regulations	Permits for import and export of food items
Forest and Environment	Setting up Sewage treatment plant	Environment compliance for industrial units	Pollution certificate to abide with environment regulations

Health and Family Welfare	Clean and piped water to rural and urban population of State	Waste management from Industrial units	Administration of MVA
Labor	Employment generation Training	Industrial trainings Financial Assistance for Handloom promotions Skill and capacity building	Capacity building of unskilled labor
Mining and Geology	NA	Permits and regulations	Supply chain management
Planning	Annual budget planning	Annual budget planning	Annual budget planning
Public Health Engineering		Capacity building of SMEs SMEs as empaneled vendors to supply materials and tools	NA
Social Welfare	Welfare schemes for Waste management and Sanitation for community	Employment generation	Availability of public transport
Tourism	NA	NA	Tourist permits
Transport	NA	Goods carriers/ Vehicles	
Sericulture	NA	NA	NA

9.8 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:

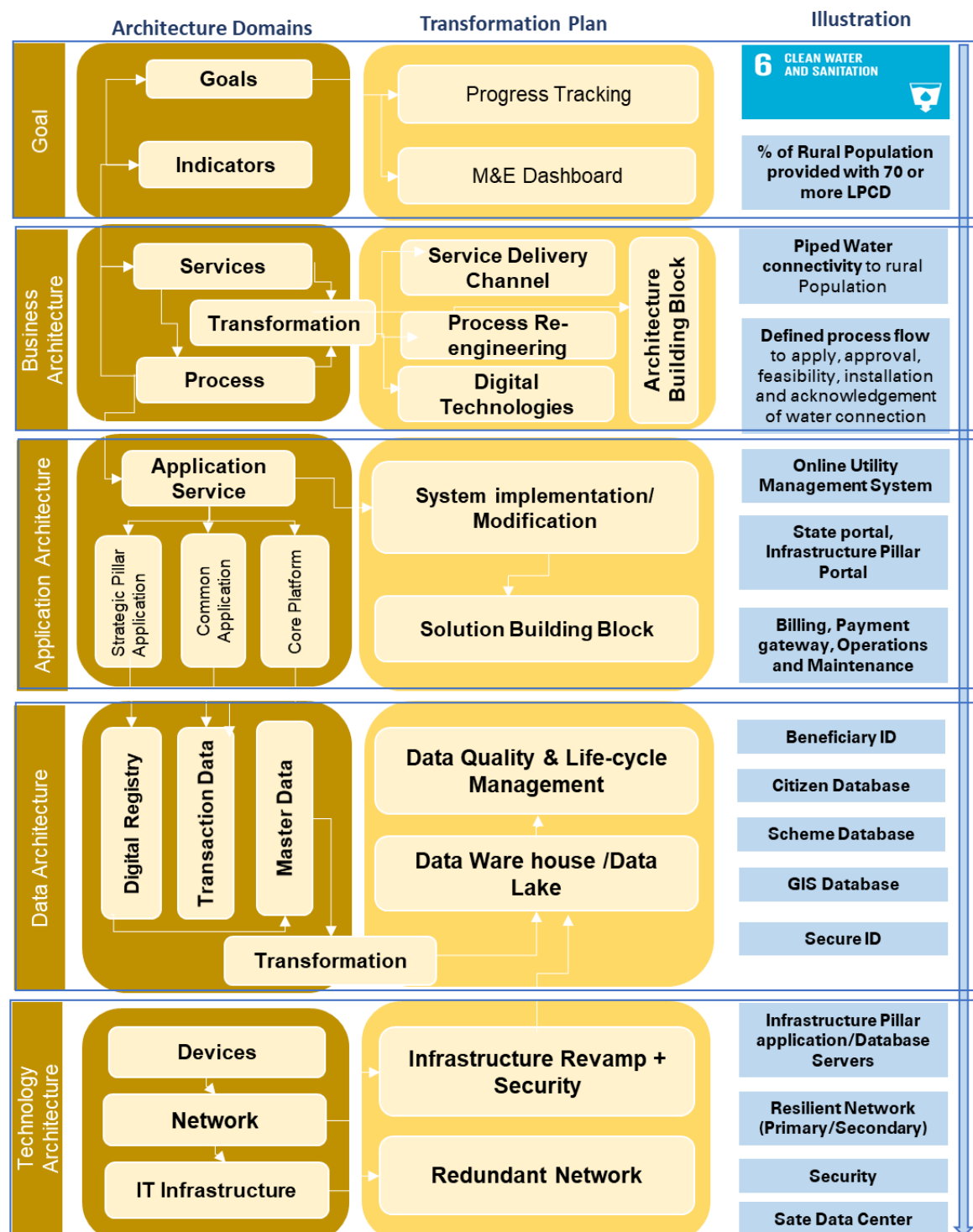


Figure 38: Architecture Building Blocks flow (illustration)

9.9 Service Stakeholder Matrix

Service Code	Service Name	Service Type	Finance Dept.	Planning Dept.	PHE	Transport	C&I	Beneficiaries	AG / CA G	Gol (Central Ministries)
P.H. E.1	Information, Education and Communication Services	G2C	Issuance of Sanction, LOA and Funds	Approval of Proposal	Provide Awareness			Apply for Service	Audit	Funding
P.H. E.2	Work Order issuance by the Superintending Engineer (PHE)	G2C	Issuance of Sanction, LOA and Funds	Approval of Proposal	Approval and Transfer of Funds			Apply for Service	Audit	Funding
P.H. E.6	Implementation of Drinking Water Supply Schemes (Schools)	G2G	Issuance of Sanction, LOA and Funds	Approval of Proposal	Create Infrastructure through Line Departments			Apply for Service	Audit	Funding
P.H. E.17	Register Class II Contractors	G2C	Issuance of Sanction, LOA and Funds	Approval of Proposal	Registration			Apply for Service	Audit	Funding
P.H. E.26	Construction of Community Sanitary Complex	G2C	Issuance of Sanction, LOA and Funds	Approval of Proposal	Approval and Transfer of Funds			Apply for Service	Audit	Funding

P.H. E.27	Implement ation of Solid & Liquid Waste Managem ent	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal	Create Infrastru cture through Line Depart ments			Apply for Service	Au dit	Fundi ng
C.I.3	Implement ation of PMEGP for unemploy ed youth	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal	Training			Apply for Service	Au dit	Fundi ng
C.I.5	North East Industrial Developm ent Scheme (NEIDS)	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal			Capture Informa tion from benefici aries	Avail Benefits	Au dit	Fundi ng
C.I.8	Investmen t Promotion Programm e (Awarenes s Programm es)	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal			Trade promoti on Facilitat ion			
C.I.9	Vocational Training	G2G	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal			Trainin g	Avail Benefits	Au dit	Fundi ng
C.I.1 1	Conductin g Exhibition/ Trade fairs	G2C	Issua nce of Sanct ion, LOA and	Appr oval of Prop osal			Trade promoti on Facilitat ion		Au dit	Fundi ng

			Fund s							
T.1	Issue of current Bus Journey/Advance Bus Journey ticket	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal		Provi de servic e		Avail Benefits	Au dit	Fundi ng
T.2	Issuance of Regional Goods Permit	G2E				Provi de servic e				
T.3	Issue of railway tickets through Passenger Reservation System Counters	G2G	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal		Provi de servic e			Au dit	Fundi ng
T.9	School Bus Hire Service	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal		Provi de servic e			Au dit	Fundi ng
T.10	Issuance of driving school license.	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal		Provi de servic e			Au dit	Fundi ng
T.13	Booking and Cancellati on of advance helicopter journey ticket	G2C	Issua nce of Sanct ion, LOA and	Appr oval of Prop osal		Provi de servic e		Avail Benefits	Au dit	Fundi ng

			Fund s							
T.55	Operation of Check gates	G2C	Issua nce of Sanct ion, LOA and Fund s	Appr oval of Prop osal		Provi de servic e			Au dit	Fundi ng

9.10 Future State Business Interaction Matrix

Providing Business Services	Consuming Business Services					
	Primary	Human Development	Infrastructure Development	Environment	Entrepreneurship	Governance
Primary			Nominations for industrial training of handloom, Craftsman, beekeepers, etc. Freight requirements			
Human Development			-			
Infrastructure Development	Supply for Agriculture demands Supply for Meat demands Financial assistance for Aquaculture promotion Water Connection to Institutions Permissions and permits to industrial units to export and import goods	Vocational trainings to artisans and craftsman for skill development Build Sanitation complexes for community & Schools Provide public transport service to rural communities Provide transportation facilities to Schools		Transport Permit	Capacity Building and Training	Revenue Collected from various services
Environment			Setting up Sewage treatment plant Environment compliance for industrial units Pollution certificate to abide with environment regulations			
Entrepreneurship			Capacity building of unskilled labor			

			Industrial trainings			
Governance			Budget & Sanctions Issuance of LoA Financial sanctions of Water distribution and sanitation schemes Disbursement of Funds			

9.11 Service Application Module Mapping

Services	Register for Service/Service Resolution	Service Internal Processing	Additional System
	Application Module	Application Module	Application Module
Provide Awareness Services	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Information and Awareness	Aadhaar (Eligibility & Identity Verification)
Application of Water Connection for Institutions under Deposit Work	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Utilities	GIS
Payment of Water Bills	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Utilities	Payment Gateway
Sanction and Implementation of Drinking water Supply Schemes to habitation	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Utilities	GIS
Application from contractors for Registration / Renewal for Different Categories	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Utilities	Vendor Management
Provide Financial Assistance to Industry for Investment Promotion	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Financial Assistance	TreasuryNet for transfer of Funding
Application for Financial Assistance under PMEGP	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Financial Assistance	Aadhaar (Eligibility & Identity Verification), TreasuryNet for transfer of Funding
Financial Assistance and Training to Handicraft Artisans	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Financial Assistance	Aadhaar (Eligibility & Identity Verification), TreasuryNet for transfer of Funding
Application for assistance to setup Industrial Manufacturing / Service Unit by MSME	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Financial Assistance	UAM (Eligibility & Identity Verification)
Provide Awareness, Motivation & Encouragement to Entrepreneurs	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Trade promotion and Exhibitions	LMS
Provide Vocational Training for Skill Development	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Capacity Building	LMS
Master Craftsmen Training	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Capacity Building	LMS
Single window Clearance to Set up Industrial Unit	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal – Single window clearance	
Issue of current Bus Journey/Advance Bus Journey ticket	LMS for Training	Infrastructure Sector Portal - Integrated Transport	
Issuance of driving school license.	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Renewal of Driving School License	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Issue of Duplicate State/National Permit	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Cancellation of advance journey Bus Ticket	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	
Issue of Duplicate Fitness Certificate	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker

Services	Register for Service/Service Resolution	Service Internal Processing	Additional System
	Application Module	Application Module	Application Module
Renewal of fitness certificate	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Conductor License	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Issuance of Assurance Letter	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Issuance of Duplicate Driving School License	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Issuance of Trade Certificate	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Issuance of allotment order	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Financial Assistance to SC/ST youths to run transport service	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Financial Assistance	Aadhaar (Eligibility & Identity Verification), TreasuryNet for transfer of Funding
License to operate Pollution Testing Stations	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Cancellation of Driving School License	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Cancellation of License to operate Pollution Testing Stations	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Renewal of License to operate Pollution Testing Stations	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	DigiLocker
Subsidy to driving schools	Infrastructure Sector Portal - Service List	Infrastructure Sector Portal - Integrated Transport	Aadhaar (Eligibility & Identity Verification), TreasuryNet for transfer of Funding

9.12 Department Structure

9.12.1 Public Health and Engineering(PHE)

The main function of the Public Health Engineering Department is to plan, implement & maintain Rural and Urban Water Supply Schemes, rural sanitation schemes. The District Level administration of the Public Health Engineering Department undertakes field investigation, survey, data collection, preparation, execution & maintenance of schemes.

Table 36: Department Structure – PHE Department

Agency/ Directorate	Function
Secretariat	Public Health Engineering Department under the Government of Meghalaya is run by one Principal Secretary, one Commissioner &

Agency/ Directorate	Function
	<p>Secretary and assisted by one Under Secretary. The main function includes,</p> <ul style="list-style-type: none"> ▪ Scheme Level approvals, ▪ Monitoring the implementation ▪ Coordination with senior stakeholder at State and Central level
Directorate of PHE	<p>Public Health Engineering Department under the Government of Meghalaya is run by one Principal Secretary, one Commissioner & Secretary and assisted by one Under Secretary. At the head of Department level, the administration is run by the Chief Engineer, Public health Engineering, Meghalaya, Shillong, the major functions include,</p> <p>Raising requirement and Allocation of Budget</p> <p>preparation of Plan/ Non Plan Budget, dealing with audit Reports etc.</p>
Zonal Offices (4)	<p>PHE is further by 4 (four) Additional Chief Engineer,</p> <ol style="list-style-type: none"> 1) Addl. Chief Engineer (PHE), Zone-I, Shillong - - Greater Shillong Circle& Electrical Circle and the prestigious Greater Shillong Water Supply Scheme along with other schemes falling under the Circle, are being looked at after by Addl. Chief Engineer (PHE) Zone-I 2) Zone-II, Tura - Zone-II comprising of five districts of Garo Hills, is looked after by the Addl. Chief Engineer (PHE), The Urban and Rural Schemes about Tura Circle & William agar Circle, covering entire Garo Hills areas are directly looked after by the Addl. Chief Engineer (PHE), Zone-II. 3) Zone-III, Shillong- Areas under Rural Circle, Shillong covering Ri-Bhoi District, West Khasi Hills District and most of Jaintia Hills District and rest of East Khasi Hills District under Rural Circle, Shillong, Ri Bhoi Circle, Nongpoh & West Khasi Hills Circle, Nongstoin is looked after by Additional Chief Engineer, PHE, Zone-III. Sanitation Cell, Shillong looks after matters relating to the implementation of the Support and Water Quality Monitoring & Surveillance Programme under NRDWP. These two programmes are mandated with training, IEC activities under HRD (Human Resource Development), WQM & SP (Water Quality Monitoring & Surveillance Programme, which includes setting up & strengthening of District/Sub Divisional Laboratories, testing in these laboratories including testing with FTKs (Field Testing Kits) of water quality of drinking water, training, etc.) MIS/Computerization, Geographical Information System (GIS) Monitoring & Evaluation (M&E), R&D etc as explained

Agency/ Directorate	Function
	in Para 9 of the NRDWP guidelines. 4) Sanitation -

Detailed organization structure can be referred at Appendix – 9.9,

In Summary, the major functions of the Public health Engineering Department in the Government of Meghalaya:-

- To plan & execute water supply schemes for adequate safe drinking Water Supply to Rural and Urban population including schools & Anganwadi centers.

To provide sanitary facilities to the rural areas by using appropriate Low-cost technologies.

9.12.2 Commerce and Industries

The Department of Commerce and Industries is tasked with the overall development of various industrial and commerce activities in the state. The Department plays a developmental and facilitation role to attract industrial investments in the state. It focuses on creating an industry-friendly environment and formulation suitable policies in the State aimed at propelling fast pace modernization and strengthening of industrial units. The Department provides an interactive platform for synergistic coordination between investors and the State Government. The Department is supported by its subsidiaries in the form of Agency, Board and Corporative.

Agency/ Directorate	Function
Secretariat Level	At the Government level, there is the Secretariat of Commerce and Industries Department of which is an Administrative Department. It is headed by the Additional Chief Secretary to the Government of Meghalaya, Commerce and Industries Department and assisted by the Joint Secretary to the Government of Meghalaya, Commerce and Industries Department which in turn is assisted by Deputy Secretary to the Government of Meghalaya, Commerce and Industries Department. The Secretariat deals with all the policy matters of the Government in relation to Commerce and Industries Department and all correspondence with the Government of India and Planning Commission relating to plan allocation etc. It also deals with all Establishment matters relating to Gazetted Officers, in the appointment, transfer etc.
Directorate Level	The Director of Commerce and Industries, as the Head of the Department, is the overall controlling authority for implementation, of the various programmes and activities of the Department. At the Head Quarter, at Shillong, office is headed by the Director and to assist the Director, there are two Joint Directors, one at Head quarter and other at Tura. There are three Deputy Directors for Planning, Technical and Marketing and there are two ADCI and FAO and Asst Engineer Civil. The staff also consist of Section Officer and a Registrar who are assisted by Section Assistant and Superintendents etc.

District Level	<p>At District level it works with the District Commerce and Industries Centers for the implementation of the various schemes and programmes. It provides necessary support to the Micro, Small, Medium and Large enterprises.</p> <p>There are 11 District and commerce and industries centers currently setup to manage District level programs.</p> <p>At the District Level the office is headed by The General Manager who is assisted by the Functional Managers, Assistant Director of Cottage Industries, and Project Managers and Manager Common Service Facility Workshop. The field officers are Industrial Promotion Officer's, Superintendent of Industries and Assistant Industries Officer and Assistant Manager.</p>
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Additionally, department is supported by below agencies for community, personal & Social Services business development activities

- Meghalaya Industrial Development Corporation Ltd.
- Meghalaya Khadi Village and Industries Board.
- Meghalaya Handloom and Handicraft Development Corporation Ltd.

The Mandate of the Department of Commerce and Industries is regulation, development and promotion of Industrial Activities including Trade and Commerce in the state through the formulation of appropriate Industrial Policy and implementation of the various programmes and schemes of both State and Central Government. The Department of Commerce and Industries is working towards the sustainable development of the State and to generate employment avenues for the people of Meghalaya.

- It also facilitates and provides necessary market linkage between entrepreneurs and the end buyers. At the District level, it works with the District Commerce and Industries Centers for the implementation of the various schemes and programmes.
- It provides necessary support to the Micro, Small, Medium and Large enterprises.

The Department organizes various industrial awareness and workshops, EDP's and is actively involved with the ongoing Apiculture Mission and works in Convergence with the other Departments for achieving results. The Department also reaches out to the rural people through its Vocational Training Centers at various Districts to generate skilled manpower in the field of Knitting, Tailoring Embroidery, Carpentry, Furniture making, Leather, Blacksmithy, Fabrication, Carpet Weaving, etc.

The Department also sponsors short term courses at Government recognizes Institutes and other reputed Institutes and stipends are also offered to local youths for undergoing training both inside and outside the State.

The achievements in the last couple of years in terms of MSME registered, training schemes, etc. are available at <http://megindustry.gov.in/achievements.html>.

9.12.3 Transport

The Transport Department deals with the subject matter relating primarily to Road Transport. The Department administers the Motor Vehicles Taxation Act and Rules made thereunder. The

Department also controls, supervises and regulates the working and functioning of the various bodies under the Department. These bodies are the State Transport Authority and the Regional Transport Authorities. There is also a Corporation under the Transport Department namely Meghalaya Transport Corporation which was constituted under the Road Transport Act, 1950.

Transport Department is responsible for administering, regulating and controlling Motor Vehicles following the provisions of the Central Motor Vehicles Act, 1988 and the Central Motor Vehicles Rules, 1989. It also enforces Acts and Rules under the Meghalaya Motor Vehicles Taxation Act (Assam Act IX of 1936 as adapted and as amended by Meghalaya) and Meghalaya Motor Vehicles Taxation Rules (Assam Rules of 1936 as adapted and as amended by Meghalaya).

The main activity of the Transport Department is to administer, regulate and control Motor Vehicles by way of registration of vehicles, issue of Driving Licenses and Conductor Licenses, granting of Road Permits for transport vehicles and in fostering and nurturing the development and growth of Road Transport Services in the State and to collect revenue from Motor Vehicle Tax, etc. Providing Pool Cars for use by V.I.Ps and State Guests.

Table 37: Department Structure Transport Department

Agency/ Directorate	Function
Secretariat Level	<p>At the administrative level in the Secretariat, the Department is headed by the Principal Secretary and ensure enforcement of the provision of the motor vehicles Act and Rules.</p> <p>Any other matters relating to transport administration including providing pool cars for use of V.I.P. ensure the administration of the Motor Vehicles Act, 1988 and the Motor Vehicles Rules framed thereunder and the Assam Motor Vehicle Taxation Rules.</p>
Directorate Level	<p>The Directorate is headed by the Commissioner of Transport. The Commissioner of Transport is assisted by Deputy Commissioner of Transport, Finance and Account Officer, State Pool Officer and District Transport Officer (Enforcement). The D.T.O. (Enforcement) in charge of the Enforcement Wing is also attached to the Head Office.</p> <ul style="list-style-type: none"> • Control and Regulation of Transport (Commercial) guidelines. • Enforcement of Issue/Endorsement of driving license on being found fit incompetency and signal test. • Renewal of driving license.
District Level	<p>At the District level, there are eleven districts offices and each office and engaged be below functions at the district level,</p> <ul style="list-style-type: none"> • Assessment and collection of Motor Vehicles Taxes and fees etc. • Registration of Motor Vehicles and all other related issues. • Issue/Renewal of Certificate of fitness in respect of Commercial Vehicles thorough inspection conducted by M. V. I. • Subject to approval, direction and recommendation of the R.T.A. Board, issuance/renewal of road permits to Public Service Vehicles or transport vehicles keeping in view the great public interest.

	<ul style="list-style-type: none">• Detection and illegal plying of a vehicle through enforcement staff.• Institution and disposal of offense cases for violation and enforcement of the provision of the Act and Rules. Disposal of offense cases and where necessary compounding of offenses on the realization of cash penalty.
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