MeghEA: Detailed Architecture Requirements

Additional Documentations

Government of Meghalaya
Planning Department

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1. Rationale for choosing services

1. Services which have similarity in terms of value delivery to citizens, processes and end outcome were shortlisted for process detailing. As an example: ED.7: Scholarships, Stipends & Fee waivers had similarity in terms of value delivery such that the service transformation would look to reduce transaction cost of citizens, reduce multiple physical visits and had similar outcome in terms of financial assistance delivery to applicant when compared to following services:
    - Financial assistance domain services in Human Development Pillar
    - Award for Meritorious Tribal students of Meghalaya in the HSSLC Exam Science Stream
    - Transport escort allowances
    - Pre matric Scholarship for Students with Disabilities
    - Cash Award to Meritorious Students with disabilities
2. Services which can be delivered end-end through digital systems were shortlisted, there are services that requires minimum physical interventions. These services were shortlisted for process detailing to showcase the value delivery.
3. Integrating services which cuts across multiple departments were also shortlisted to showcase the benefits of MeghEA adoption.
4. During MeghEA Vision phase, MeghEA Team along with NIC facilitated multiple workshops with departments to help the team understand the services of the departments. These service processes were documented by the department. Those service process documents were leveraged to create the process models. Hence, the list below comprises mostly of the services which were documented by the department.

2. State Service Catalogue – Process Models

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
1.	ED.7	Scholarships, Stipends & Fee waivers	Financial assistance to the border area students procuring their studies in L.P./M.E./High Schools and Colleges up to Degree level are given this Border stipend under rules and regulations defined	Financial Assistance & Benefits	G2C	Only Once	Digital	Service will be delivered in **7 days**	Diagram	Diagram
2.	ED.11	Non-Govt. Institution Grant in aid Disbursement	Release of grant in aid to Non-Govt. Institutions on a quarterly basis and allotment of fund to Govt. Institutions on quarterly basis	Grants in-aid	G2B	Quarterly	Digital	Service will be delivered in **first 2 days of every month**	Diagram	Diagram
3.	ED.32	University / College NOC Issuance	To administer, regulate and run all Institutions in the state .i.e. Issuing No objection Certificates to the Colleges, Universities including colleges for professional education	Certificate & Admit Card	G2B	Only Once	Digital	Service will be delivered in **7 days**	Diagram	Diagram
4.	ED.37	MBOSE Online Submission for Documents Verification	Govt. Department, Govt. Agencies, Institutions, Private Firms.	Certificate & Admit Card	G2G	As and when required	Digital	Service will be delivered in **1 day**	Diagram	Diagram
5.	ED.58	Vocational/Career Guidance to Students	Career exhibition-cum-conference for Higher and Secondary School Students of Meghalaya	Career Assistance	G2C	Once in a lifetime	Physical	Service will be delivered in **7 days** from request	Diagram	Diagram
6.	HFW.70	Inspection of Food business operators	Inspections of food operators, Mid-day meals and others based on complaints through Grievance Portal	Food Safety	G2C	As and when required	Physical	All school's Mid-day meals tested **at least once in a year** All complaints food tested within **7 days** from complaint	Diagram	Diagram
7.	HFW.12	Pradhan Mantri Matru Vandana	Providing partial compensation for the wage loss in term of cash incentives	Financial Assistance	G2C	Only Once	Digital	Service will be delivered in **7 days**	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
		Yojana (PMMVY)	of Rs. 5000 so that the woman can take adequate rest before and after delivery of the first living child. Eligibility criteria- All eligible pregnant women and lactating mothers who have their pregnancy on or after 01.01.2017 for first child in the family.							
8.	HFW.24	Reimbursement of Claims (Medical, TA etc.)	Claiming of medical bills on the approval order issued by DHS(MI)	Reimbursement	G2E	As and when required	Digital	Service will be delivered in **5 days**	Diagram	Diagram
9.	HFW.13	Issuance of Birth/ Death Certificate	Issue of Births Certificate to all the Births events occurred in the state irrespective of the place of residence.	Certificate Issuance	G2C	Once in a lifetime	Digital	Service will be delivered in **5 days**	Diagram	Diagram
10.	HFW.35	Licensing and Registration of Nursing Homes	Issue of License and Registration	License Management	G2B	As and when required	Digital	Service will be delivered in **15 days**	Diagram	Diagram
11.	SW.15	Unemployment Allowance for Person with Disabilities	Provide Unemployment Allowance for Person with Disabilities	Special Allowances	G2C	Annually	Digital	Service will be delivered after the release of fund from State Government	Diagram	Diagram
12.	SW.18	Grant in Aid for NGOs for the welfare of Children	Financial assistance is provided to the Voluntary Organizations, NGOs working in the field Child welfare to conduct vocational training, awareness and sensitization programmes etc.	Grants in-aid	G2B	Annually	Digital	Service will be delivered after the release of fund from GOI/ State Government	Diagram	Diagram
13.	SW.30	Grants in aid for construction of girl's hostel	Apply for grants in aid for construction of girls hostel as per recommendation of the DC and implemented by DRDA	Grants in-aid	G2B	As and when required	Digital	Service will be delivered after the release of fund from GoI/ State Government	Diagram	Diagram
14.	SW.34	Stipend under Vocational Training	One-year Vocational training is imparted to the Persons with Disabilities through Voluntary Organizations.	Stipend	G2B	Monthly	Digital	Service will be delivered after the release of fund from	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
		Persons with Disabilities	During the training period a stipend Rs.1500, each per month is provided.					State Government		
15.	SW.55	Pension under Chief Minister Social Assistance Scheme for the infirm & Single Mother	Pension Under Chief Minister's Scheme for Social Assistance to infirm @500 per Month Eligibility criteria: Age Limit of Infirm: Female 58 years, Male 60 years, must belong to marginalized families and with an income not exceeding 36,000 annually, Must possess a certificate or document showing Bonafede residence i.e. EPIC or Caste Certificate from the Competent Authority. For Single mother Death certificate of the Husband, Divorce Certificate, Verification Certification of the Headman and an income certificate not exceeding 36000 annually	Pension	G2C	Monthly	Digital	Services will be delivered monthly.	Diagram	Diagram
16.	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	G2C	As and when required	Online, Mobile App, Manual	Not Applicable	Diagram	Diagram
17.	PHE.9	Payment of Water Bills	Payment of Water Bills as per the sanctioned water connection.	Revenue and tax	G2C	Quarterly	Online, Mobile App	Not Applicable	Diagram	Diagram
18.	PHE.11	Application and Sanction of Drinking Water Supply Connection to habitations	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	G2G	As and when required	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
19.	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	G2B	Annually	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram
20.	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).	Financial Assistance	G2C	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram
21.	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	Financial Assistance	G2C	Annually	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram
22.	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	Registration	G2B	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram
23.	CI.9	Provide Vocational Training for	The Department, under the scheme of Training Inside and Outside the State, the Department sponsors local	Training	G2C	Only Once	Online, Mobile App	Service will be delivered in 30 Days	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
		Skill Development	youths with stipend to undergo vocational training both inside and outside the state to create skilled manpower.							
24.	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	G2B	Once in a life time	Online, Mobile App	Service will be delivered in 5 Days	Diagram	Diagram
25.	AFW.07	Financial Assistance for Purchase of Machinery	Financial Assistance to farmers for purchase of farm equipments and machinery including Honey bee colony, hives, Plant Protection Equipments, Power Tiller, Tractor etc.	Financial Assistance	G2C	Once in 5 yrs	Online	Service will be delivered in **7 days**	Diagram	Diagram
26.	AFW.29	Financial Assistance for Production Activities	Production & disbursement of quality seedlings to farmers and assistance for existing plants, Plantation of Mulberry and compost making for coconut, kiwi fruits, grapes, passion fruit, sweet potato, colocasia, tapioca etc.	Financial Assistance	G2C	Annually	DFC, Online	Service will be delivered in **7 days**	Diagram	Diagram
27.	AHS.01	Distribution and Management of Livestock	The department has 13 pig farms for producing improved breeds like introduced Hampshire, Saddle Back and other Cross Breed Pigs for supplying piglets inputs for supplying to the farmers to generate employment and for upgradation of local	Inputs Distribution	G2C	Annually	Government Farms	To be defined during phase of implementation	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
			indigenous stock so that production level is enhanced. Also to improve the economic livelihood of the rural poor and landless labours.							
28.	AHS.03	Artificial insemination for Cattle Breeding	For all round development of Cattle wealth in the different parts of the State, various development programmes such as Cattle Breeding Farms for producing inputs for distribution are established. Four Cattle breeding farms e.g. Indo Danish Project, Upper Shillong, (East Khasi Hills); Regional Cross Bred Cattle Breeding Farm, Kyrdemkulai (Ri Bhoi district); Cattle Farm, Khliehtyrshi, (Jaintia Hills district) and Livestock Farm, Rongkhon (West Garo Hills) have been established to produce improved breeding stock for development of cattle in the State to boost up production of milk	Inputs Distribution	G2C	As and when required	Veterinary Hospitals	Service will be delivered in **7 days**	Diagram	Diagram
29.	TEX.04	Providing Support for Development of Plantation of Mulberry	Plantation Development Sericulture Farmers having plot of land	Financial Assistance	G2C	Annually	Online, DFC	Service will be delivered in **7 days**	Diagram	Diagram
30.	TEX.05	Financial Assistance for Establishment of Sericulture Infrastructure	Construction of Grainage for production of Dfls. Sericulture farmers having plot of land.	Financial Assistance	G2C	Annually	Online, DFC	Service will be delivered in **7 days**	Diagram	Diagram
31.	TEX.06	Supply of rearing appliances	Supplies of rearing appliances to Sericulture farmers. Sericulture farmers having plantation.	Inputs Distribution	G2C	Annually	To be defined in second phase of Implementation	To be defined in second phase of Implementation	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
32.	FIS.01	Technical and Financial Assistance for Establishment of Fisheries Infrastructure	Any individual of the state except(Central/State Govt. Employee), with a water area of at least 0.1 Ha	Financial Assistance	G2B	As and When Required	Online, DFC	Service will be delivered in **7 days**	Diagram	Diagram
33.	LBR.08	Apply for Scholarship	Scholarship to Children of Active Registered Building and Other Construction Workers Beneficiaries Studying in Classes 1st to 10th or XI to bachelor's degree, Passing Xth or XIIth Class or Local students enrolled in IHM Shillong & FCI Tura	Financial Assistance Management	G2C	Annually	Online	Service will be delivered in **7 days**	Diagram	Diagram
34.	CRD.05	Application for Financial Assistance for Self Help Groups	Financial Support to SHG to meet Administrative Expenses, Community Investment Fund, Startup Fund, Revolving Fund and Vulnerable Reduction Fund.	Financial Assistance Management	G2C	As and When Required	Online	Service will be delivered in **7 days**	Diagram	Diagram
35.	F&E 01	Mining Lease & Quarry Permit for Minor Minerals	As per Rule 5 of the Meghalaya Minor Mineral Concession Rules, 2016, the PCCF & HoFF (for area of more than 5 hectares) or DFO Territorial Division (up to 5 hectares area) shall grant Mining lease, Quarry permit in respect of minor minerals for use other than in industries as specified in Schedule III	Lease Management	G2B	As and when required	Digital	Service will be delivered in **7 days**	Diagram	Diagram
36.	PLA.44	Disbursement of Funds for schemes/projects under Development Expenditure Budget	Examine and approve schemes and projects for sanction under the Development Expenditure Budget	Scheme Management System	G2G	1. State HQ	Daily	Online	Diagram	Diagram
37.	FS.110 (New)	Budget Distribution and Allocation	Budgetary allocations and distribution are integral components to an annual financial plan, or budget, of all organizations. It indicates the	Budgeting	G2G	Annually	Online	**25** days from budget approval		Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
			level of resources a department is committing to a program.							
38.	FS.03	Compilation of Surrender of Savings Statement and submit to AG	Surrender of saving funds of various departments including facilitation of approvals and final submission to AG	Expenditure	G2G	Annually	Online	**15** days from initiation of request	Diagram	Diagram
39.	FS.04	Sanction of expenditure on Development & Establishment of various Government Departments.	Approval of the planned development and establishment expenditure through approval from competent authorities	Expenditure	G2G	Annually	Online	**5** days from request initiation		Diagram
40.	FS.08	Sanction and Payment of Dearness Allowance for State Government Employees.	The service is about sanctioning of dearness allowance for State Govt. Employees, determining rate of DA with reference to the All India Consumer Price Index received from Directorate of Economics & Statistics and its approval		G2E	Bi-annually	Online	**4** days from GO receipt	Diagram	Diagram
41.	FS.22	Personal Ledgers Account (PLA)	The service is about maintenance of all the Personal Ledgers Account (PLA) for State, managing account credit when the sum is deposited into the treasury and debit on payment of excise duty	Expenditure			Online	2 hours from new request submission	Diagram	Diagram
42.	FS.27	Bill Auditing and Clearing	The service is executed in the treasuries, related to different levels of audit on bills submitted to the treasuries	Expenditure	G2G	Once in a lifetime	Online	Within 1 day	Diagram	Diagram
43.	FS.32	Approval and Payment of Pension	The service deals with pensioner profiling, approval of pension applications, generation of PPO and payment of pension	HR-Pension	G2E	Only Once	Online	Within 30 days from retirement	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
44.	FS.38	Payment of principal and interest on Central Governments loans	The service deals with payment of principals and interest on loans availed by state government	Expenditure	G2G	As and when required	Online	10 days from new loan sanction approval	Diagram	Diagram
45.	FS.40	Introduction and enforcement of Economy Measures	Economy measures enforcement to keep check on avoidable expenditures. This service also deals with DFP rules	Control & Monitoring	G2G	As and when required	Online	1 hour from point of time cashflow has been observed to be less than threshold	Diagram	Diagram
46.	FS.42	Control and monitor daily cash balance	Maintain and monitoring the daily cash balance position of the State Government maintained with the Reserve Bank of India, Nagpur and to avoid the lapsing into Ways and Means and Overdraft	Control & Monitoring	G2G	As and when required	Online	Real Time	Diagram	Diagram
47.	FS.44	Revenue Estimation	Assessment of State finance status by taking the difference of the receipts-expenditure under revenue and capital account of Establishment Expenditure. The differences under both Revenue and Capital Account form the components, amongst others, that fund the Development Expenditure from the State resource provide financial status of state.	Revenue Management	G2G	Annually	Online	11 days from initiation	Diagram	Diagram
48.	FS.48	Expenditure Estimation	The service is about expenditure estimation for state budgeting purpose. Finance department consolidates estimates from line departments to prepare state budget	Expenditure	G2G	Daily	Online	15 days from initiation	Diagram	Diagram
49.	FS.49	Monitor Revenue Collection	Finance department monitors revenue collection, coordinates meetings with line departments to derive	Revenue Management	G2G	As and when required	Online	Every quarter	Diagram	Diagram

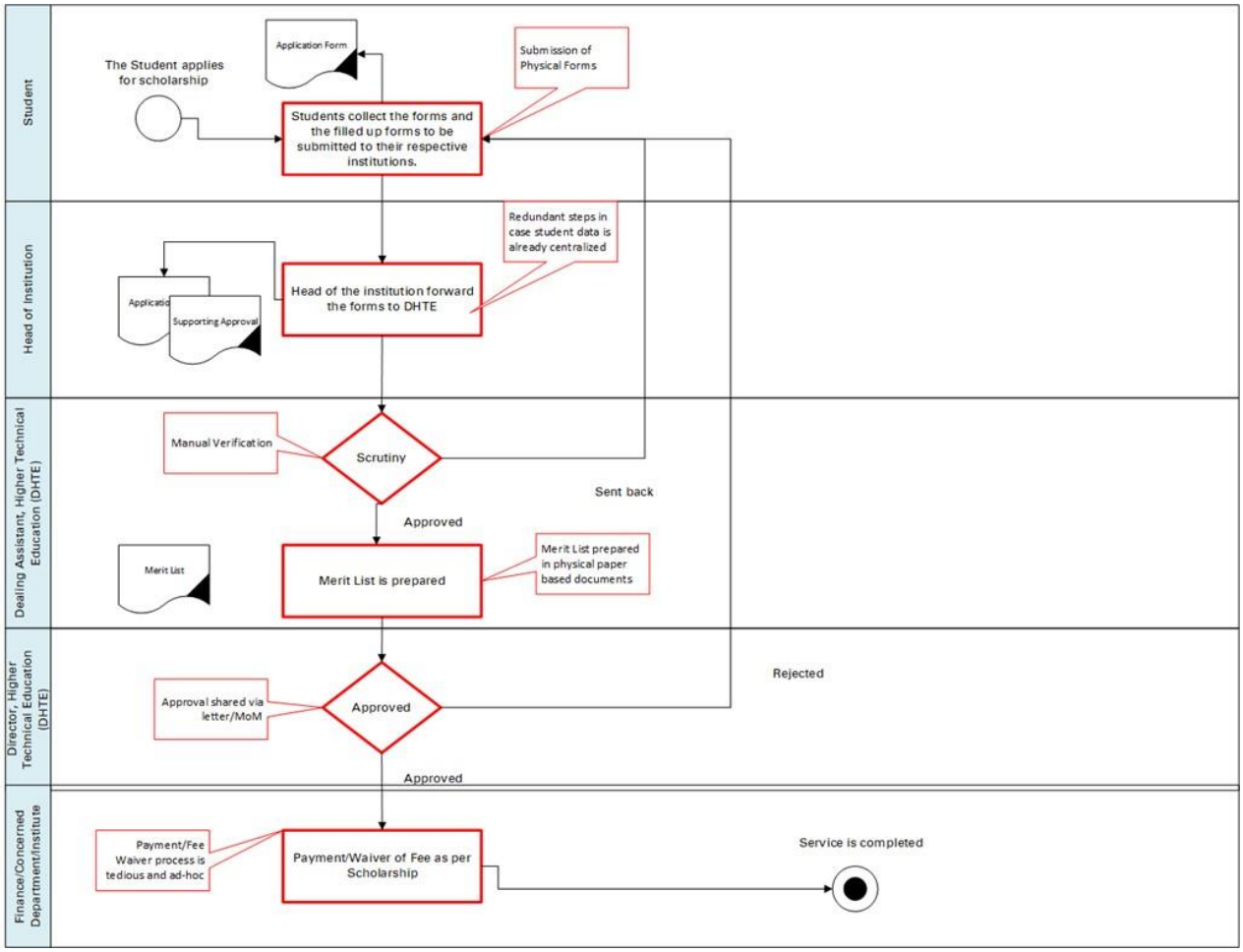
S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
			revenue collection status of the state							
50.	FS.52	Pre-Audit Services	The service is about Pre-Audit related activities performed by DLFA	Audit	G2G	Quarterly	Online	7 days from entry of audit institution in audit backlog	Diagram	Diagram
51.	FS.53	Statutory audit of all local fund bodies and Government aided Institutions	Audit and validation of accounts of municipal boards and government institutions and accounts of autonomous district councils 3. accounts of all government aided educational institutions	Audit	G2G	As and when required	Online	15 days from entry of audit institution in audit backlog	Diagram	Diagram
52.	FS.56	Special Audit Services	Special Audit services of institutions as directed by the State Government	Audit	G2G	Annually	Online	15 days from entry of audit institution in audit backlog	Diagram	Diagram
53.	FS.59	Approval and Payment of pension for disable child	Review and approval/sanction of pension to disable child for cases in which both parents have expired	HR-Pension	G2E	As and when required	Online	30 days from application submission	Diagram	Diagram
54.	FS.62	Approval and Payment of special family Pension	Approval and payment of special family pension for cases in which employee has been "Killed" during discharge of duties	HR-Pension	G2E	Annually	Online	30 days from application submission	Diagram	Diagram
55.	FS.69	Monitor Progress of Financial Inclusion	Monitor and ensure easy and affordable access to basic banking and financial services to the business units and citizens in State.	Control & Monitoring	G2B	Only Once	Online	Quarterly	Diagram	Diagram
56.	FS.72	Opening of Sub/Detail heads of accounts	Service related to approval to adopt conventional steps for opening of Minor/Sub/Detail heads of accounts	Budgeting	G2G	Once in a lifetime	Online	15 days from new request submission	Diagram	Diagram
57.	FS.73	Budget Preparation	Preparation of State Budget document using data collected through portal "Integrated Online Budget Information System", where field departments are submitting their Proposed	Budgeting	G2G	Monthly	Online	4 Months	Diagram	Diagram

S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
			Budget Estimates for the next Financial Year. Fixing of Finance Budget will depend upon the ceiling obtained from Finance EA and Planning Department.							
58.	FS.76	Approval for Travel Allowance Claims	Framing rules and Relaxation related to TA claims by State Employees. The service also deals with approval of TA claims by the employees	HR- Salary & Allowances	G2E	Once in a lifetime	Online	4 days from new request	Diagram	Diagram
59.	FS.84	Management of Audit Inspection Report and Outstanding Paras	Manage and Maintain audit paras and outstanding issues reported by CAG	Audit	G2G	Once in a lifetime	Online	45 days from audit initiation	Diagram	Diagram
60.	FS.99	Approval and Sanction for Commutation of Pension	Payment of pension allowances on a lump sum basis to employees as applied post retirement	HR- Pension	G2E	Once in a lifetime	Manual	30 days from request submission	Diagram	Diagram
61.	FS.101	Approval for grant of Family pension under Category II for unmarried, widow, divorcee daughters	Approval for family pension under pension rules	HR-Pension	G2E	Once in a lifetime	Manual	Not Defined	Diagram	Diagram
62.	FS.110(New)	Budget Distribution and Allocation	Budgetary allocations and distribution are integral components to an annual financial plan, or budget, of all organizations. It indicates the level of resources a department is committing to a program.	Budgeting	G2G	Annually	Online	25 days from budget approval		Diagram
63.	FS.111(New)	Budget Revision (R.E)	Budget revision service would reduce the variance in budget estimate to actual expenditure enabling better management of funds	Budgeting	G2G	Quarterly	Online	30 days from GO		Diagram

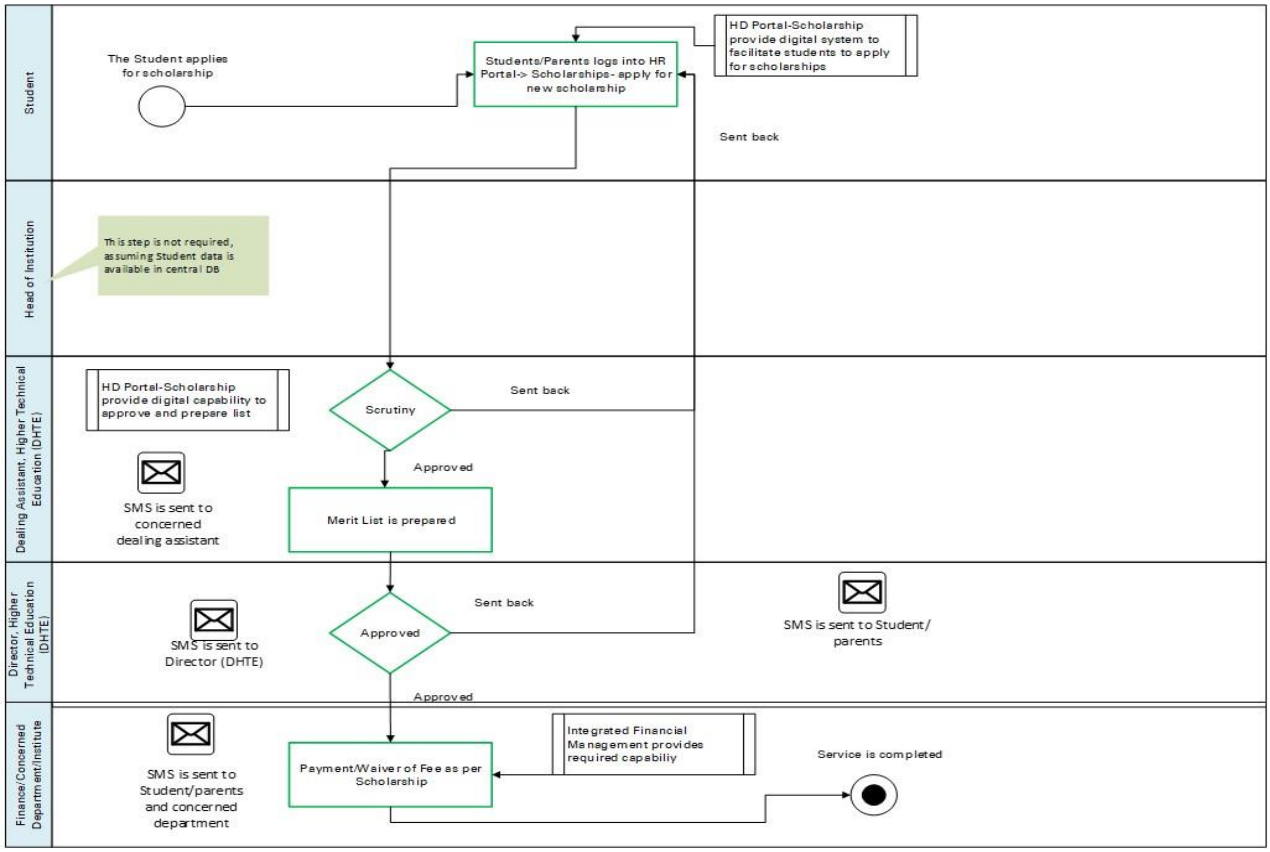
S.No	Service Code	Service Name	Description	Service Domain	Service Type	Service Frequency	Service Delivery Channel	Service Level (Days)	As – Is Process Model	To – Be Process Model
64.	FS.112 (New)	Shadow Budgeting	Shadow budgeting service would facilitate budget estimation from historical data and support near to actual planning	Budgeting	G2G	Annually	Online	Real-time		Diagram
65.	FS.113 (New)	Trend Based Budget Ceilings	Trend Based Budget Ceilings at the State and Line Department levels are widely recognized to have several benefits:	Budgeting	G2G	Annually	Online	10 days from budget cycle initiation		Diagram
66.	FS.114 (New)	Revenue Target Setting	Targets based on the year estimates will be set for the quarter for each revenue earning department	Revenue Management	G2G	Quarterly	Online	Quarterly		Diagram
67.	FS.115 (New)	Monitor Utilization Certificate Submission	Regular real-time monitoring of UC submitted by departments, DDOs for each project	Expenditure	G2G	Quarterly	Online	Real Time		Diagram
68.	FS.116 (New)	Resolution of salary and allowance payment issues	Digital service that allows department employees to register grievance or anomaly in pay statement	HR – Salary & Allowances	G2G	As and when required	Online	5 days from request initiation		Diagram
69.	FS.117 (New)	Digital Billing	Automated service in Expenditure assists in bill preparation and submission to treasuries	Expenditure	G2G	As and when required	Online	1 day		Diagram
70.	FS.118 (Elimination Service)	Easy Billing	Use of pre-defined and personalized bills for DDOs basis system analytics to ease billing activity	Expenditure	G2G	NA	Online	NA		Diagram

2.1. Human Development

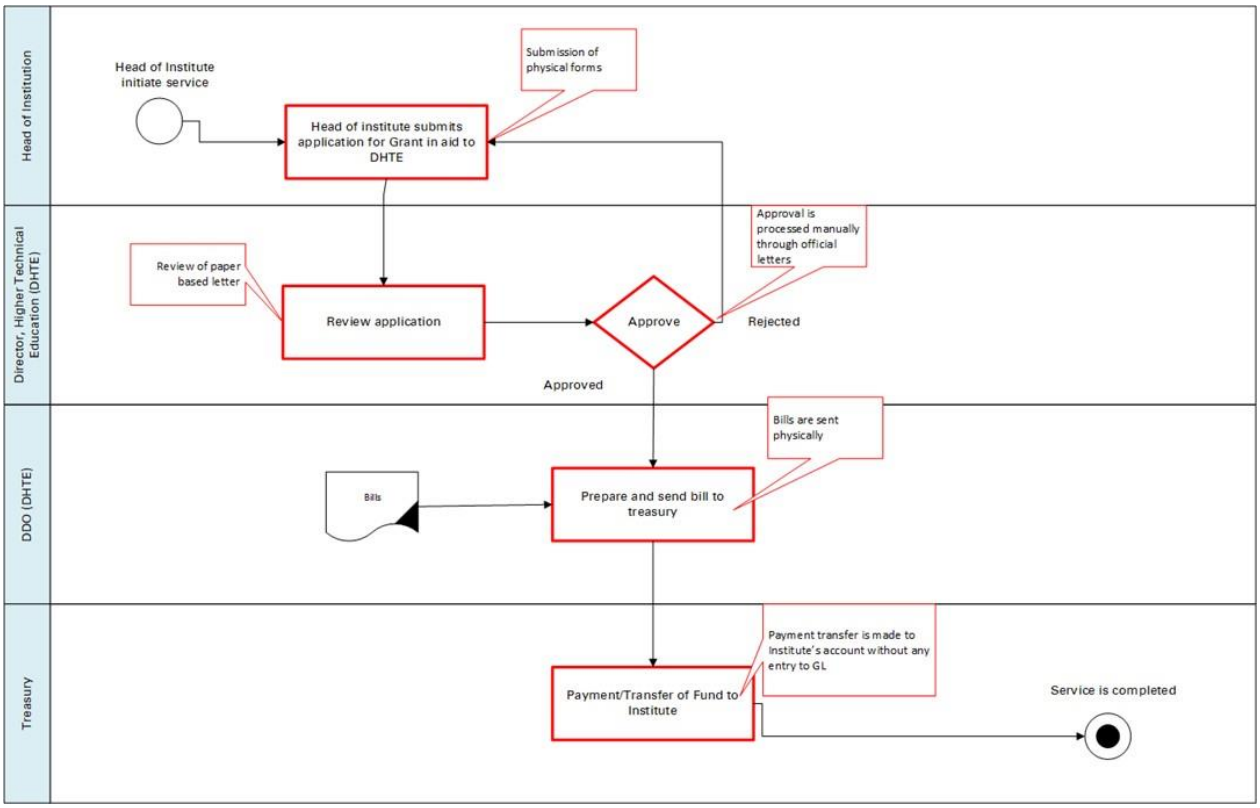
2.1.1. ED.7 - Scholarships, Stipends & Fee waivers – Process Model – As-Is



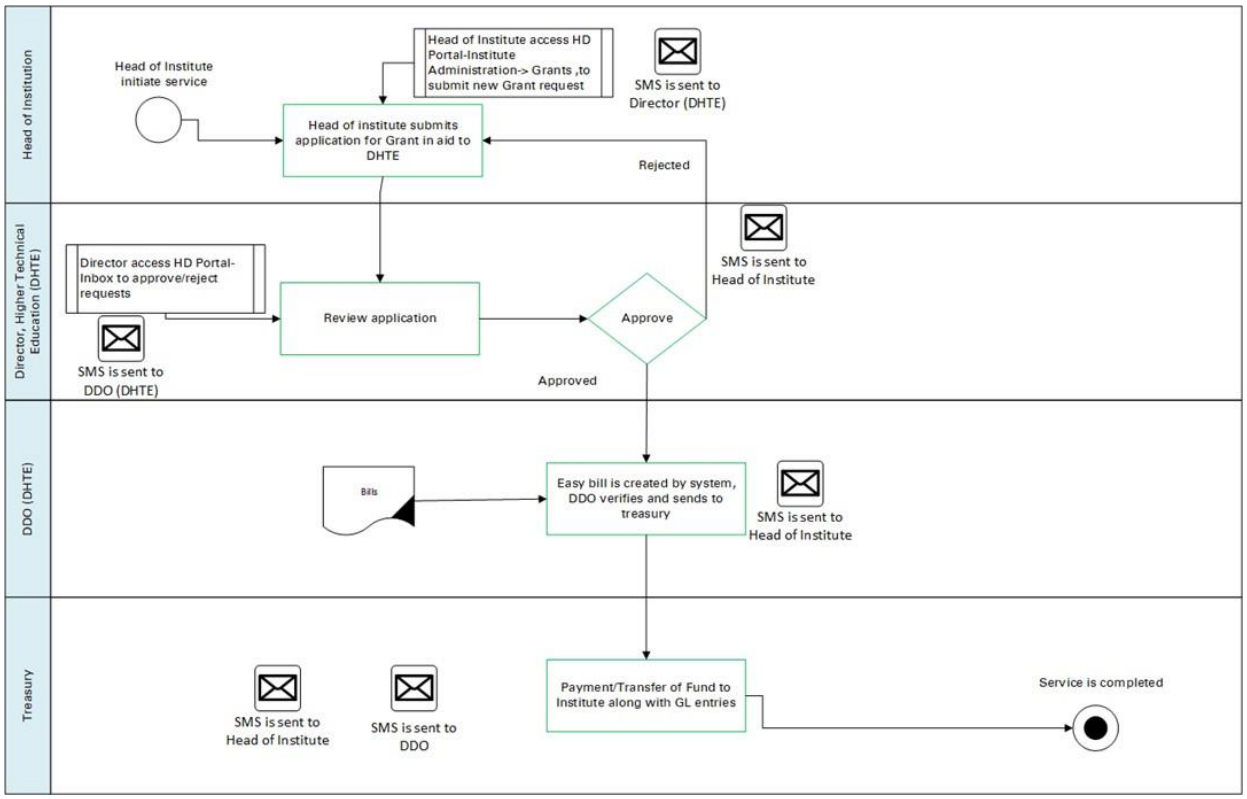
2.1.2. ED.7 - Scholarships, Stipends & Fee waivers – Process Model – To – Be



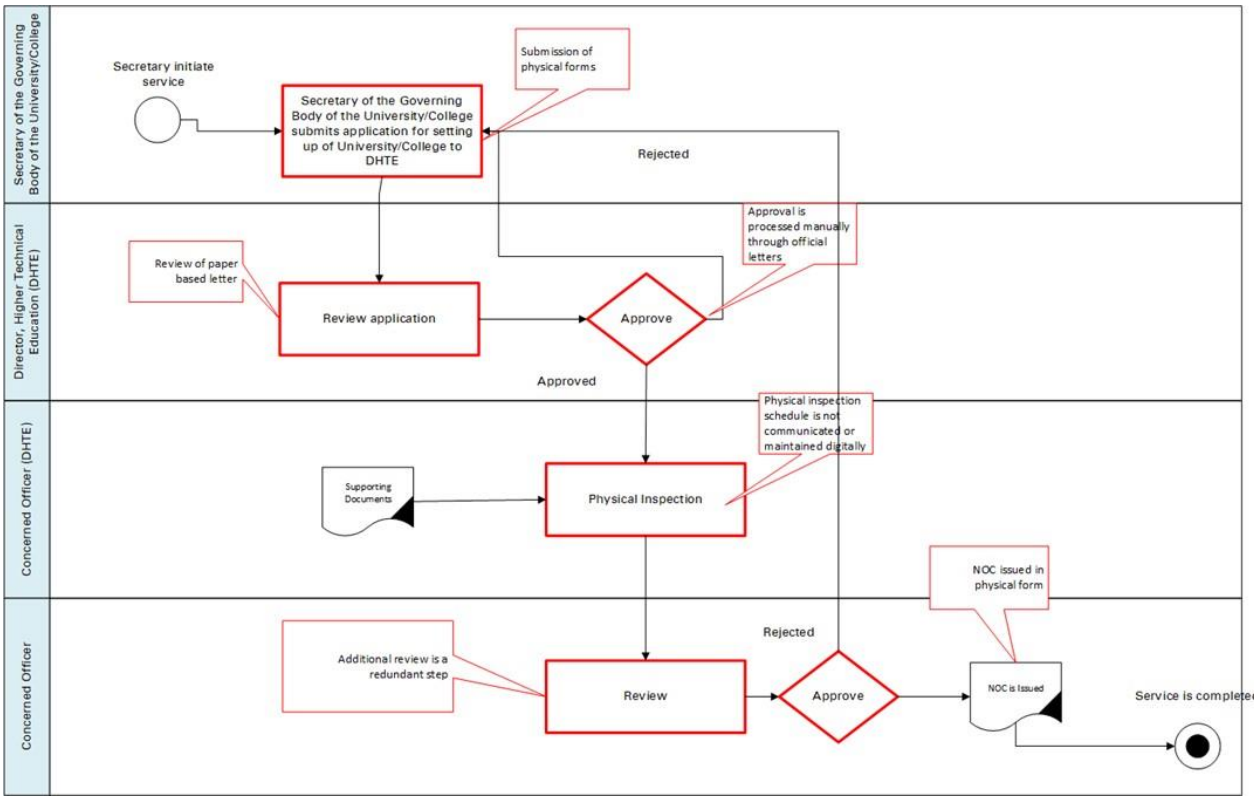
2.1.3. ED.11 - Non-Govt. Institution Grant in aid Disbursement – Process Model – As-Is



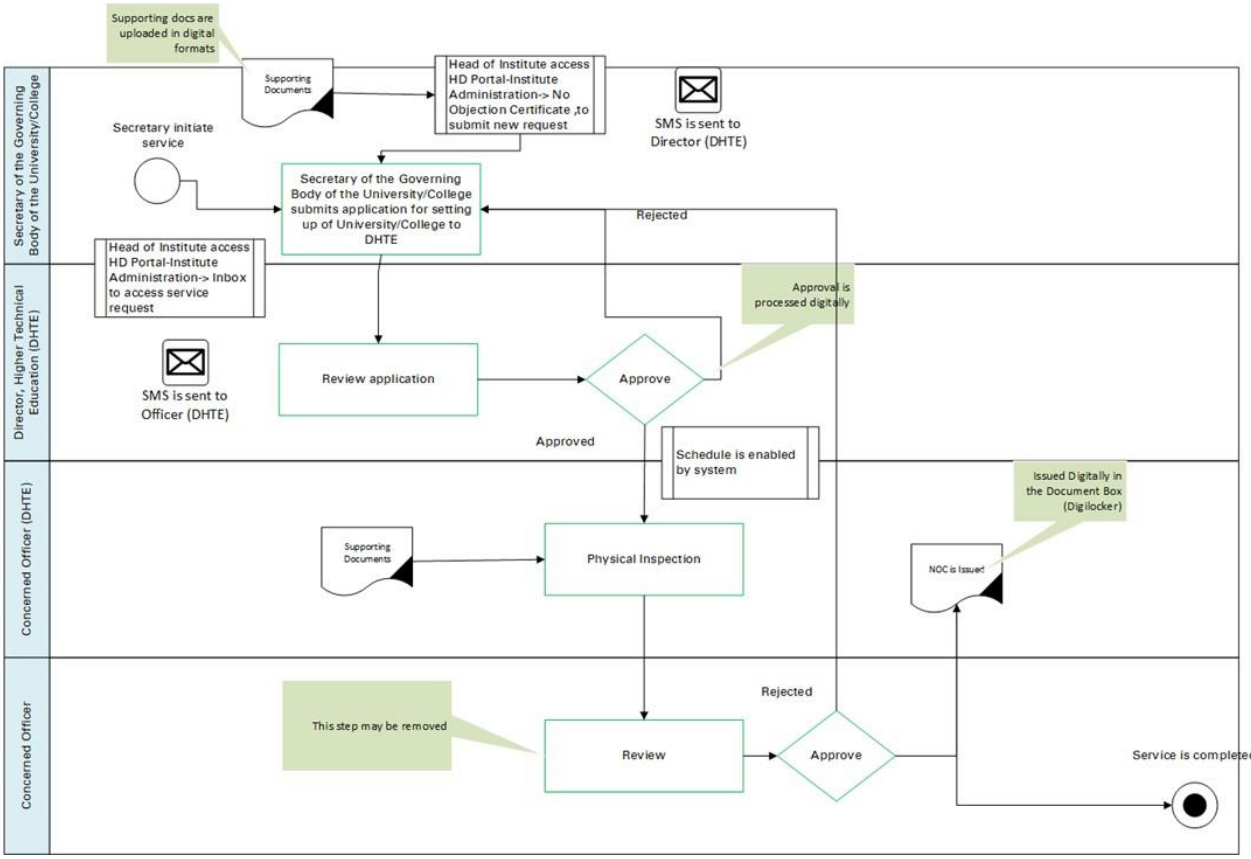
2.1.4. ED.11 - Non-Govt. Institution Grant in aid Disbursement – Process Model – To-Be



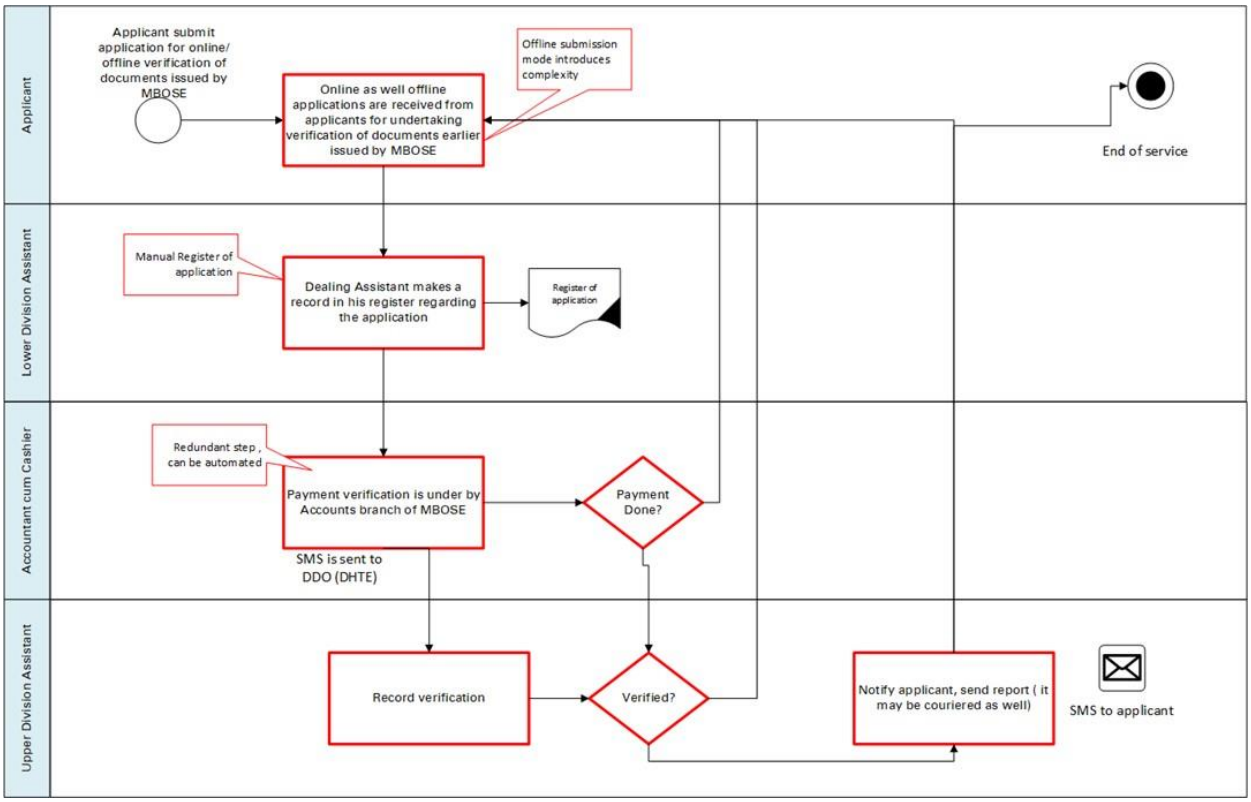
2.1.5. ED.32 – University / College NOC Issuance – Process Model – As-Is



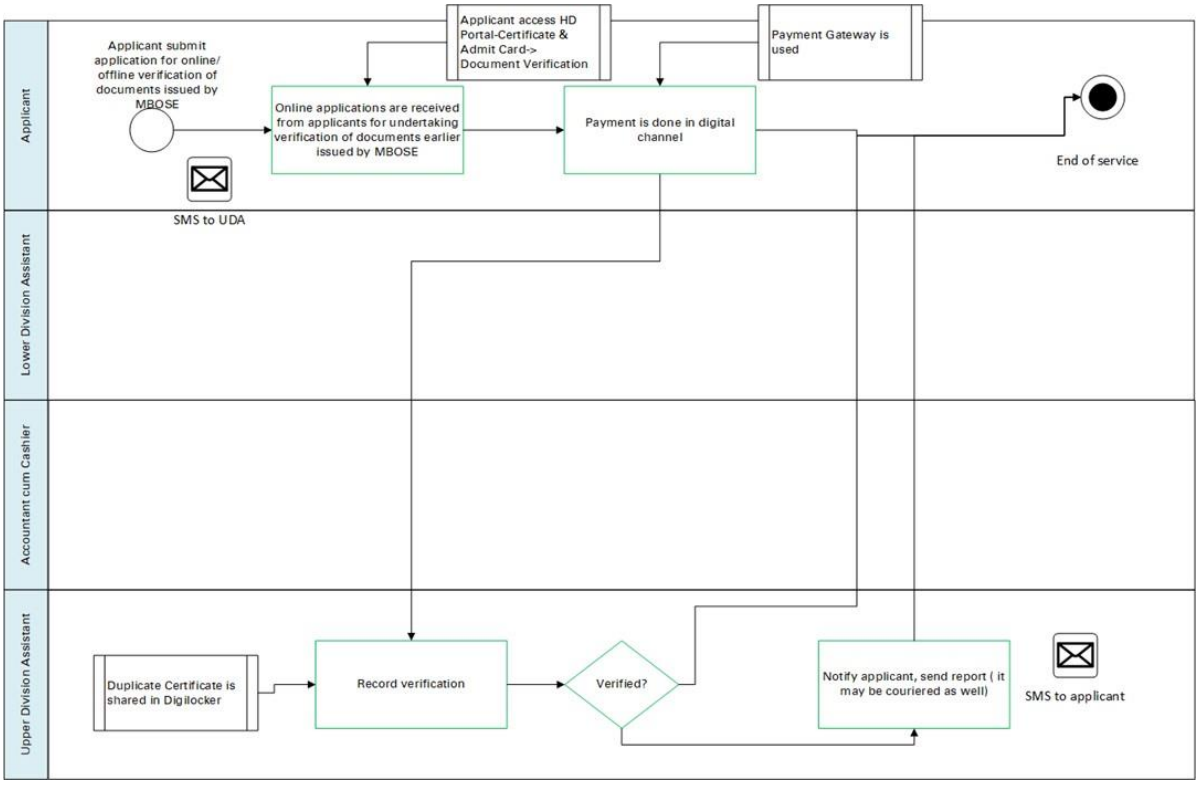
2.1.6. ED.32 – University / College NOC Issuance – Process Model – To-Be



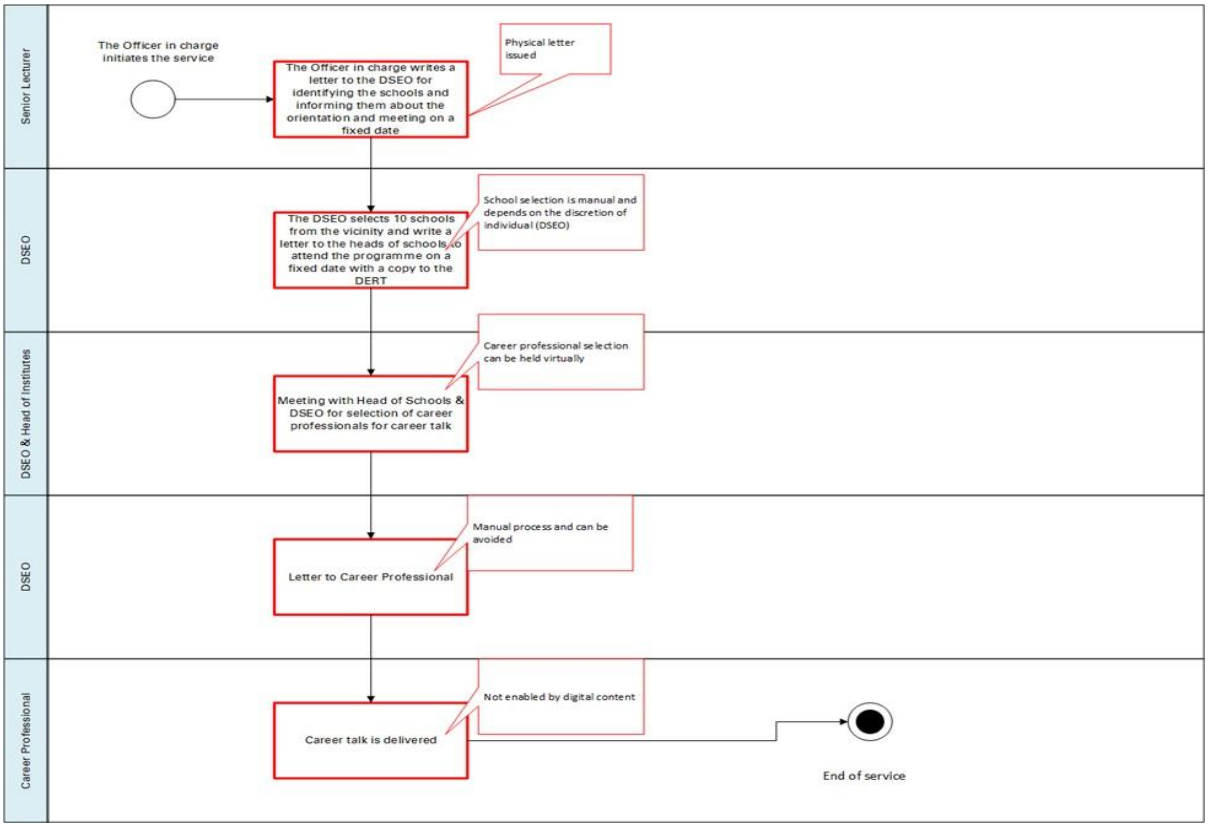
2.1.7. ED.37 – MBOSE Online Submission for Documents Verification – Process Model – As-Is



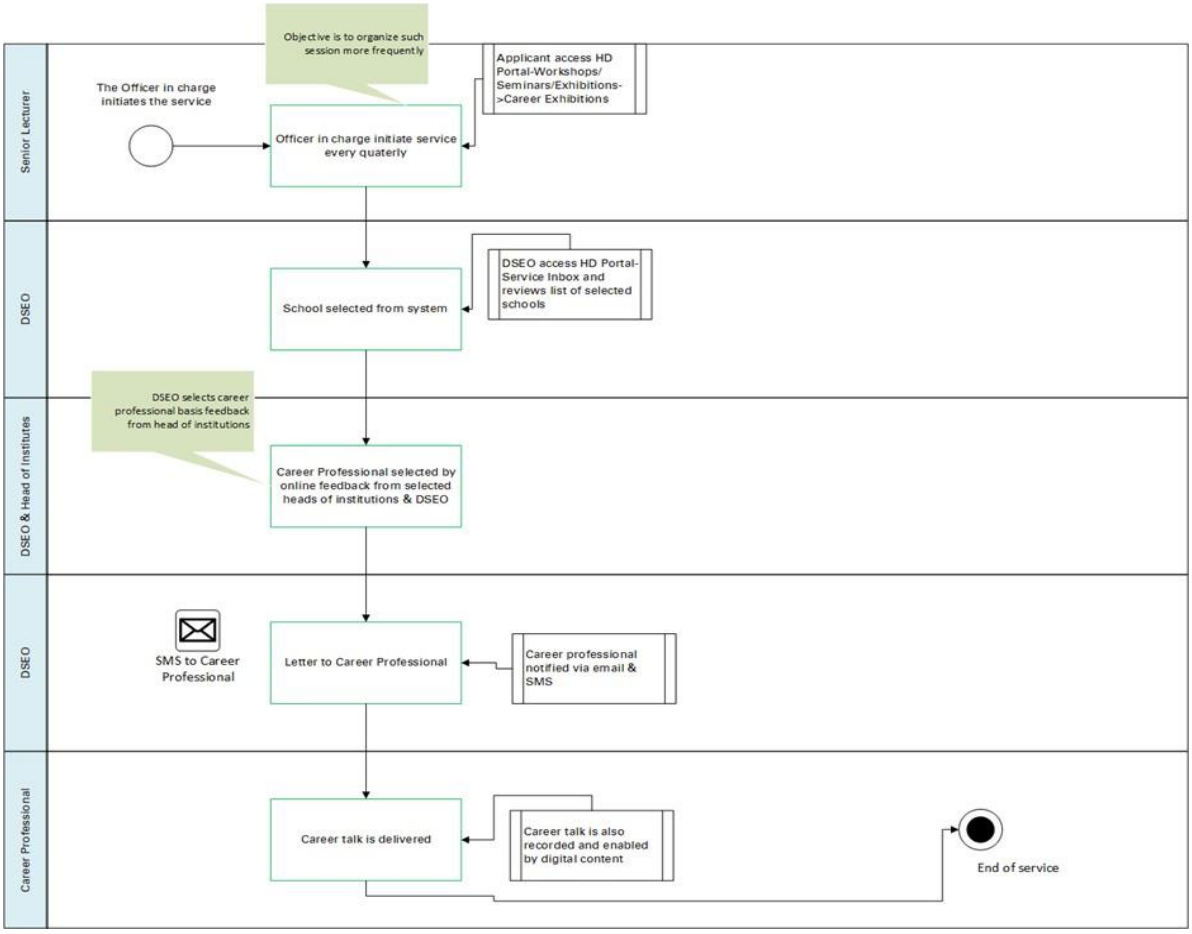
2.1.8. ED.37 – MBOSE Online Submission for Documents Verification – Process Model – To-Be



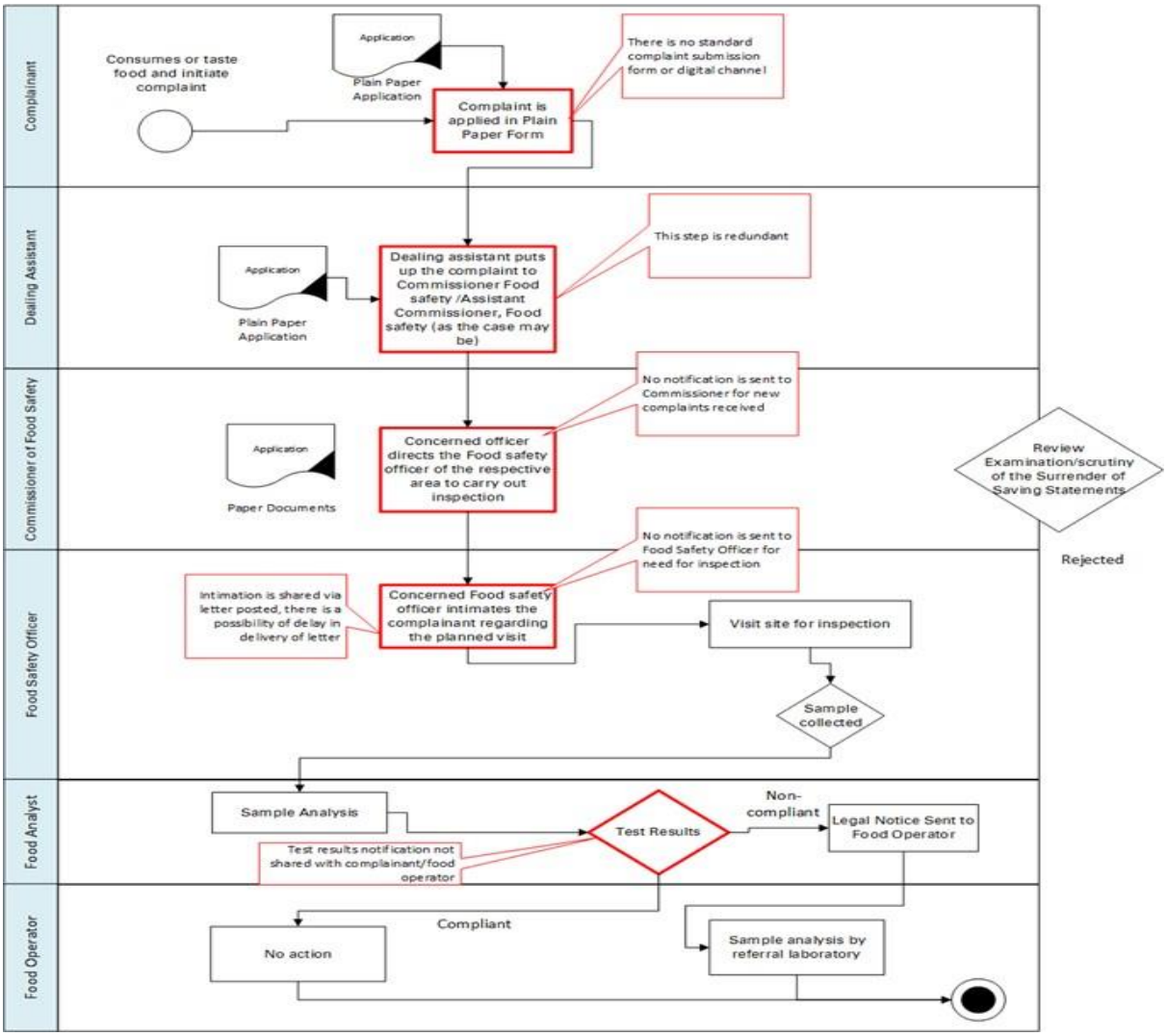
2.1.9. ED.58 – Vocational/Career Guidance to Students – Process Model – As-Is



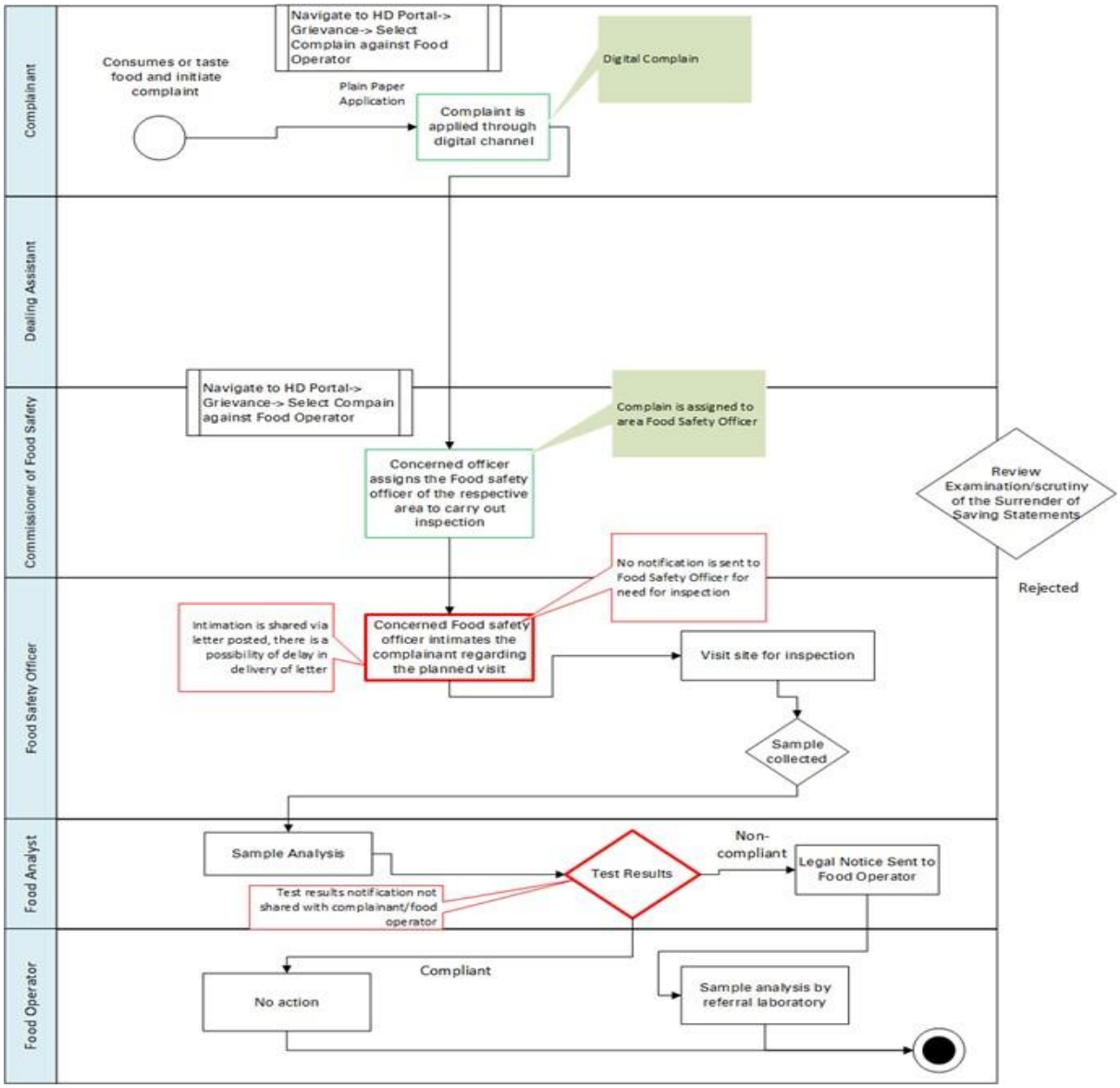
2.1.10. ED.58 – Vocational/Career Guidance to Students – Process Model – To-Be



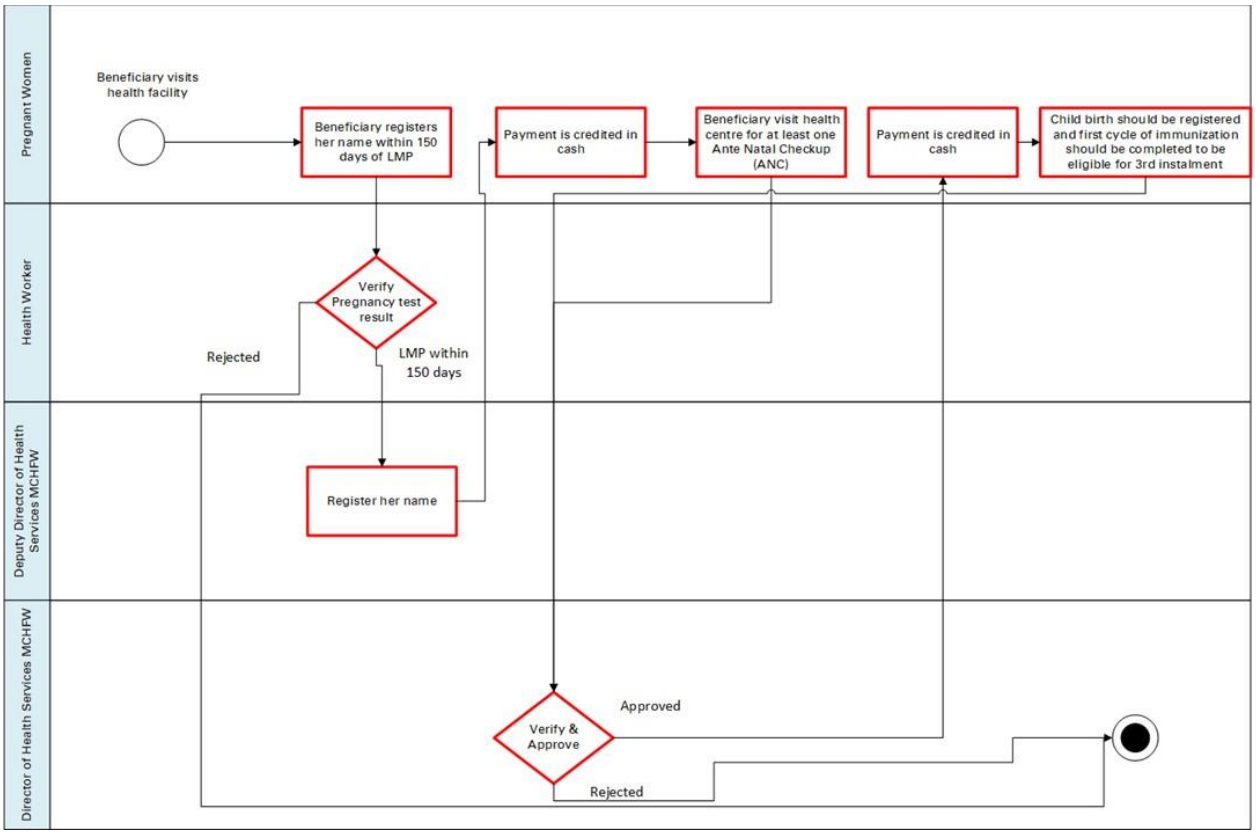
2.1.11. HFW.70 – Inspection of Food business operators – Process Model – As-Is



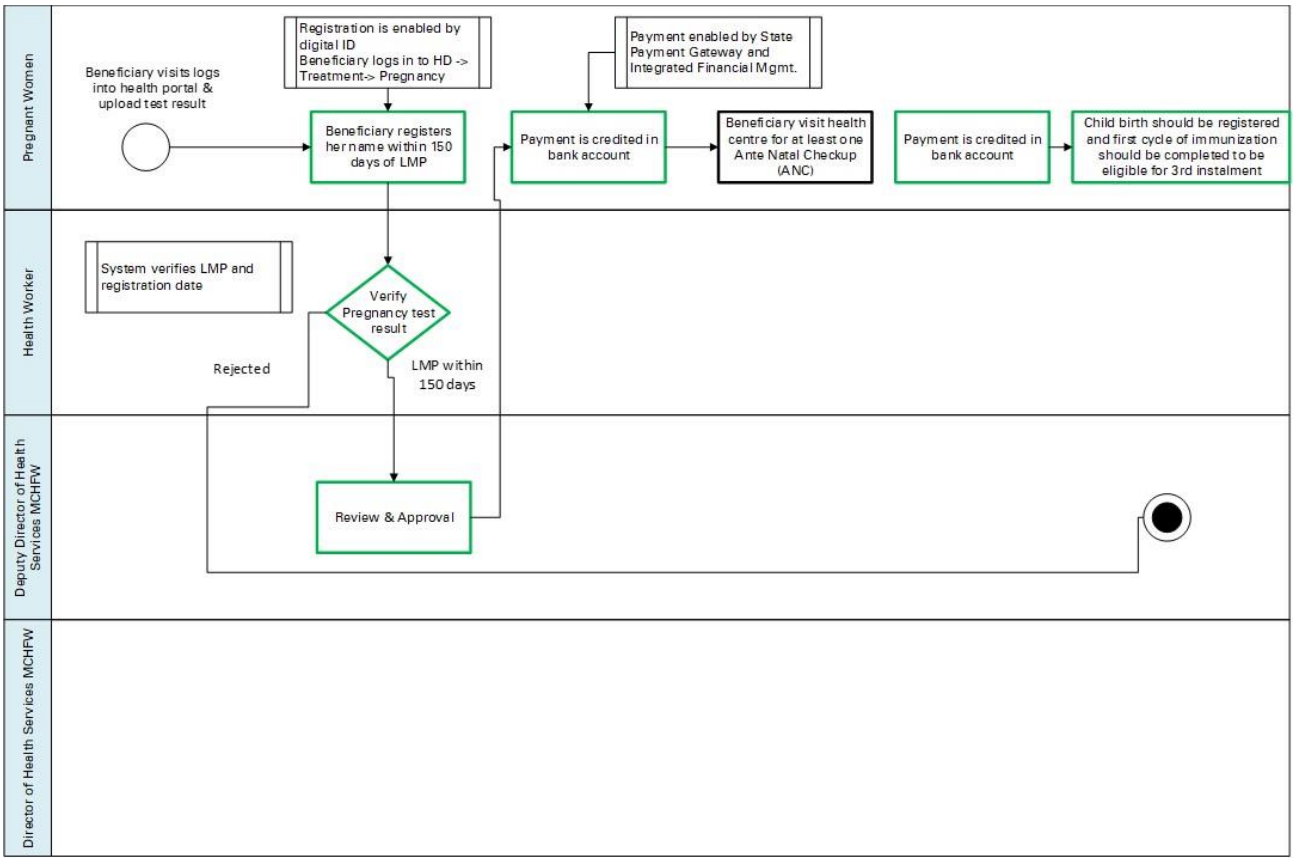
2.1.12. HFW.70 – Inspection of Food business operators – Process Model – To-Be



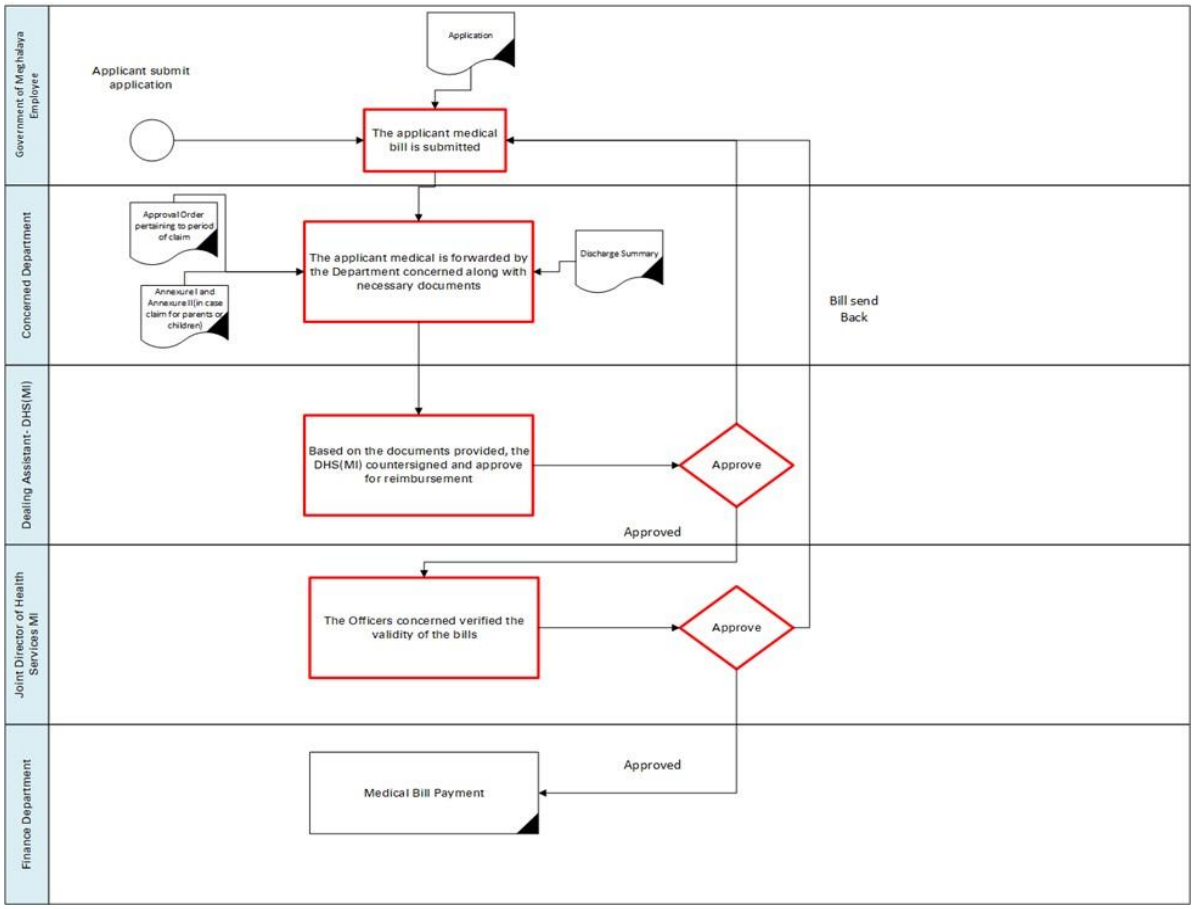
2.1.13. HFW.12 – Pradhan Mantri Matru Vandana Yojana (PMMVY) – Process Model – As-Is



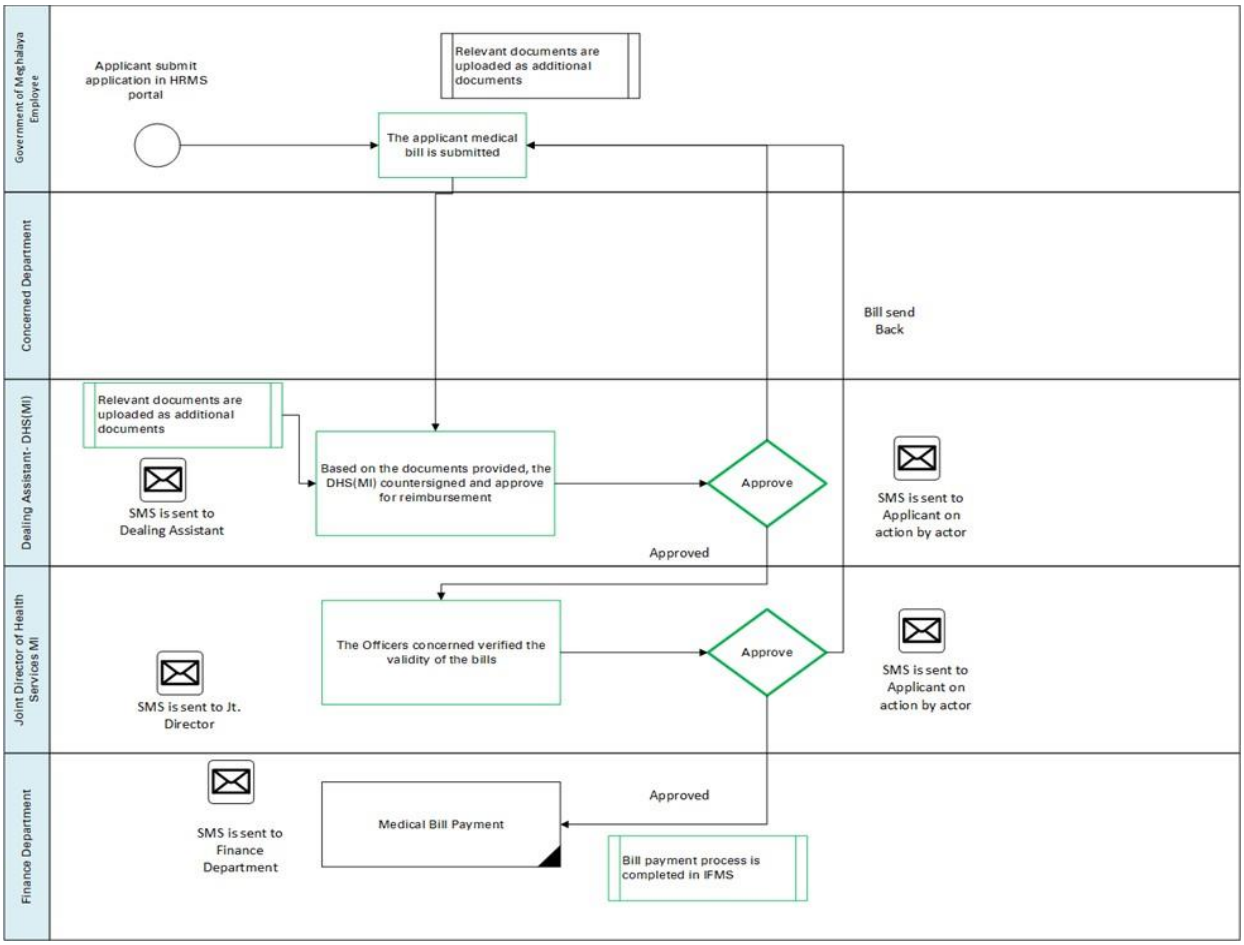
2.1.14. HFW.12 – Pradhan Mantri Matru Vandana Yojana (PMMVY) – Process Model – To-Be



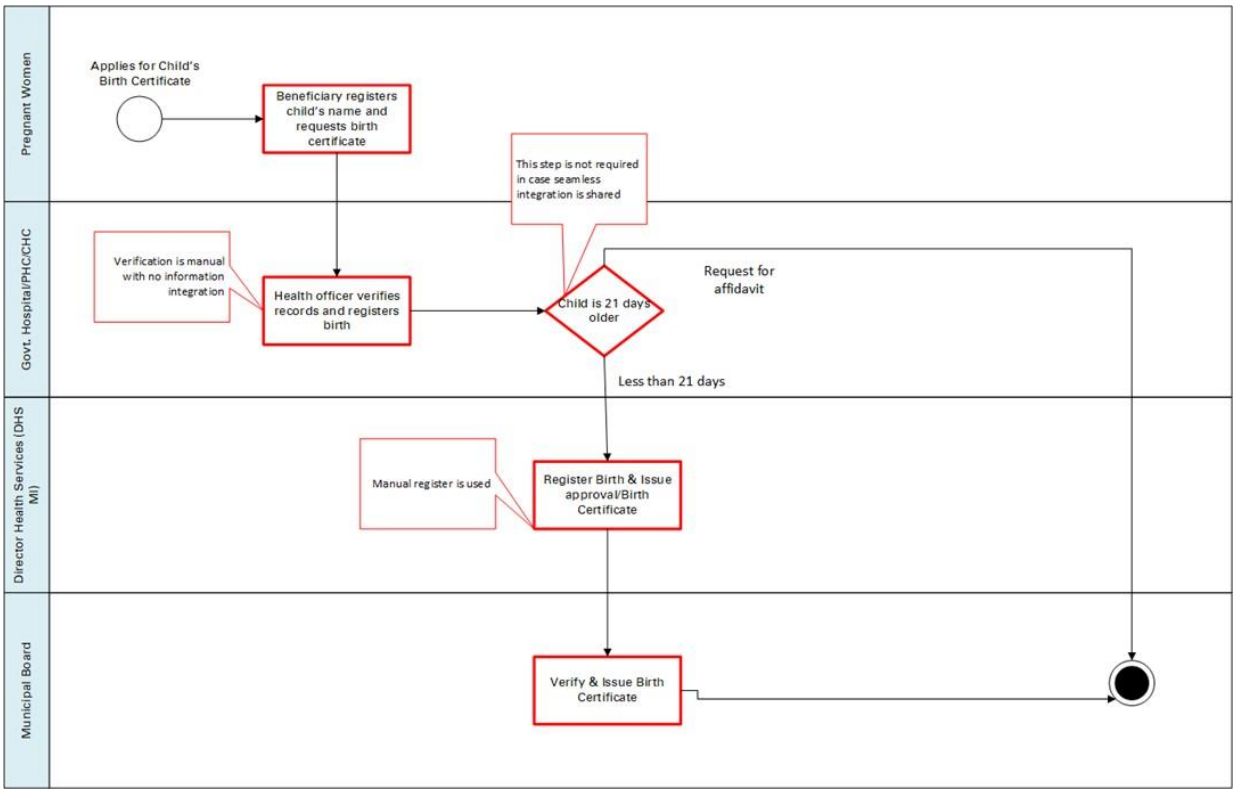
2.1.15. HFW.24 – Reimbursement of Claims (Medical, TA etc.) – Process Model – As-Is



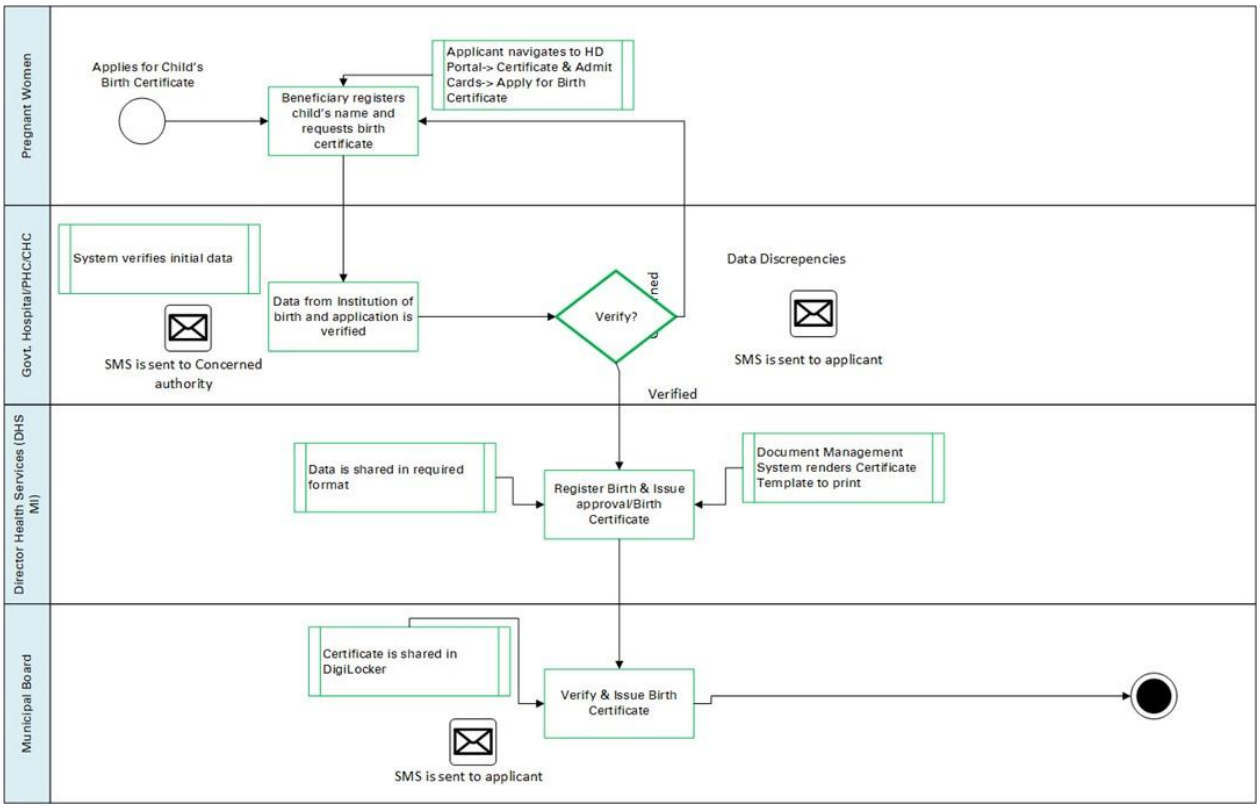
2.1.16. HFW.24 – Reimbursement of Claims (Medical, TA etc.) – Process Model – To-Be



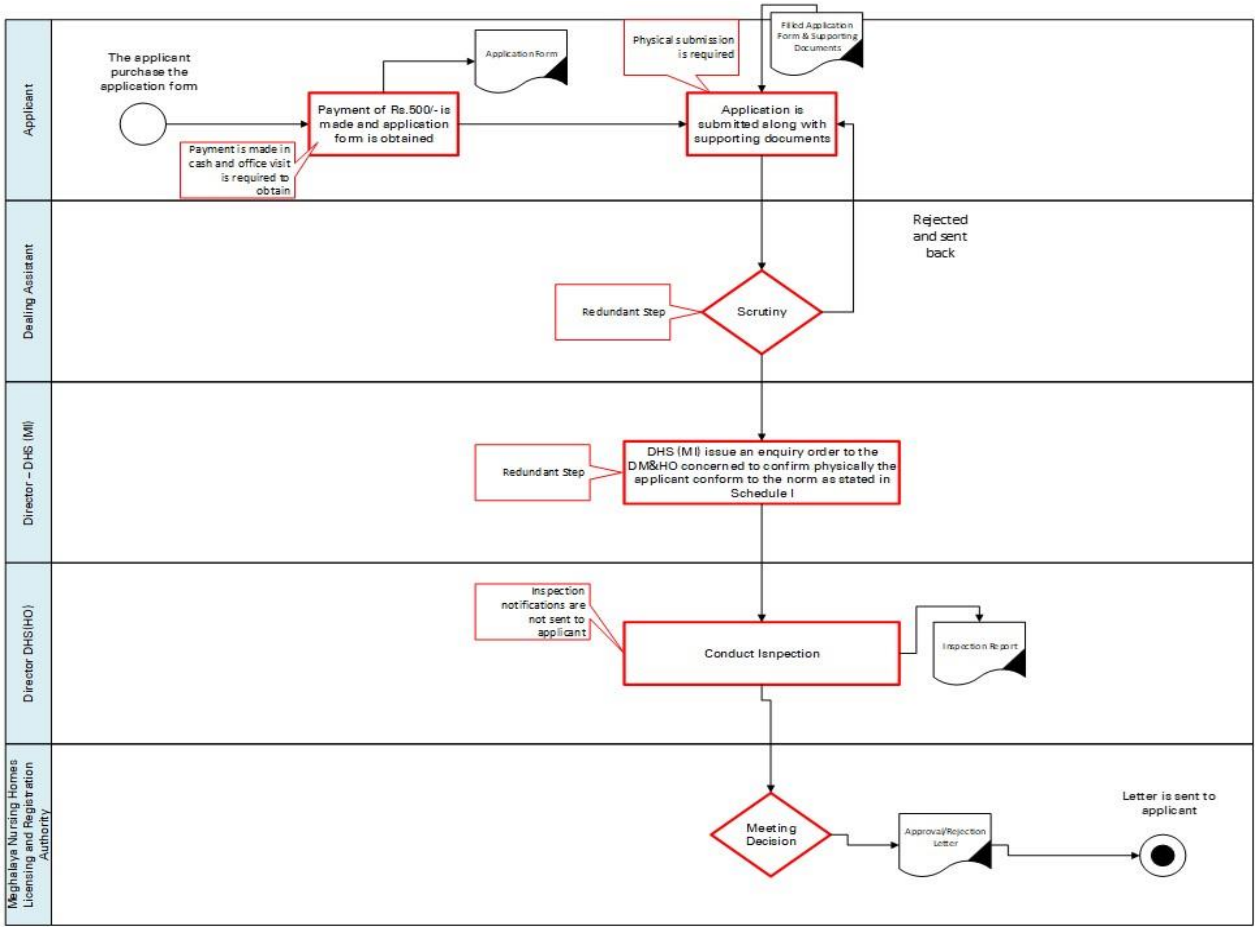
2.1.17. HFW.13 – Issuance of Birth/ Death Certificate – Process Model – As-Is



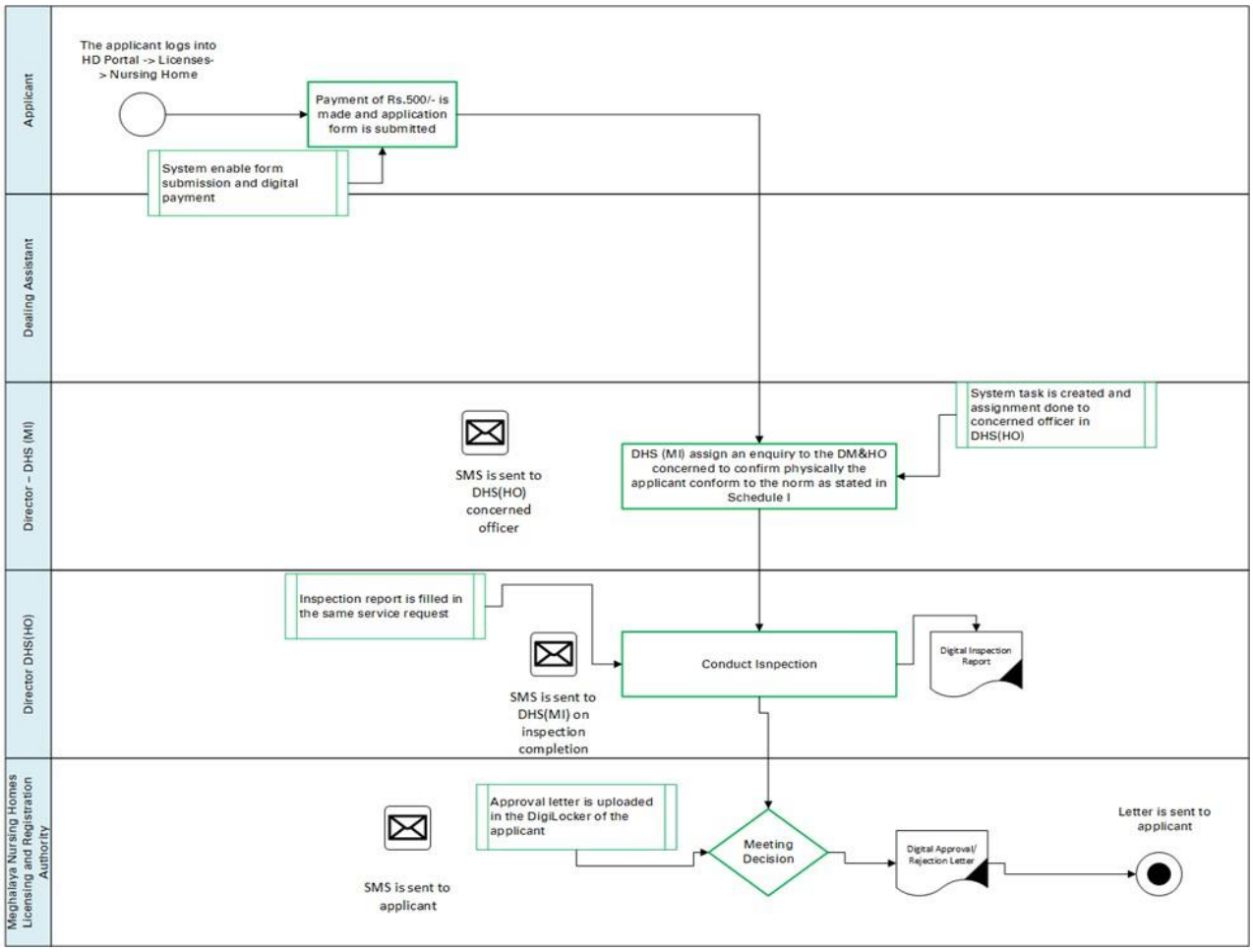
2.1.18. HFW.13 – Issuance of Birth/ Death Certificate – Process Model – To-Be



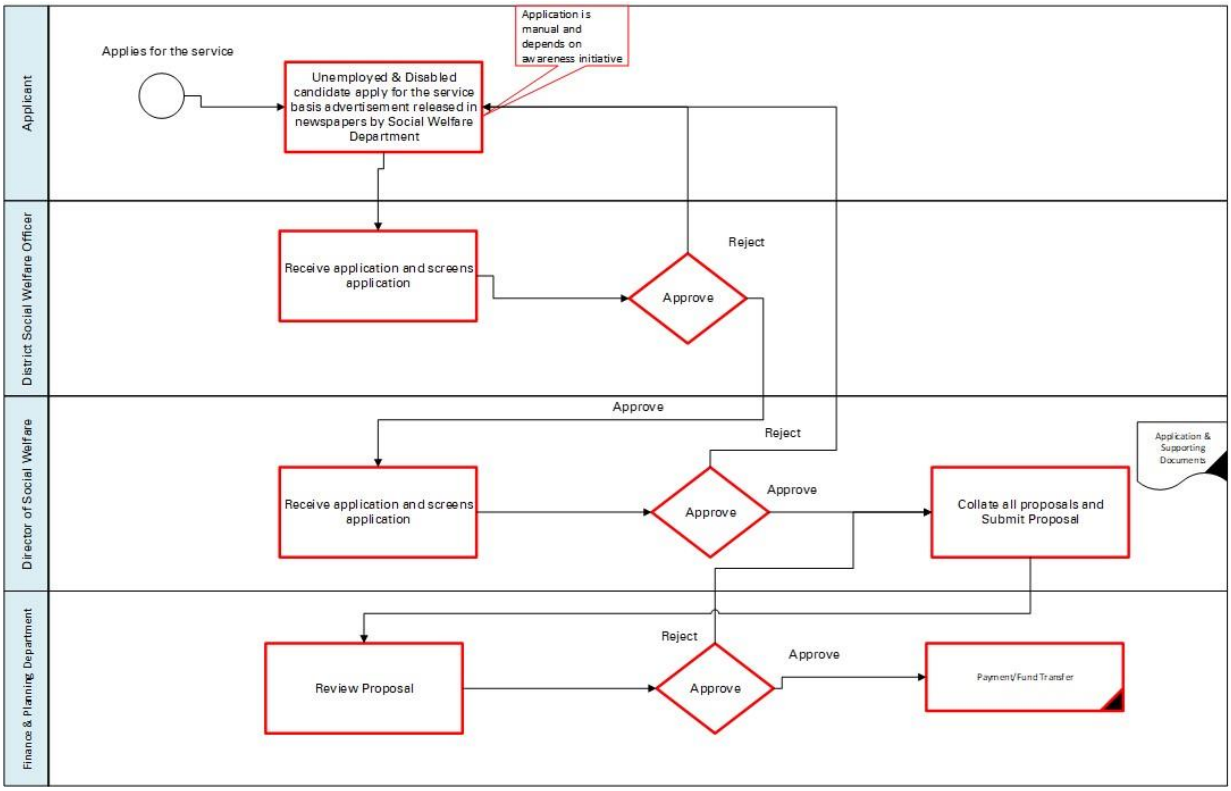
2.1.19. HFW.35 – Licensing and Registration of Nursing Homes – Process Model – As-Is



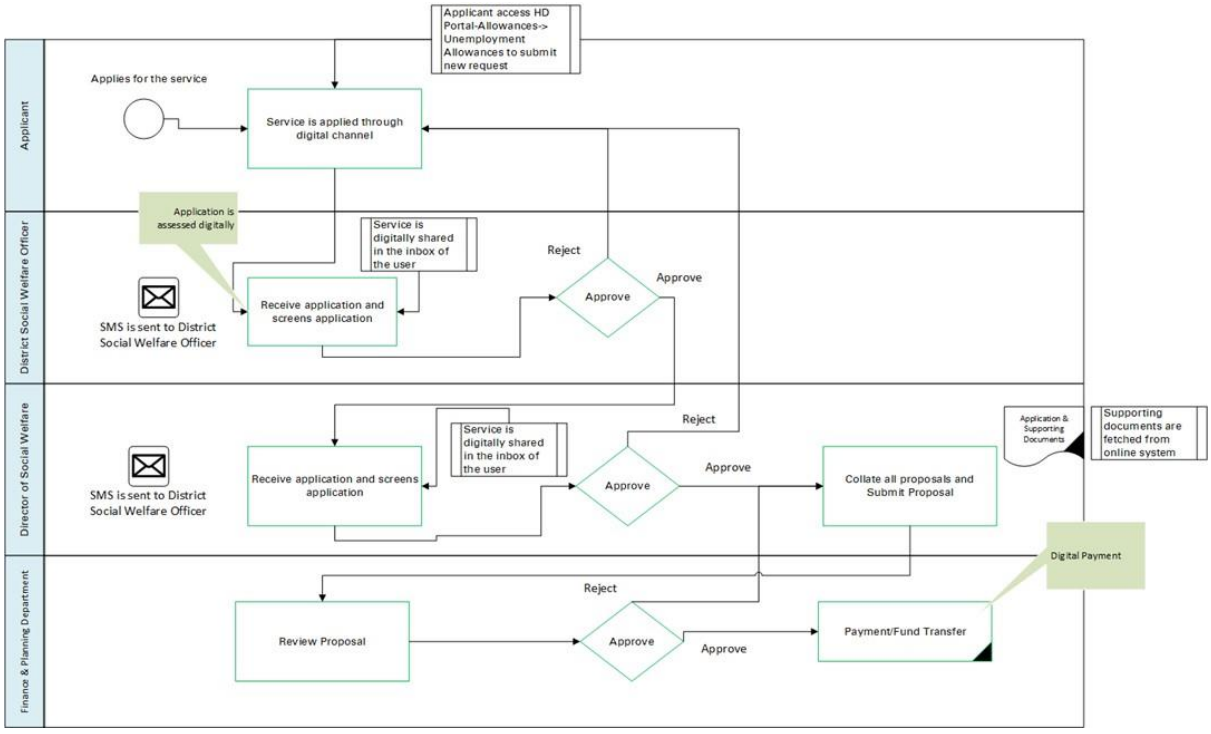
2.1.20. HFW.35 – Licensing and Registration of Nursing Homes – Process Model – To-Be



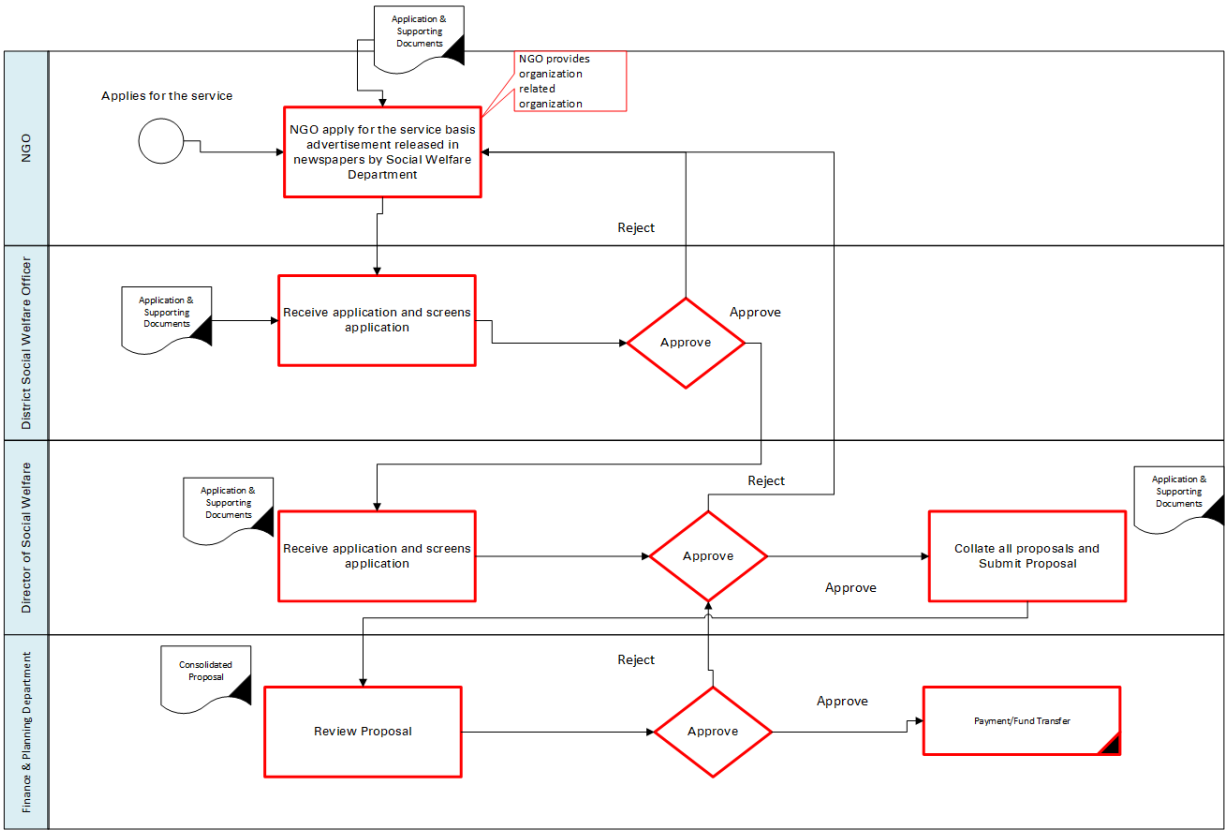
2.1.21. SW.15 – Unemployment Allowance for Person with Disabilities – Process Model – As-Is



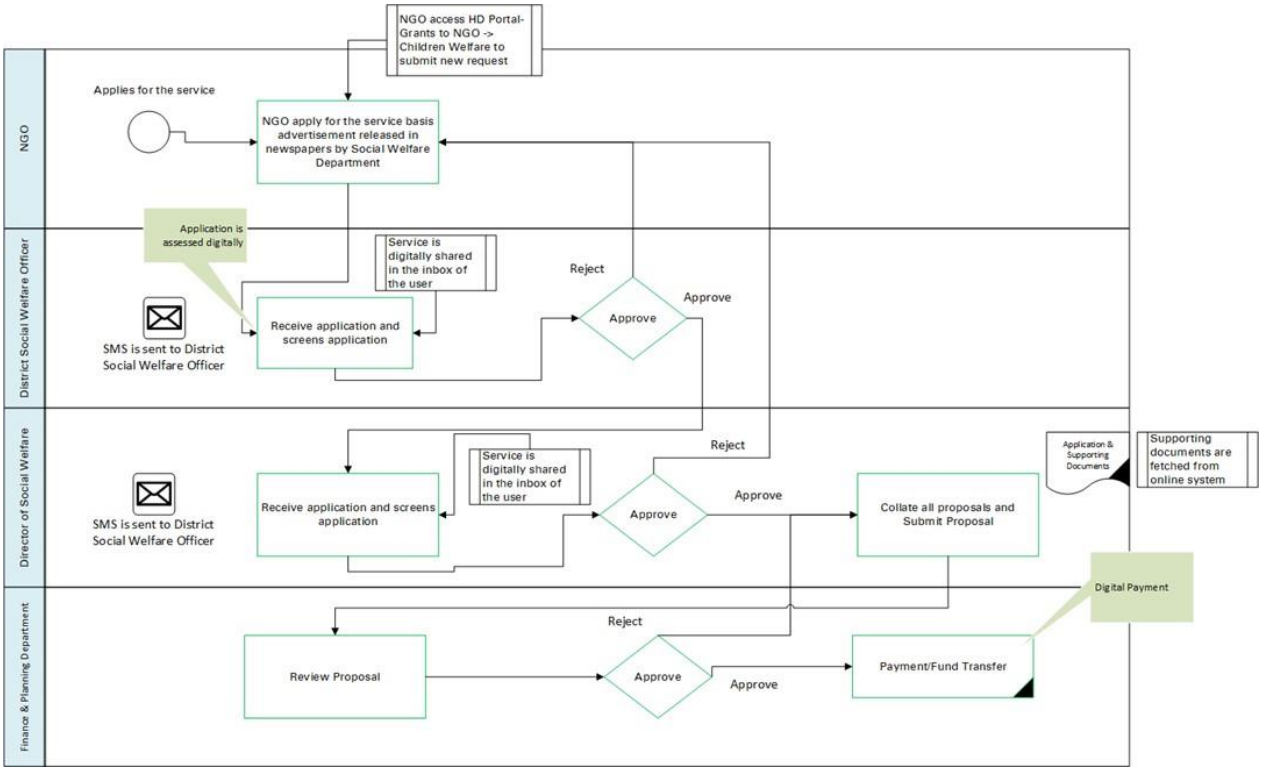
2.1.22. SW.15 – Unemployment Allowance for Person with Disabilities – Process Model – To-Be



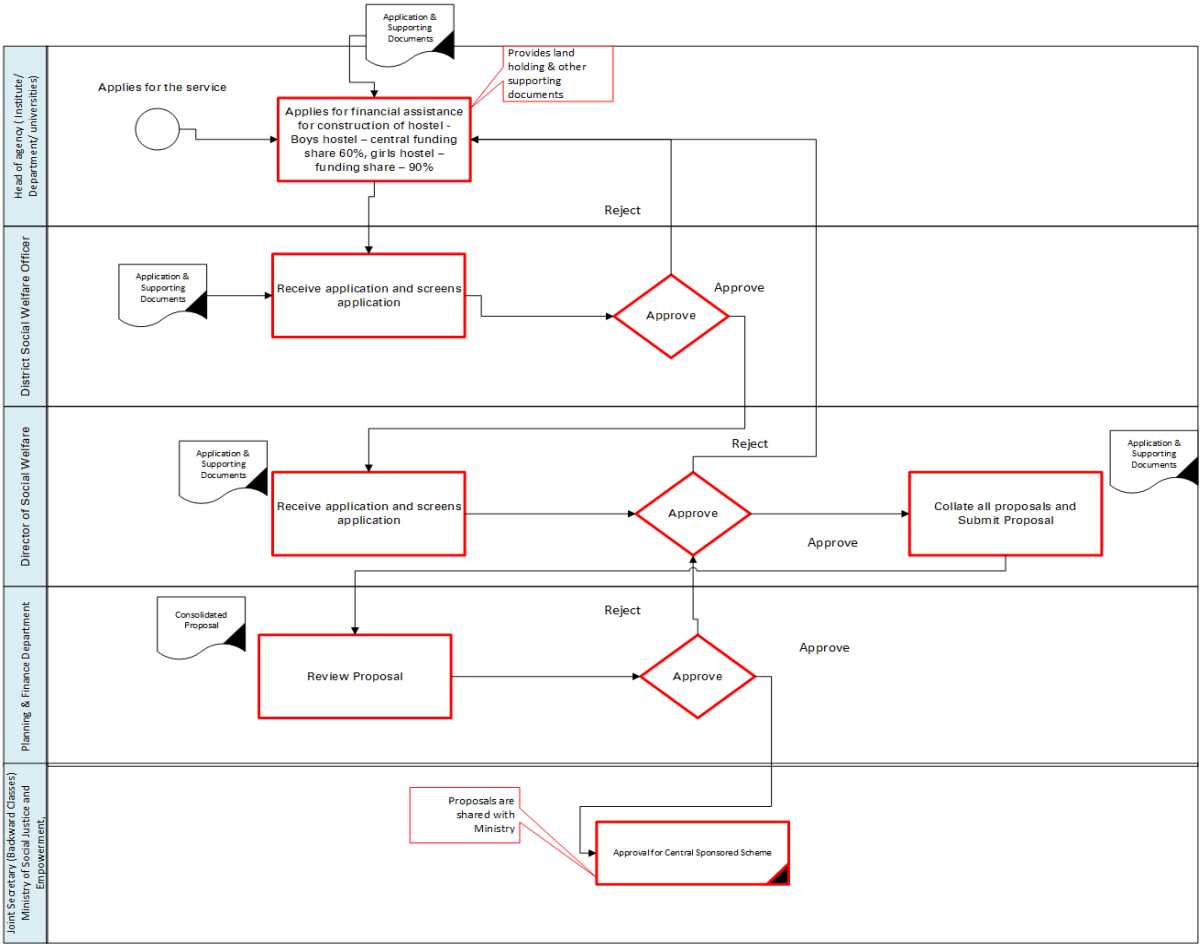
2.1.23. SW.18 – Grant in Aid for NGOs for the welfare of Children – Process Model – As-Is



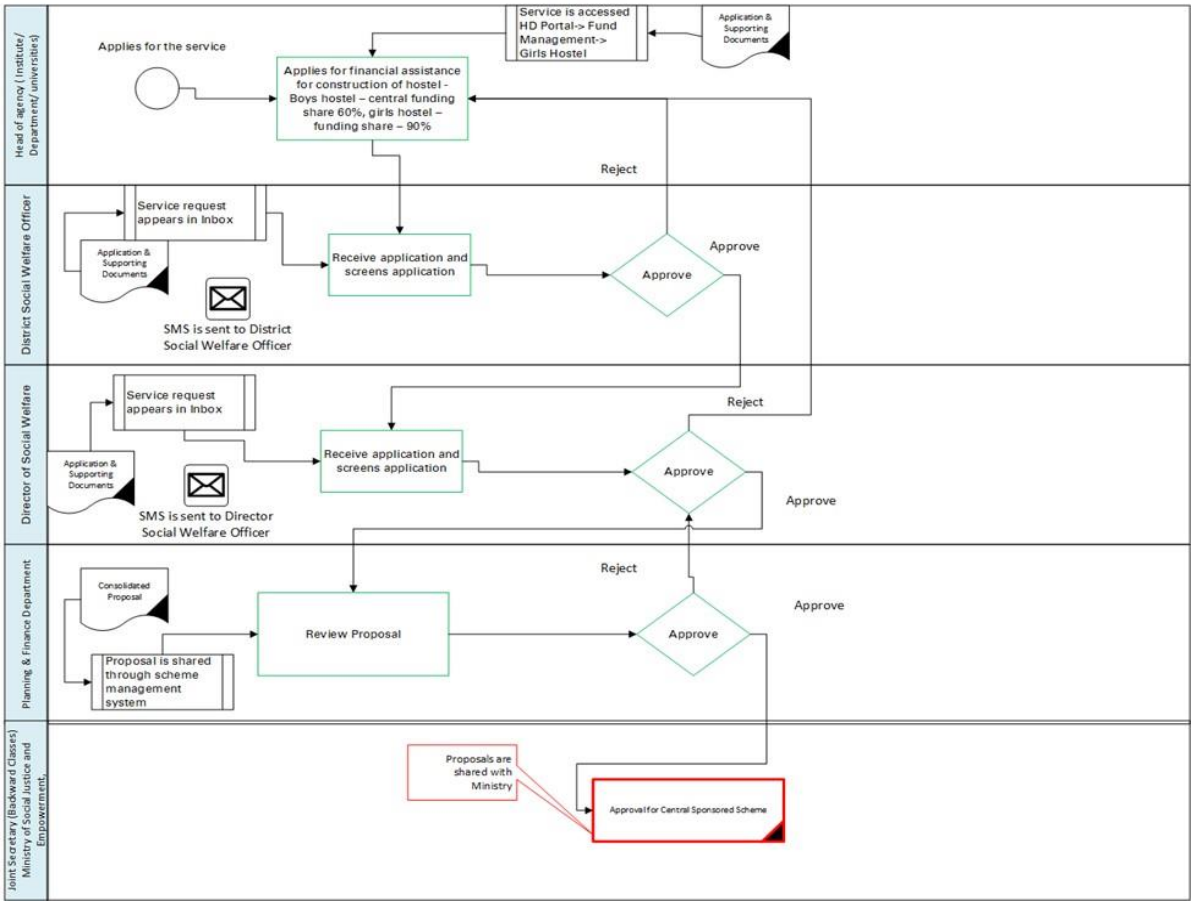
2.1.24. SW.18 – Grant in Aid for NGOs for the welfare of Children – Process Model – To-Be



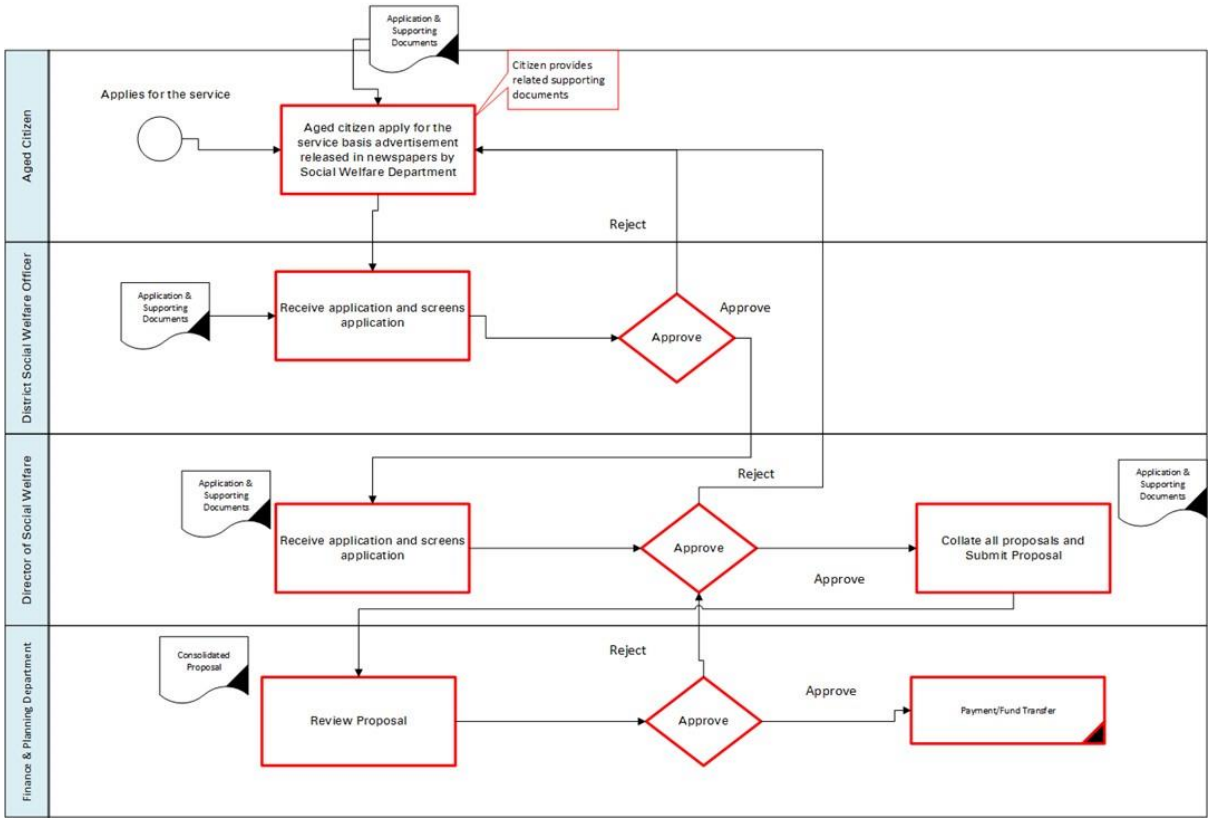
2.1.25. SW.30 – Grant in Aid for NGOs for the welfare of Children – Process Model – As-Is



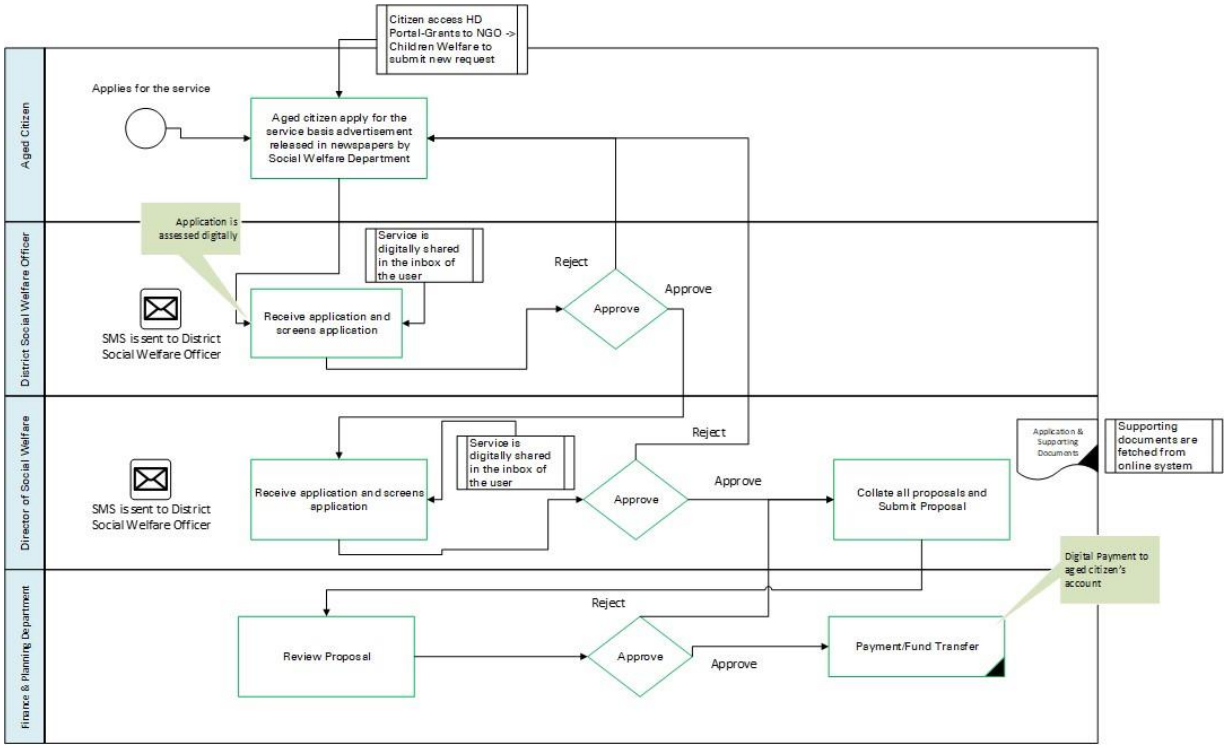
2.1.26. SW.30 – Grant in Aid for NGOs for the welfare of Children – Process Model – To-Be



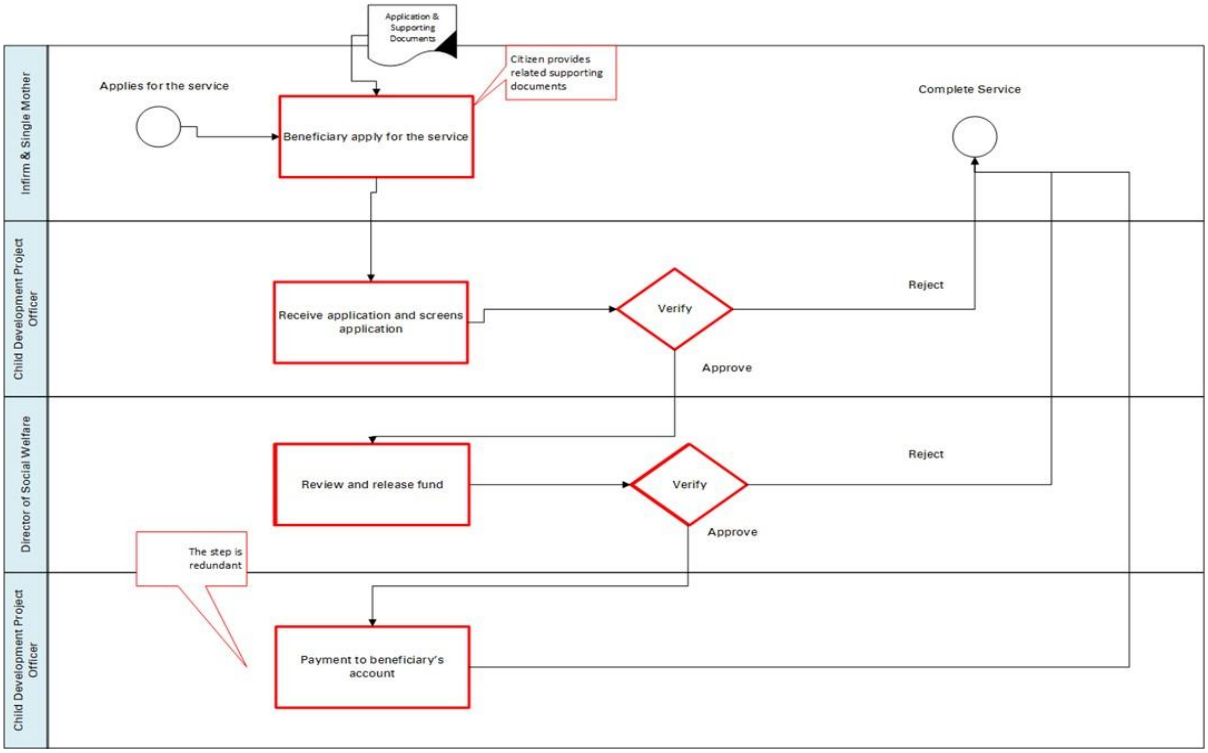
2.1.27. SW.34 – Stipend under Vocational Training Persons with Disabilities – Process Model – As-Is



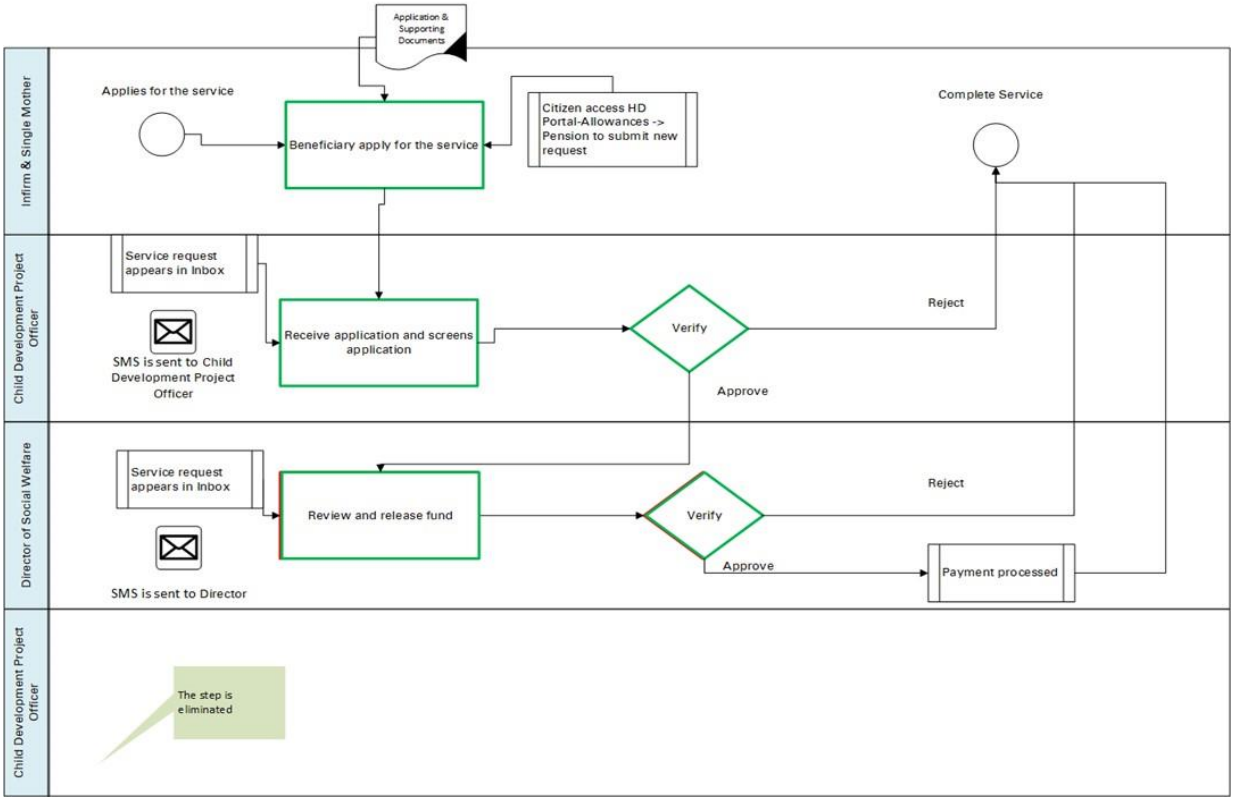
2.1.28. SW.34 – Stipend under Vocational Training Persons with Disabilities – Process Model – To-Be



2.1.29. SW.55 – Pension under Chief Minister Social Assistance Scheme for the infirm & Single Mother – Process Model – As-Is

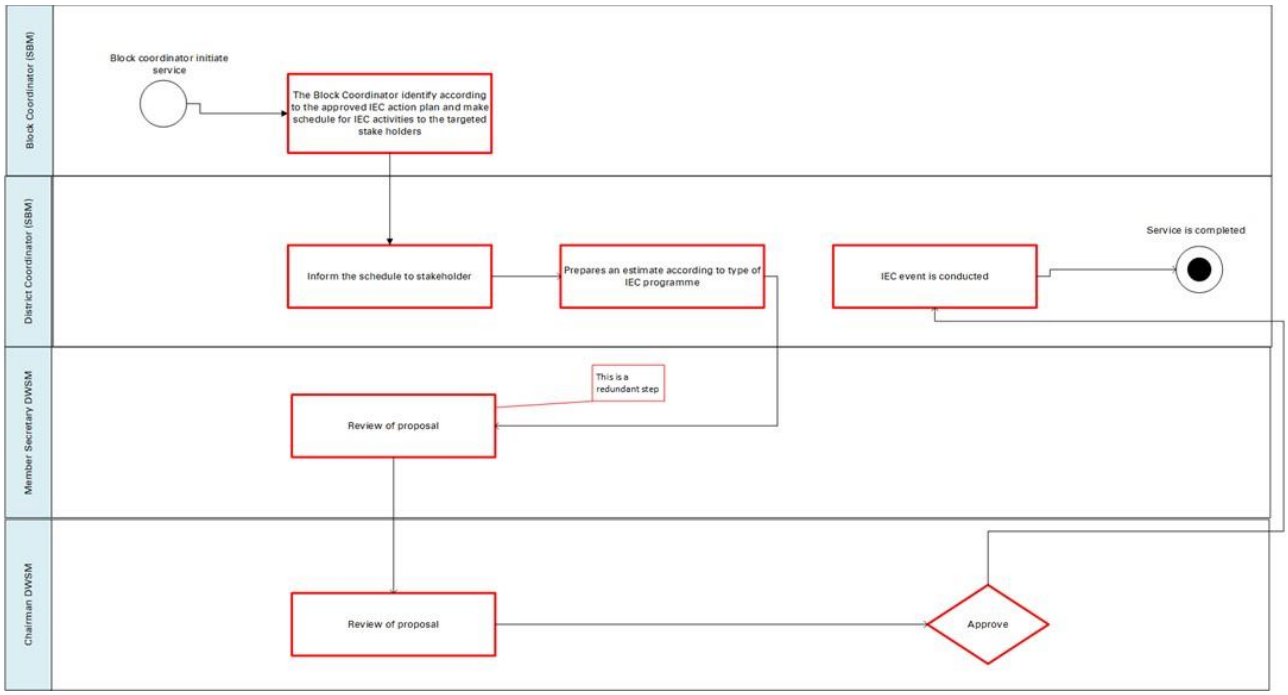


2.1.30. SW.55 – Pension under Chief Minister Social Assistance Scheme for the infirm & Single Mother – Process Model – To-Be

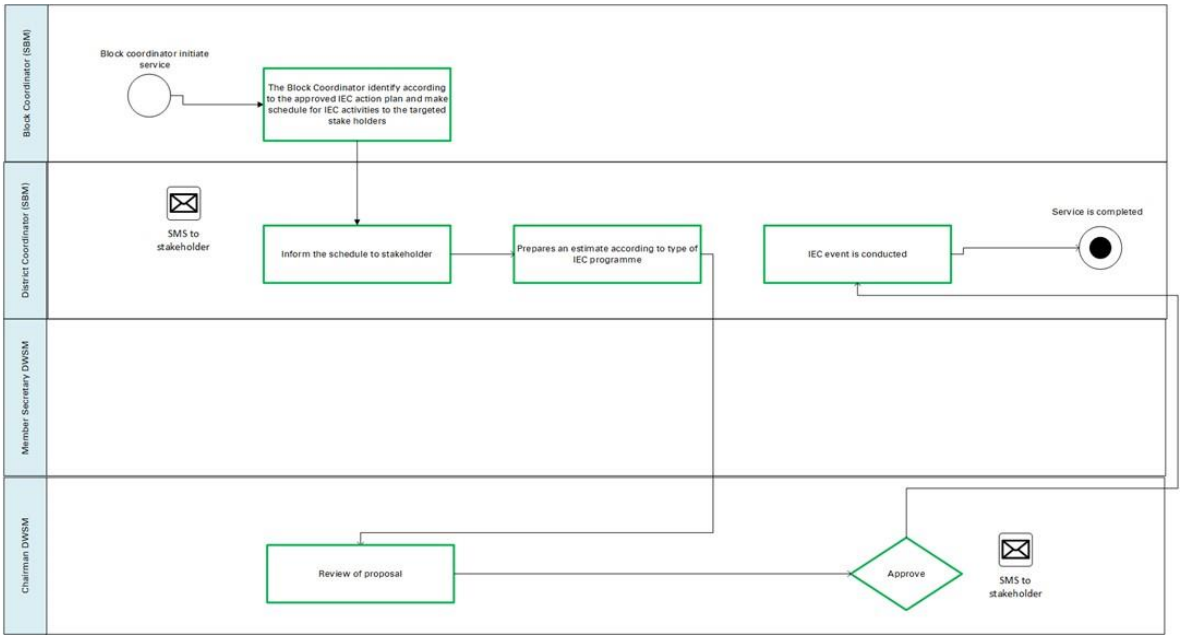


2.2. Infrastructure

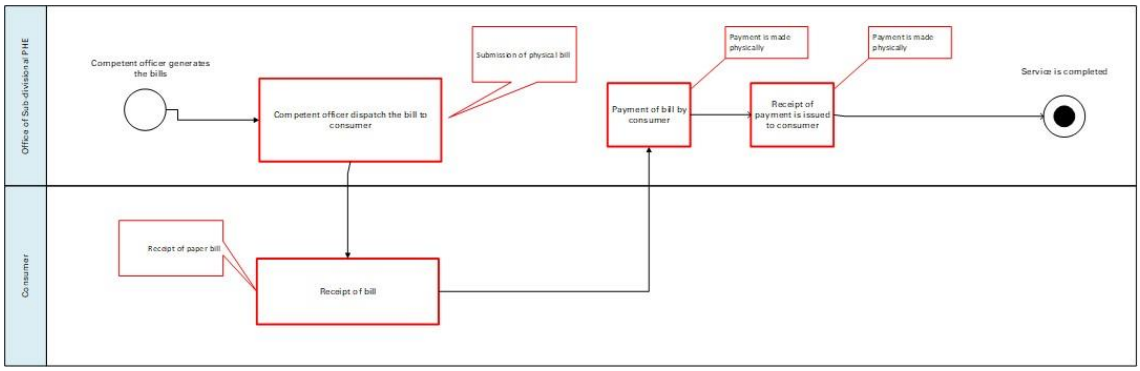
2.2.1. PHE.1 – Provide Awareness Services – Process Model – As-Is



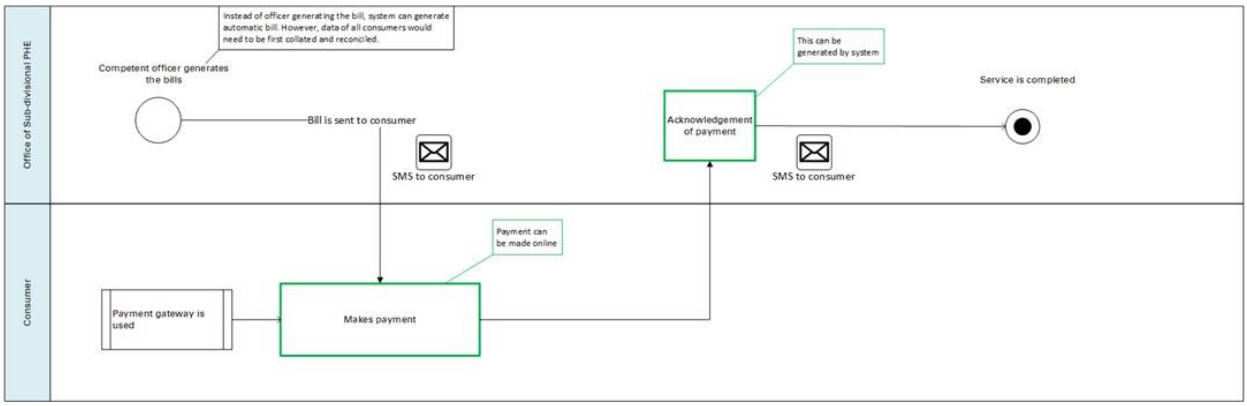
2.2.2. PHE.1 – Provide Awareness Services – Process Model – To-Be



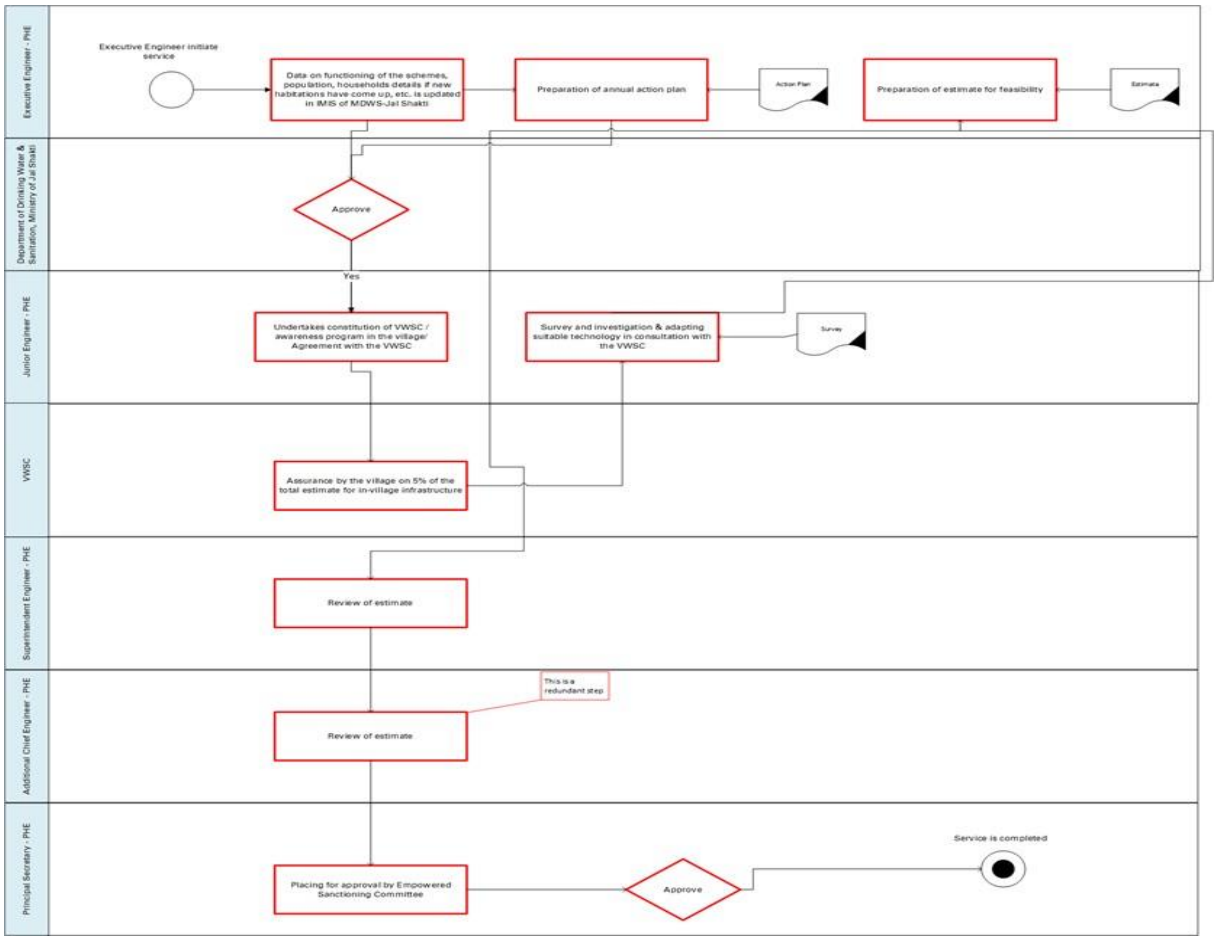
2.2.3. PHE.9 – Payment of Water Bills – Process Model – As-Is



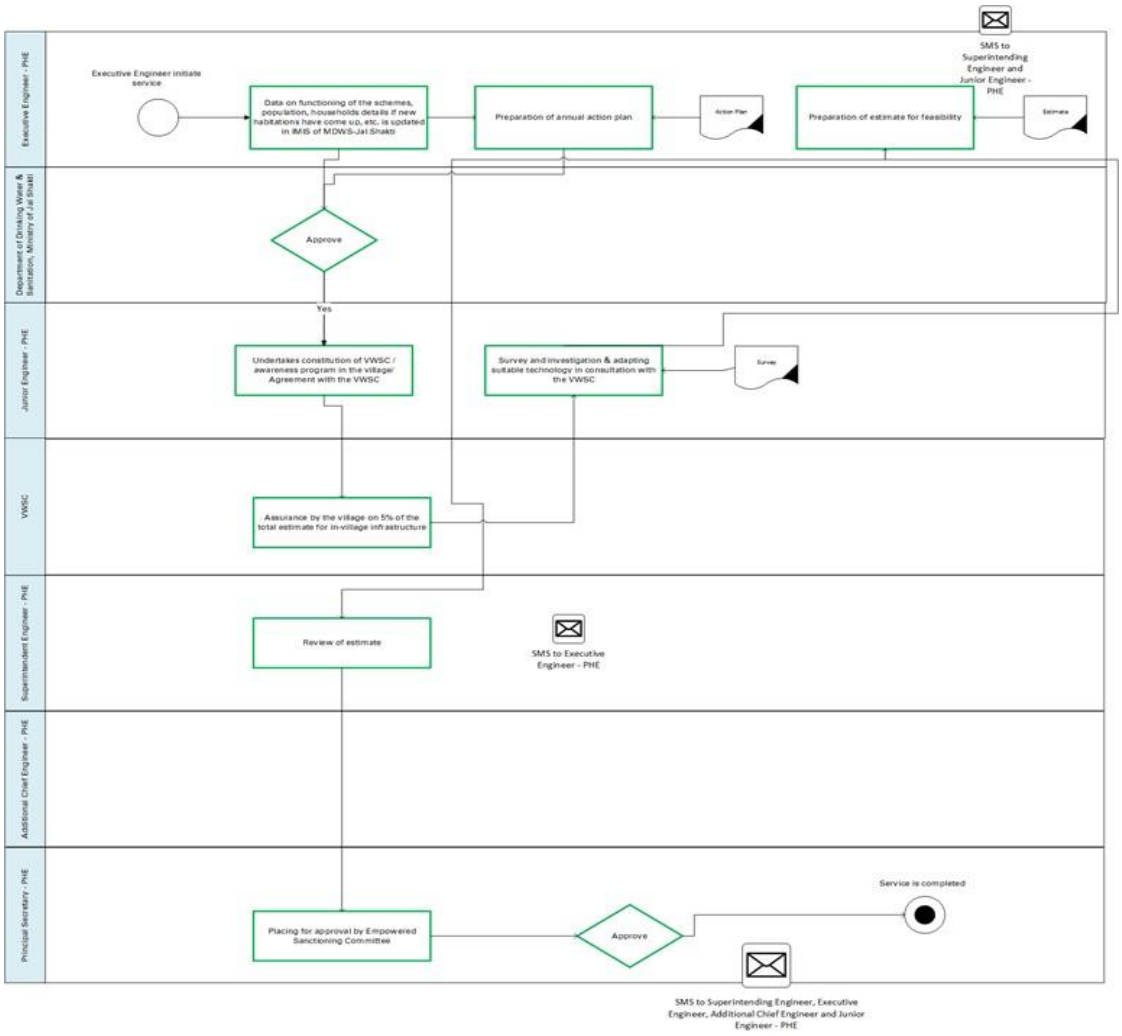
2.2.4. PHE.9 – Payment of Water Bills – Process Model – To-Be



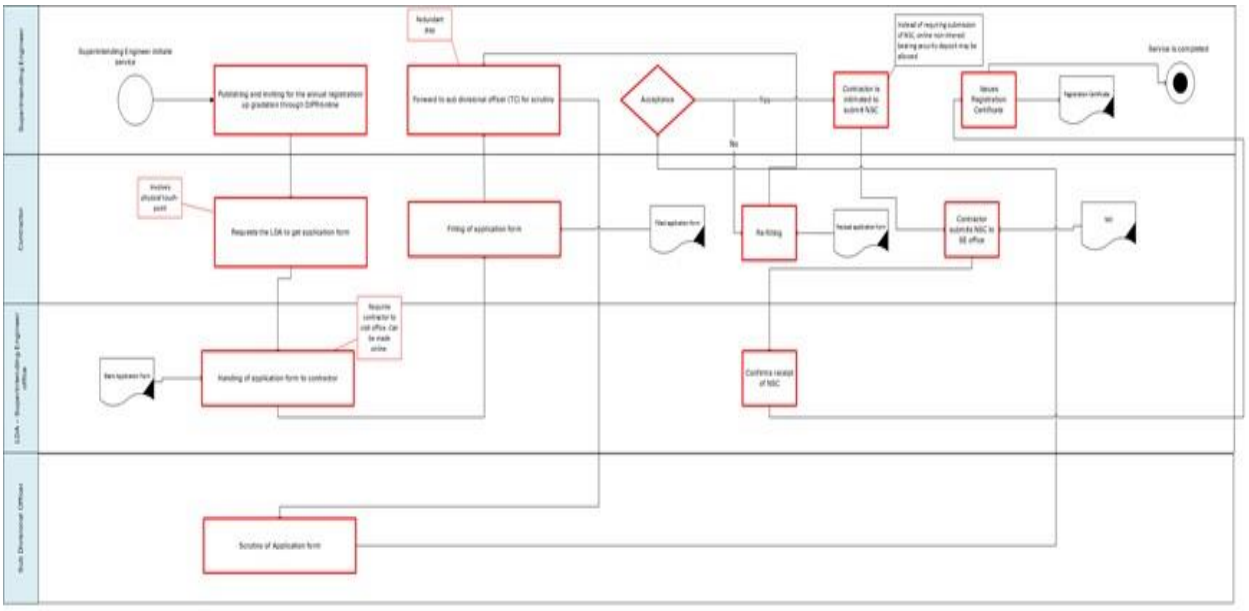
2.2.5. PHE.11 – Application and Sanction of Drinking Water Supply Connection to habitations – Process Model – As-Is



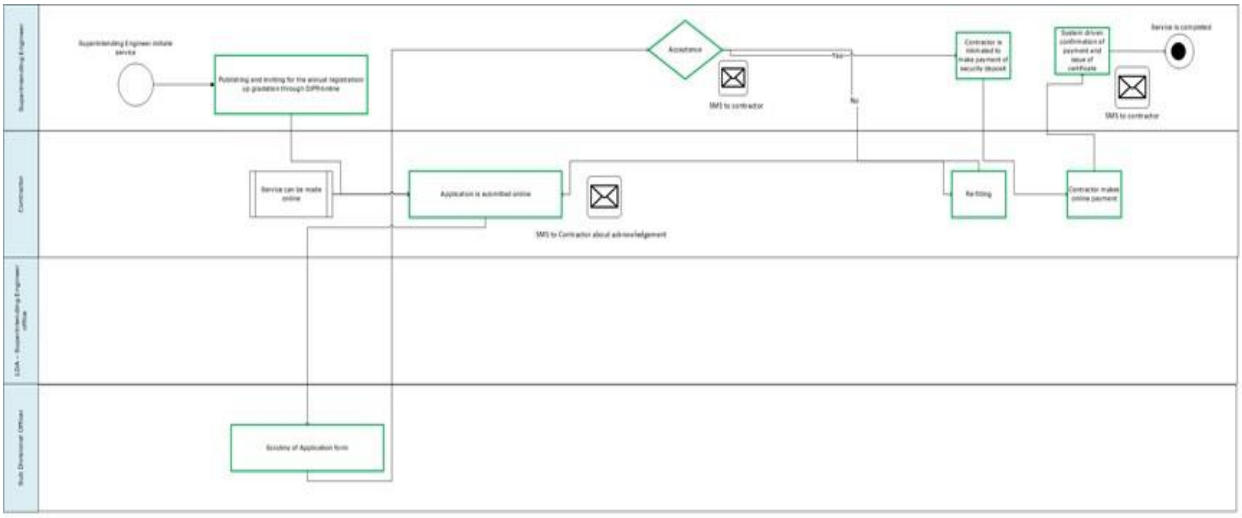
2.2.6. PHE.11 – Application and Sanction of Drinking Water Supply Connection to habitations – Process Model – To-Be



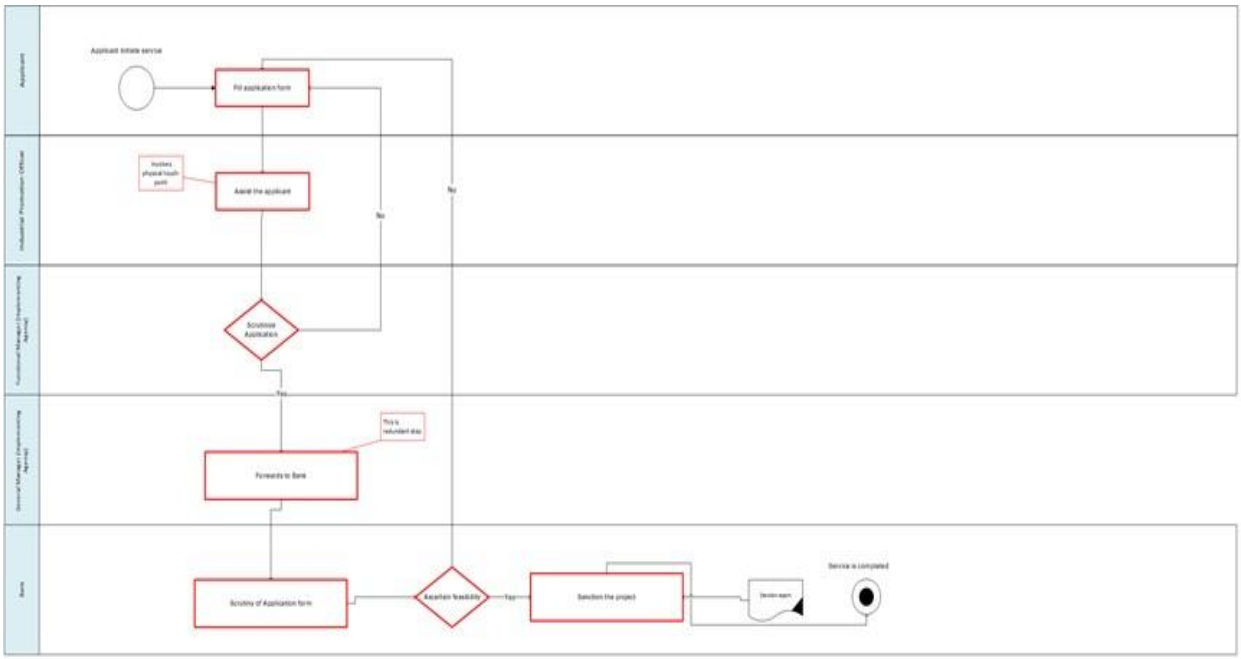
2.2.7. PHE.17 – Application from contractors for Registration / Renewal for Different Categories – Process Model – As-Is



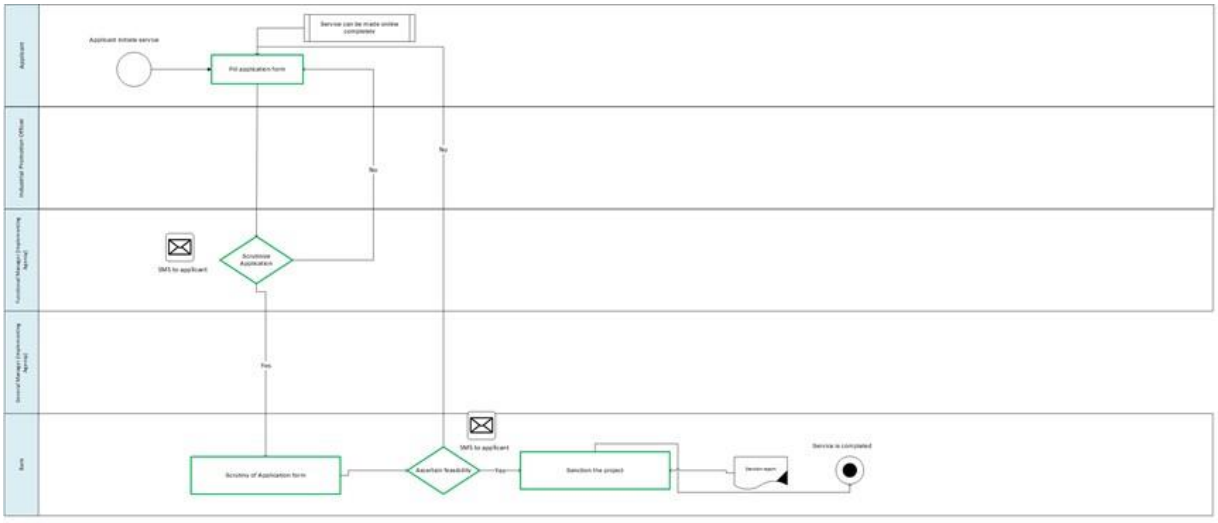
2.2.8. PHE.17 – Application from contractors for Registration / Renewal for Different Categories – Process Model – To-Be



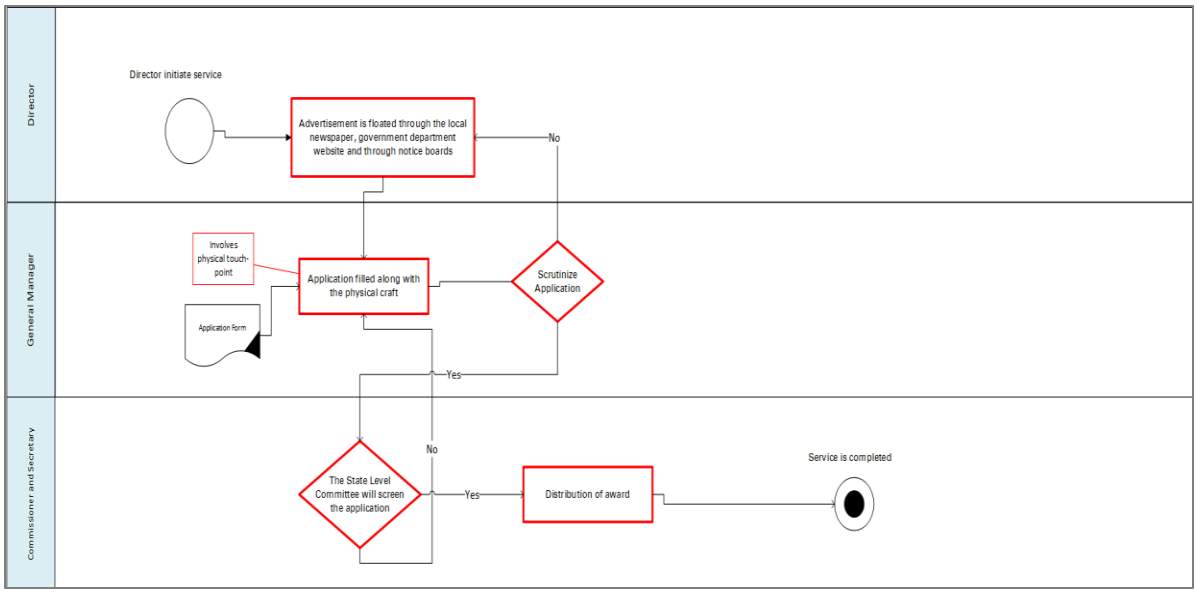
2.2.9. CI.3 – Application for Financial Assistance under PMEGP – Process Model – As-Is



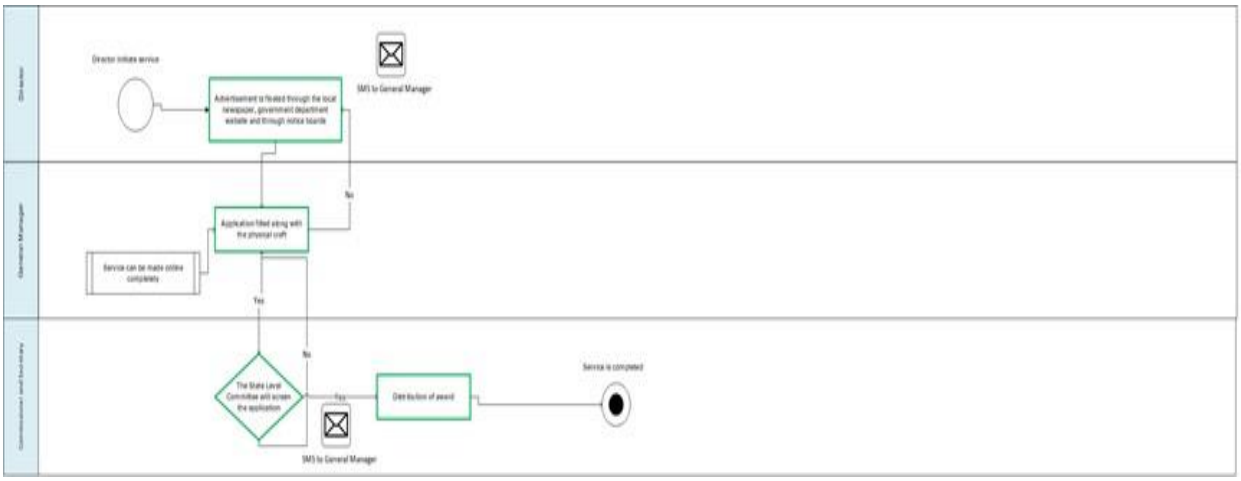
2.2.10. CI.3 – Application for Financial Assistance under PMEGP – Process Model – To-Be



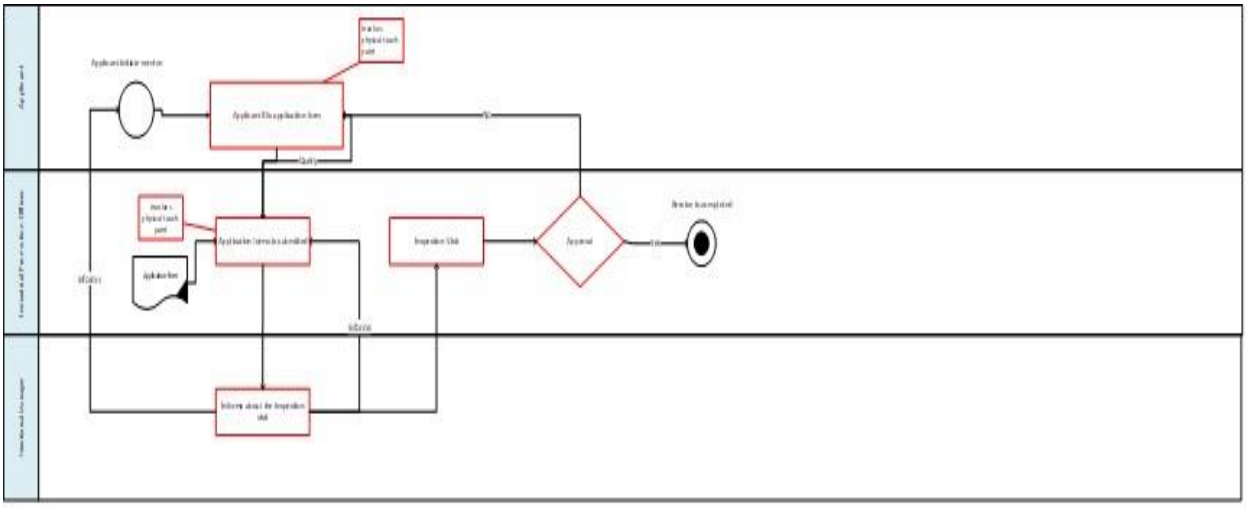
2.2.11. CI.4 – Financial Assistance and Training to Handicraft Artisans – Process Model – As-Is



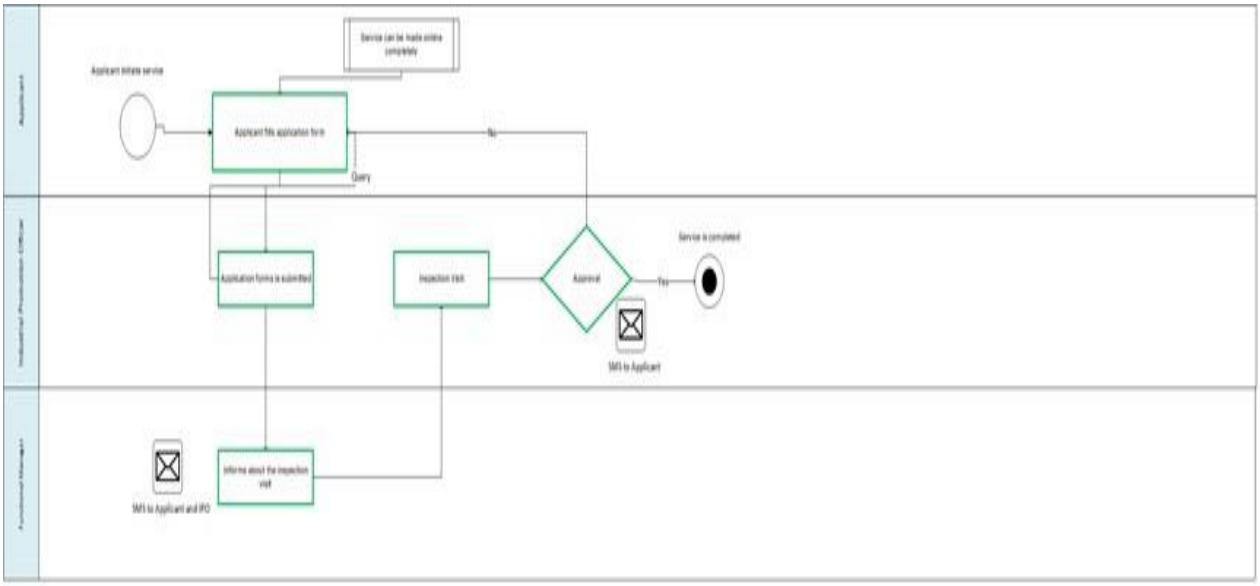
2.2.12. CI.4 – Financial Assistance and Training to Handicraft Artisans – Process Model – To-Be



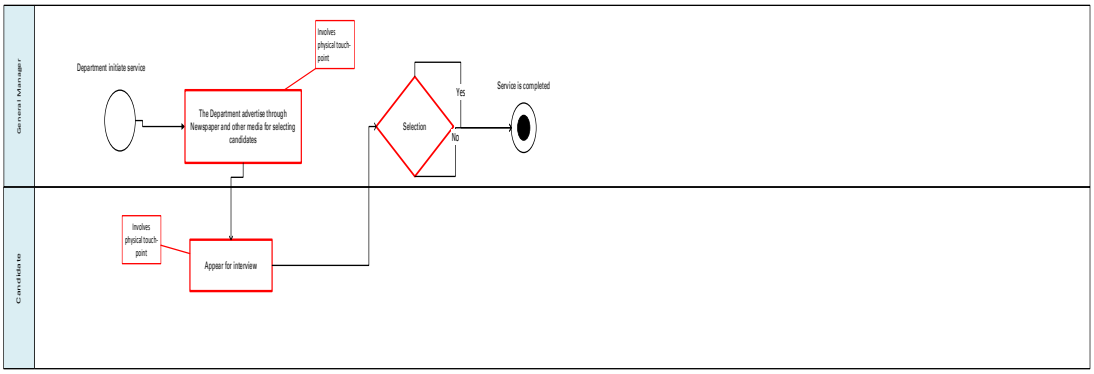
2.2.13. CI.6 – Application for assistance to setup Industrial Manufacturing / Service Unit by MSME – Process Model – As-Is



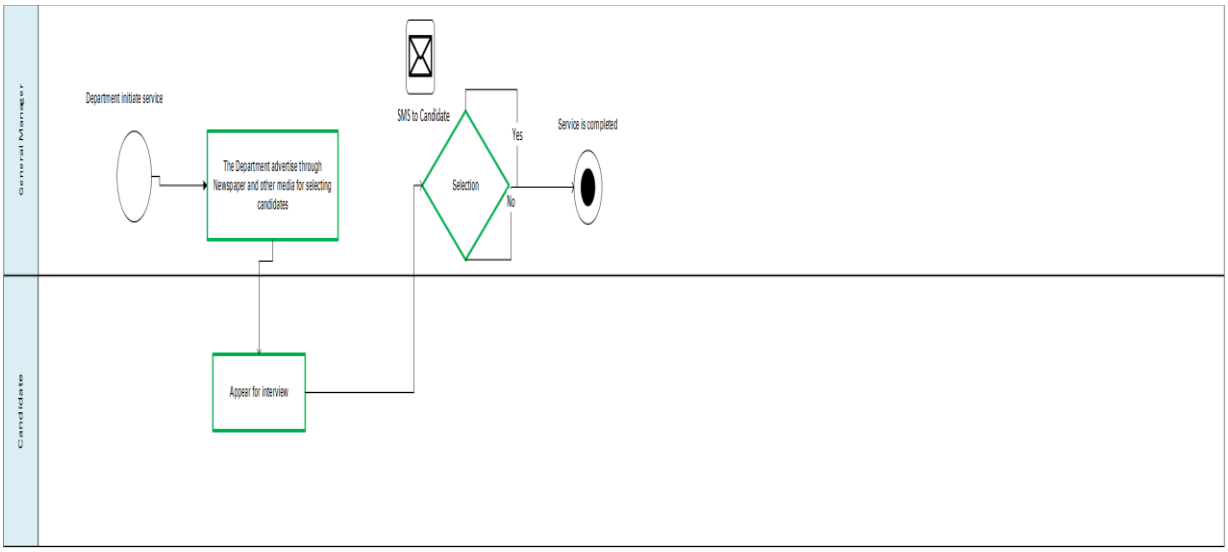
2.2.14. CI.6 – Application for assistance to setup Industrial Manufacturing / Service Unit by MSME – Process Model – To-Be



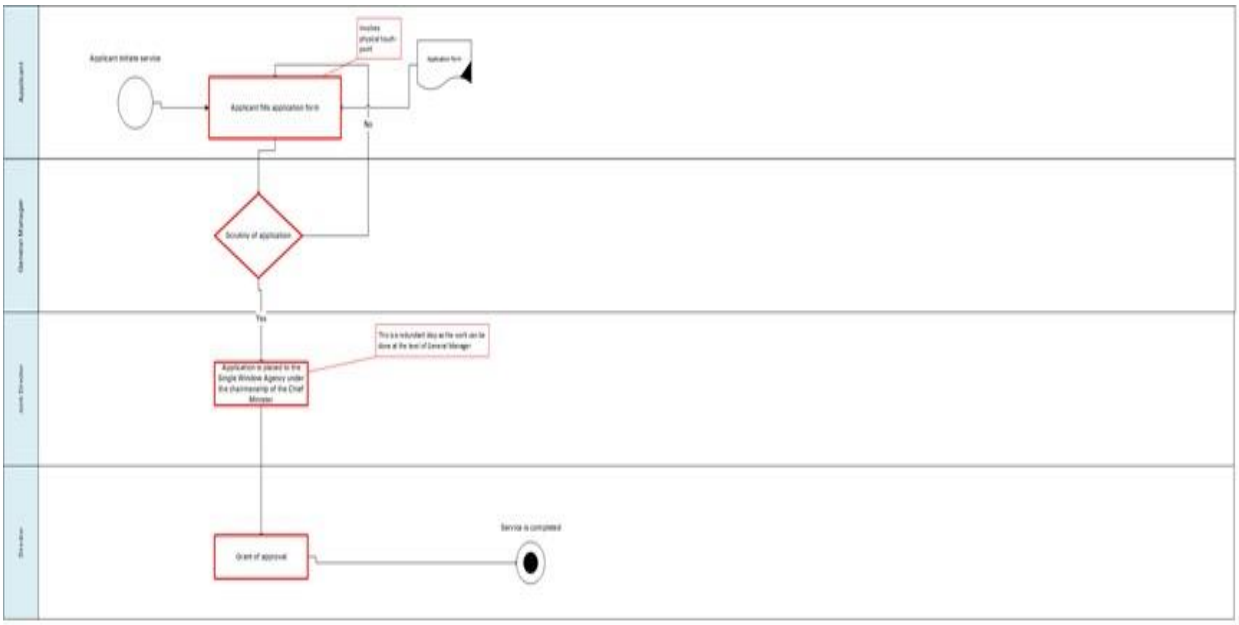
2.2.15. CI.9 – Provide Vocational Training for Skill Development – Process Model – As-Is



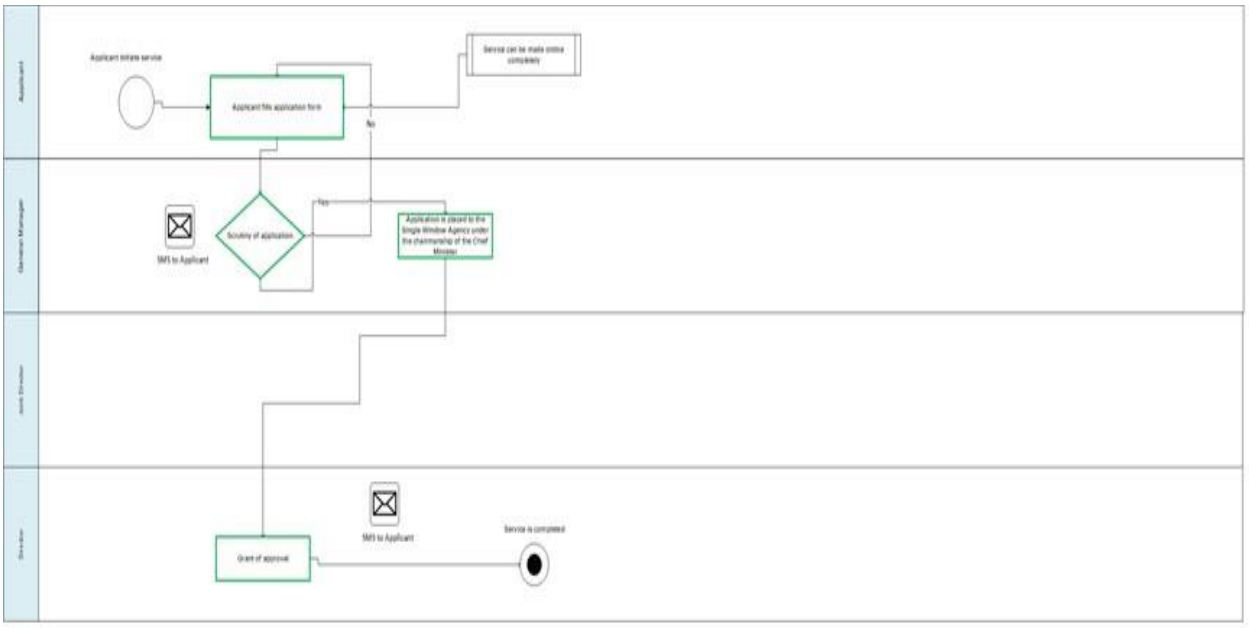
2.2.16. CI.9 – Provide Vocational Training for Skill Development – Process Model – To-Be



2.2.17. Cl.12 – Single window Clearance to Set up Industrial Unit – Process Model – As-Is

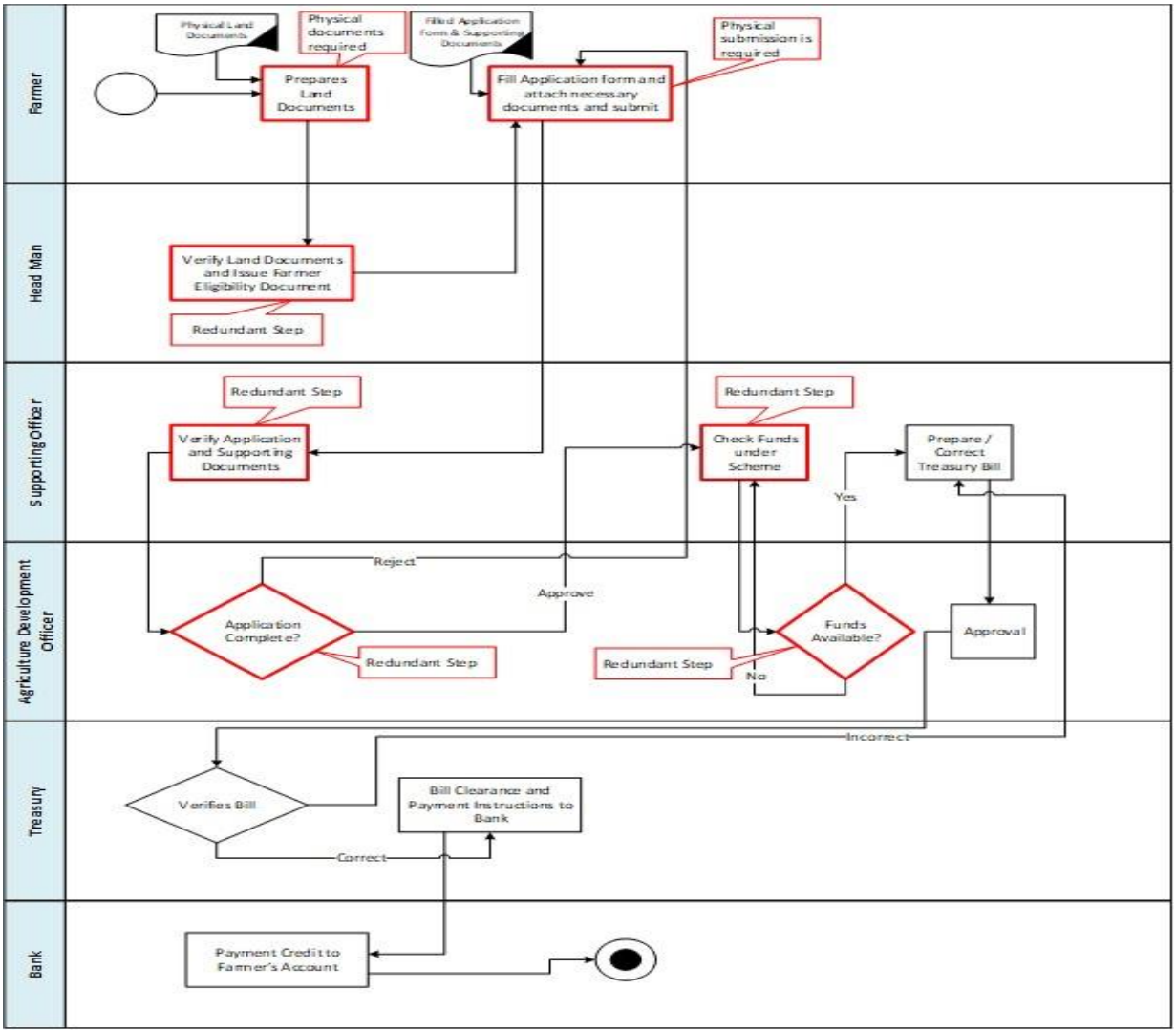


2.2.18. CI.12 – Single window Clearance to Set up Industrial Unit – Process Model – To-Be

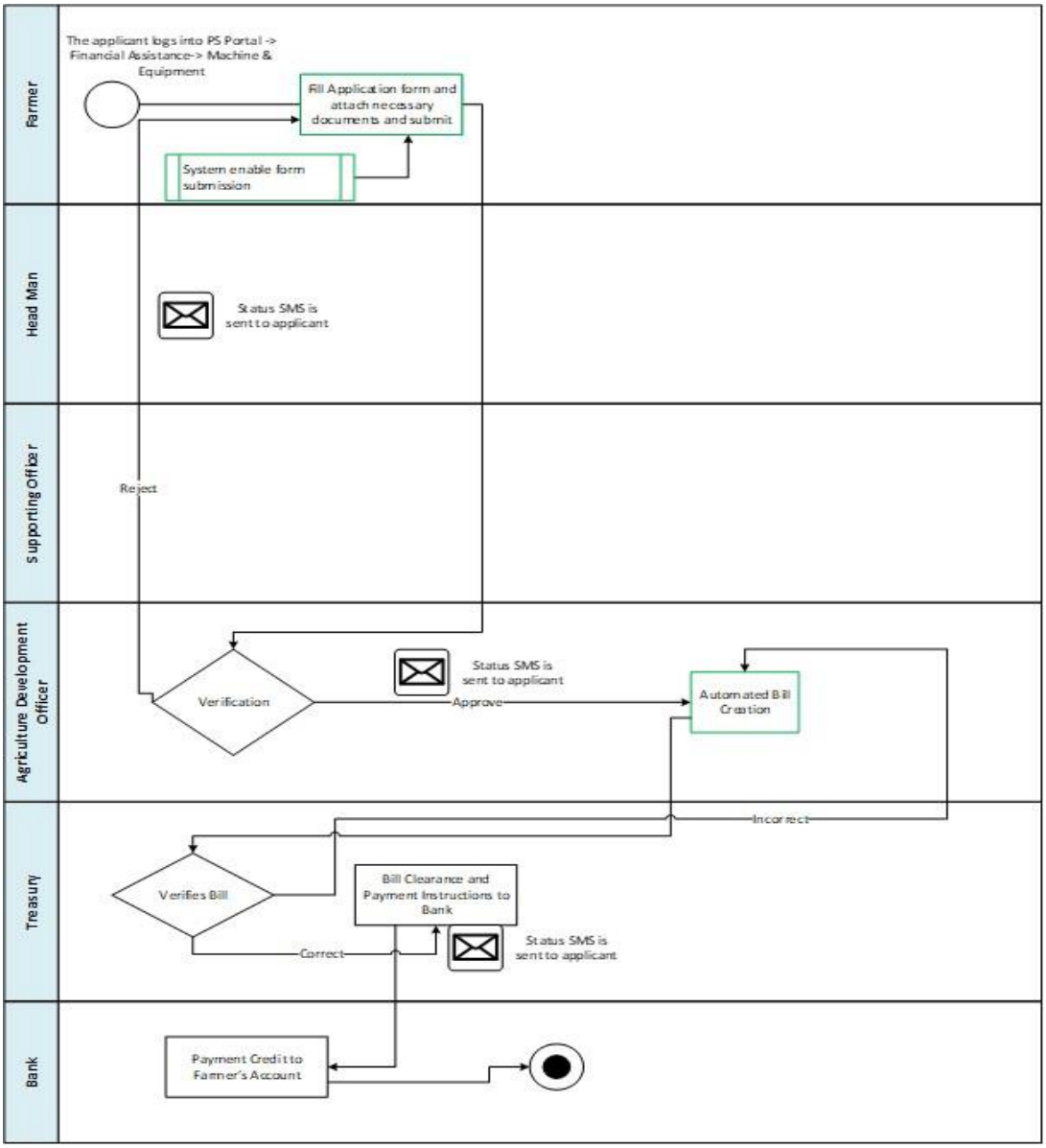


2.3. Primary Sector

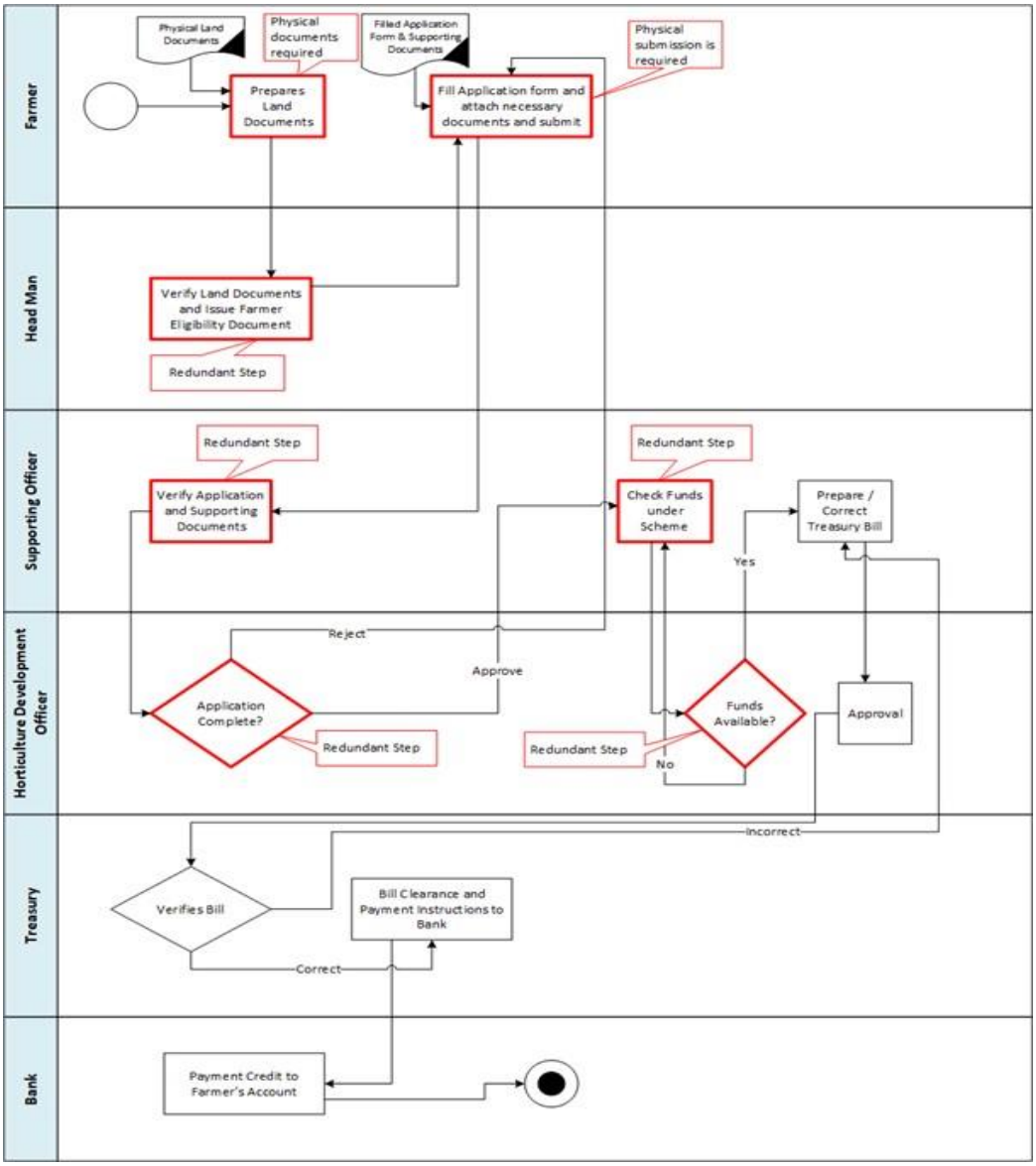
2.3.1. AFW.07 – Financial Assistance for Purchase of Machinery – Process Model – As-Is



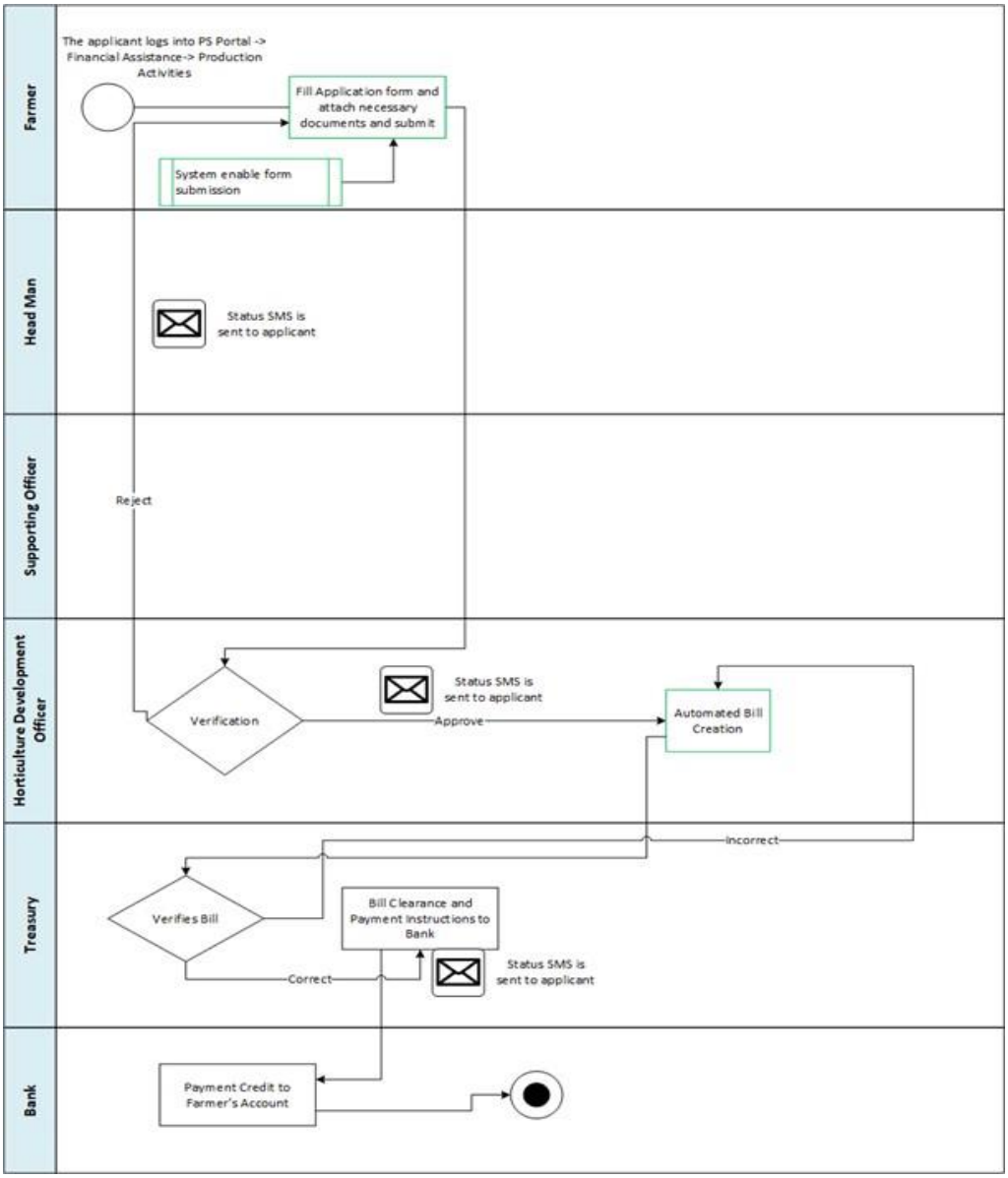
2.3.2. AFW.07 – Financial Assistance for Purchase of Machinery – Process Model – To-Be



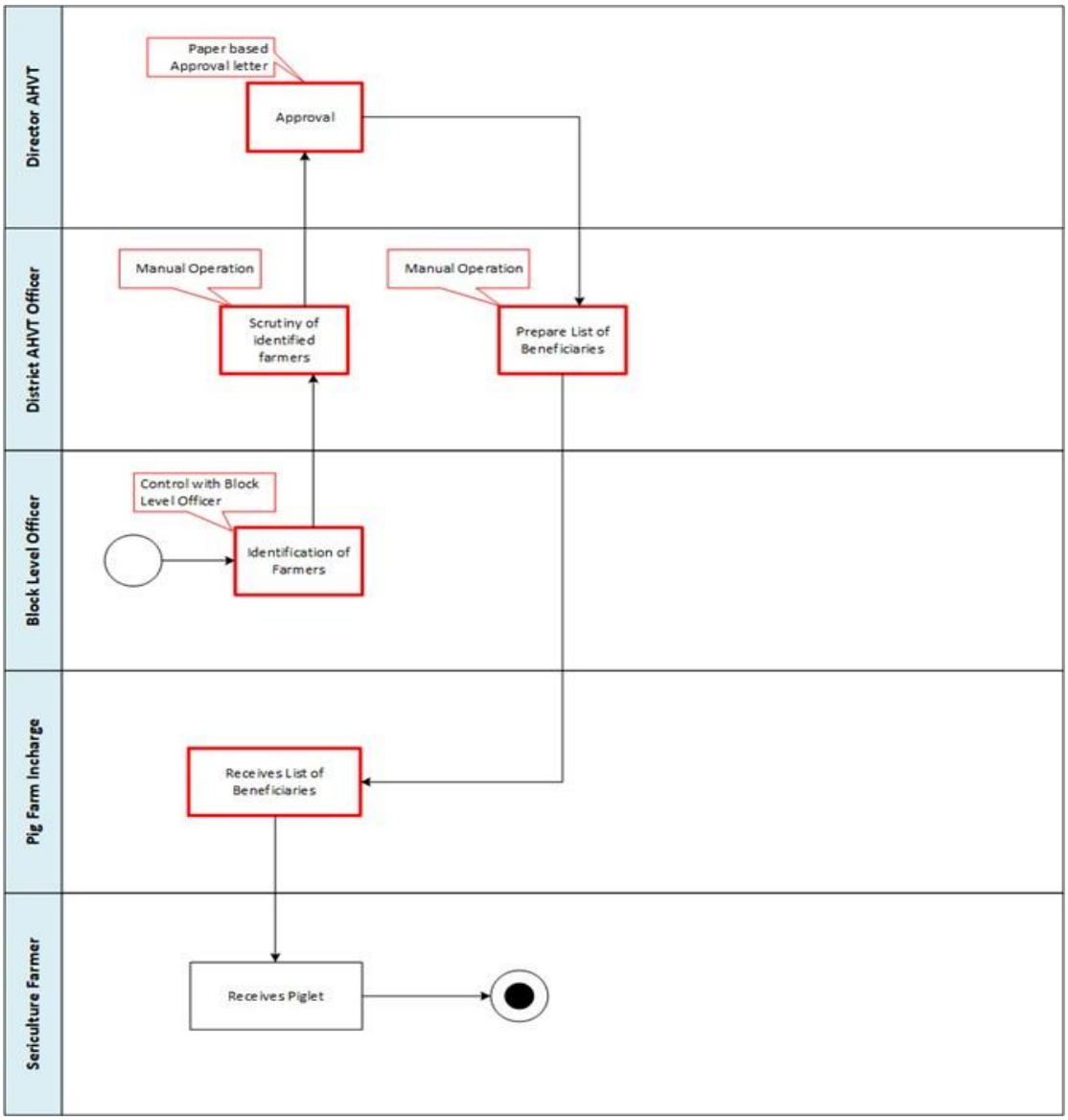
2.3.3. AFW.29 – Financial Assistance for Production Activities – Process Model – As-Is



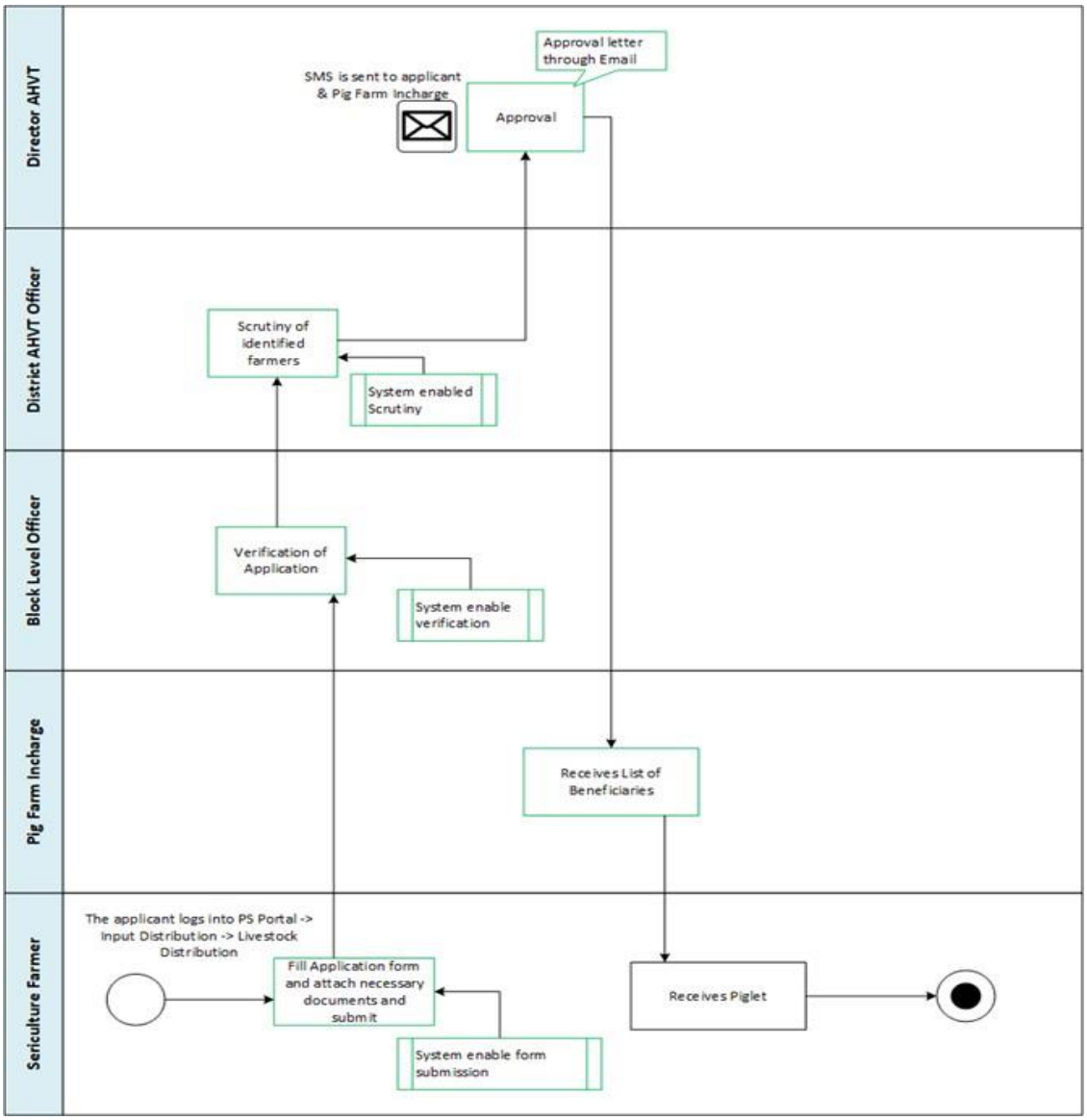
2.3.4. AFW.29 – Financial Assistance for Production Activities – Process Model – To-Be



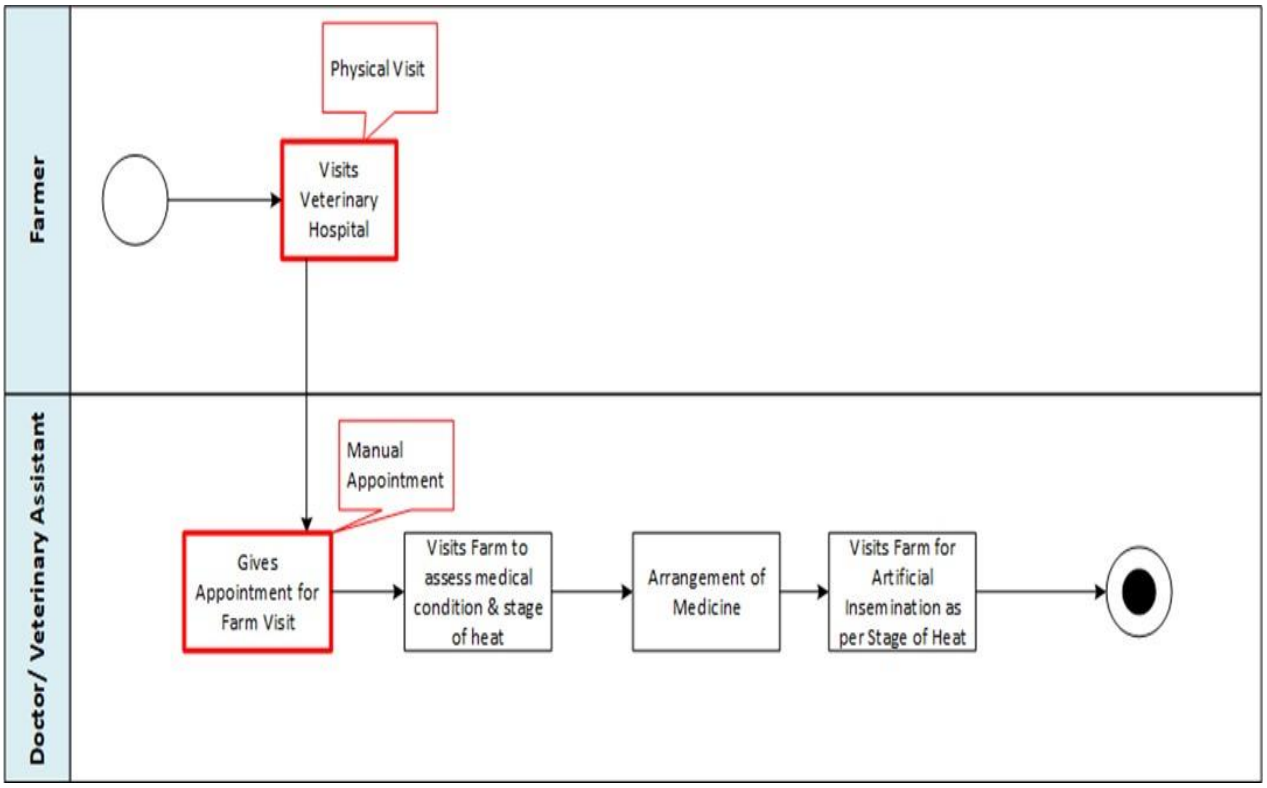
2.3.5. AHS.01 – Distribution and Management of Livestock – Process Model – As-Is



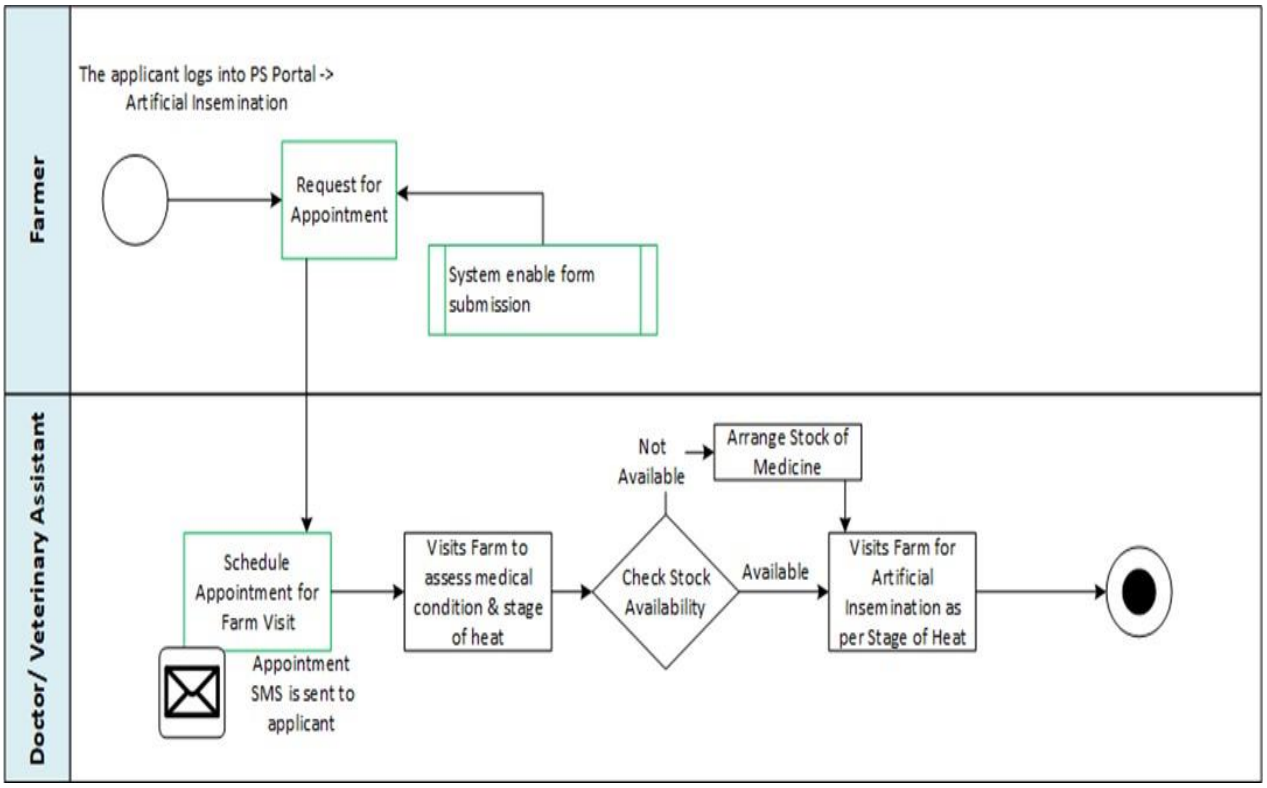
2.3.6. AHS.01 – Distribution and Management of Livestock – Process Model – To-Be



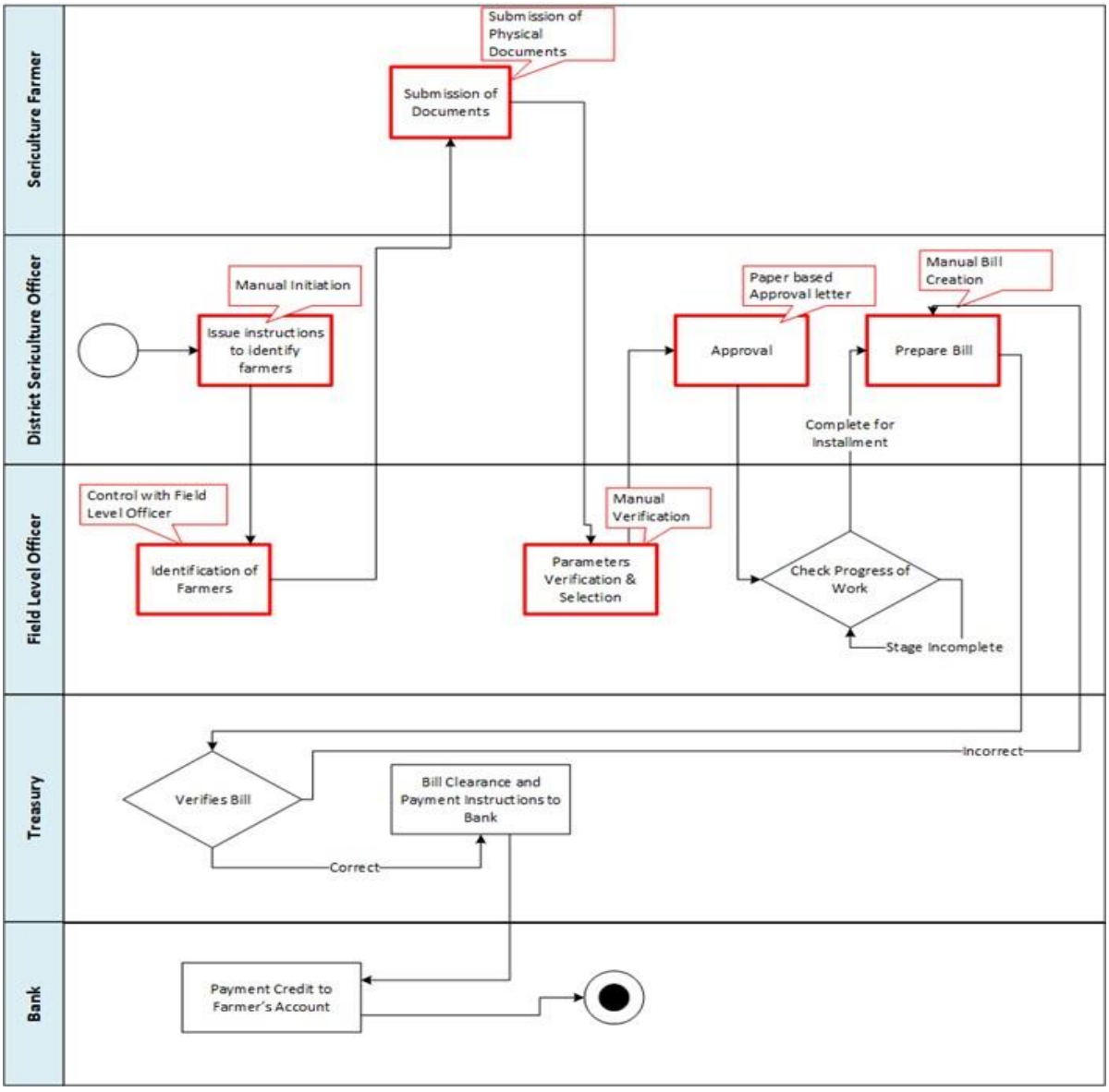
2.3.7. AHS.03 – Artificial insemination for Cattle Breeding – Process Model – As-Is



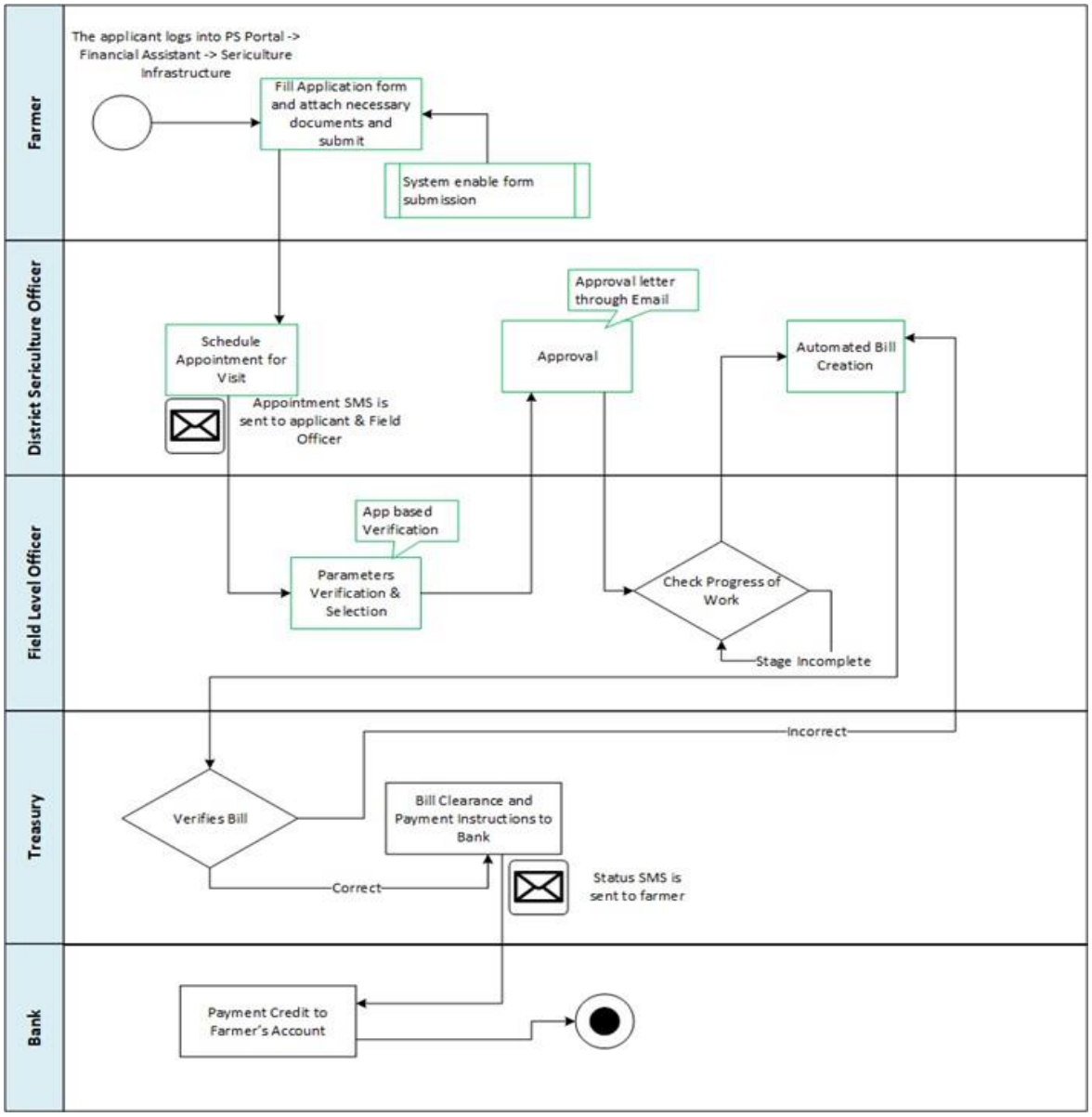
2.3.8. AHS.03 – Artificial insemination for Cattle Breeding – Process Model – To-Be



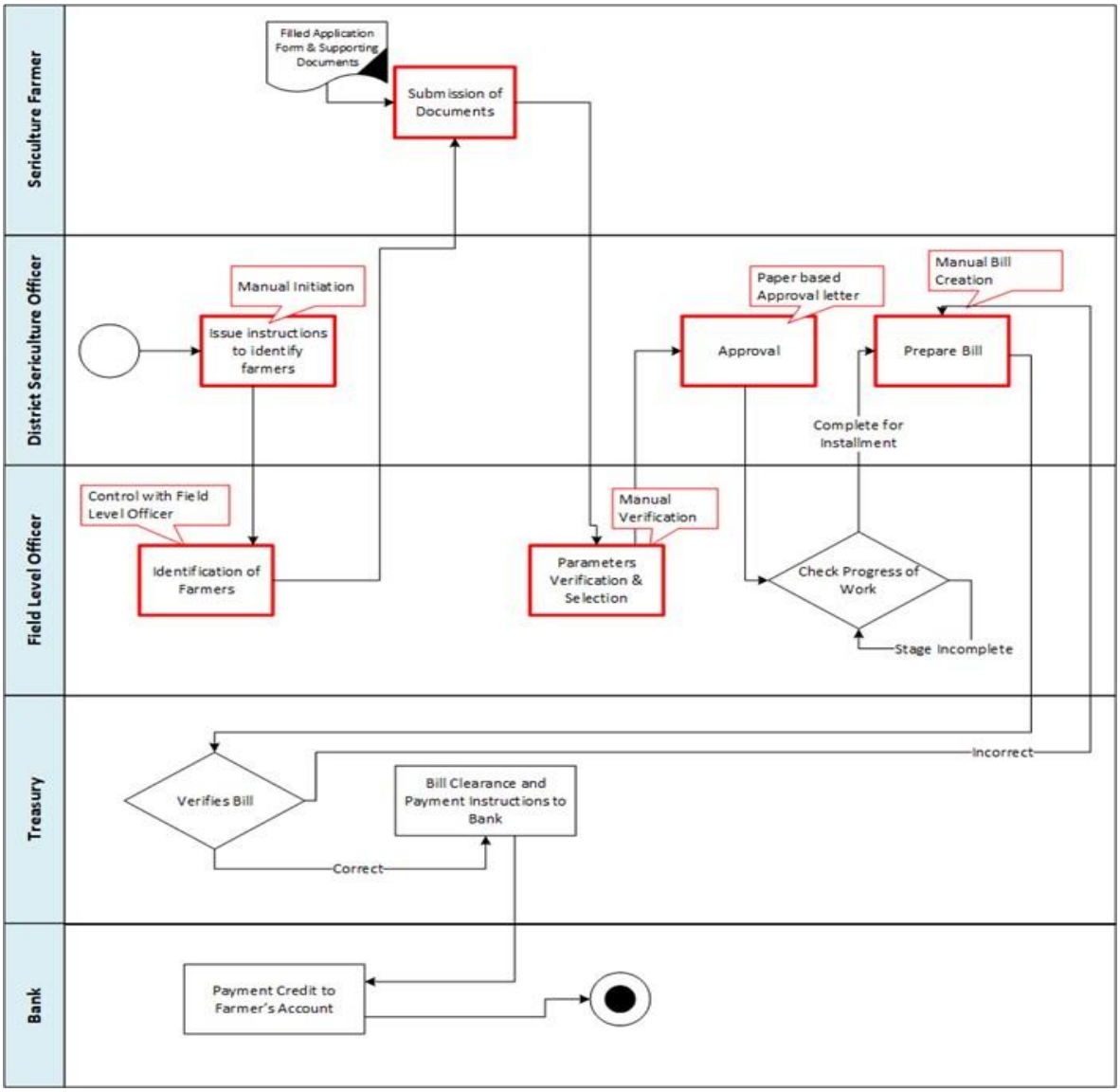
2.3.9. TEX.04 – Providing Support for Development of Plantation of Mulberry – Process Model – As-Is



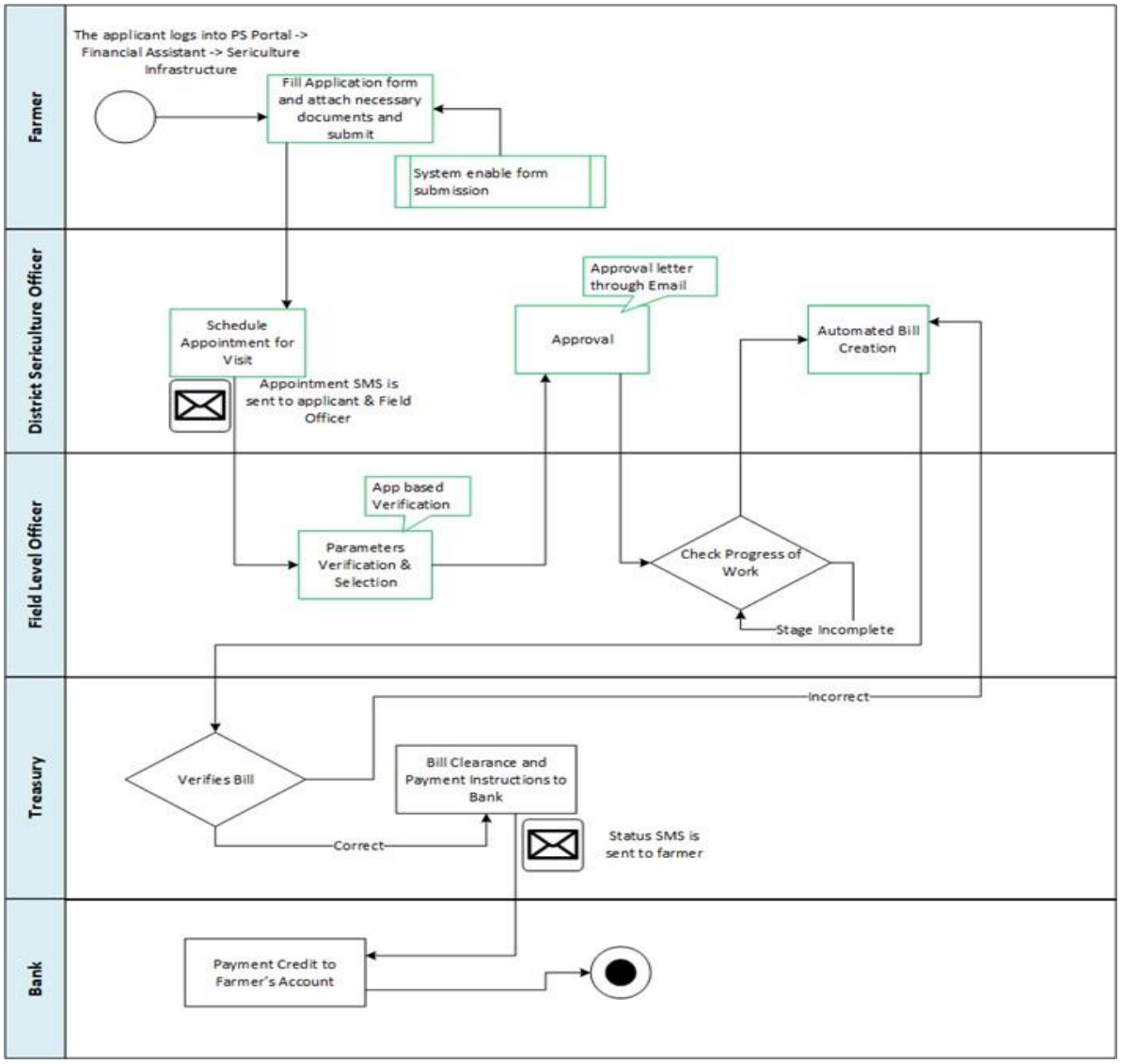
2.3.10. TEX.04 – Providing Support for Development of Plantation of Mulberry – Process Model – To-Be



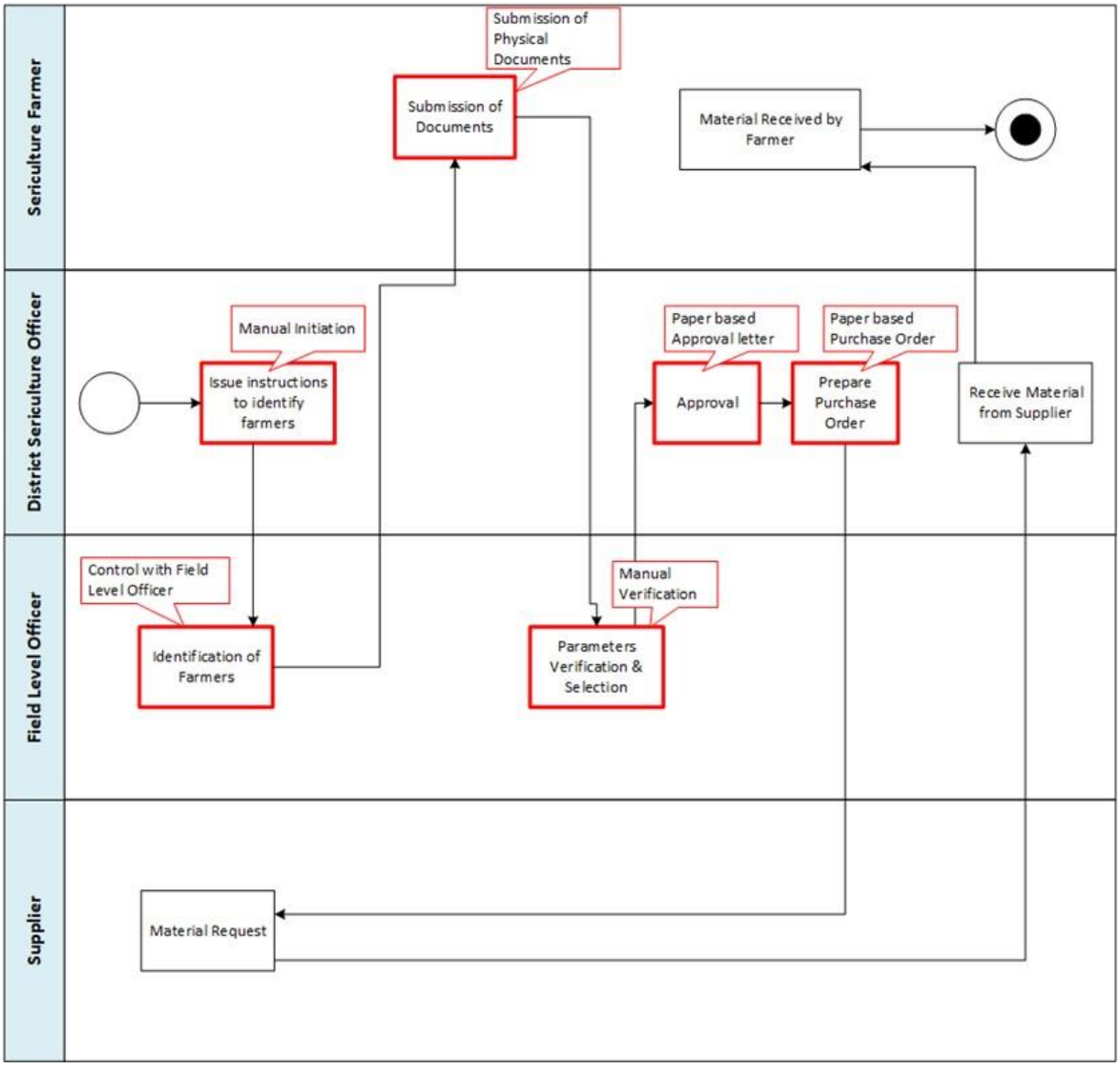
2.3.11. TEX.05 – Financial Assistance for Establishment of Sericulture Infrastructure – Process Model – As-Is



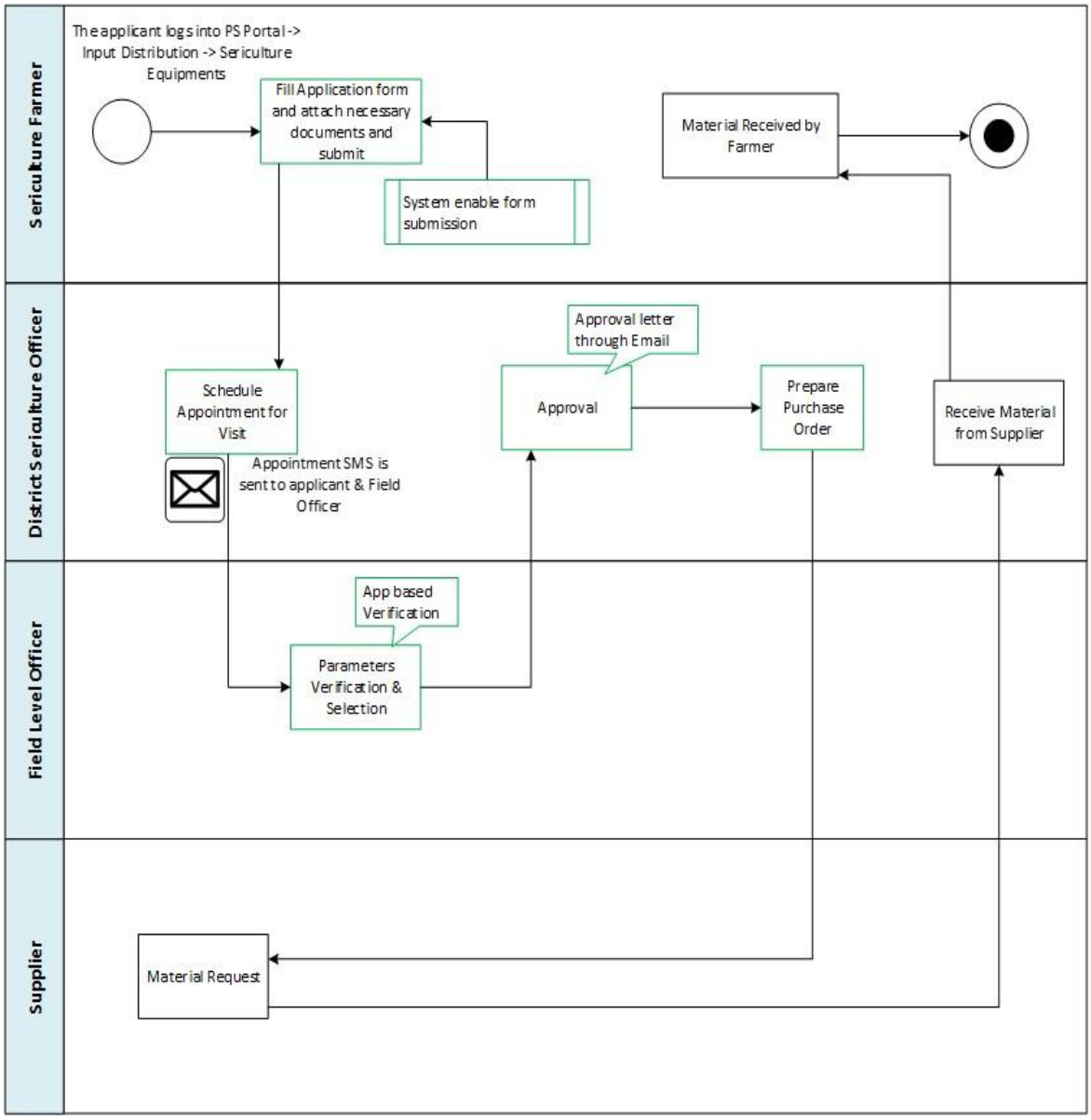
2.3.12. TEX.05 – Financial Assistance for Establishment of Sericulture Infrastructure – Process Model – To-Be



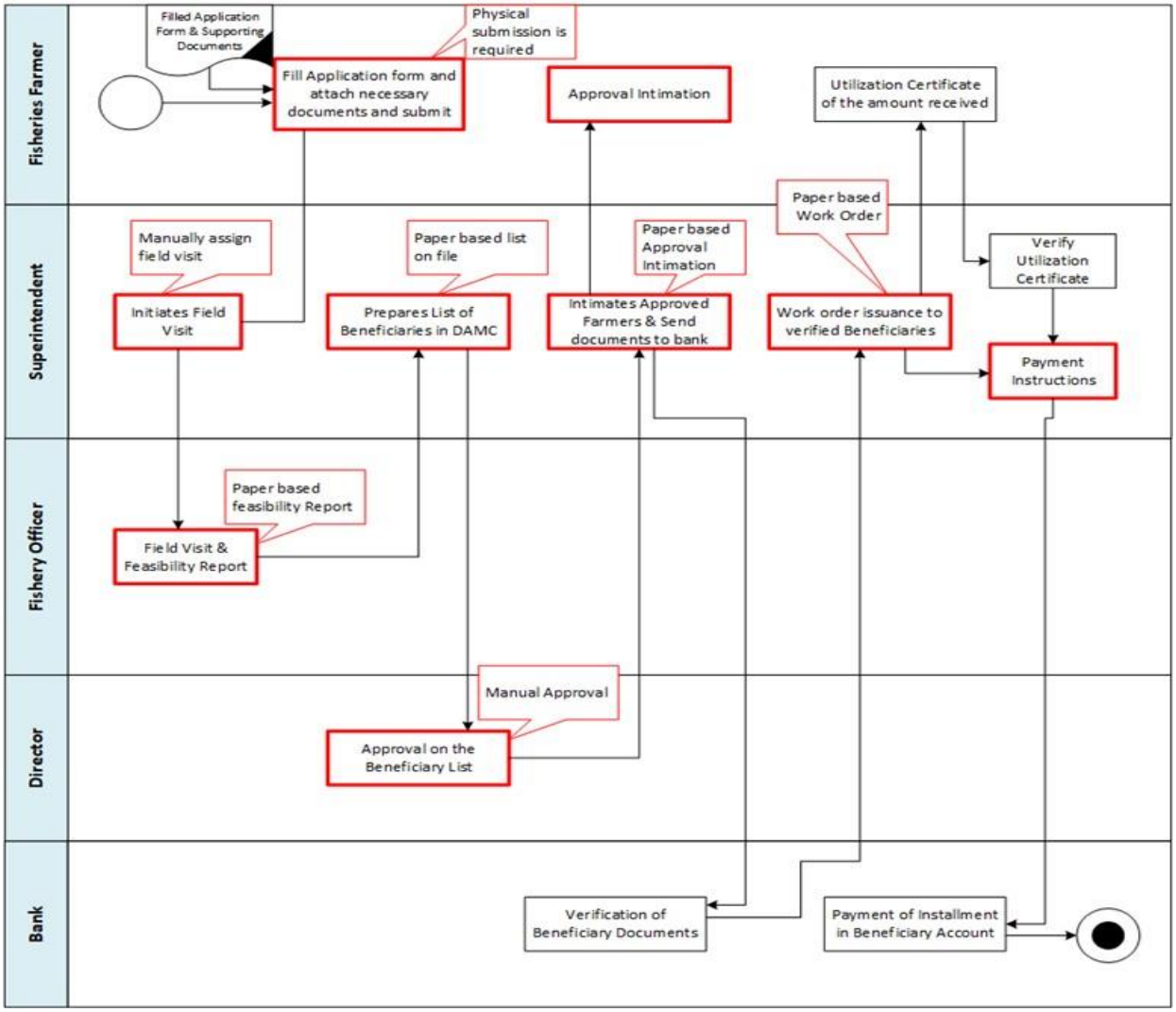
2.3.13. TEX.06 – Supply of rearing appliances – Process Model – As-Is



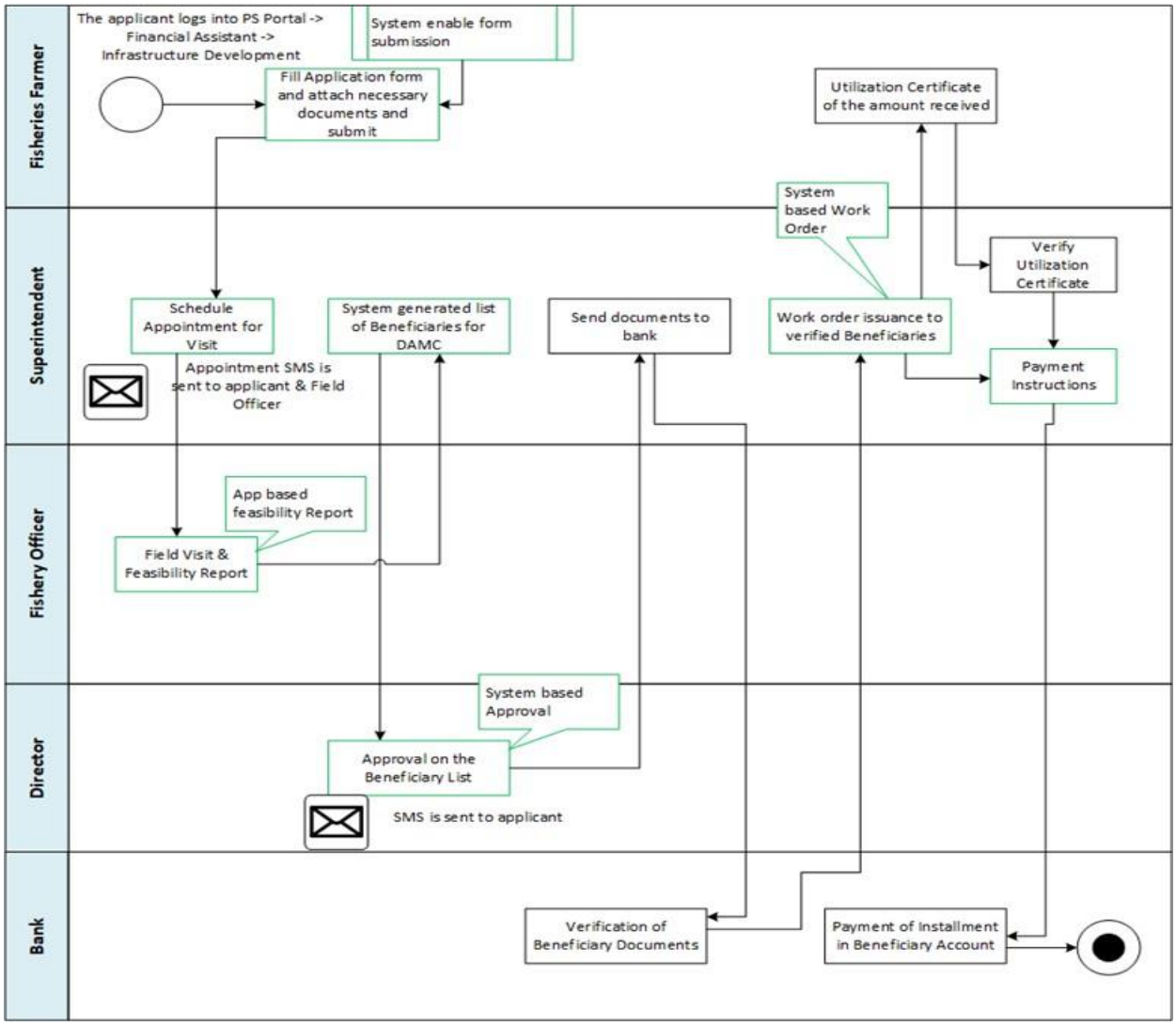
2.3.14. TEX.06 – Supply of rearing appliances – Process Model – To-Be



2.3.15. FIS.01 – Technical and Financial Assistance for Establishment of Fisheries Infrastructure – Process Model – As-Is

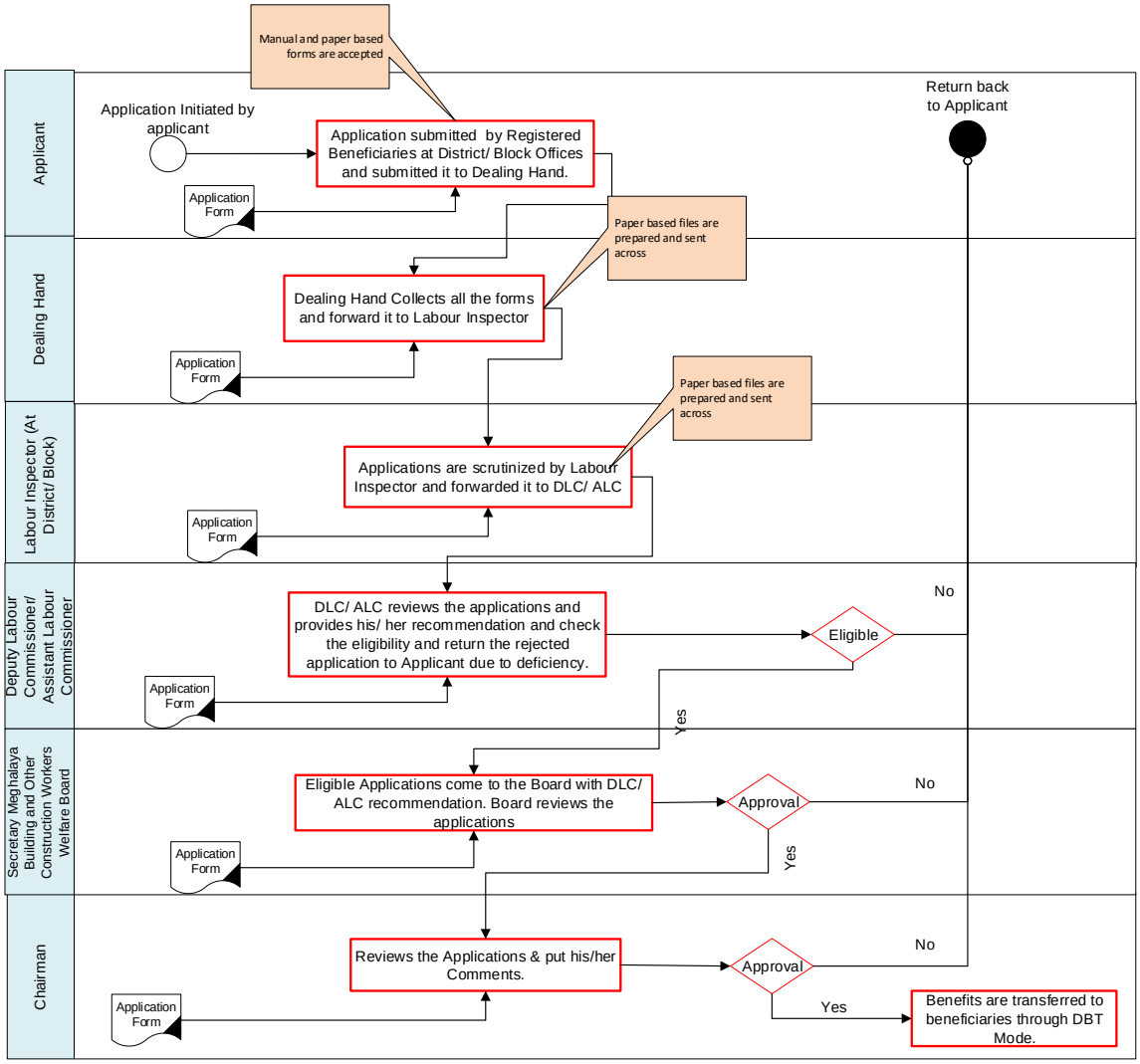


2.3.16. FIS.01 – Technical and Financial Assistance for Establishment of Fisheries Infrastructure – Process Model – To-Be

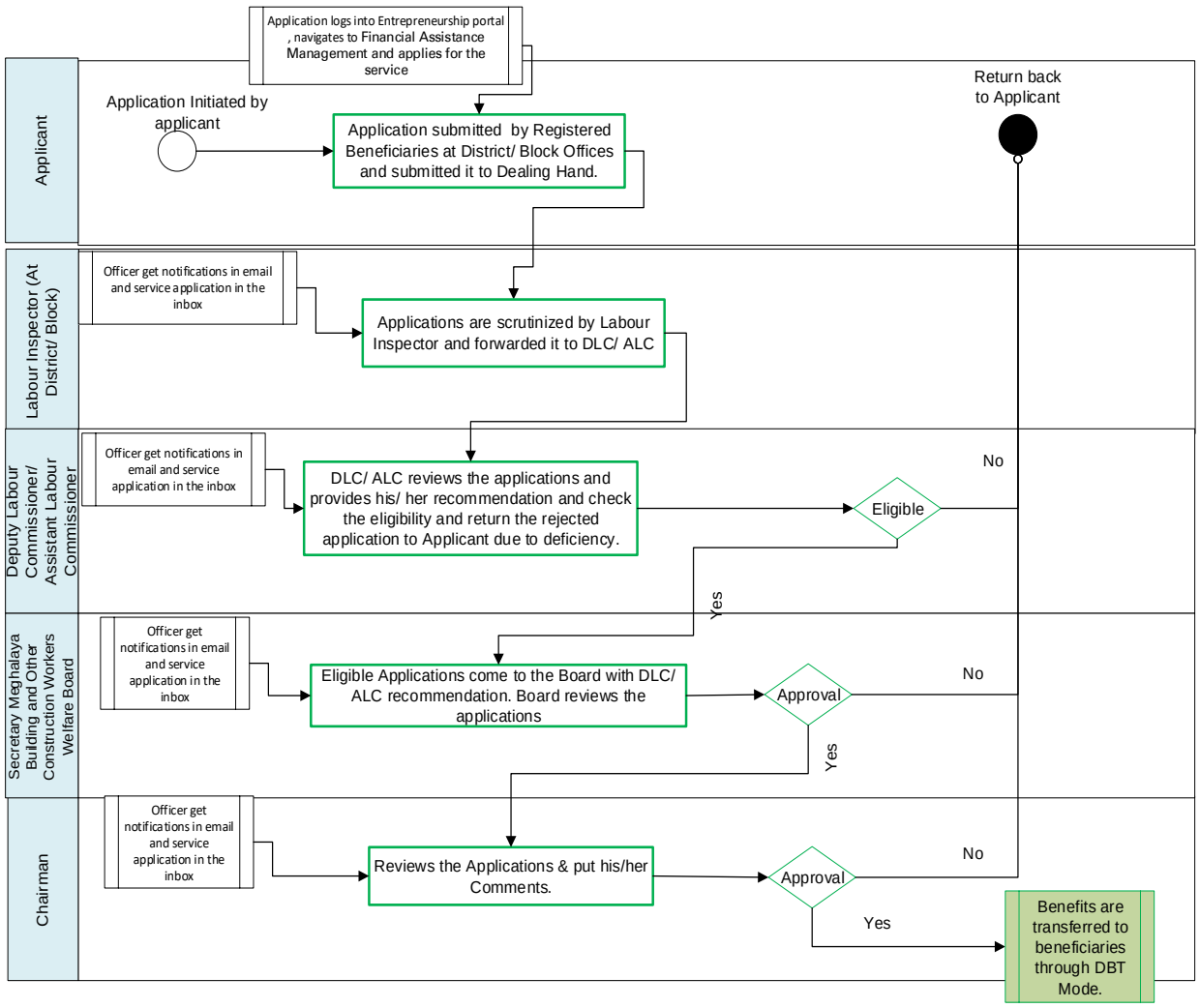


2.4. Entrepreneurship

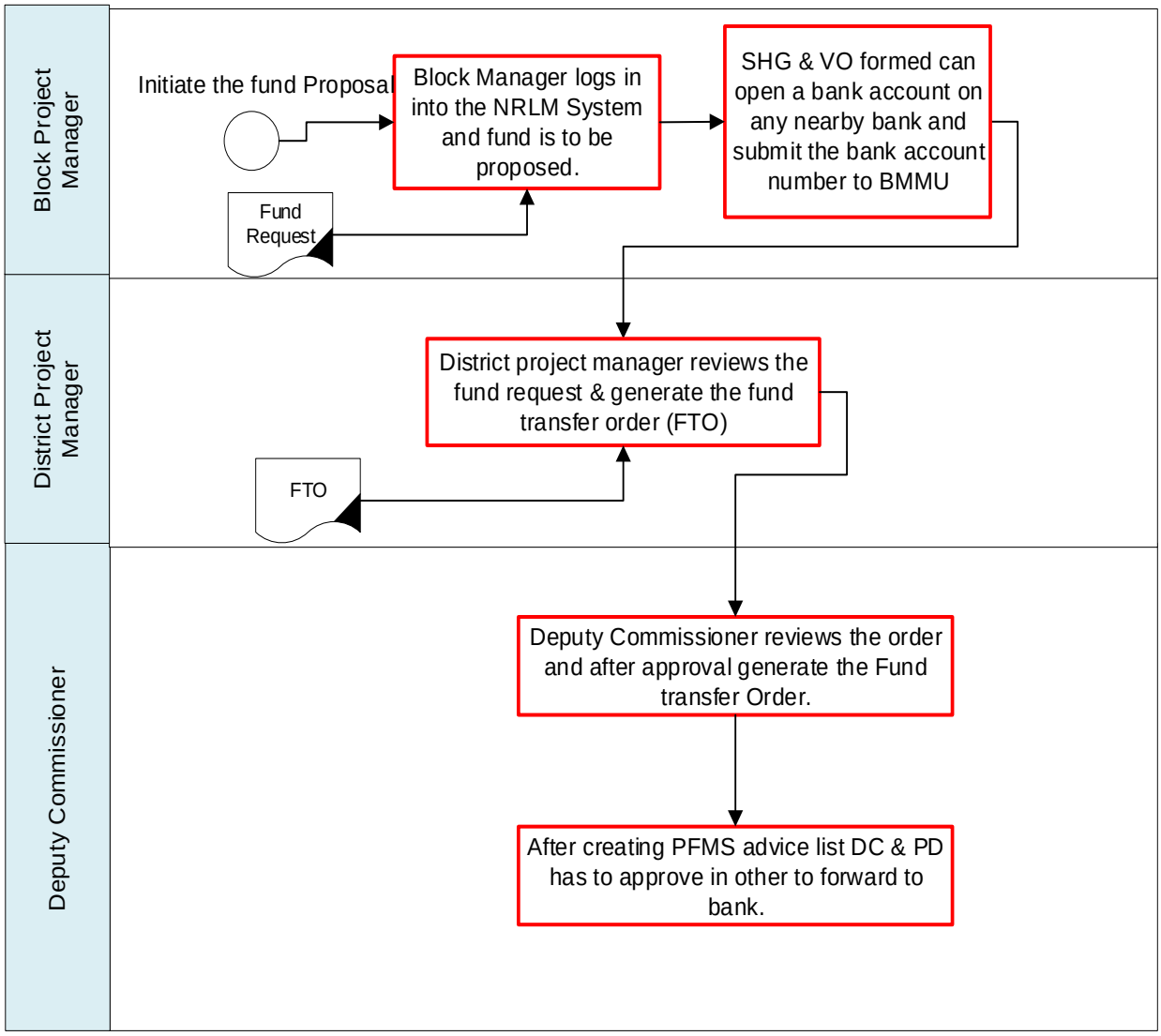
2.4.1. LBR.08 – Apply for Scholarship-Process Model – As-Is



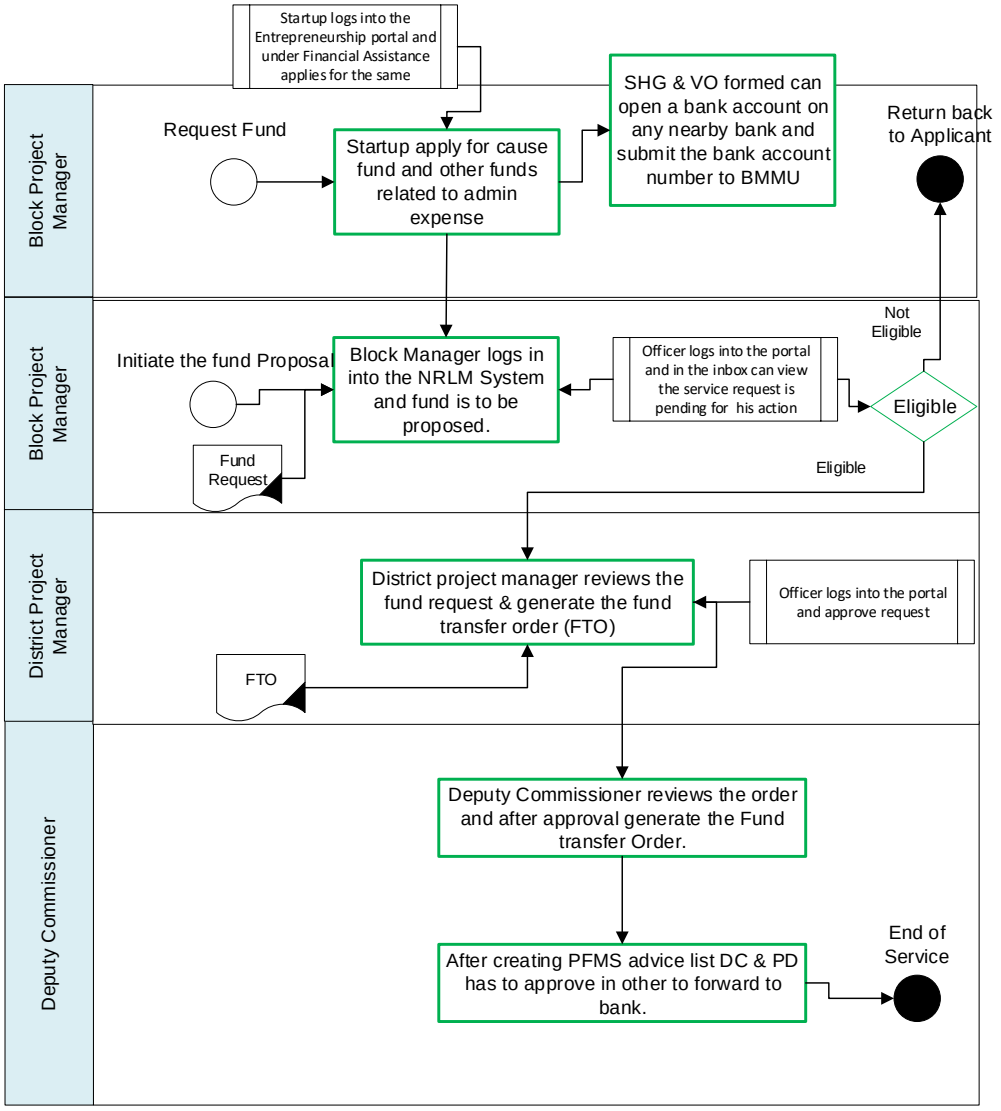
2.4.2. LBR.08 – Apply for Scholarship-Process Model – To-Be



2.4.3. CRD.05- Application for Financial Assistance for Self Help Groups As-Is

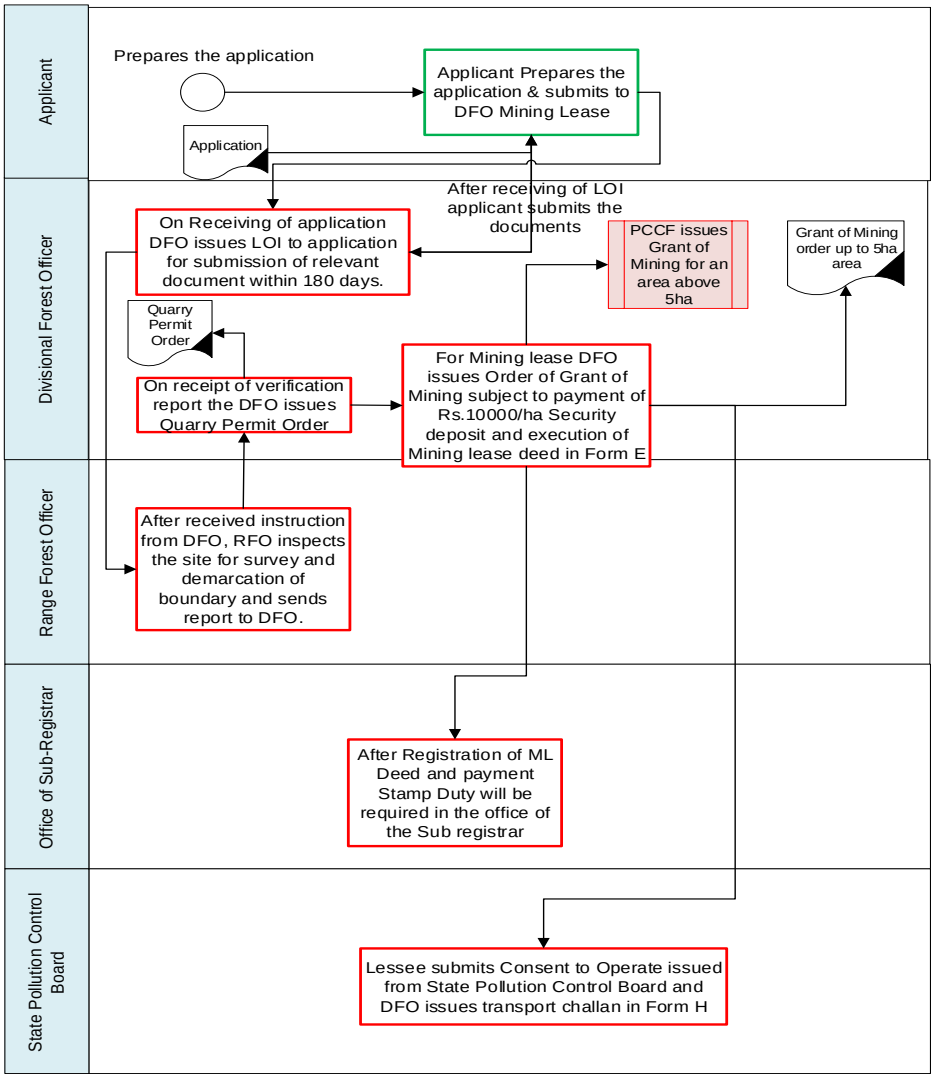


2.4.4. CRD.05- Application for Financial Assistance for Self Help Groups To-Be

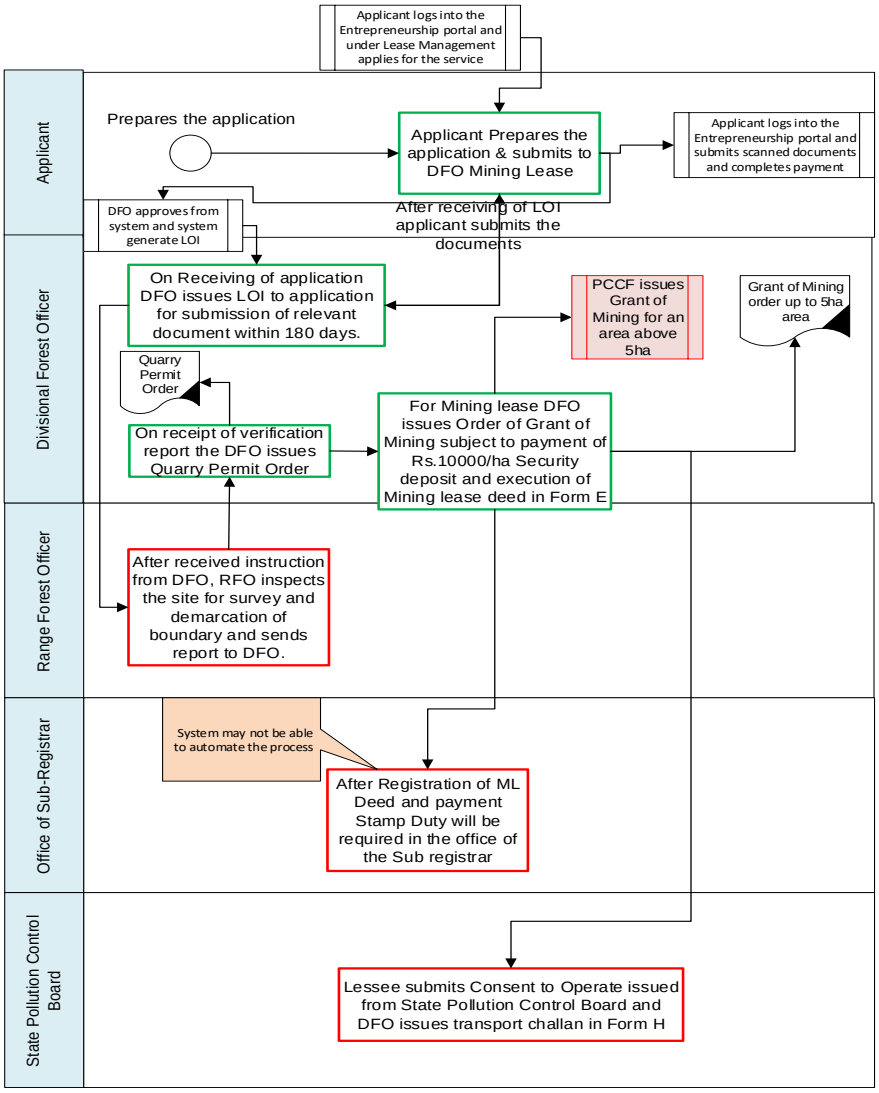

Block Project Manager
Block Project Manager
District Project Manager
Deputy Commissioner
Startup logs into the Entrepreneurship portal and under Financial Assistance applies for the same
Request Fund
Startup apply for cause fund and other funds related to admin expense
SHG & VO formed can open a bank account on any nearby bank and submit the bank account number to BMMU
Return back to Applicant
Initiate the fund Proposal
Block Manager logs in into the NRLM System and fund is to be proposed.
Officer logs into the portal and in the inbox can view the service request is pending for his action
Not Eligible
Eligible
Fund Request
Eligible
District project manager reviews the fund request & generate the fund transfer order (FTO)
Officer logs into the portal and approve request
FTO
Deputy Commissioner reviews the order and after approval generate the Fund transfer Order.
After creating PFMS advice list DC & PD has to approve in other to forward to bank.
End of Service

2.5. Environment

2.5.1. F&E.01- Mining Lease & Quarry Permit for Minor Minerals As-Is

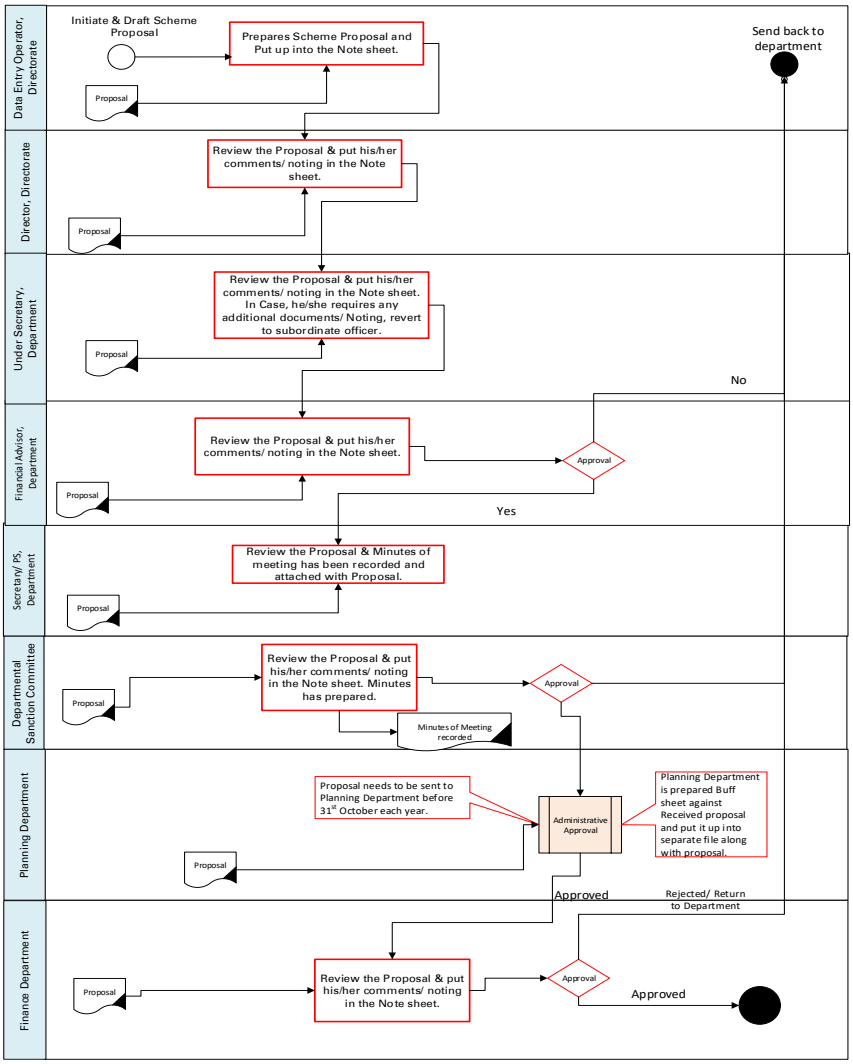


2.5.2. F&E.01- Mining Lease & Quarry Permit for Minor Minerals To-Be

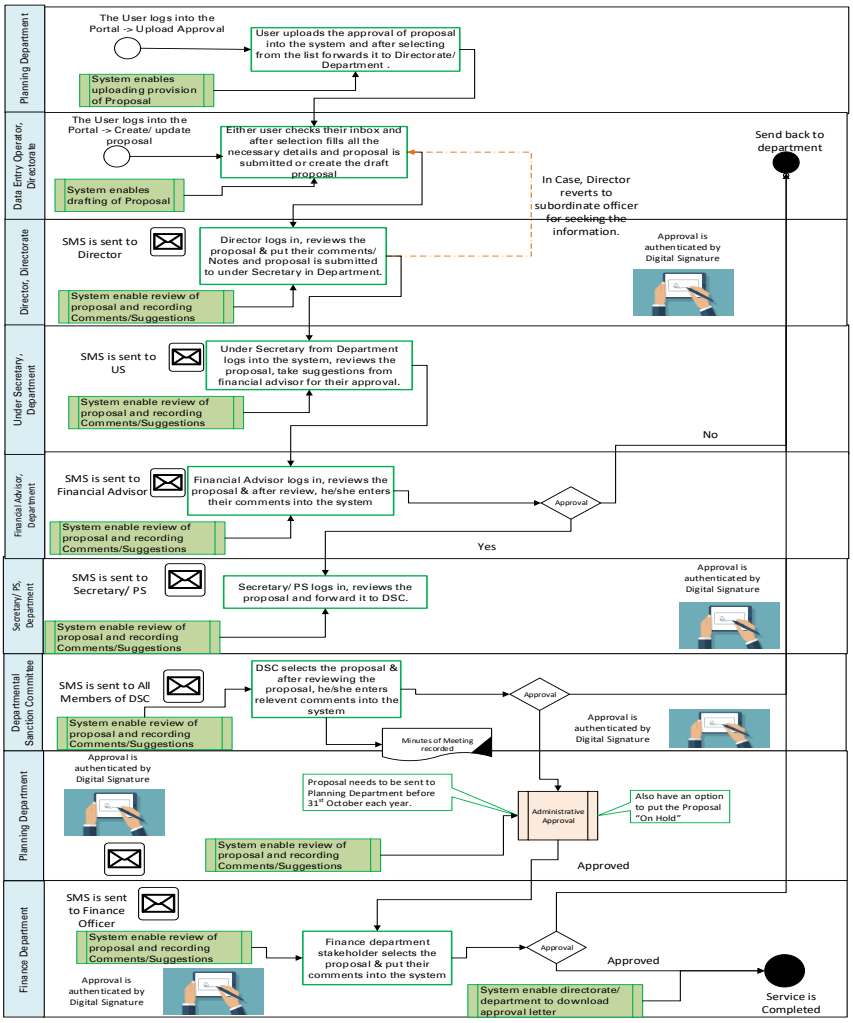

Applicant logs into the Entrepreneurship portal and under Lease Management applies for the service
Applicant
Prepares the application
Applicant Prepares the application & submits to DFO Mining Lease
Applicant logs into the Entrepreneurship portal and submits scanned documents and completes payment
DFO approves from system and system generate LOI
After receiving of LOI applicant submits the documents
Divsional Forest Officer
On Receiving of application DFO issues LOI to application for submission of relevant document within 180 days.
PCCF issues Grant of Mining for an area above 5ha
Grant of Mining order up to 5ha area
Quarry Permit Order
On receipt of verification report the DFO issues Quarry Permit Order
For Mining lease DFO issues Order of Grant of Mining subject to payment of Rs.10000/ha Security deposit and execution of Mining lease deed in Form E
Range Forest Officer
After received instruction from DFO, RFO inspects the site for survey and demarcation of boundary and sends report to DFO.
Office of Sub-Registrar
System may not be able to automate the process
After Registration of ML Deed and payment Stamp Duty will be required in the office of the Sub registrar
State Pollution Control Board
Lessee submits Consent to Operate issued from State Pollution Control Board and DFO issues transport challan in Form H

2.6. Governance

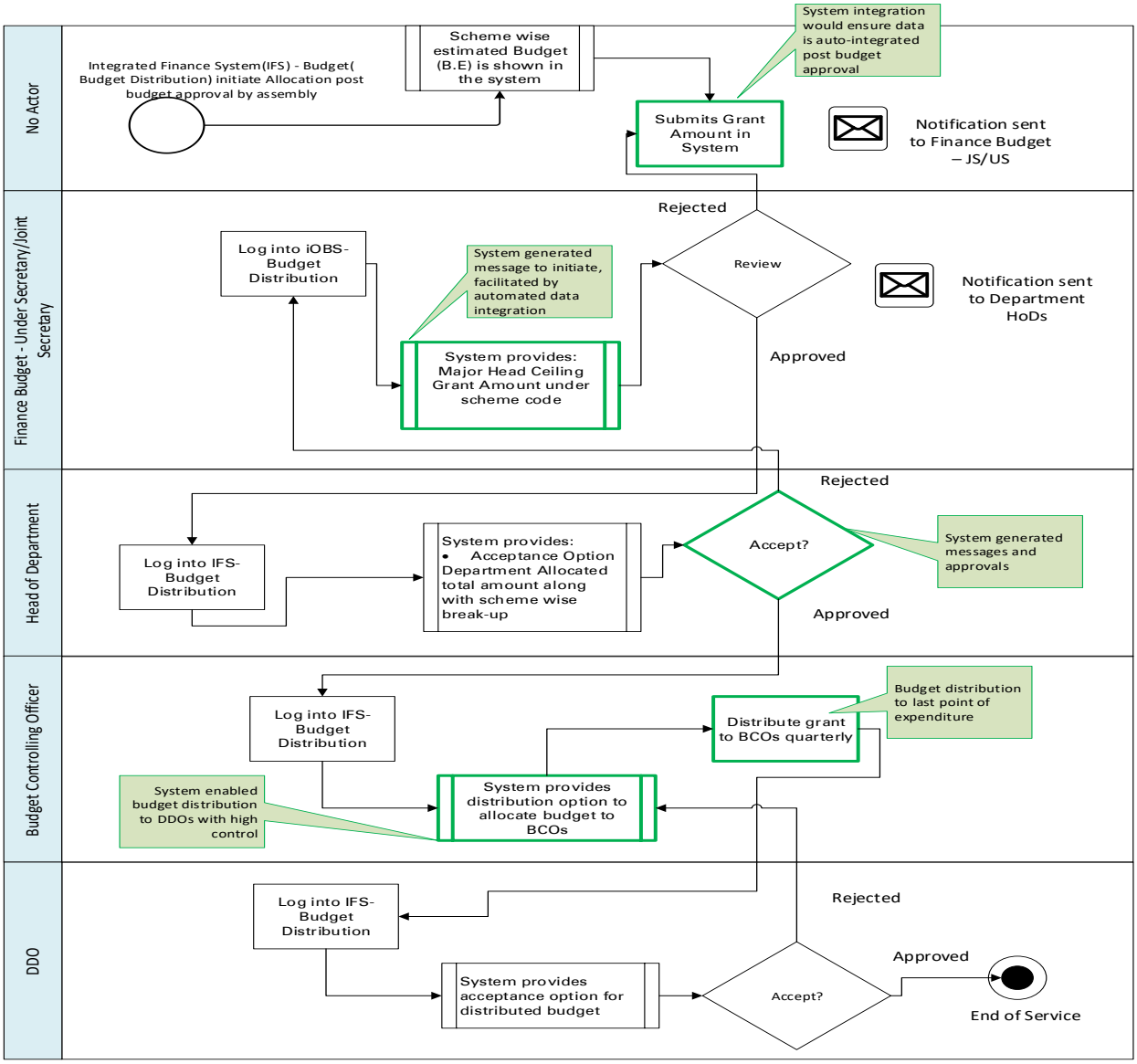
2.6.1. PLA.44 - Disbursement of Funds for schemes/projects under Development Expenditure Budget As-Is



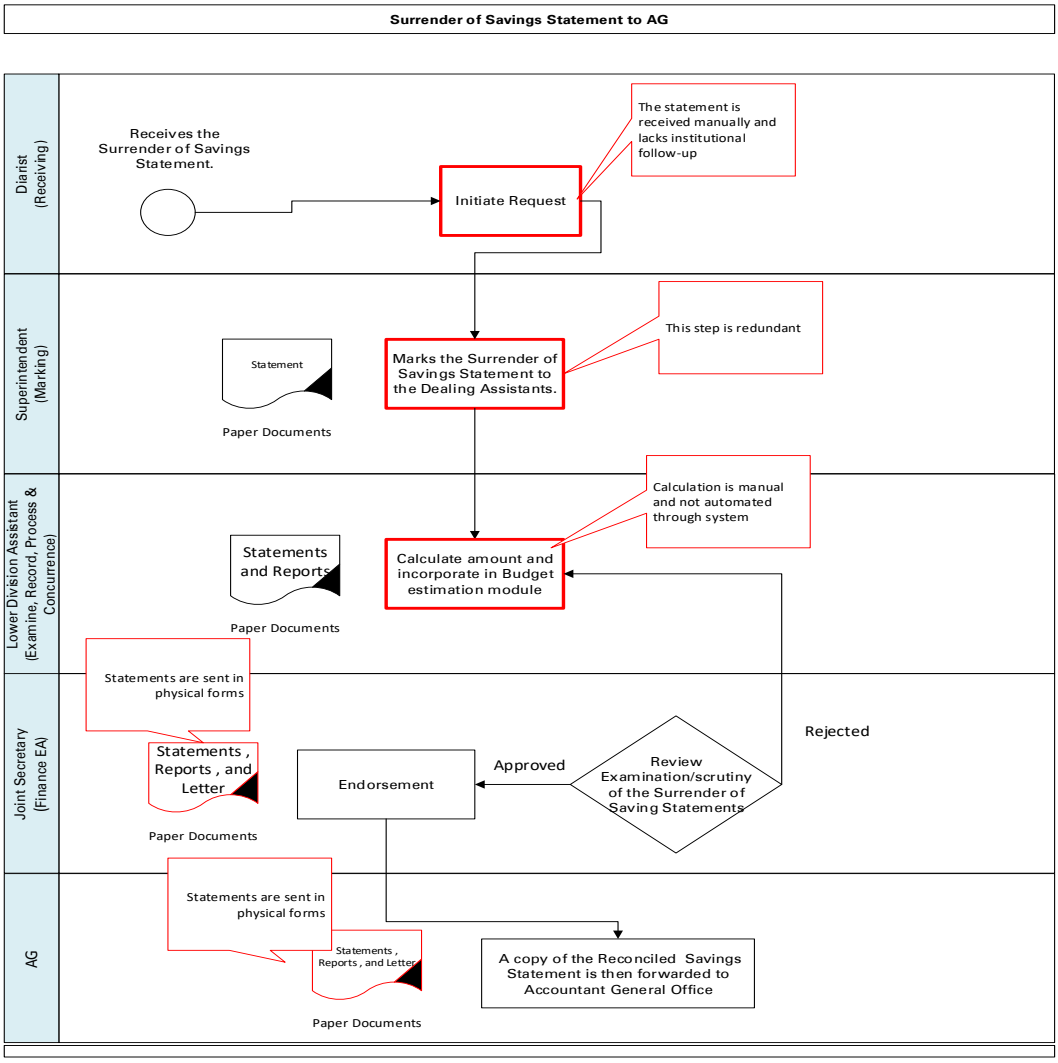
2.6.2. PLA.44 - Disbursement of Funds for schemes/projects under Development Expenditure Budget To-Be



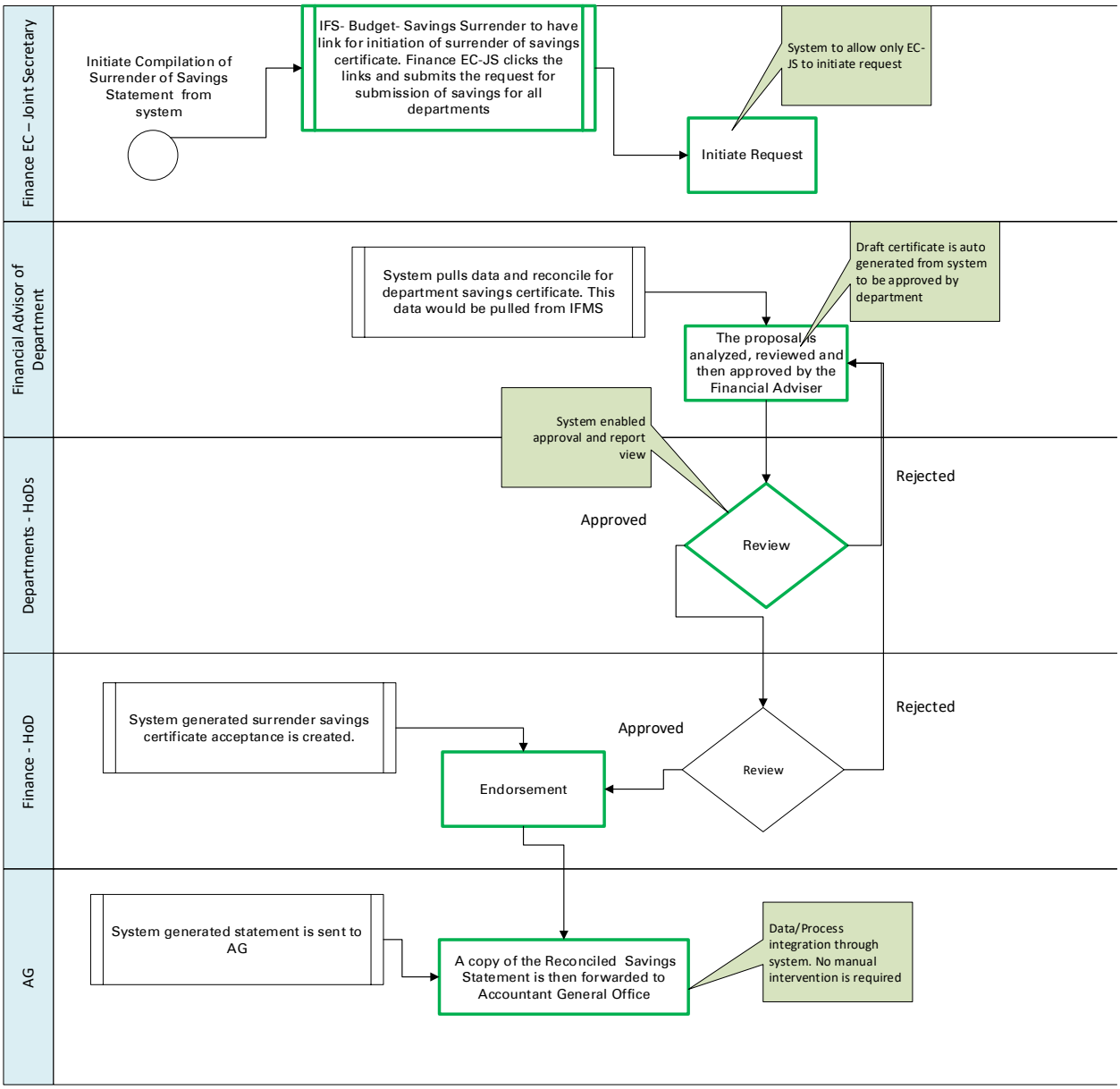
2.6.3. FS.110 (New).44 - Budget Distribution and Allocation To – Be



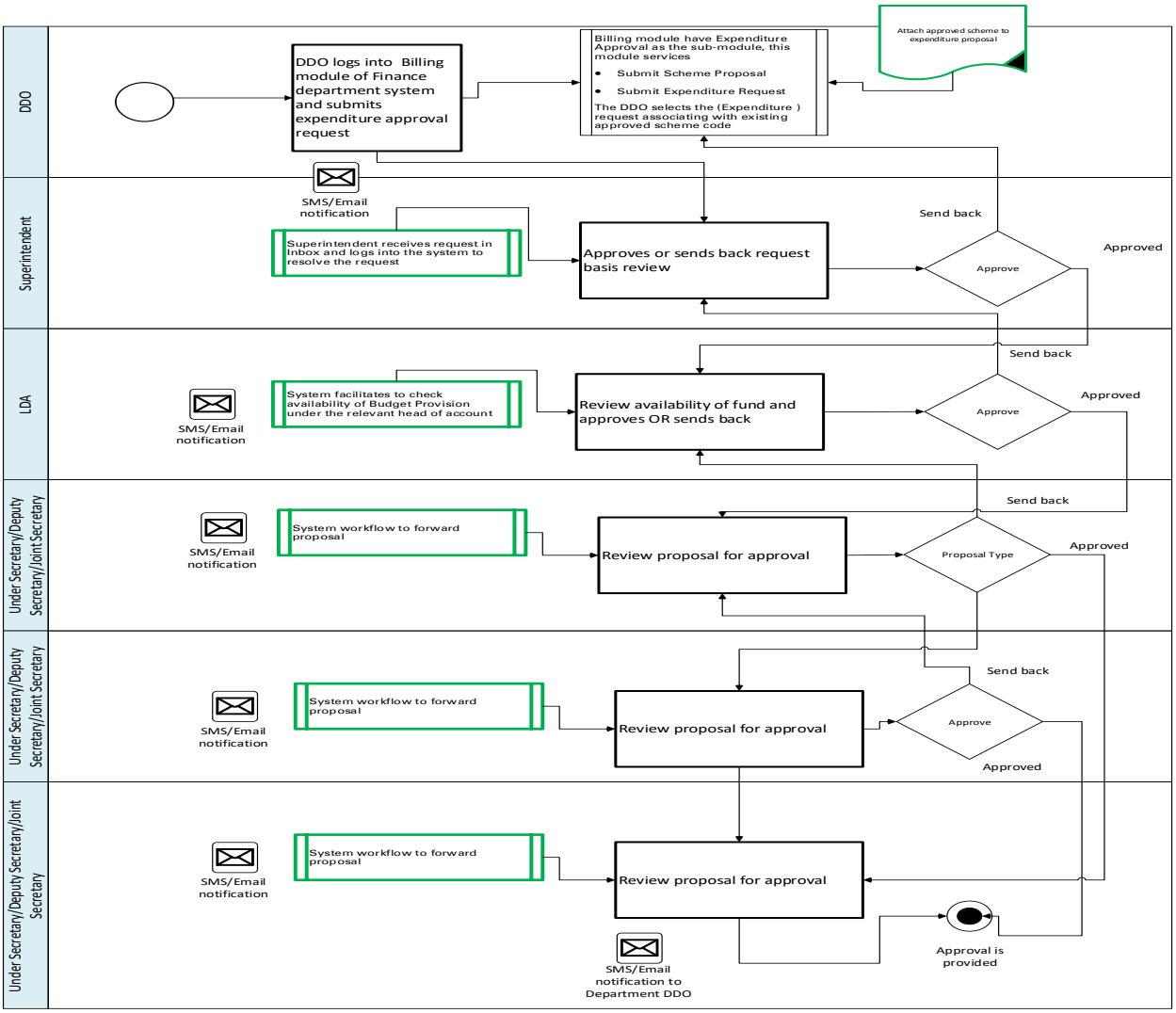
2.6.4. FS.03 Compilation of Surrender of Savings Statement and submit to AG(As-Is)



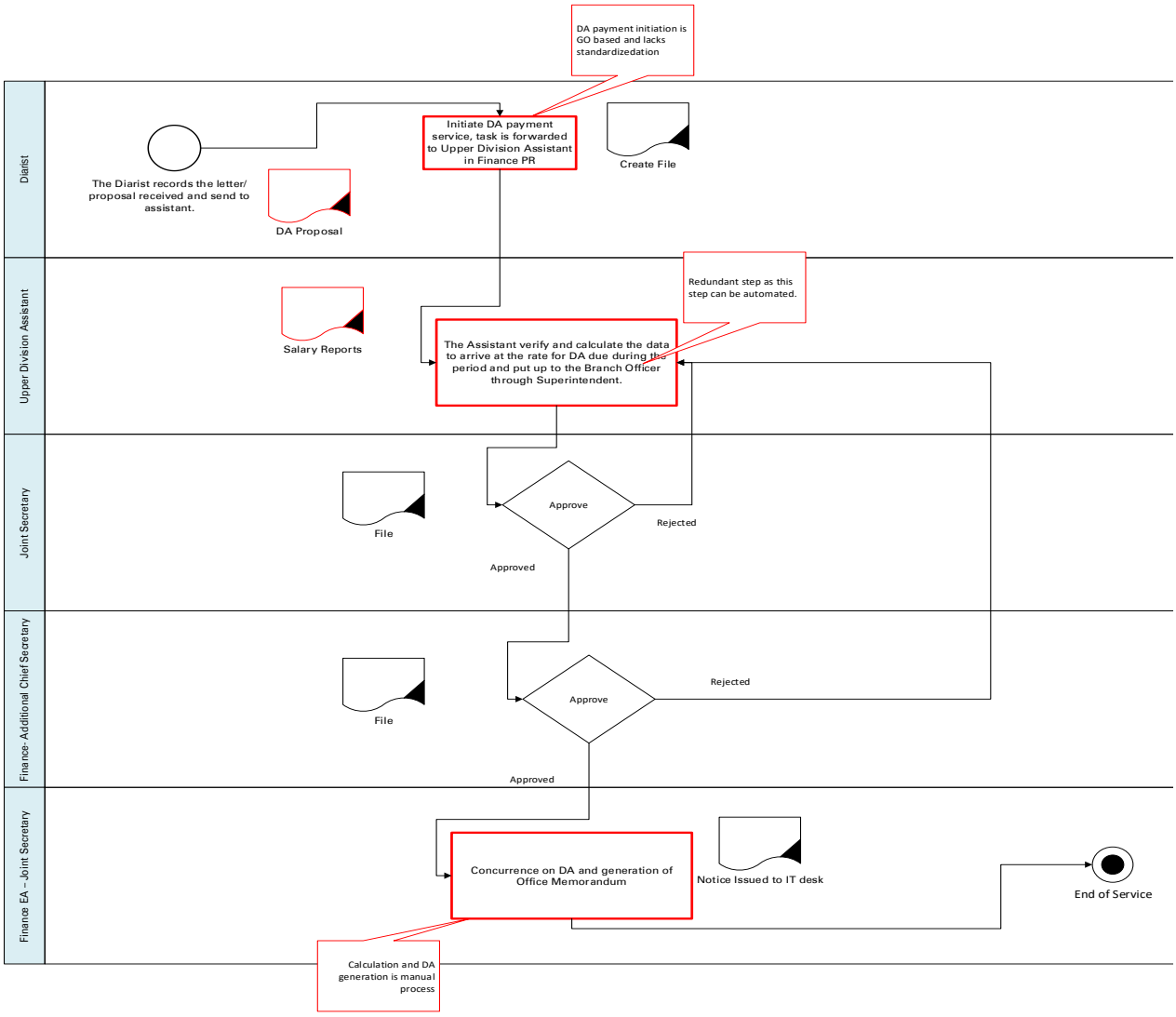
2.6.5. FS.03 Compilation of Surrender of Savings Statement and submit to AG(To-Be)


Finance EC – Joint Secretary
Initiate Compilation of Surrender of Savings Statement from system
IFS- Budget- Savings Surrender to have link for initiation of surrender of savings certificate. Finance EC-JS clicks the links and submits the request for submission of savings for all departments
System to allow only EC-JS to initiate request
Initiate Request
Financial Advisor of Department
System pulls data and reconcile for department savings certificate. This data would be pulled from IFMS
Draft certificate is auto generated from system to be approved by department
The proposal is analyzed, reviewed and then approved by the Financial Adviser
Departments - HoDs
System enabled approval and report view
Rejected
Approved
Review
Finance - HoD
System generated surrender savings certificate acceptance is created.
Approved
Rejected
Review
Endorsement
AG
System generated statement is sent to AG
A copy of the Reconciled Savings Statement is then forwarded to Accountant General Office
Data/Process integration through system. No manual intervention is required

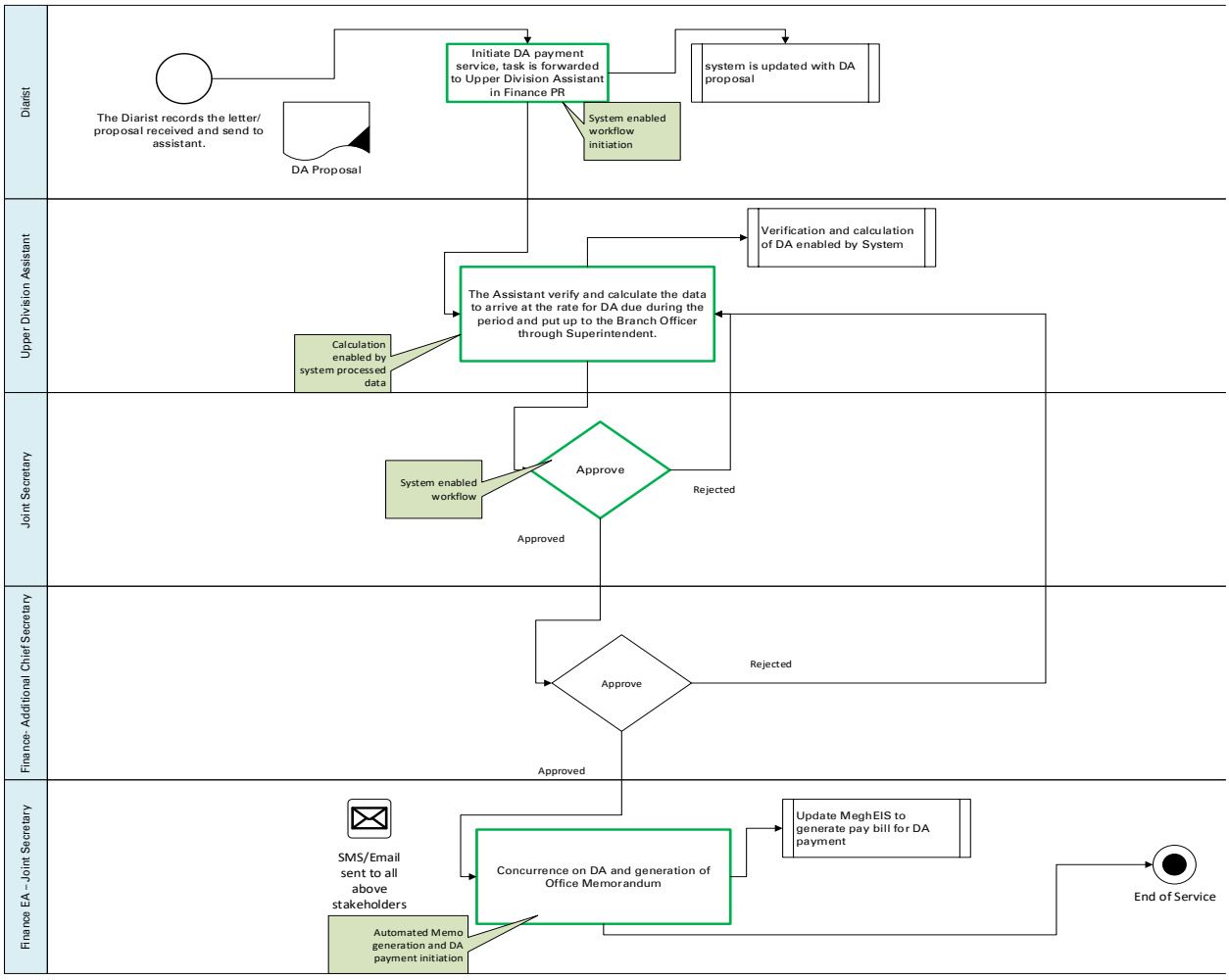
2.6.6. FS.04 Sanction of expenditure on Development & Establishment of various Government Departments(To-Be)



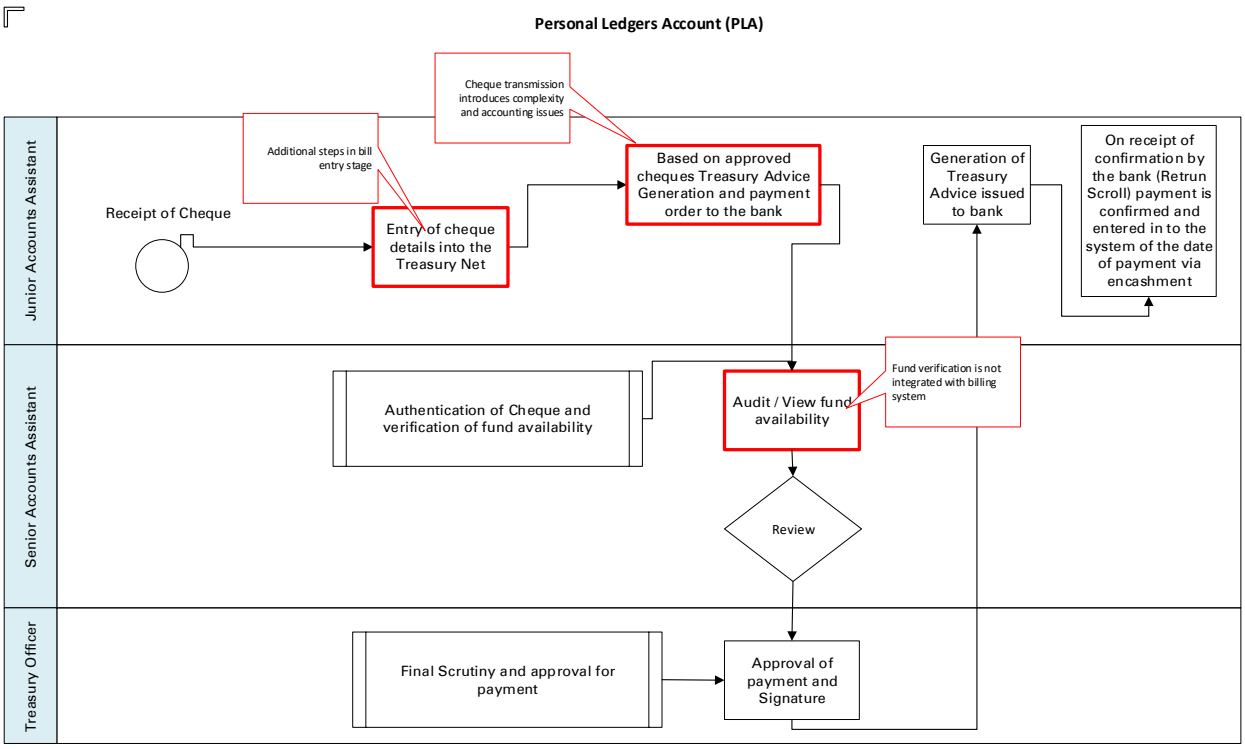
2.6.7. FS.08 Sanction and Payment of Dearness Allowance for State Government Employees(As-Is)



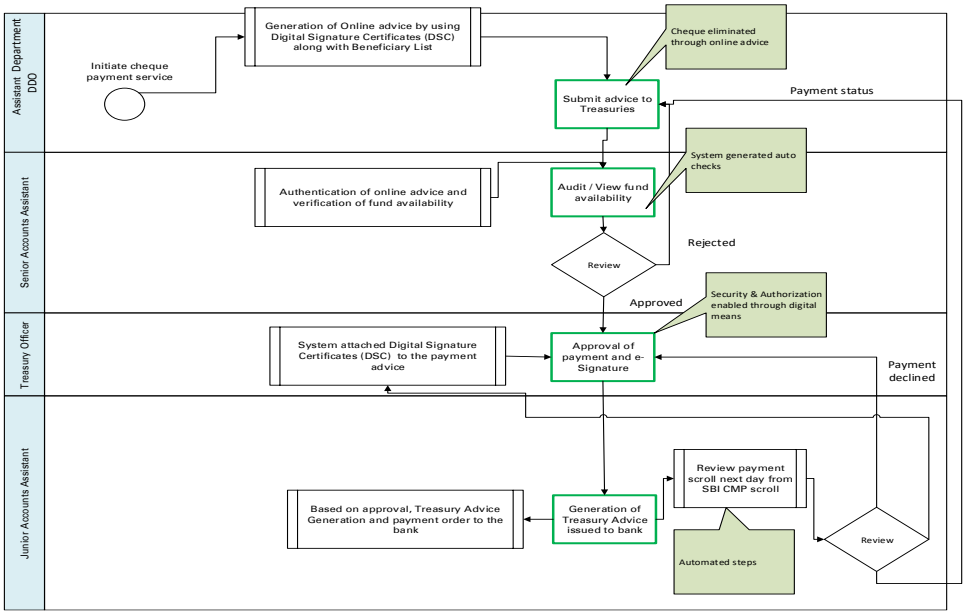
2.6.8. FS.08 Sanction and Payment of Dearness Allowance for State Government Employees (To-Be)



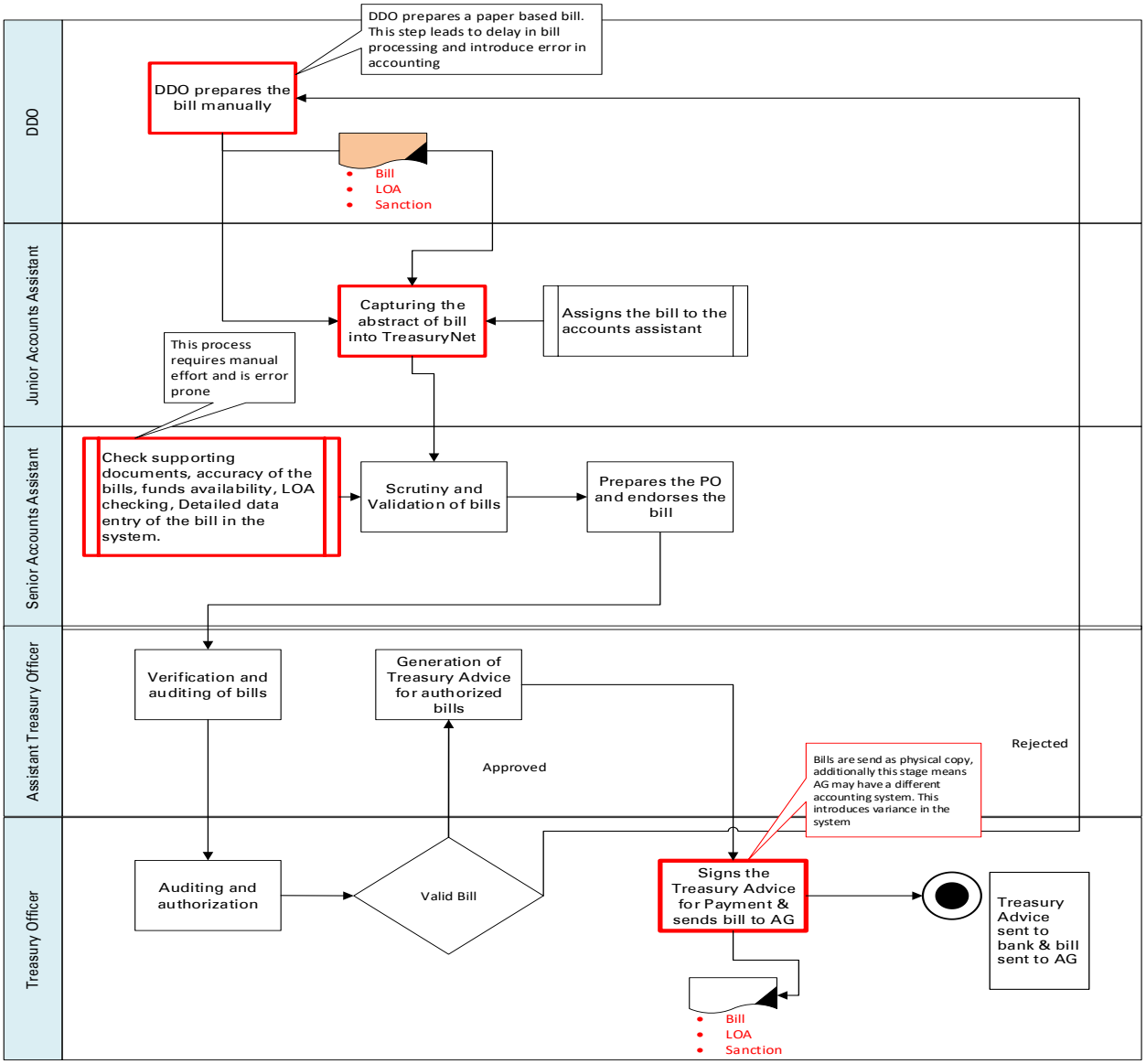
2.6.9. FS.22 Personal Ledgers Account (PLA) (As-Is)



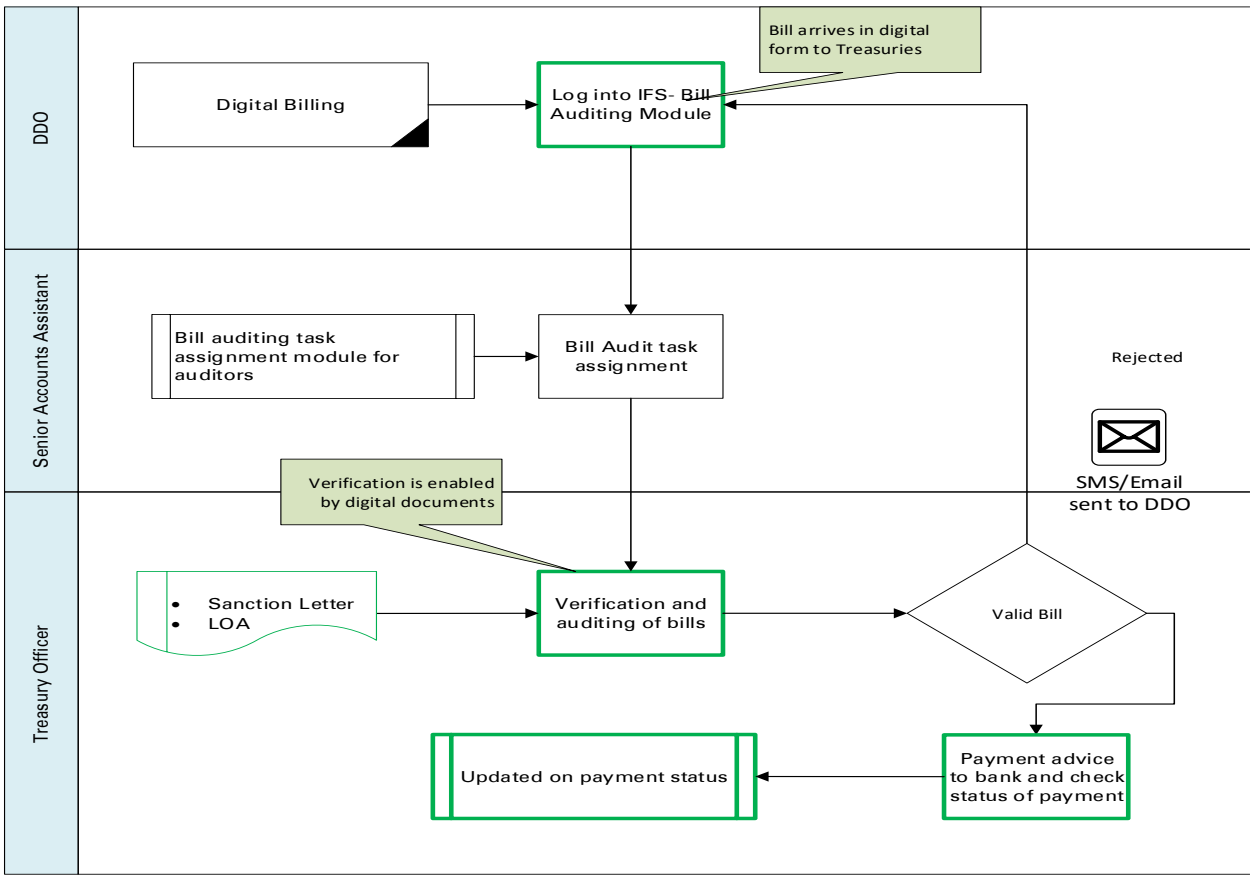
2.6.10. FS.22 Personal Ledgers Account (PLA) (To-Be)



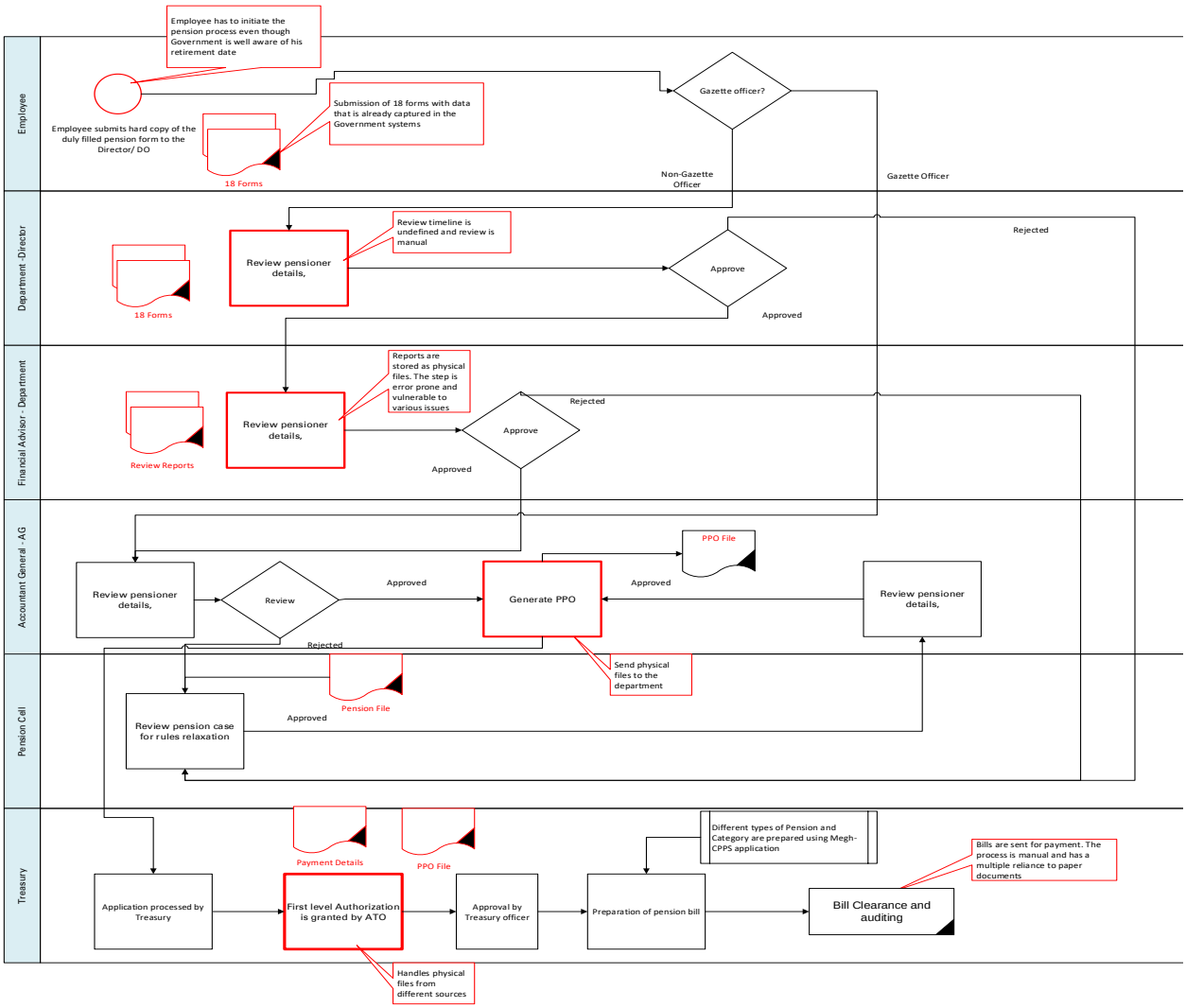
2.6.11. FS.27 Bill Auditing and Clearing(As-Is)



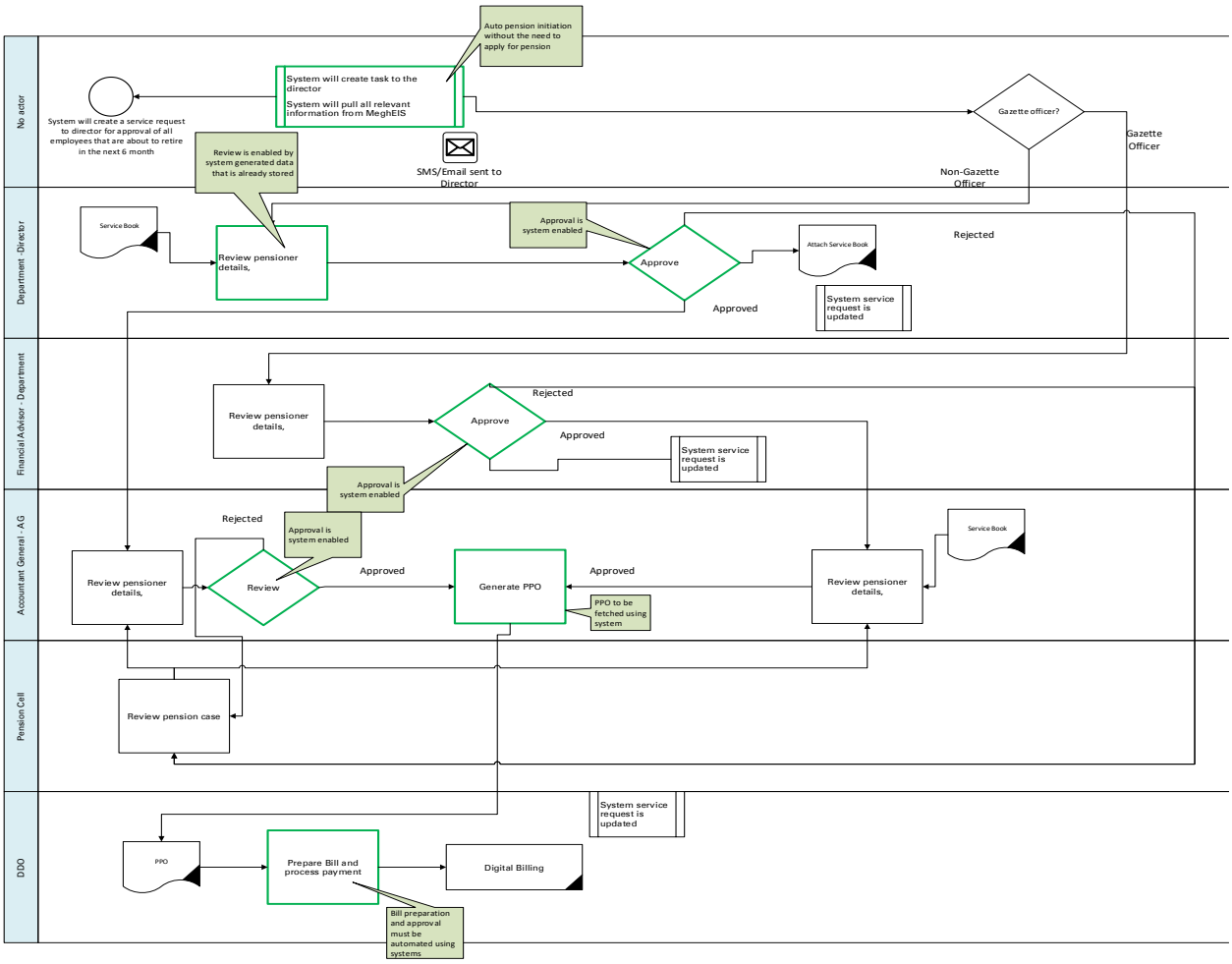
2.6.12. FS.27 Bill Auditing and Clearing(To-Be)



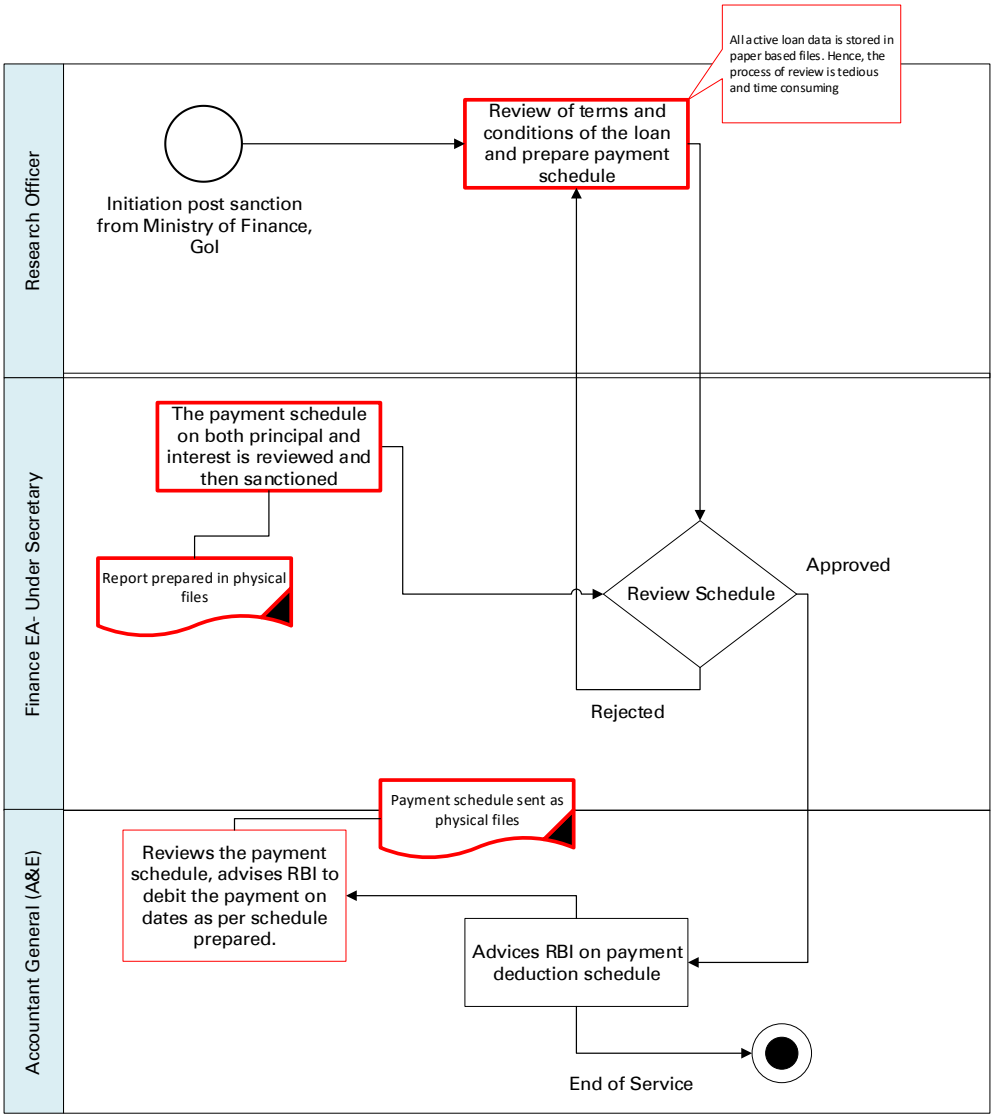
2.6.13. FS.32 Approval and Payment of Pension(As-Is)



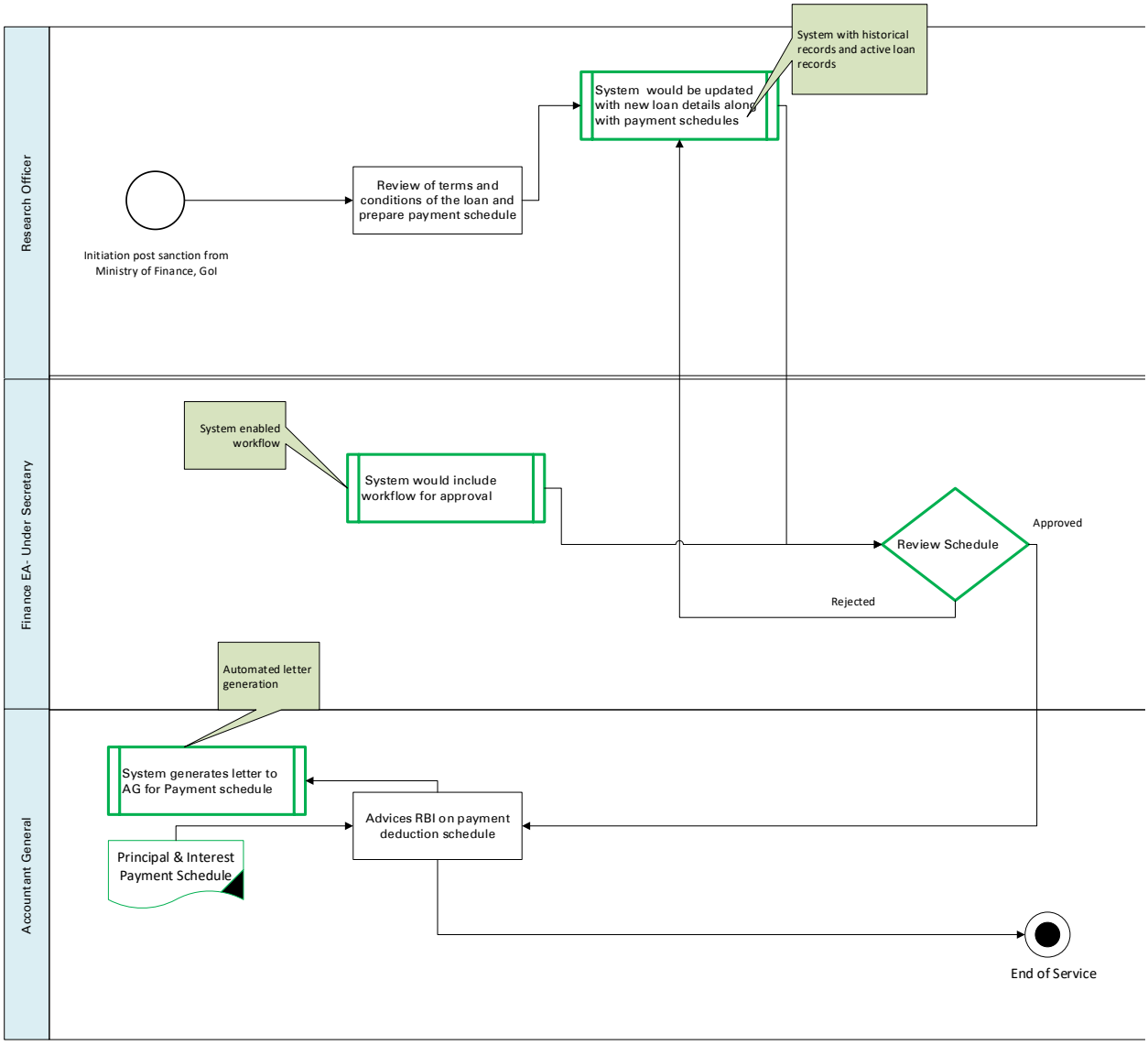
2.6.14. FS.32 Approval and Payment of Pension(To-Be)



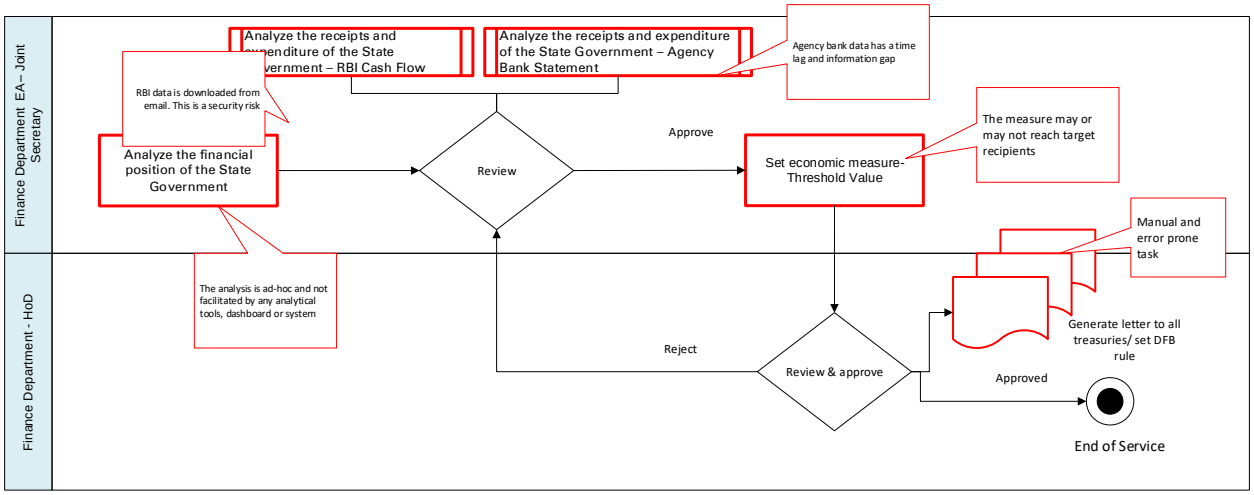
2.6.15. FS.38 Payment of principal and interest on Central Governments loans(As-Is)


Research Officer
Finance EA- Under Secretary
Accountant General (A&E)
All active loan data is stored in paper based files. Hence, the process of review is tedious and time consuming
Review of terms and conditions of the loan and prepare payment schedule
Initiation post sanction from Ministry of Finance, GoI
The payment schedule on both principal and interest is reviewed and then sanctioned
Report prepared in physical files
Review Schedule
Approved
Rejected
Payment schedule sent as physical files
Reviews the payment schedule, advises RBI to debit the payment on dates as per schedule prepared.
Advices RBI on payment deduction schedule
End of Service

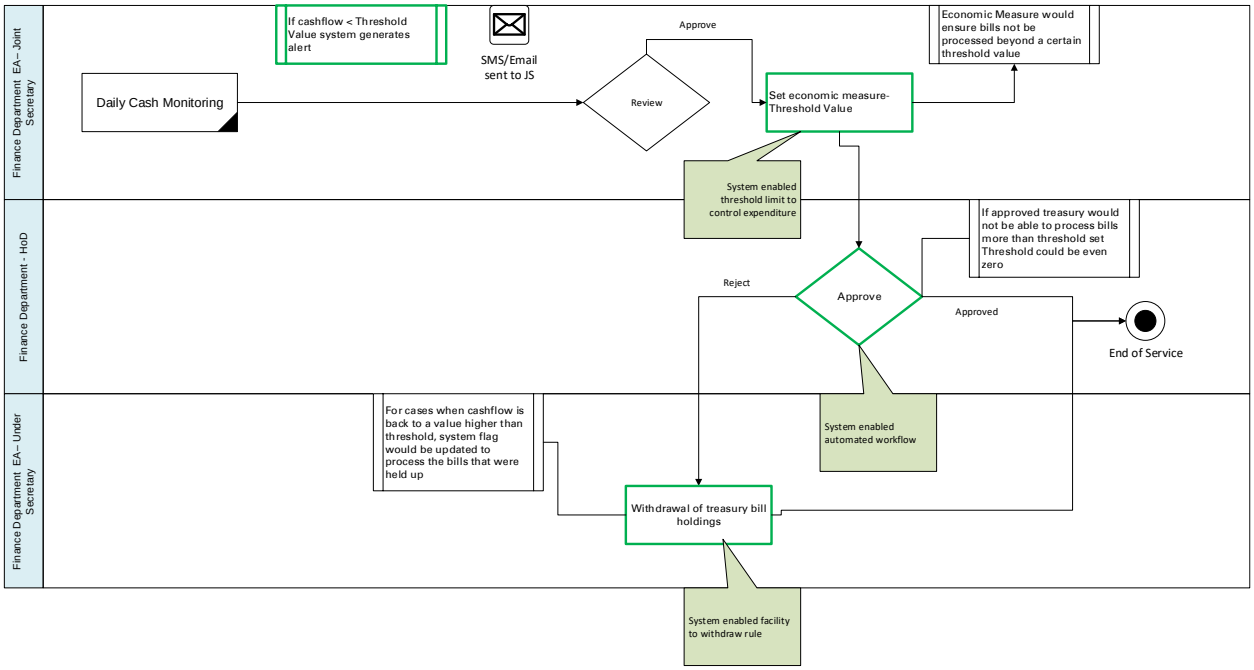
2.6.16. FS.38 Payment of principal and interest on Central Governments loans(To-Be)



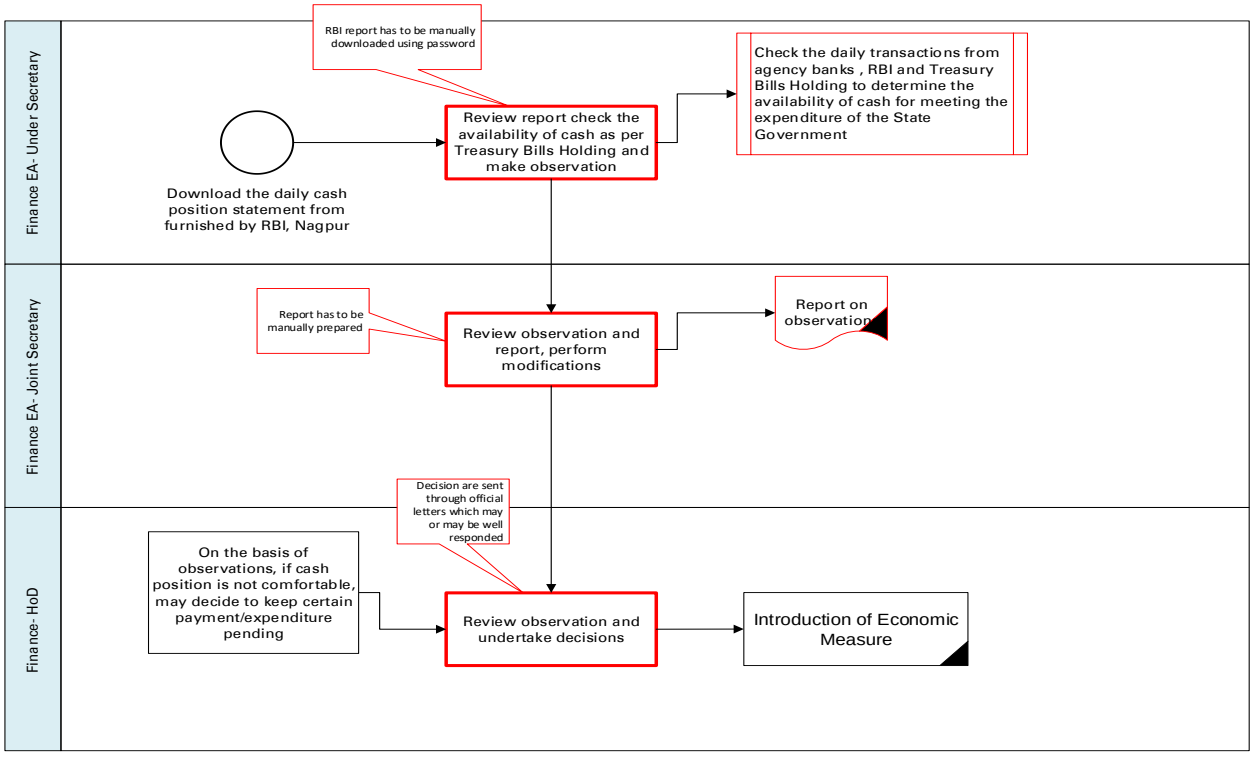
2.6.17. FS.40 Introduction and enforcement of Economy Measures(As-Is)



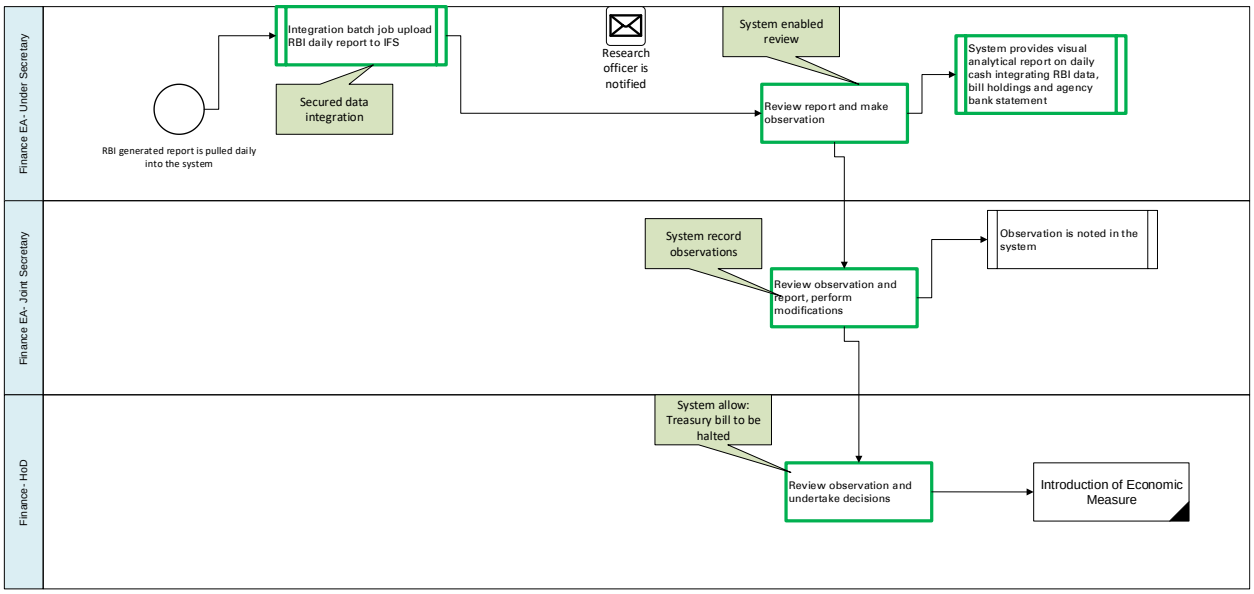
2.6.18. FS.40 Introduction and enforcement of Economy Measures(To-Be)



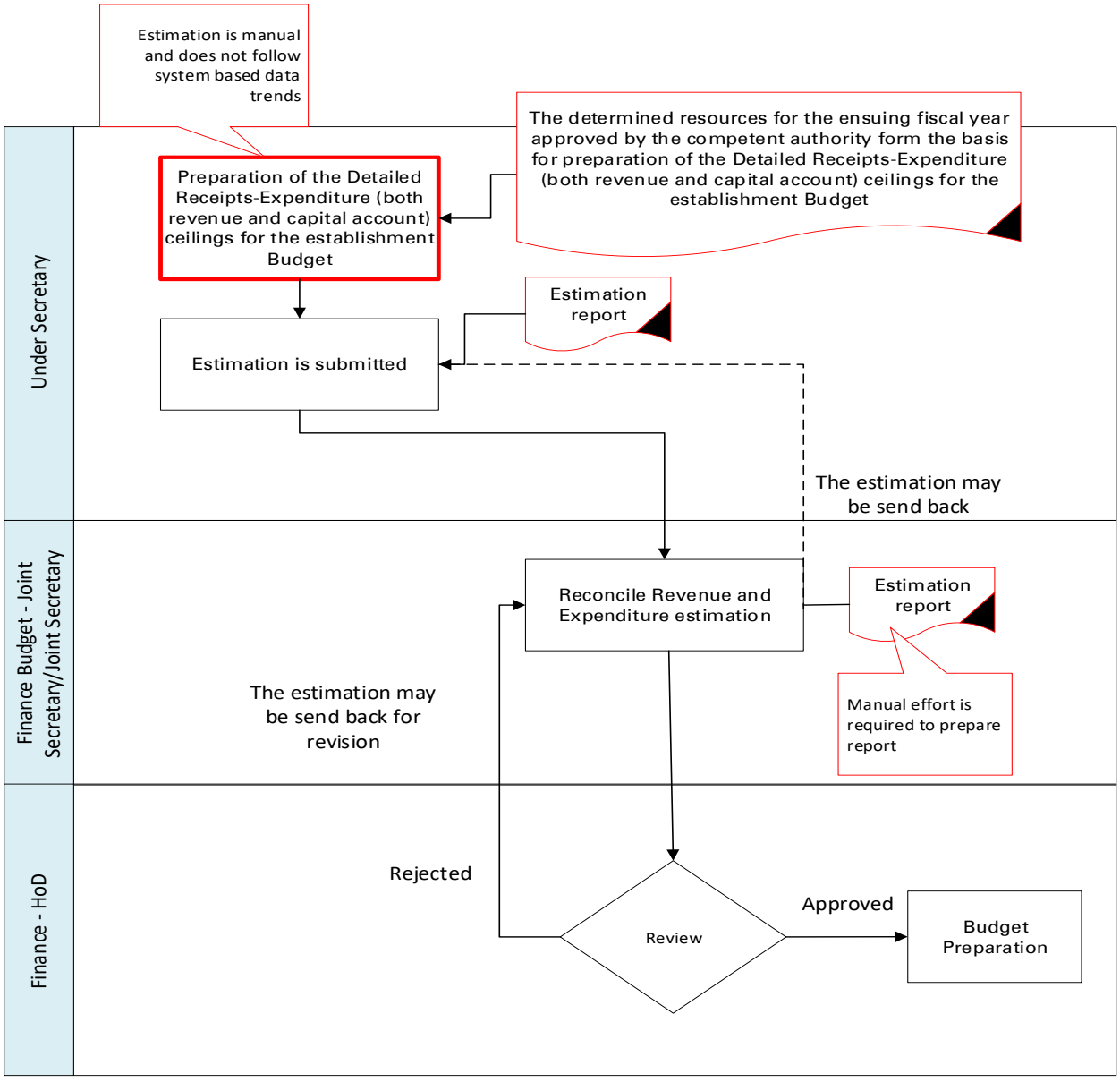
2.6.19. FS.42 Control and monitor daily cash balance (As-Is)



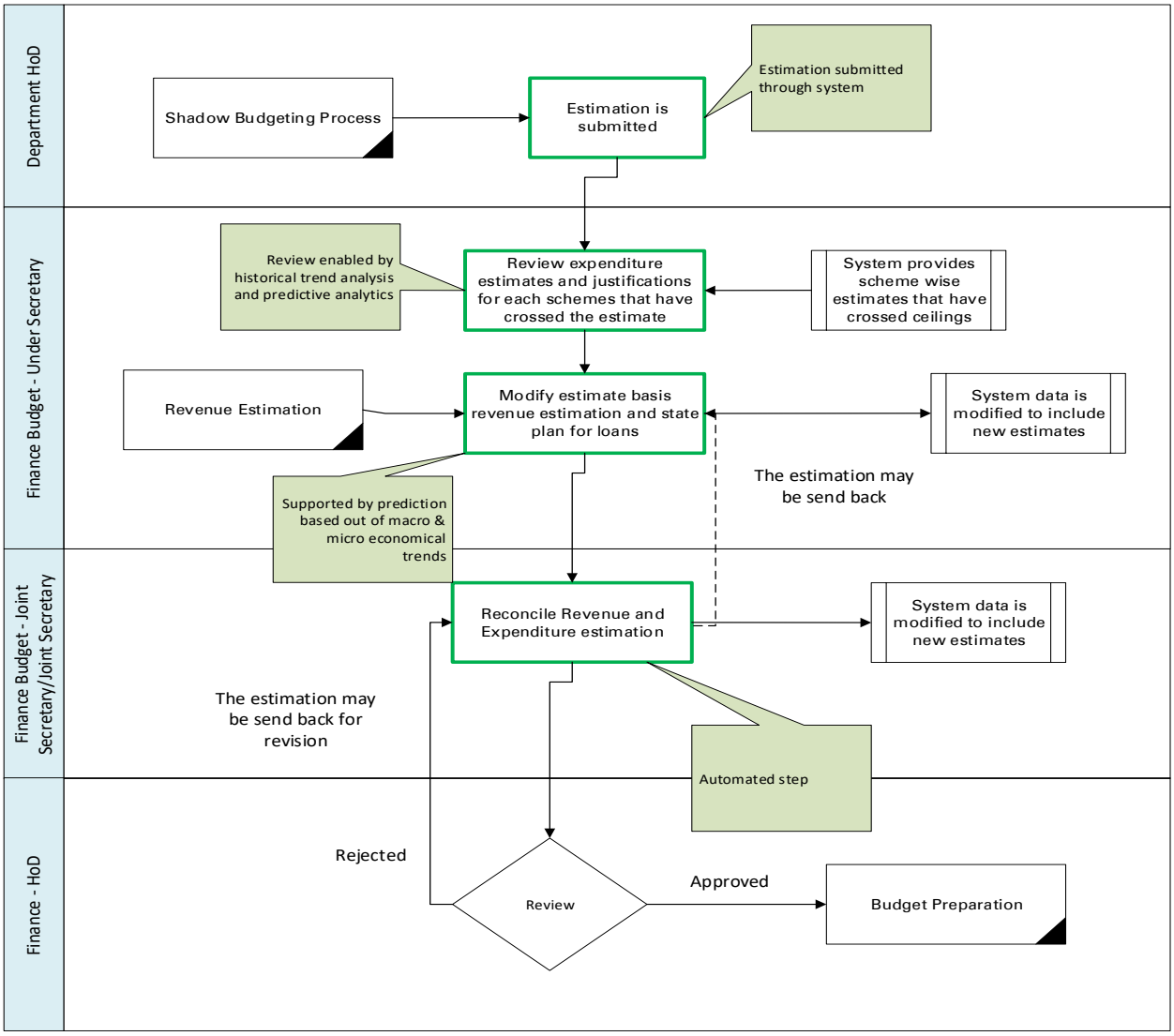
2.6.20. FS.42 Control and monitor daily cash balance (To-Be)



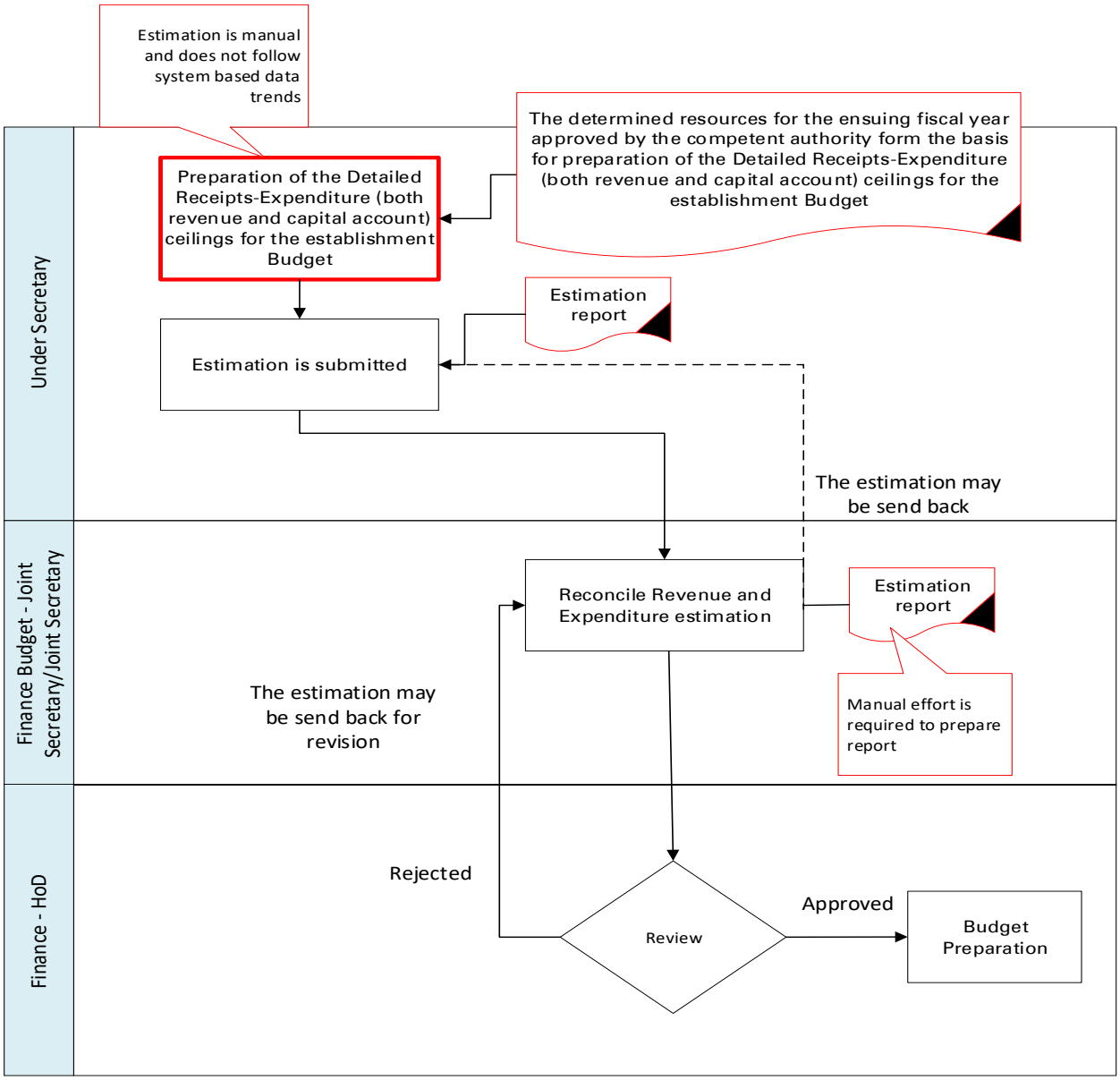
2.6.21. FS.44 Revenue Estimation(As-Is)



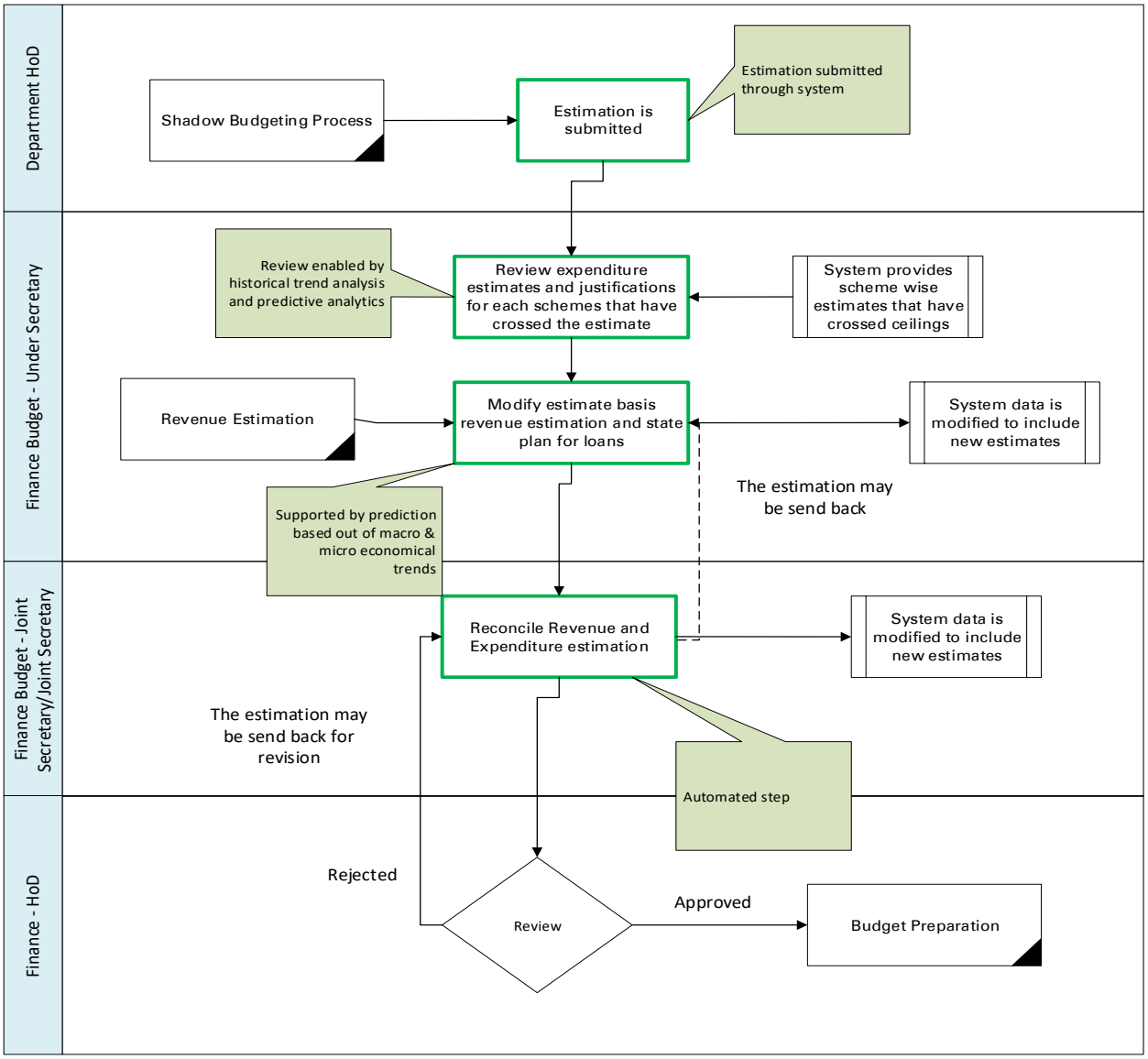
2.6.22. FS.44 Revenue Estimation(To-Be)



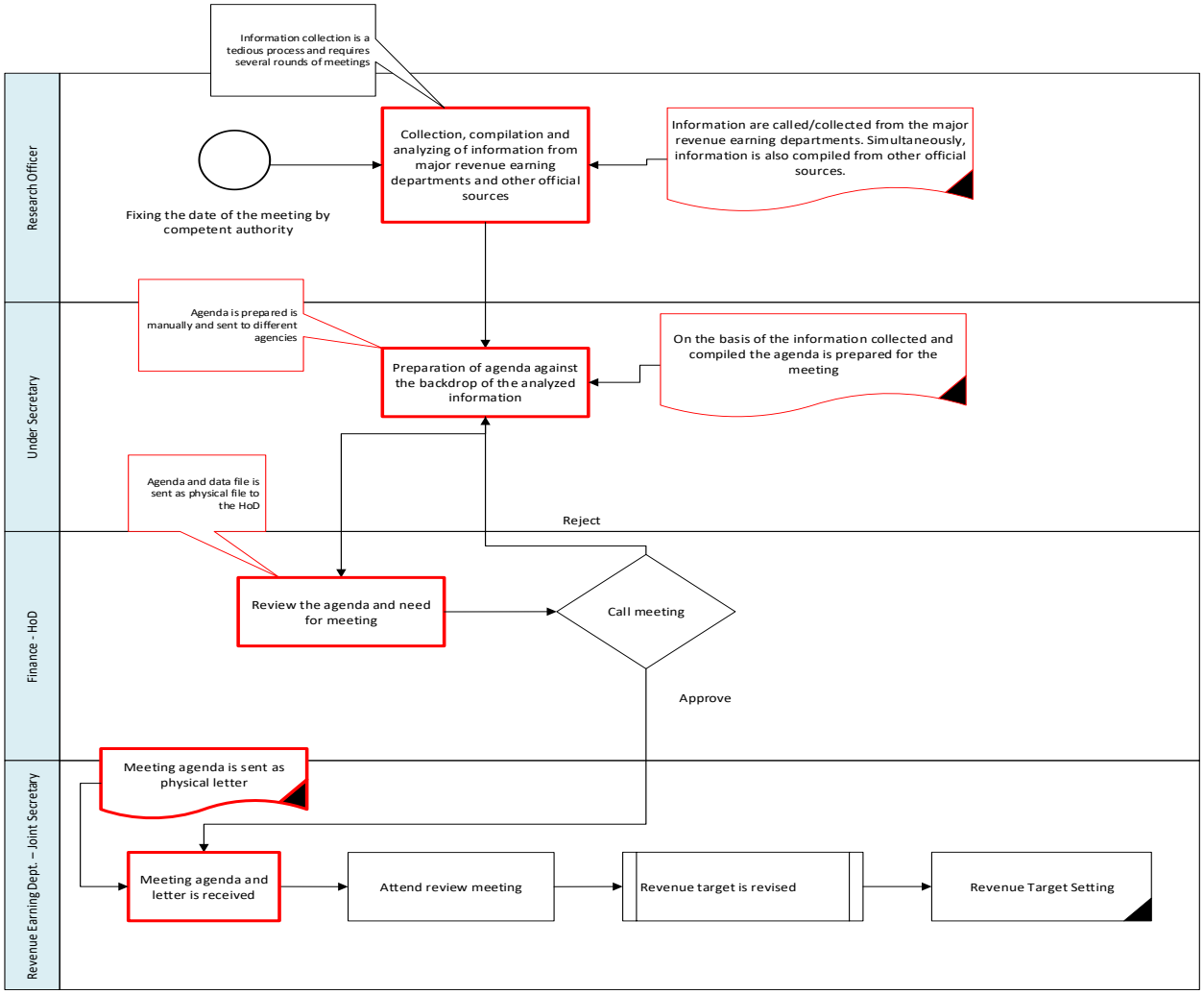
2.6.23. FS.48 Expenditure Estimation(As-Is)



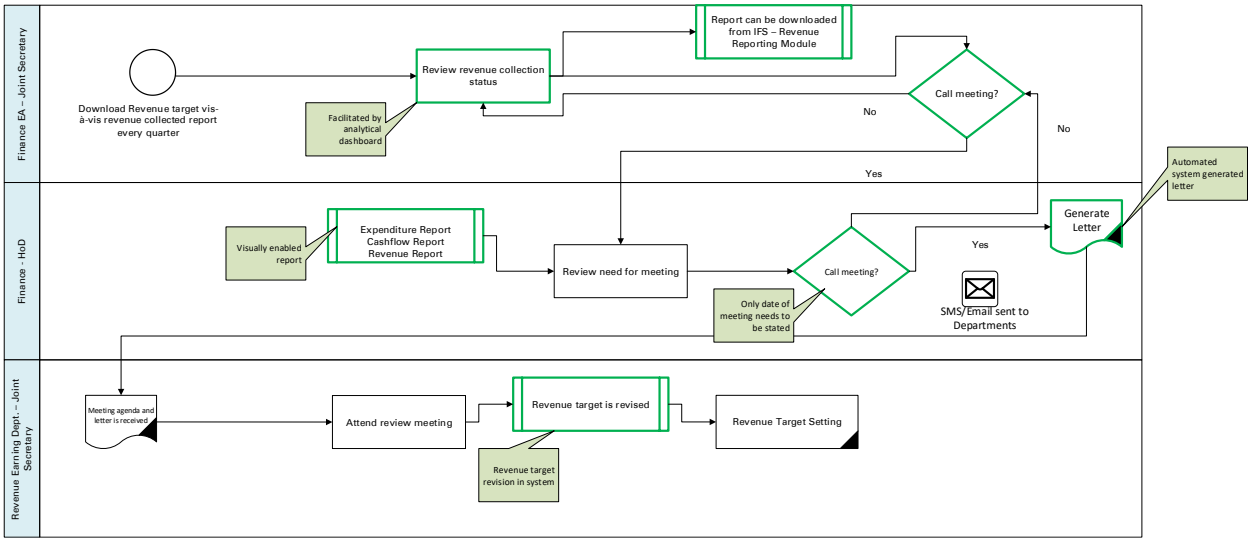
2.6.24. FS.48 Expenditure Estimation(To-Be)



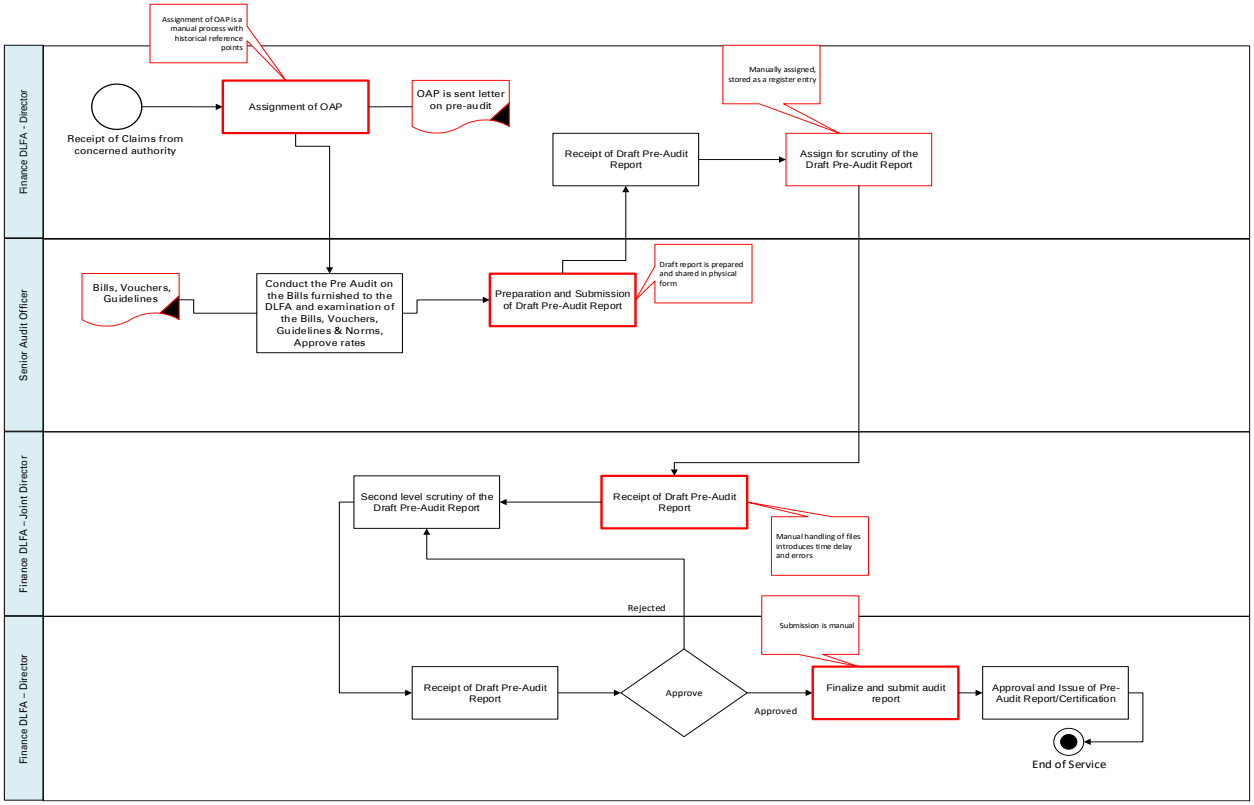
2.6.25. FS.49 Monitor Revenue Collection(As-Is)



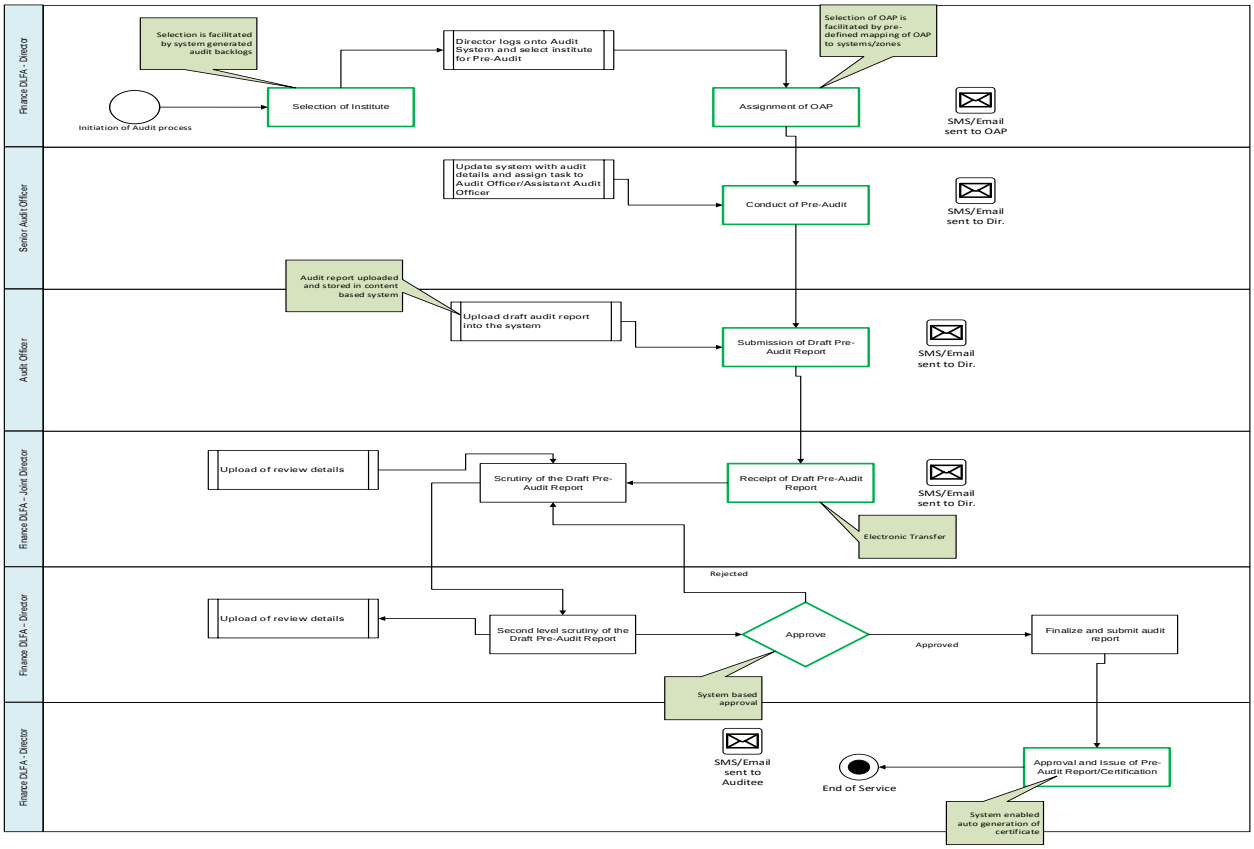
2.6.26. FS.49 Monitor Revenue Collection(To-Be)


Finance EA – Joint Secretary
Finance - HoD
Revenue Earning Dept. – Joint Secretary
Download Revenue target vis-à-vis revenue collected report every quarter
Review revenue collection status
Facilitated by analytical dashboard
Report can be downloaded from IFS – Revenue Reporting Module
Call meeting?
No
No
Yes
Automated system generated letter
Generate Letter
Visually enabled report
Expenditure Report
Cashflow Report
Revenue Report
Review need for meeting
Call meeting?
Yes
Only date of meeting needs to be stated
SMS/Email sent to Departments
Meeting agenda and letter is received
Attend review meeting
Revenue target is revised
Revenue target revision in system
Revenue Target Setting

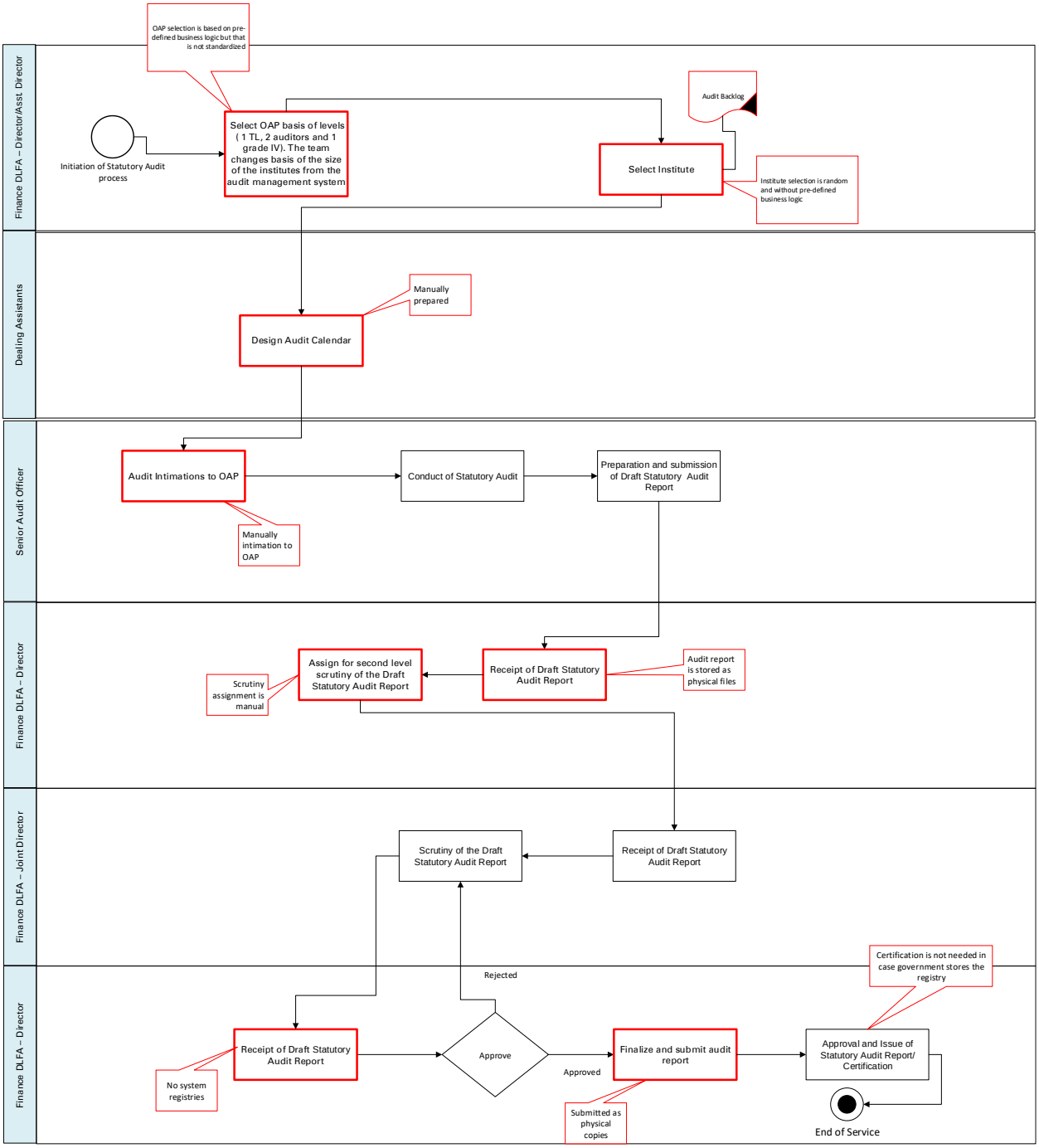
2.6.27. FS.52 Pre-Audit Services(As-Is)



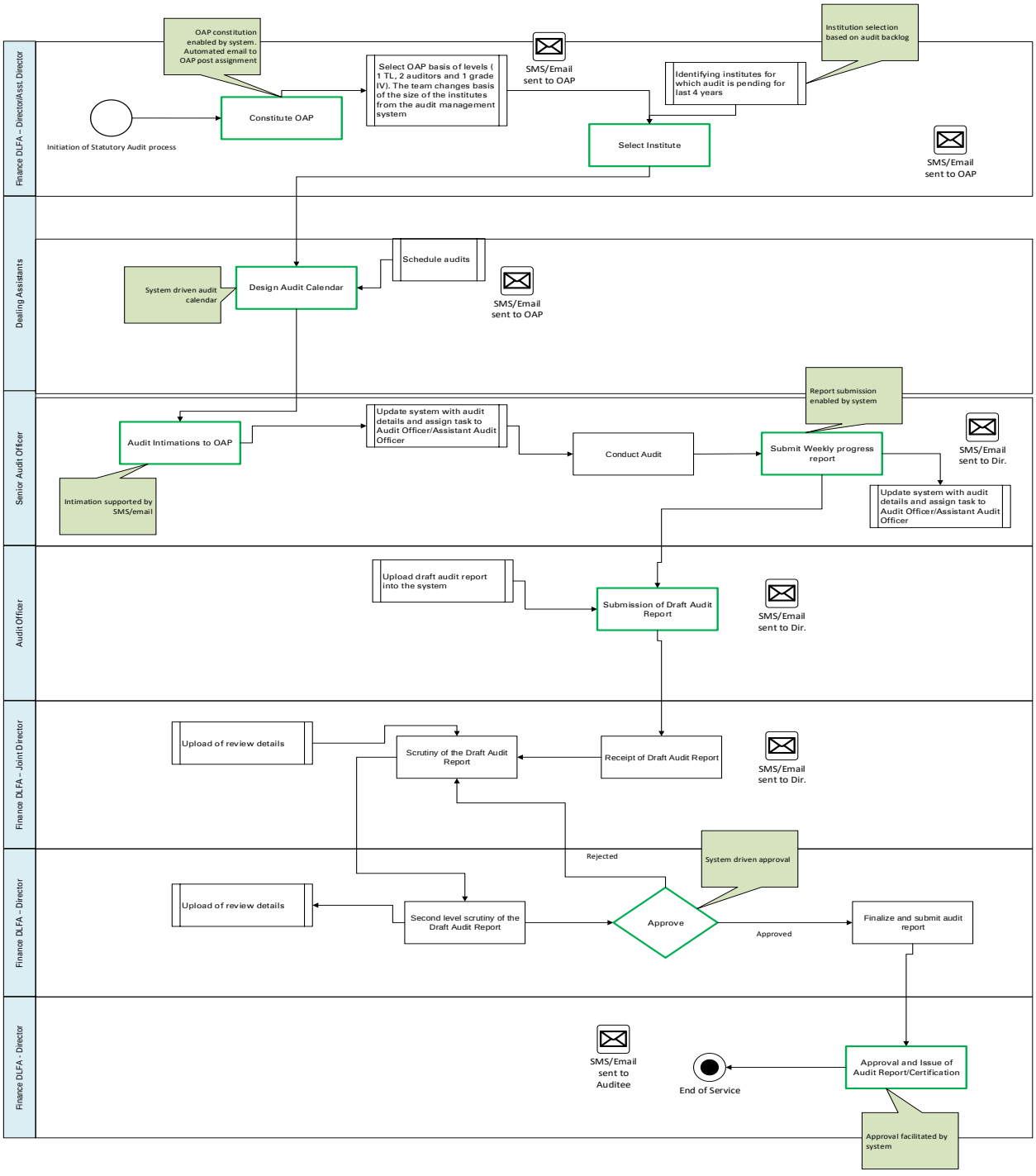
2.6.28. FS.52 Pre-Audit Services(To-Be)



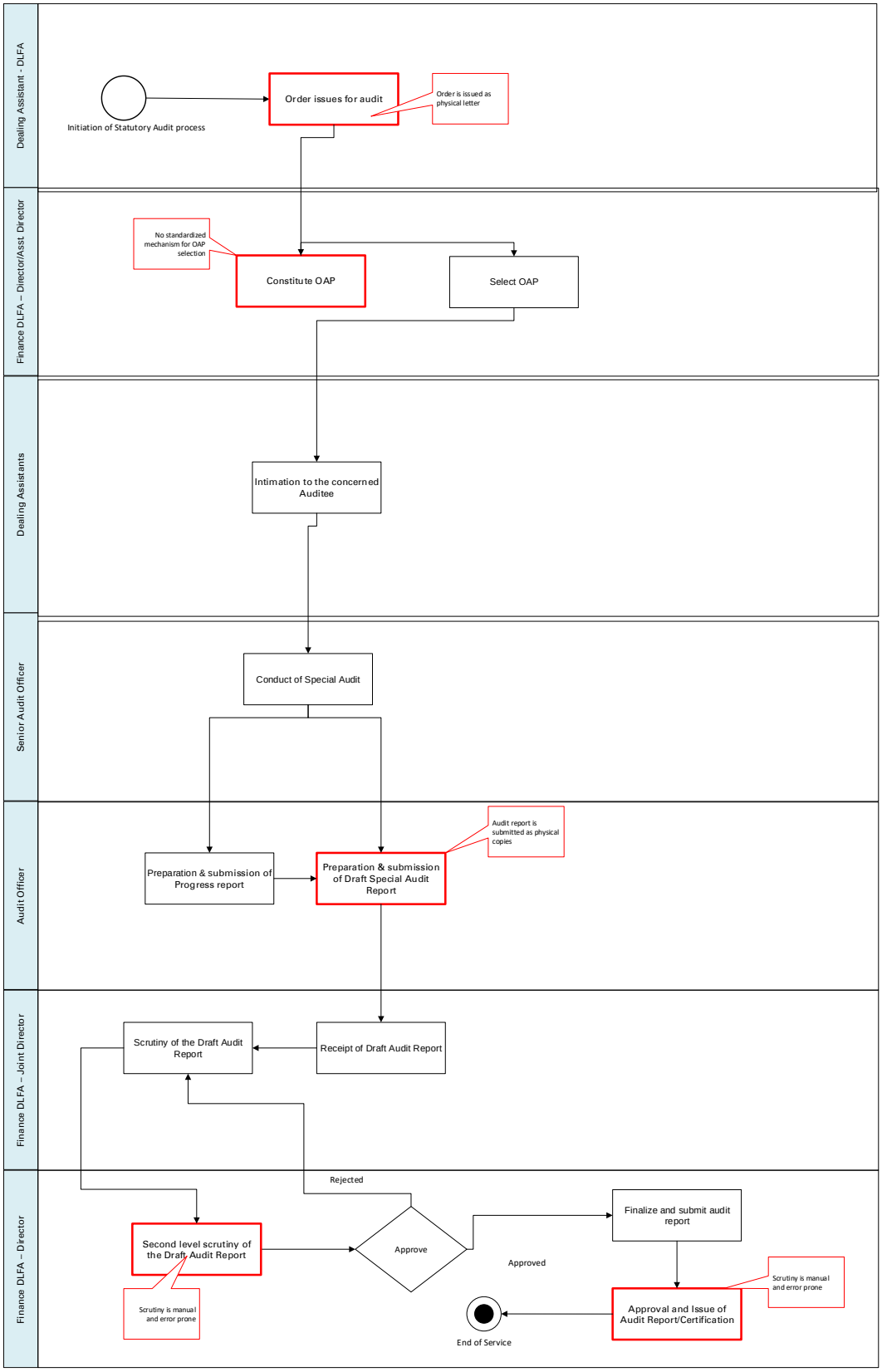
2.6.29. FS.53 Statutory audit of all local fund bodies and Government aided Institutions(As-Is)



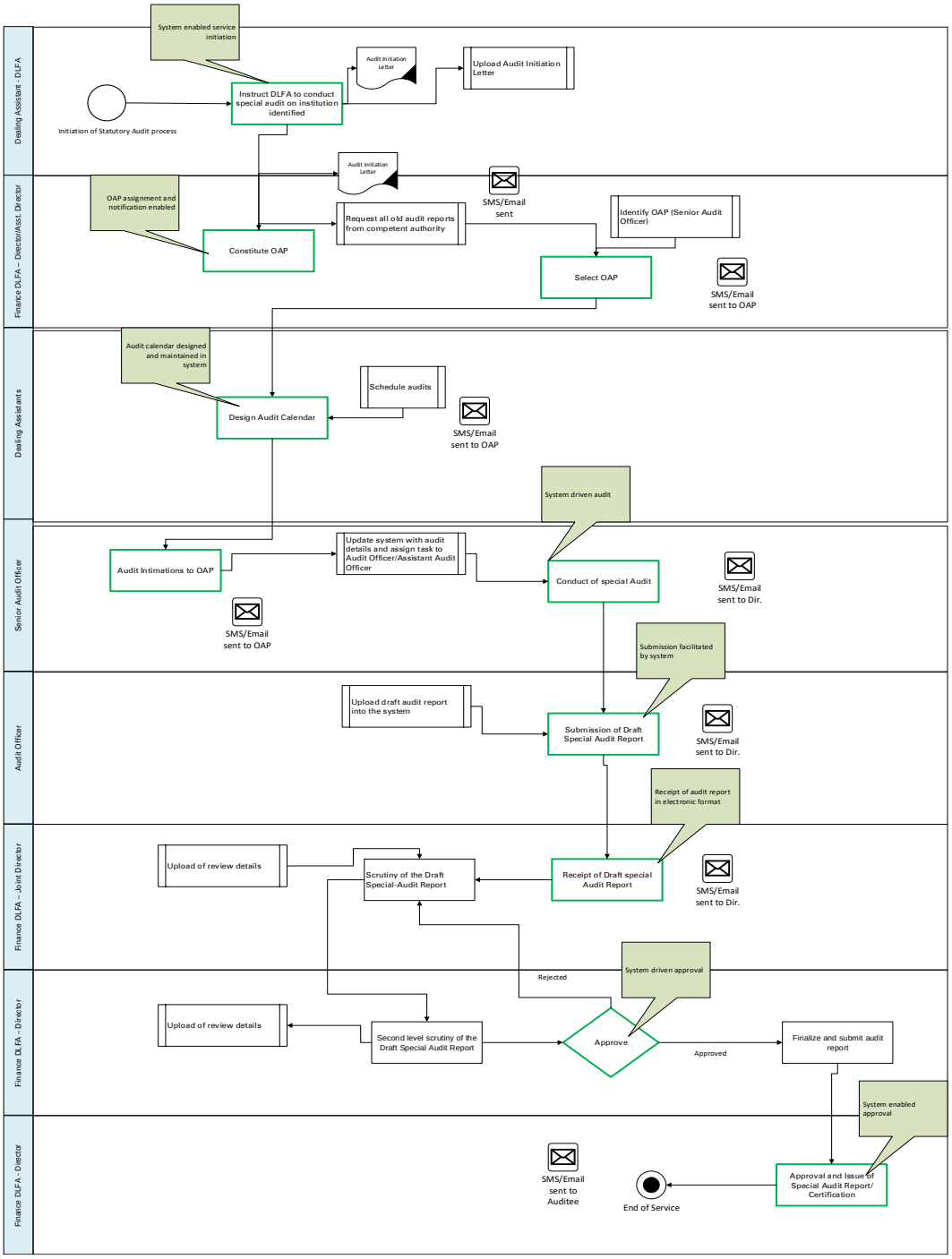
2.6.30. FS.53 Statutory audit of all local fund bodies and Government aided Institutions(To-Be)



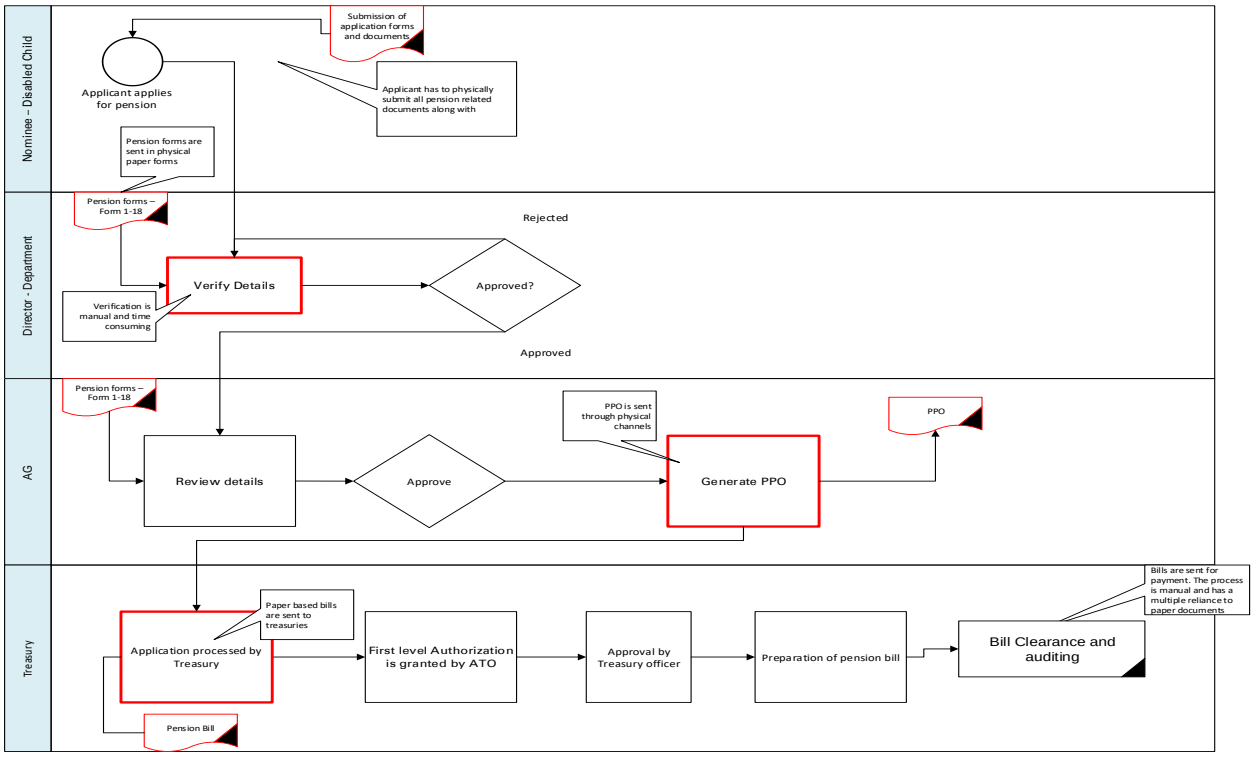
2.6.31. FS.56 Special Audit Services(As-Is)



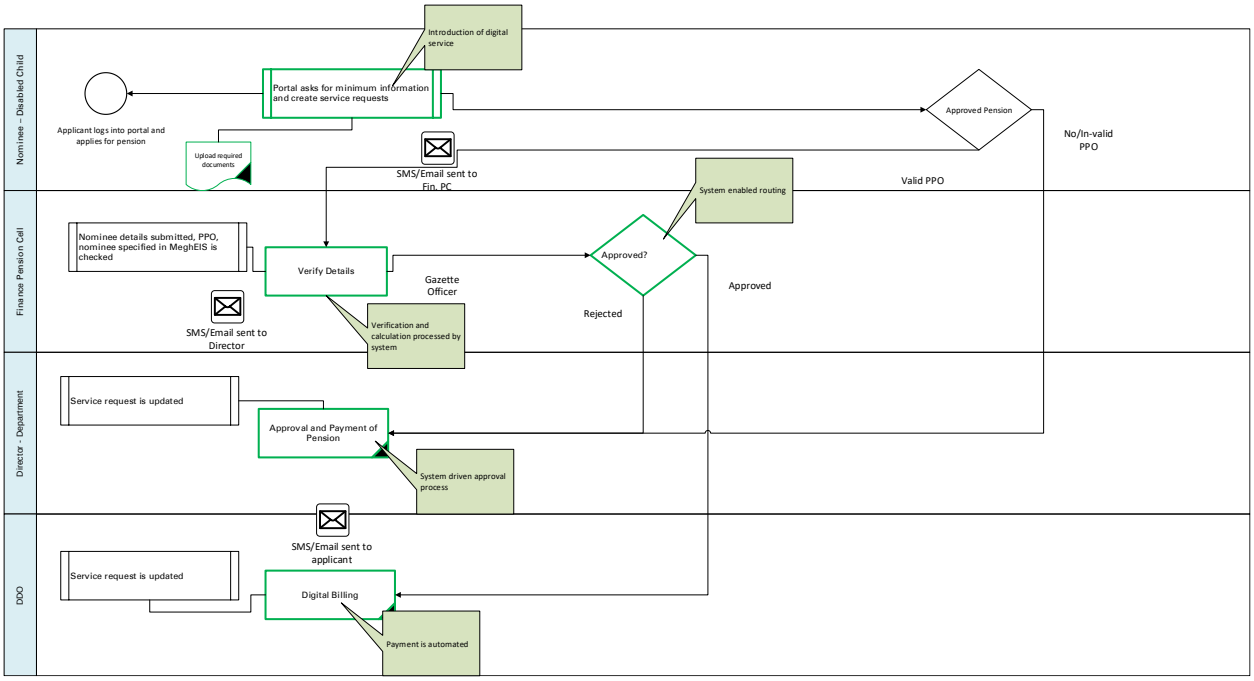
2.6.32. FS.56 Special Audit Services(To-Be)



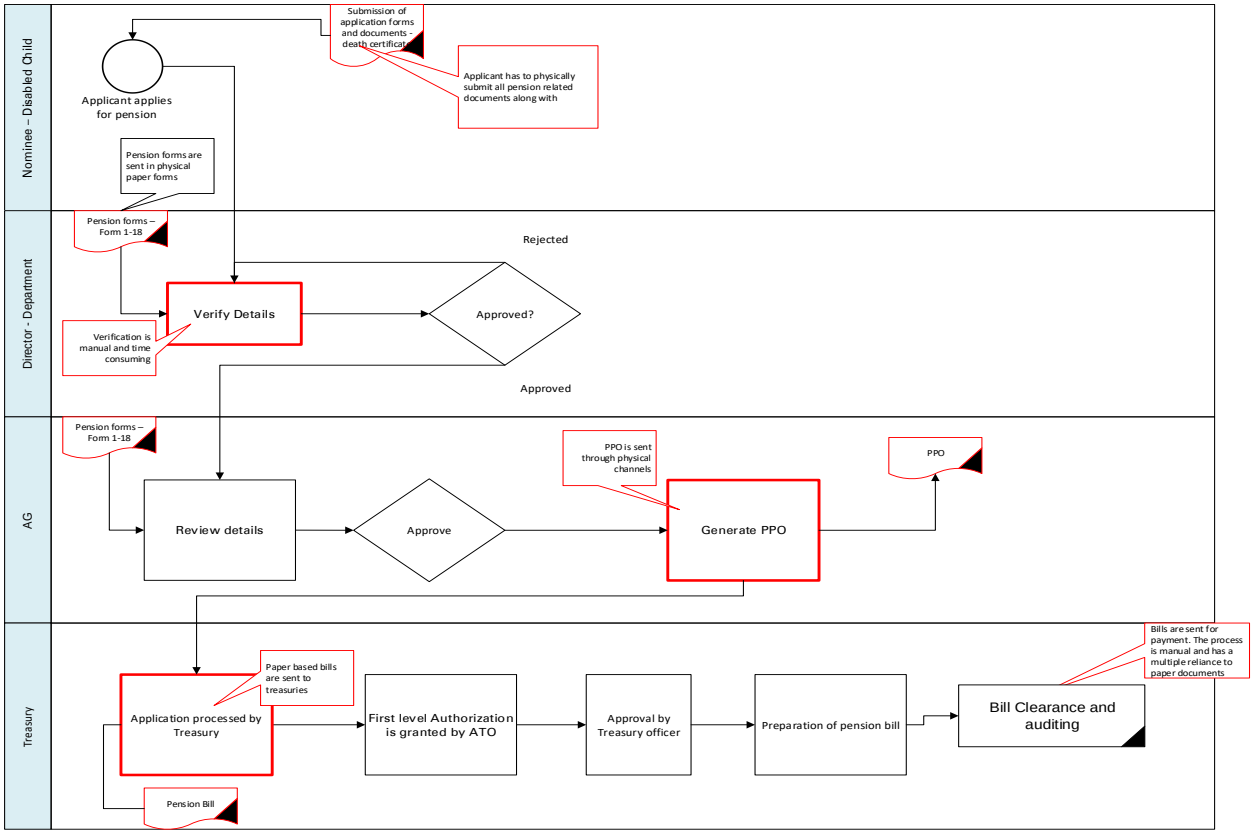
2.6.33. FS.59 Approval and Payment of pension for disable child(As-Is)



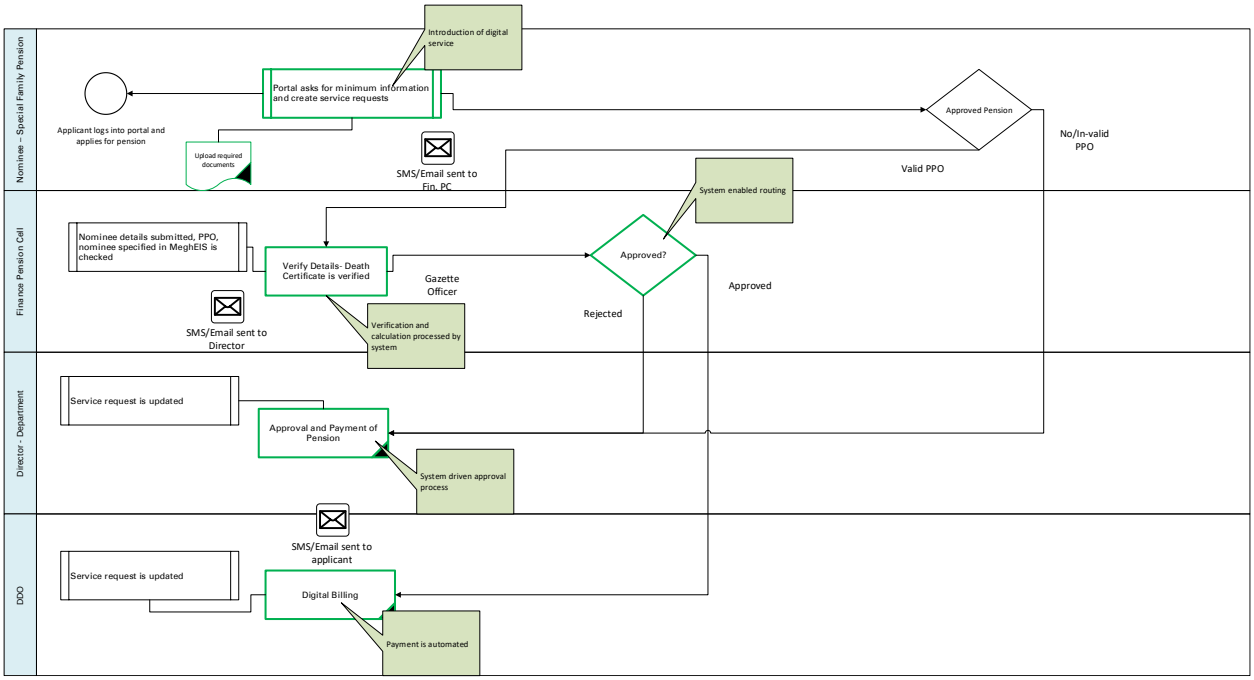
2.6.34. FS.59 Approval and Payment of pension for disable child(To-Be)



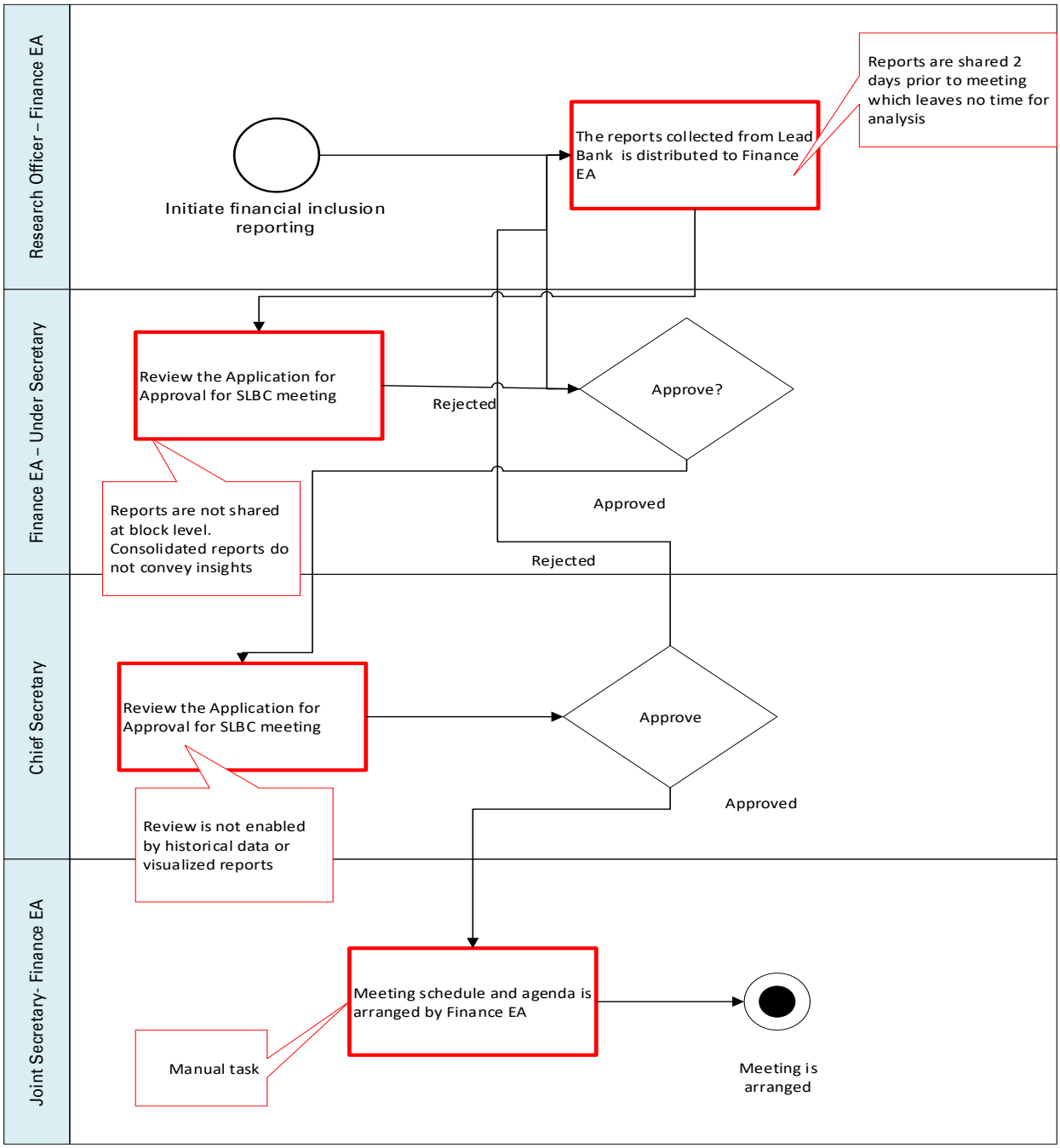
2.6.35. FS.62 Approval and Payment of special family Pension(As-Is)



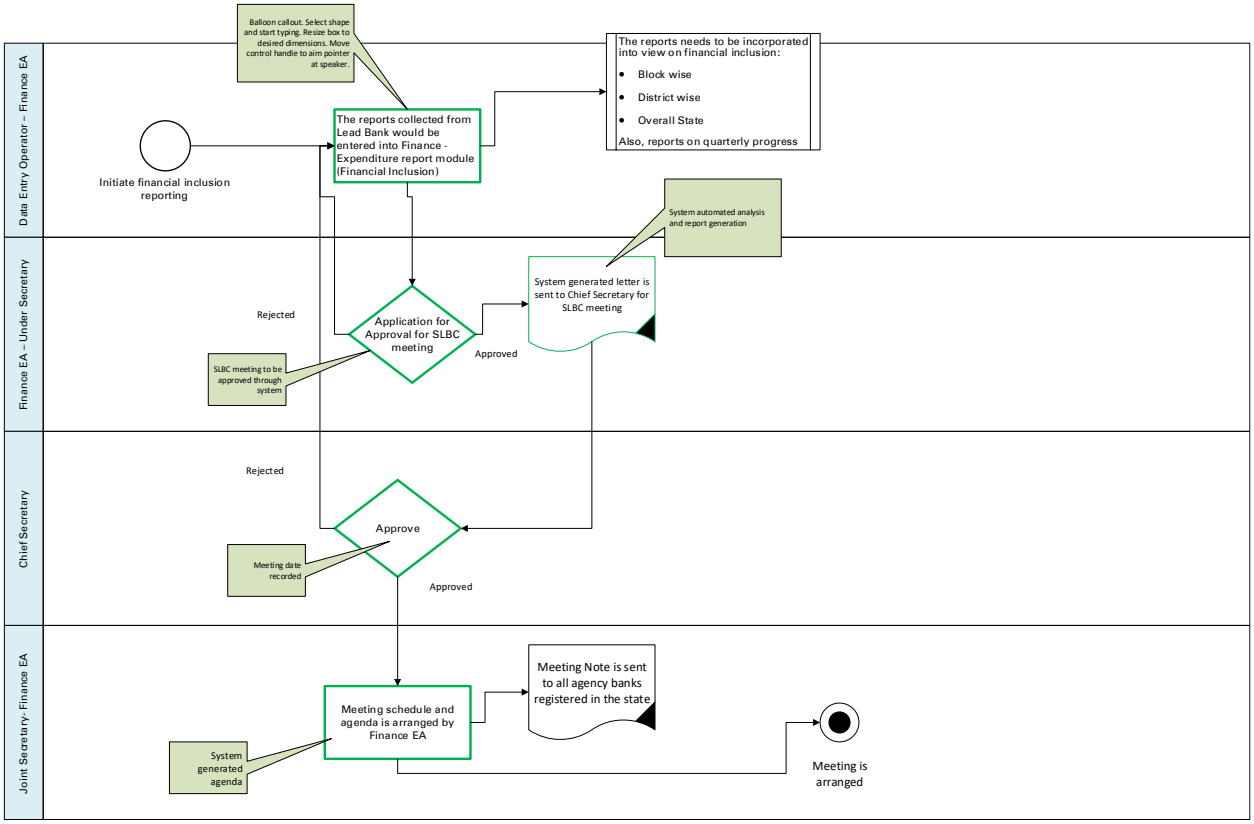
2.6.36. FS.62 Approval and Payment of special family Pension(To-Be)



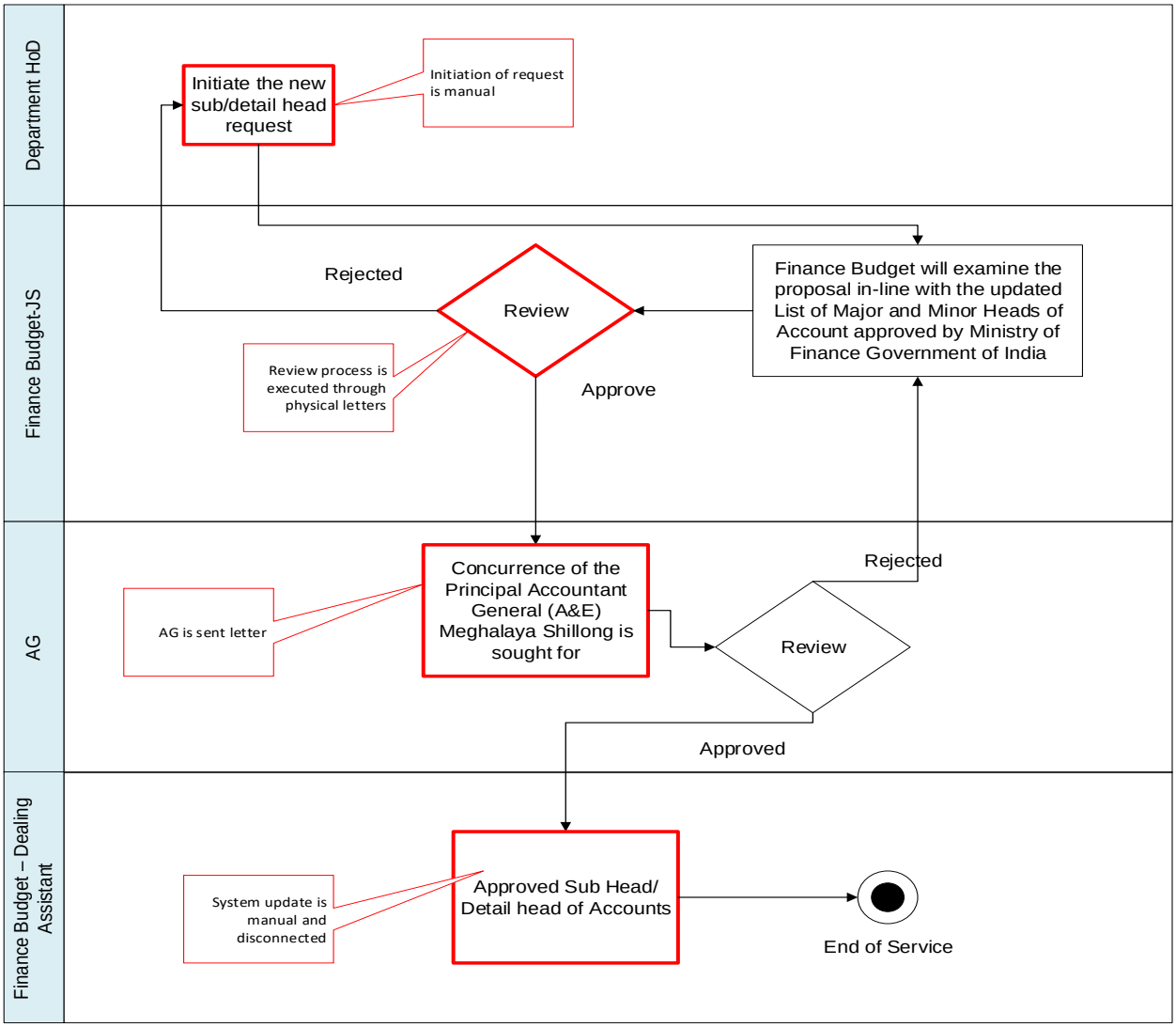
2.6.37. FS.69 Monitor Progress of Financial Inclusion(As-Is)



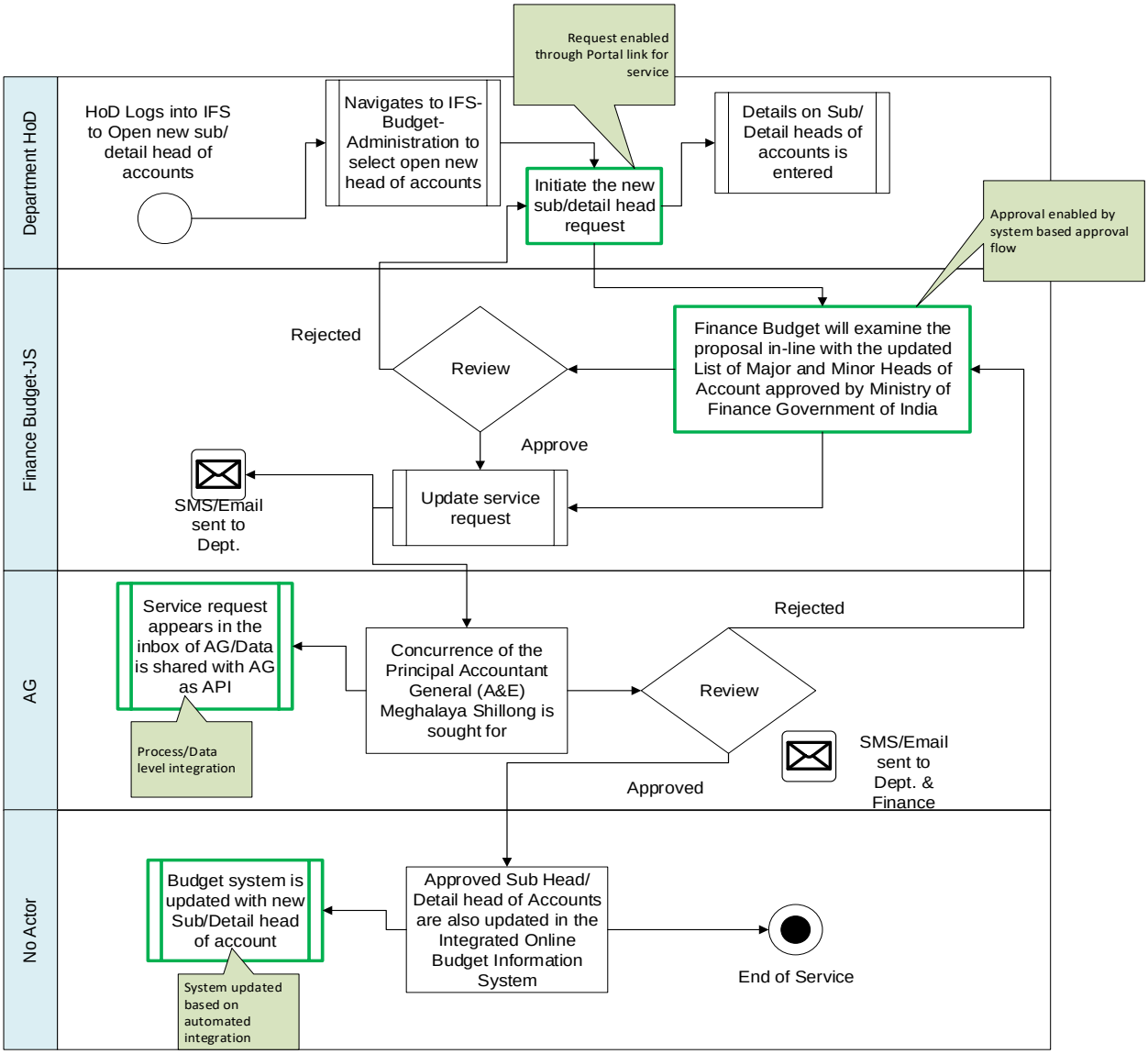
2.6.38. FS.69 Monitor Progress of Financial Inclusion(To-Be)



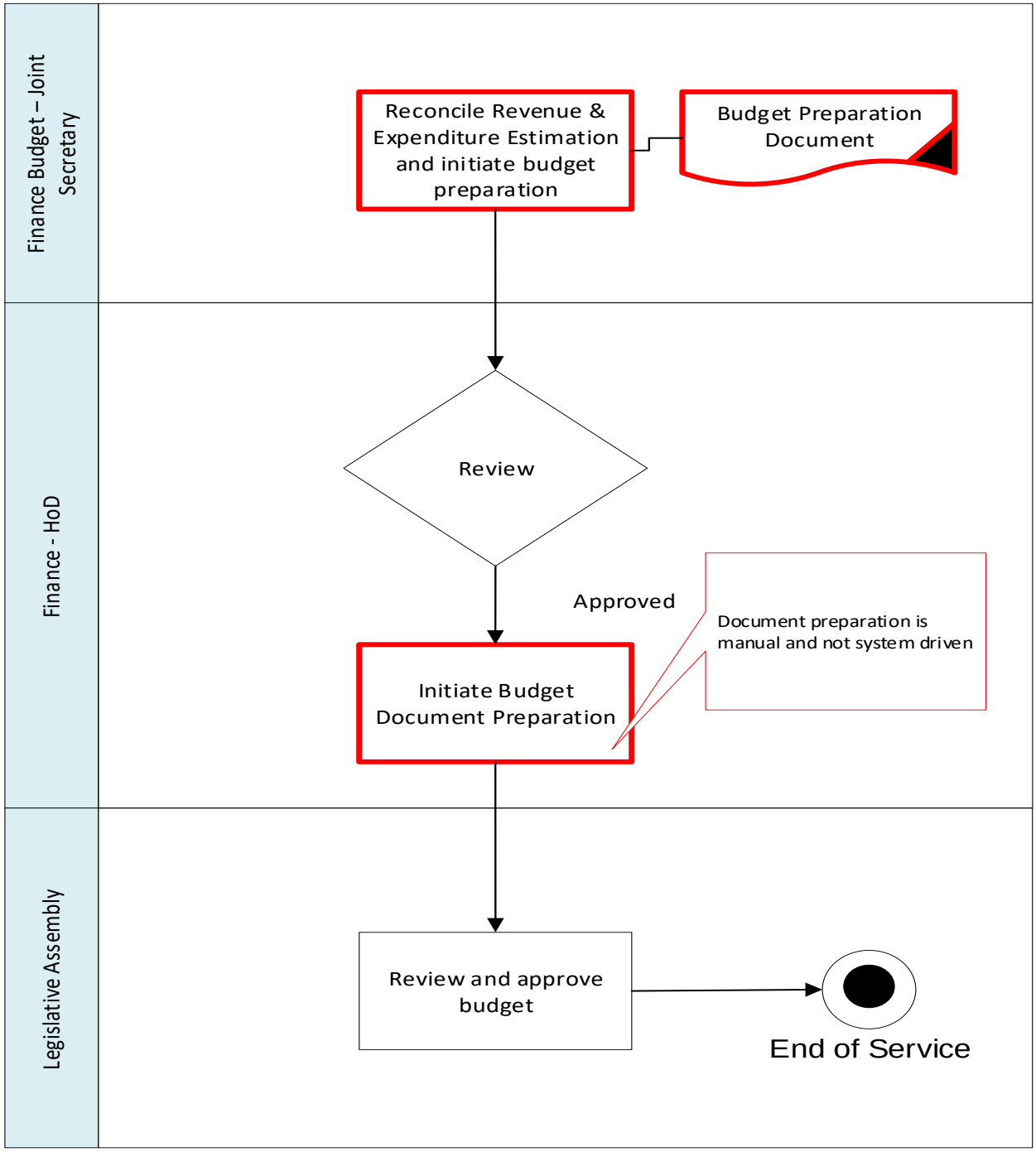
2.6.39. FS.72 Opening of Sub/Detail heads of accounts(As-Is)



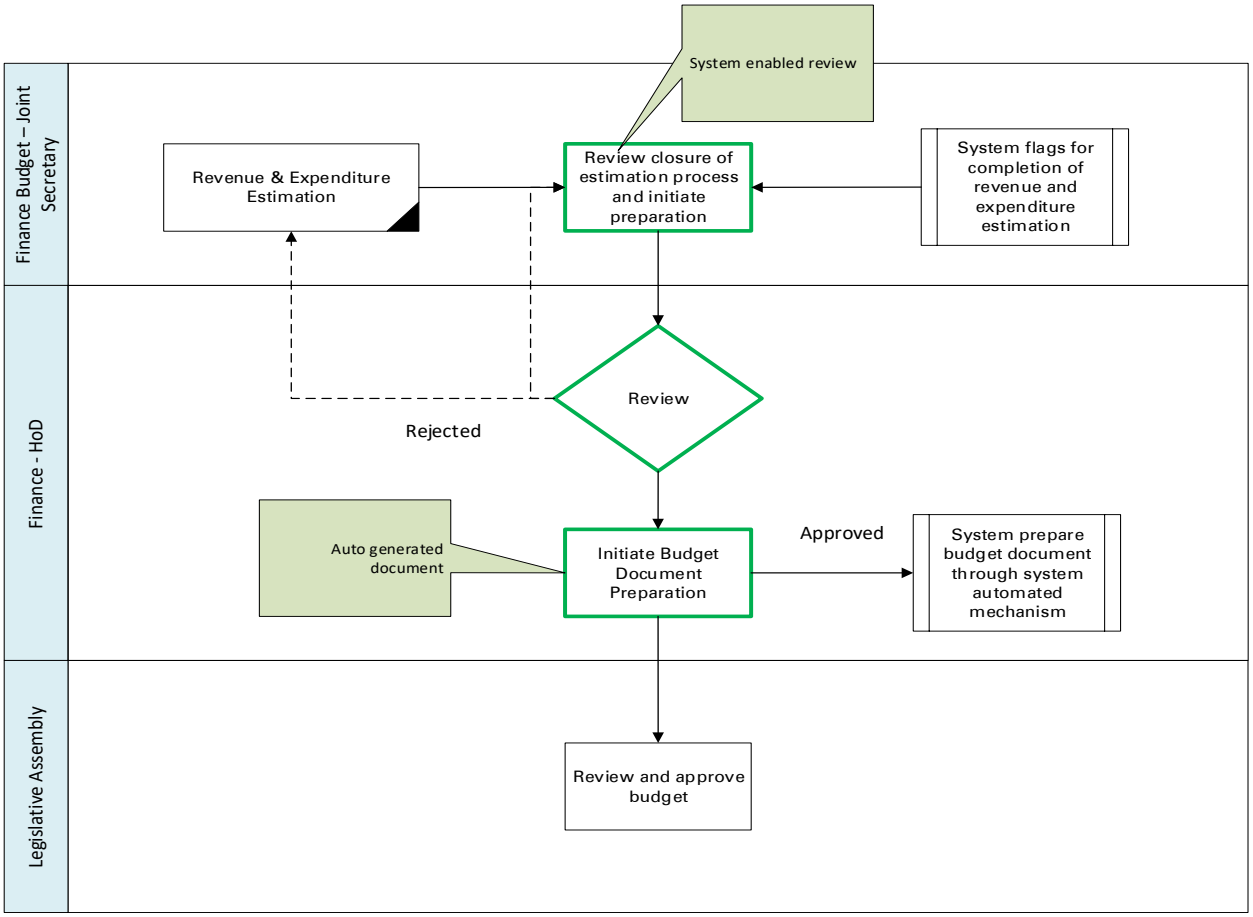
2.6.40. FS.72 Opening of Sub/Detail heads of accounts(To-Be)



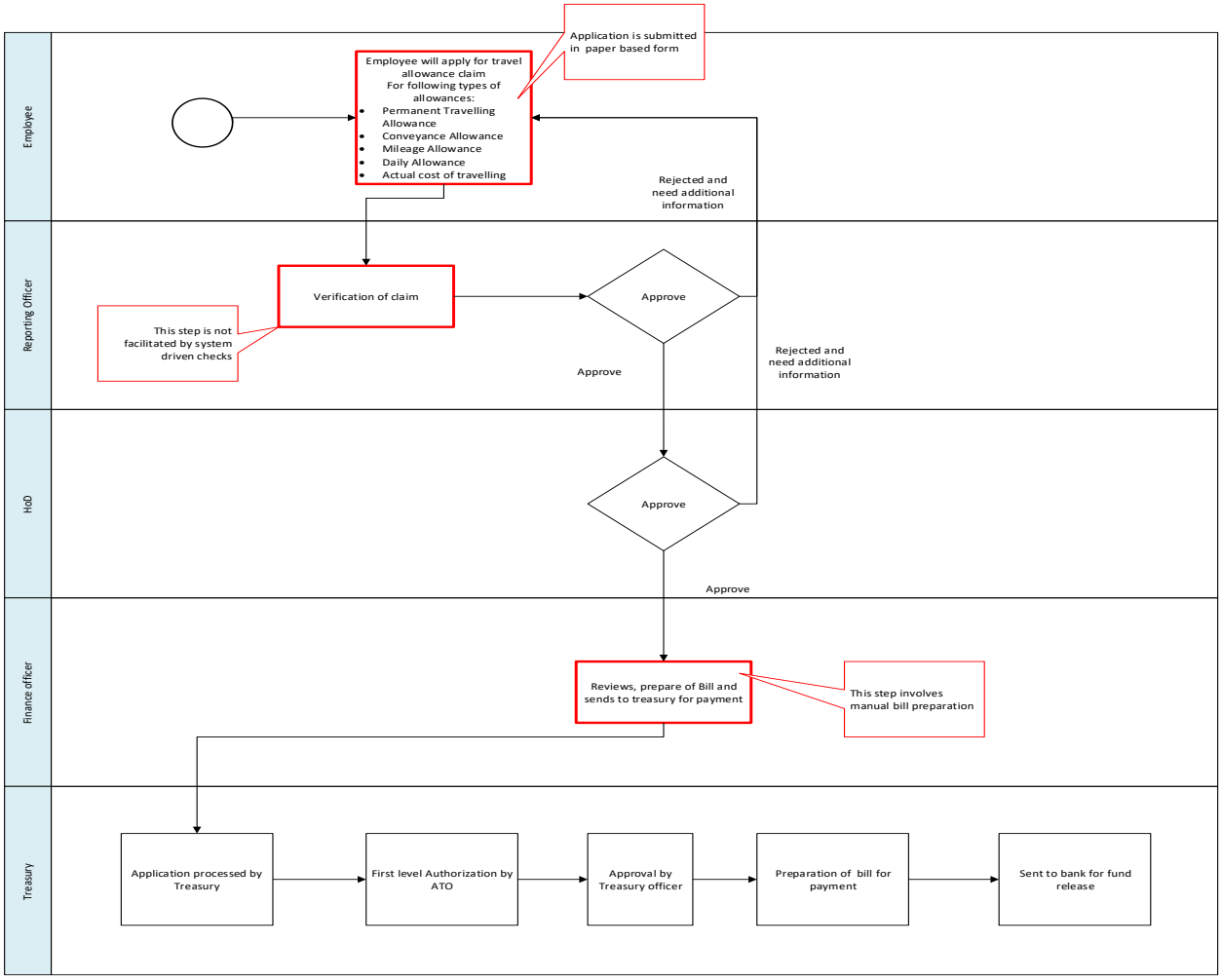
2.6.41. FS.73 Budget Preparation(As-Is)



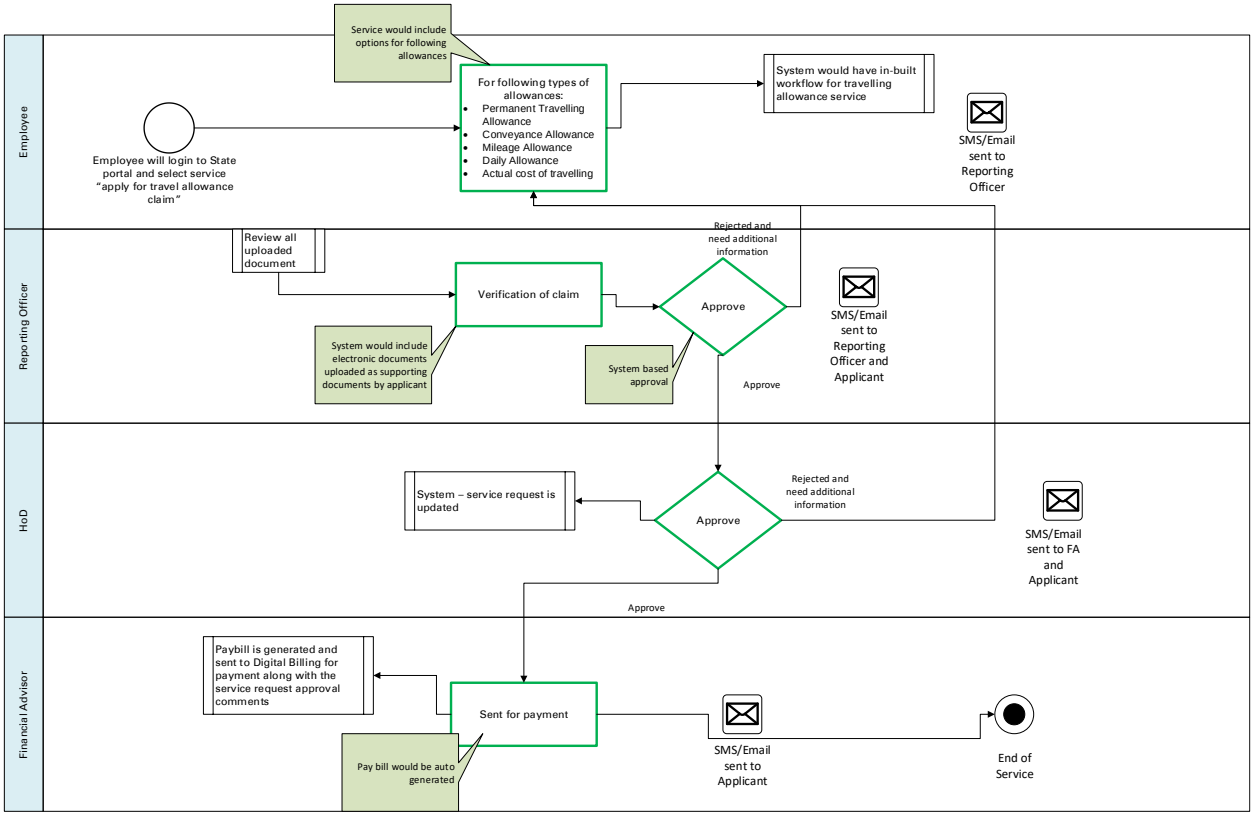
2.6.42. FS.73 Budget Preparation(To-Be)



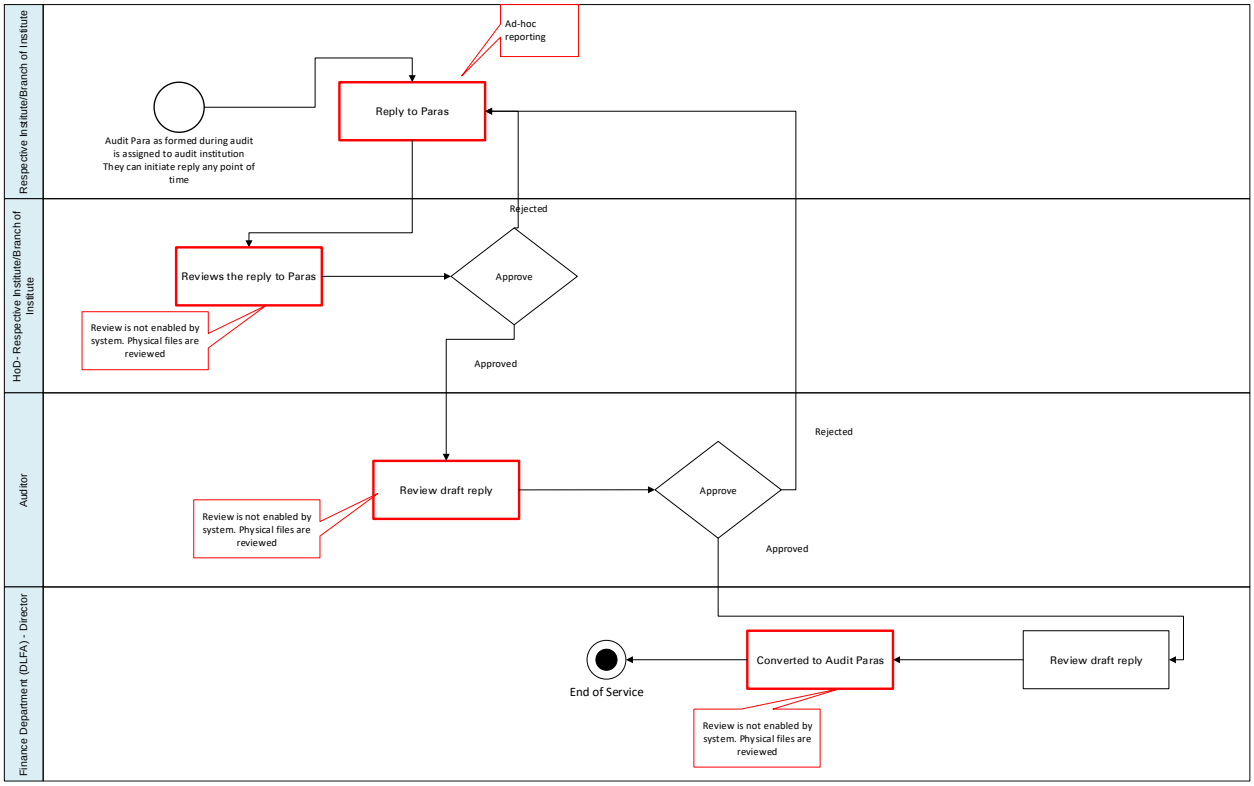
2.6.43. FS.76 Approval for Travel Allowance Claims (As-Is)



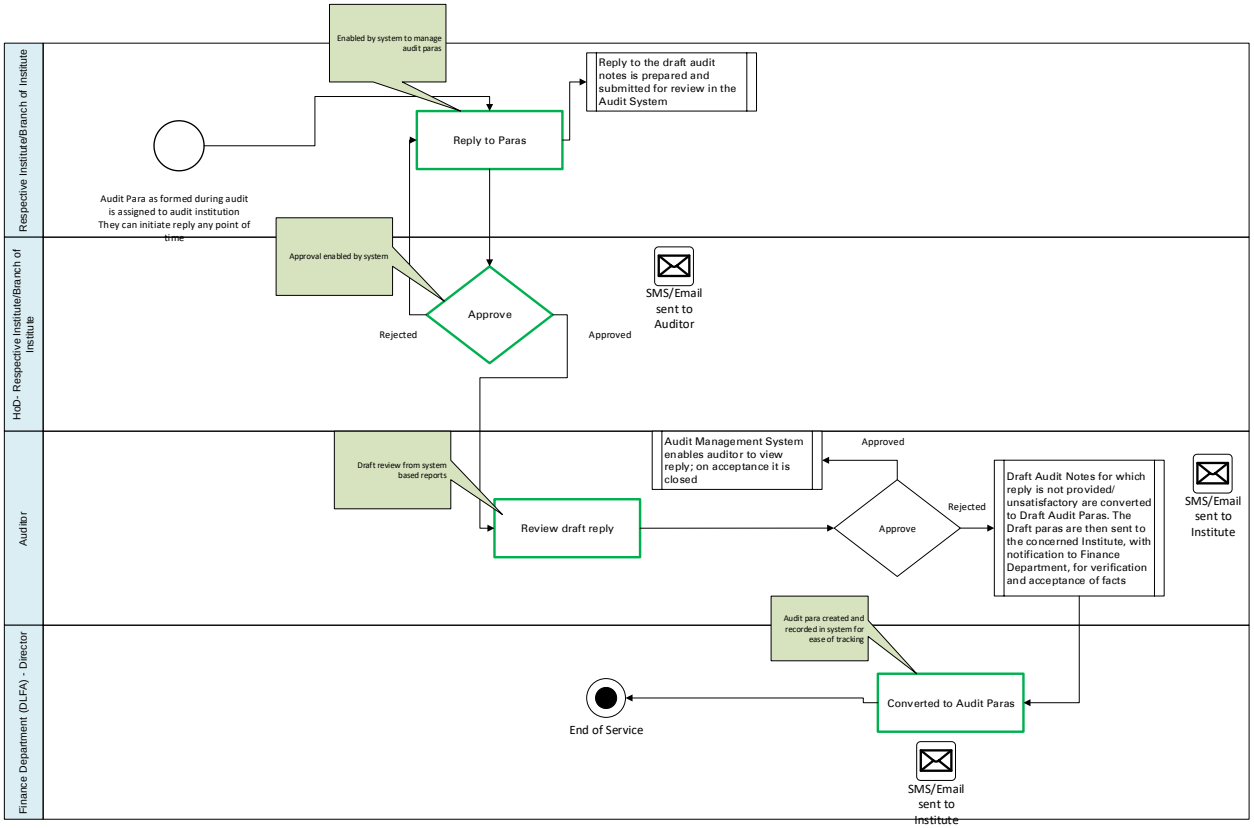
2.6.44. FS.76 Approval for Travel Allowance Claims (To-Be)



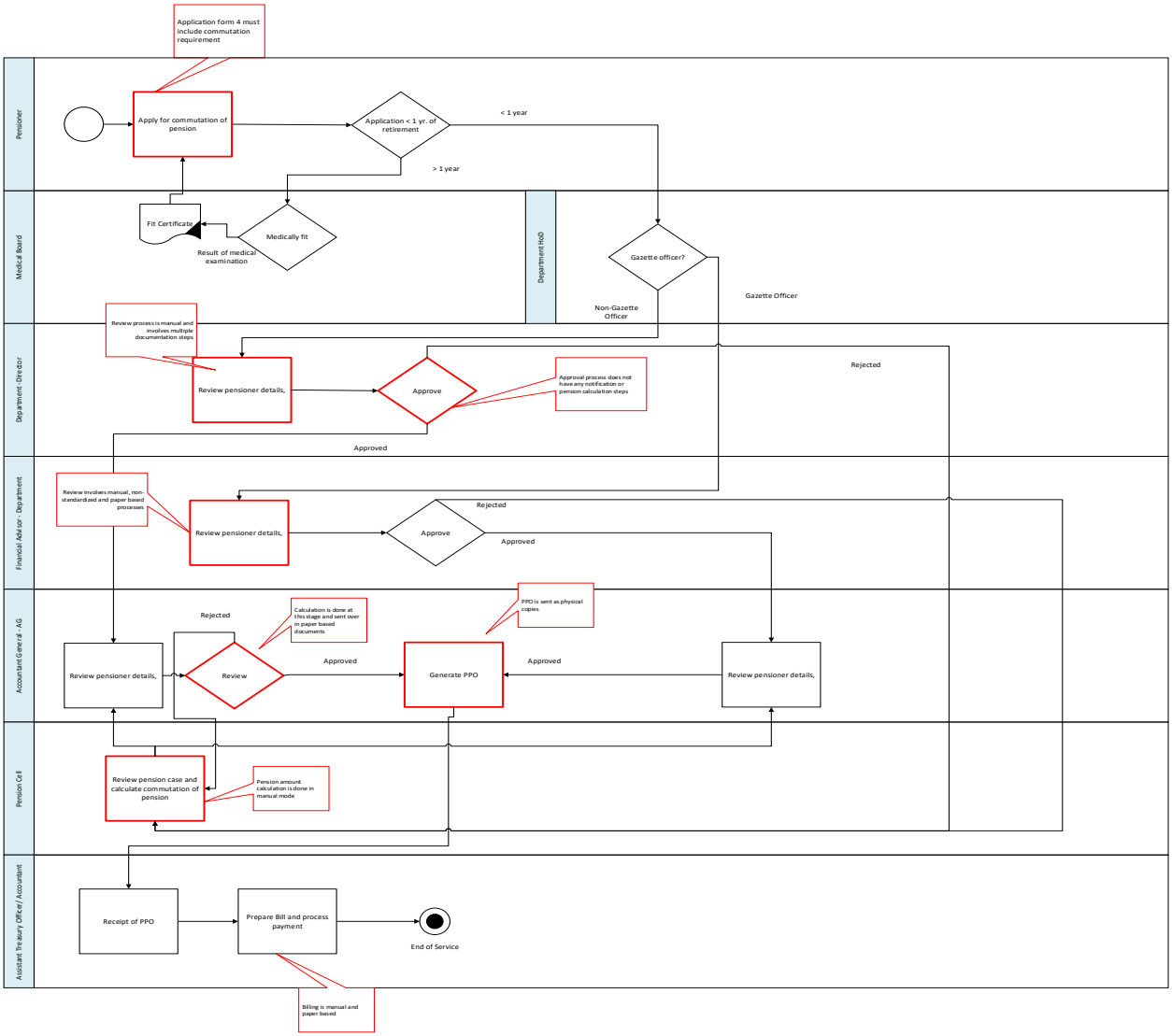
2.6.45. FS.84 Management of Audit Inspection Report and Outstanding Paras(As-Is)



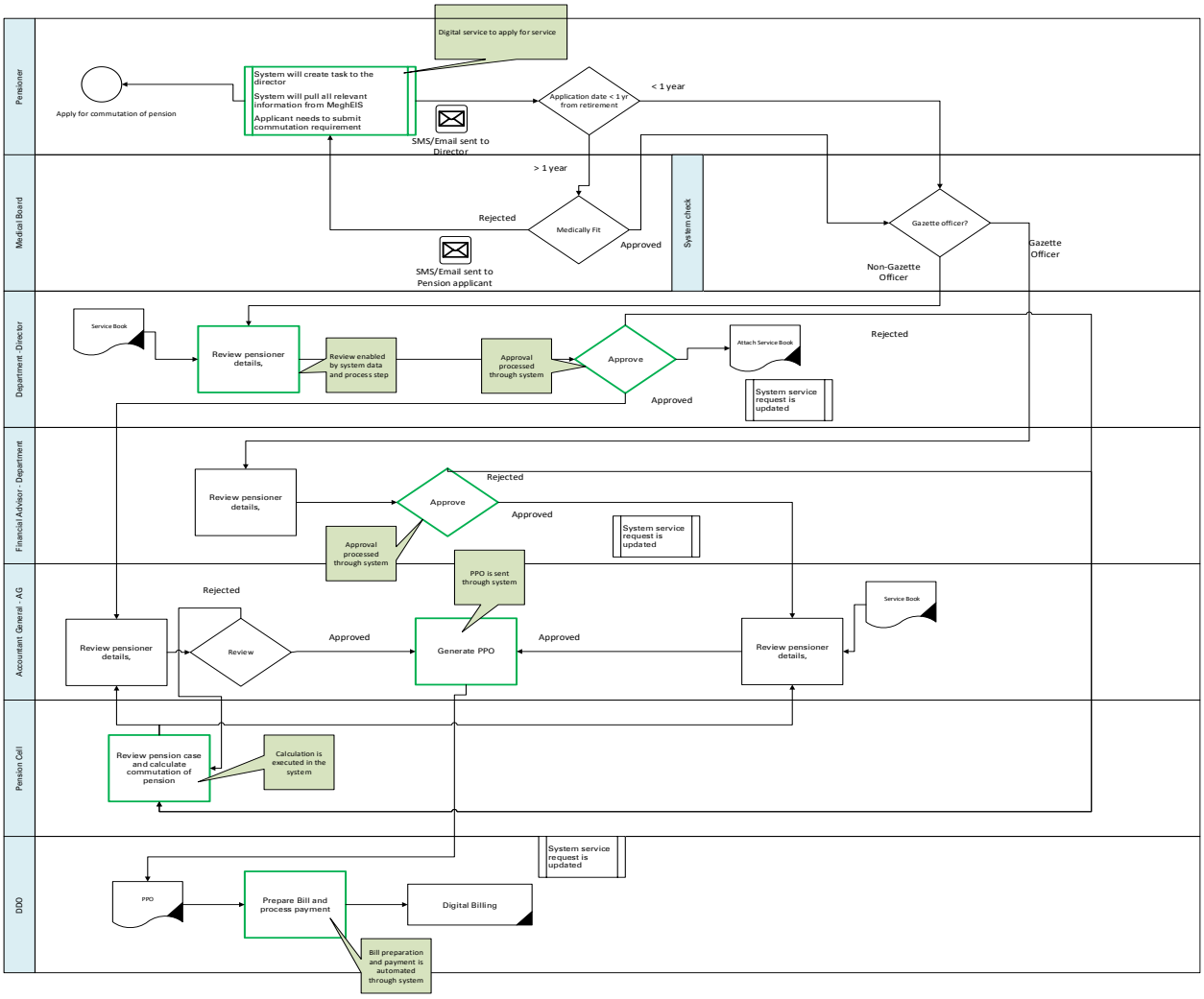
2.6.46. FS.84 Management of Audit Inspection Report and Outstanding Paras(To-Be)



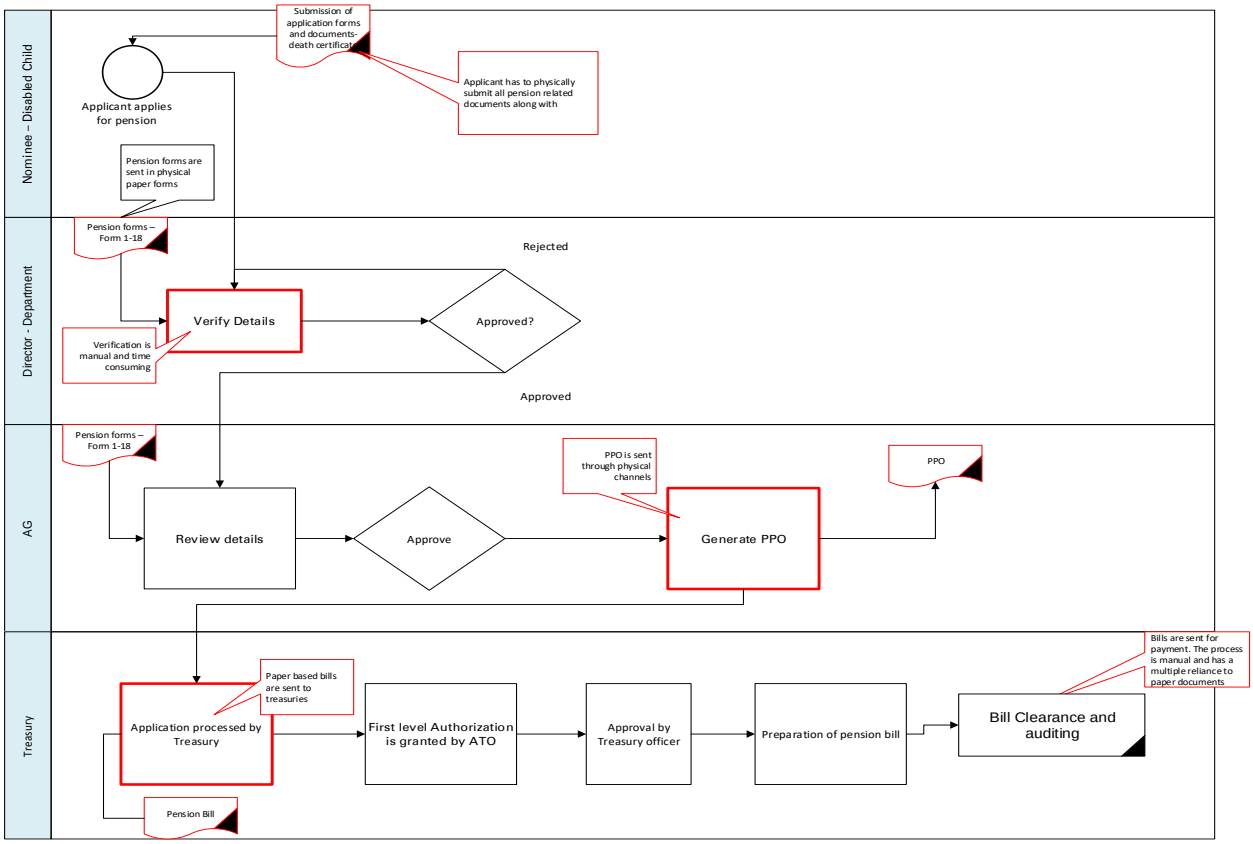
2.6.47. FS.99 Approval and Sanction for Commutation of Pension(As-Is)



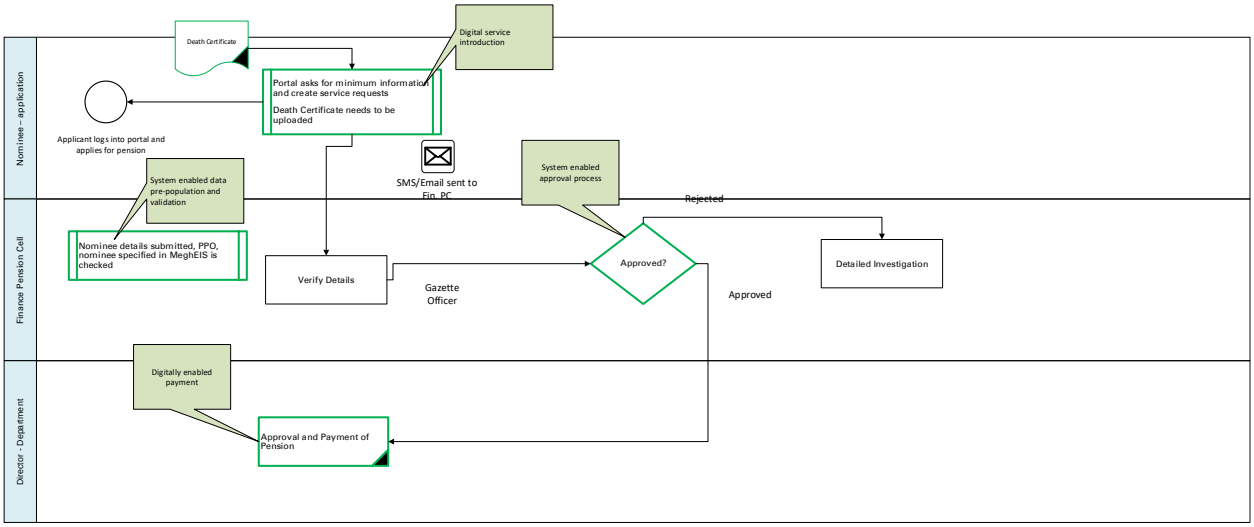
2.6.48. FS.99 Approval and Sanction for Commutation of Pension(To-Be)



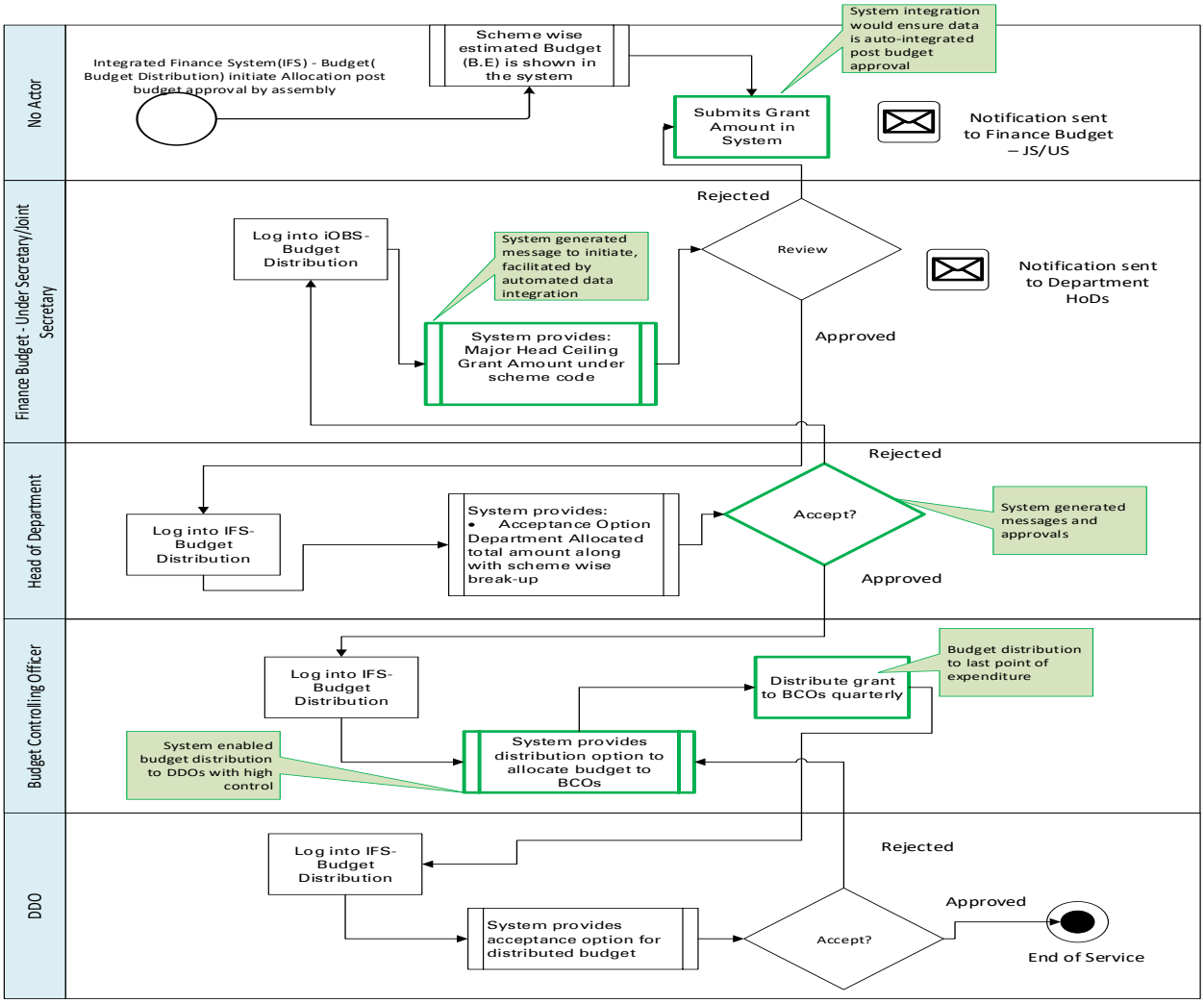
2.6.49. FS.101 Approval for grant of Family pension under Category II for unmarried, widow, divorcee daughters(As-Is)



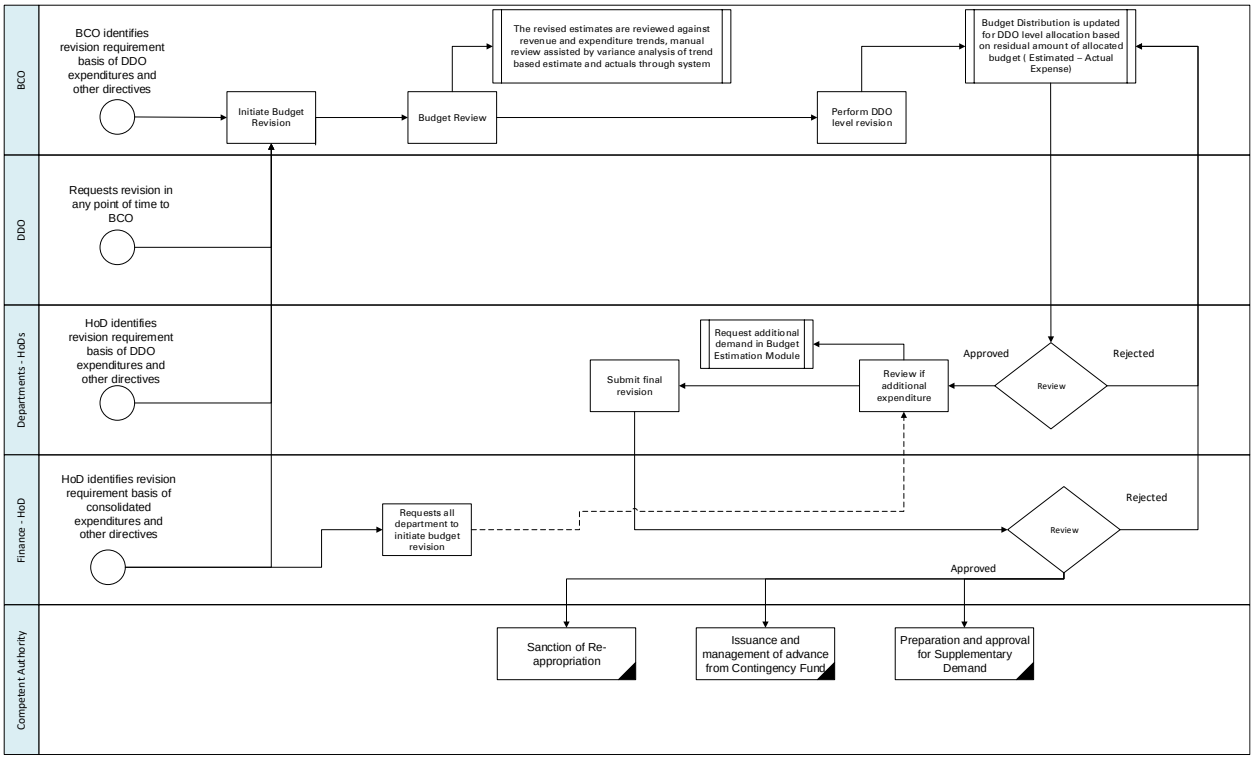
2.6.50. FS.101 Approval for grant of Family pension under Category II for unmarried, widow, divorcee daughters(To-Be)



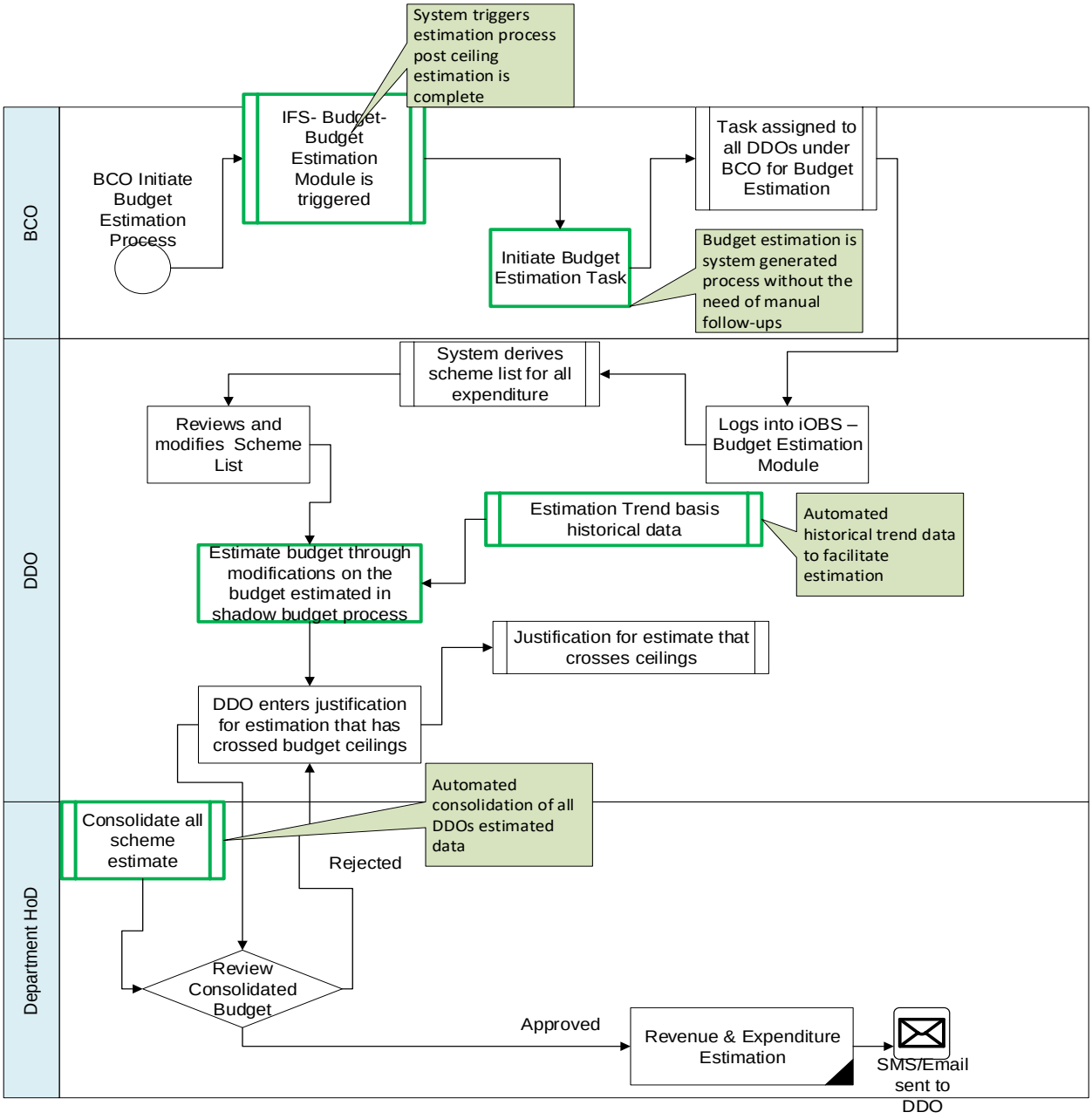
2.6.51. FS.110(New) Budget Distribution and Allocation(To-Be)



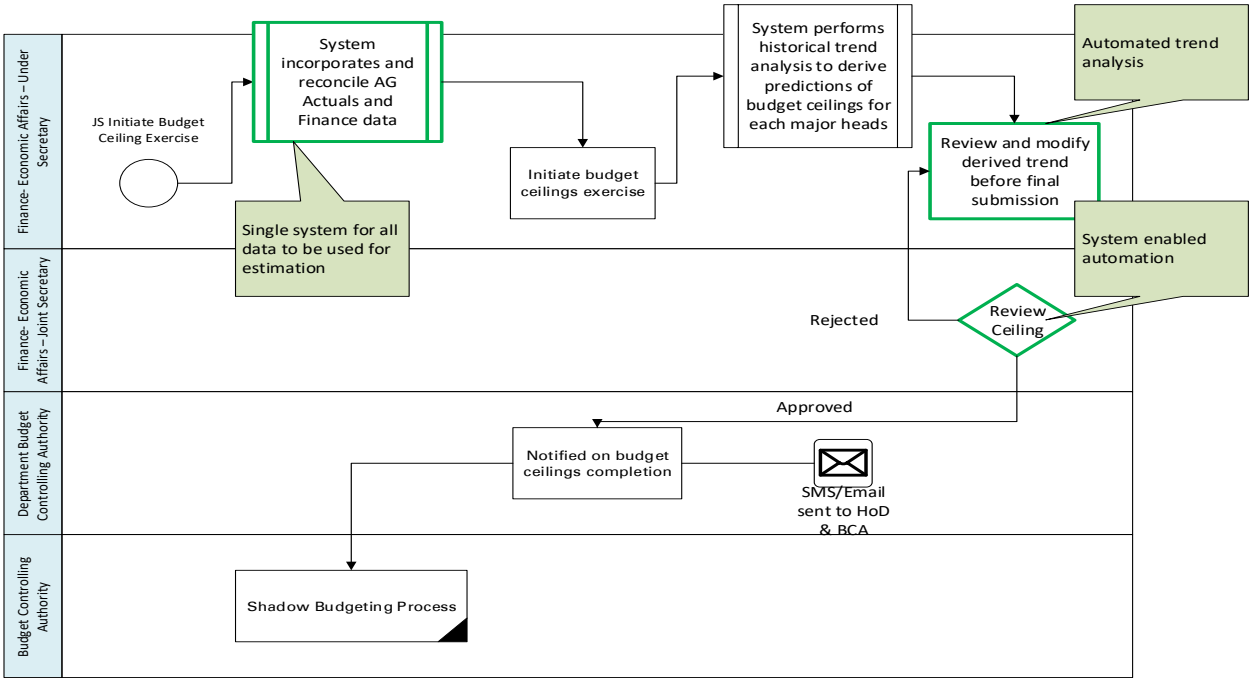
2.6.52. FS.111(New) Budget Revision (R.E) (To-Be)



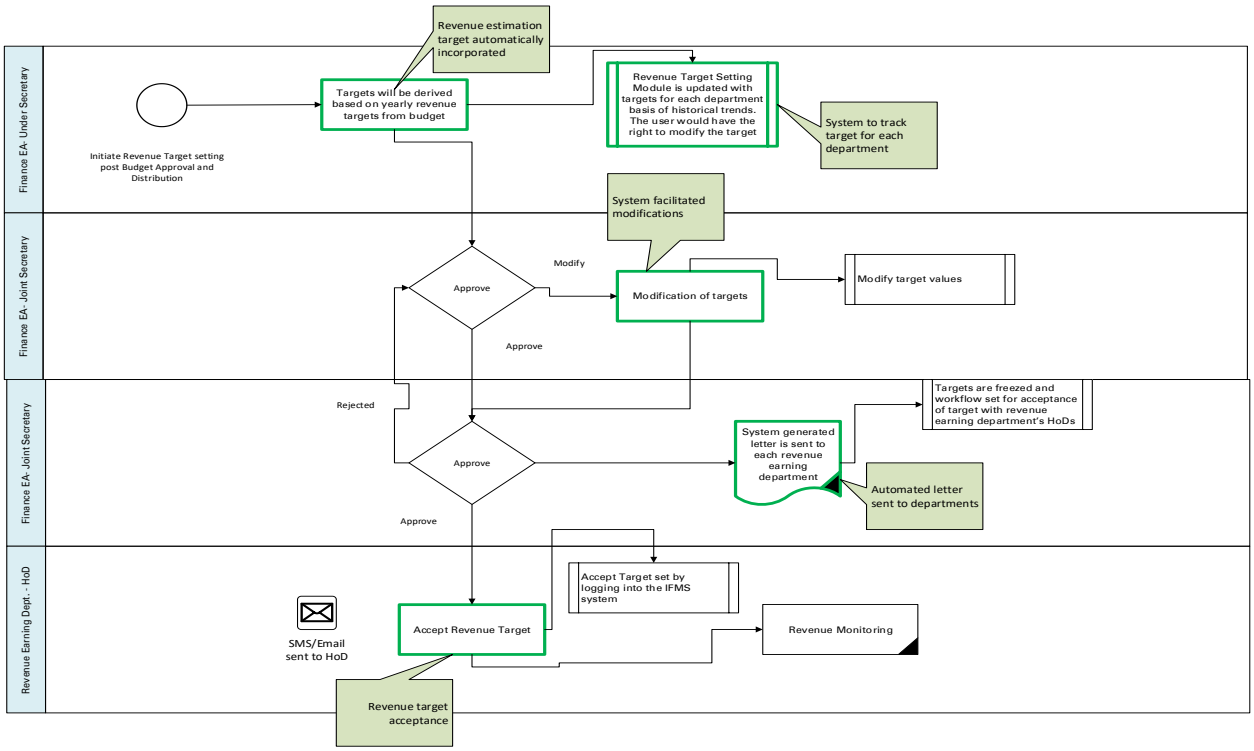
2.6.53. FS.112(New) Shadow Budgeting(To-Be)



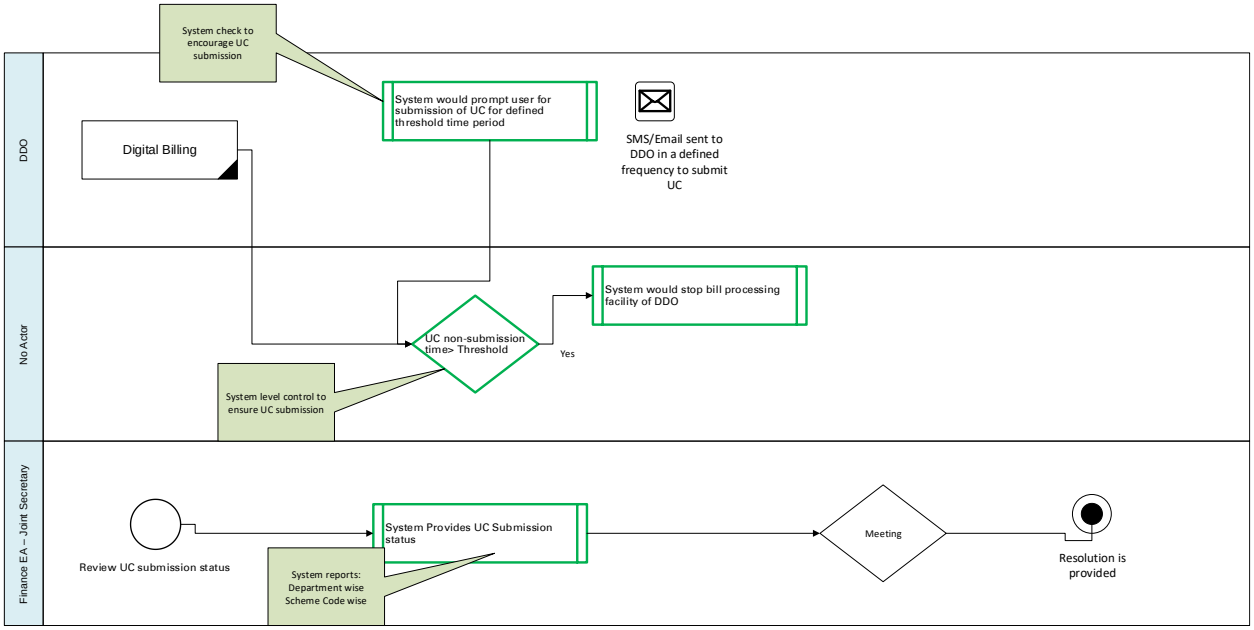
2.6.54. FS.113(New) Trend Based Budget Ceilings(To-Be)



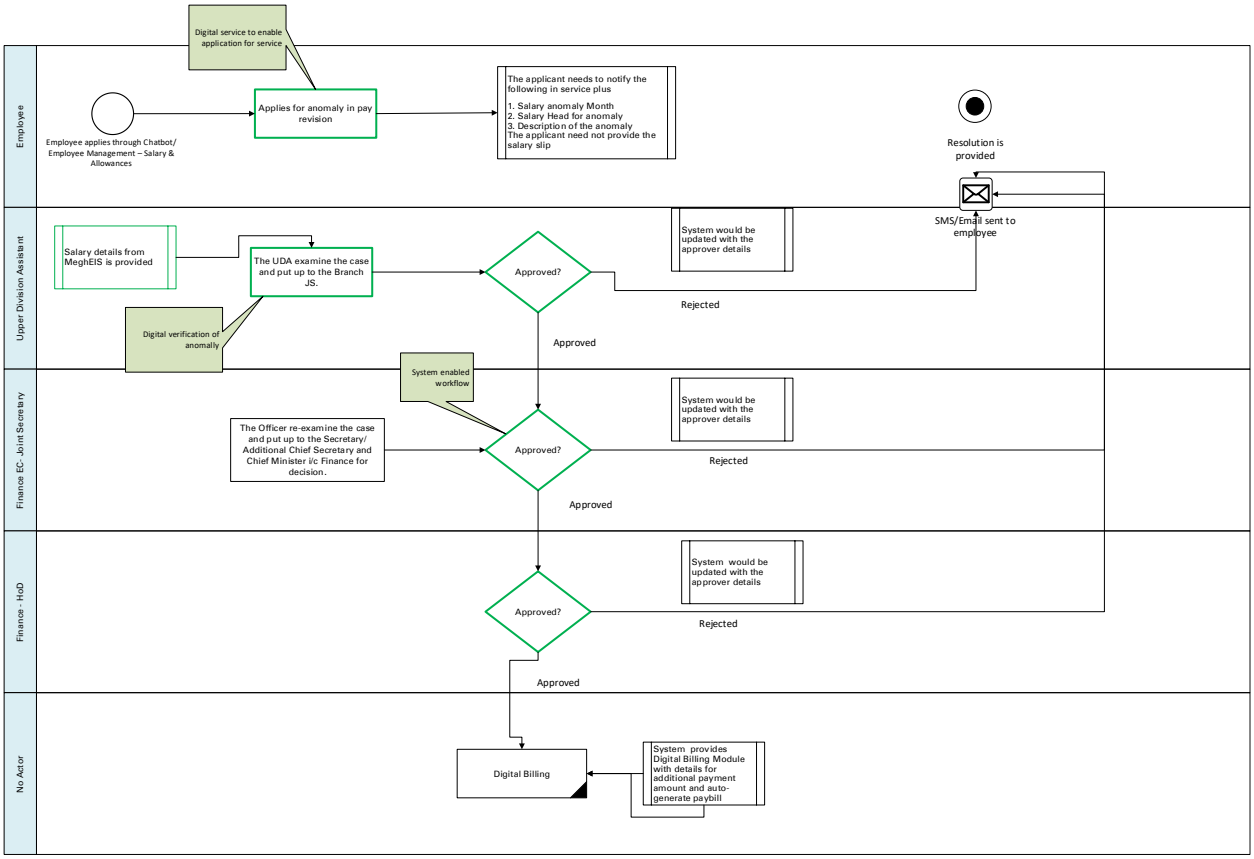
2.6.55. FS.114(New) Revenue Target Setting



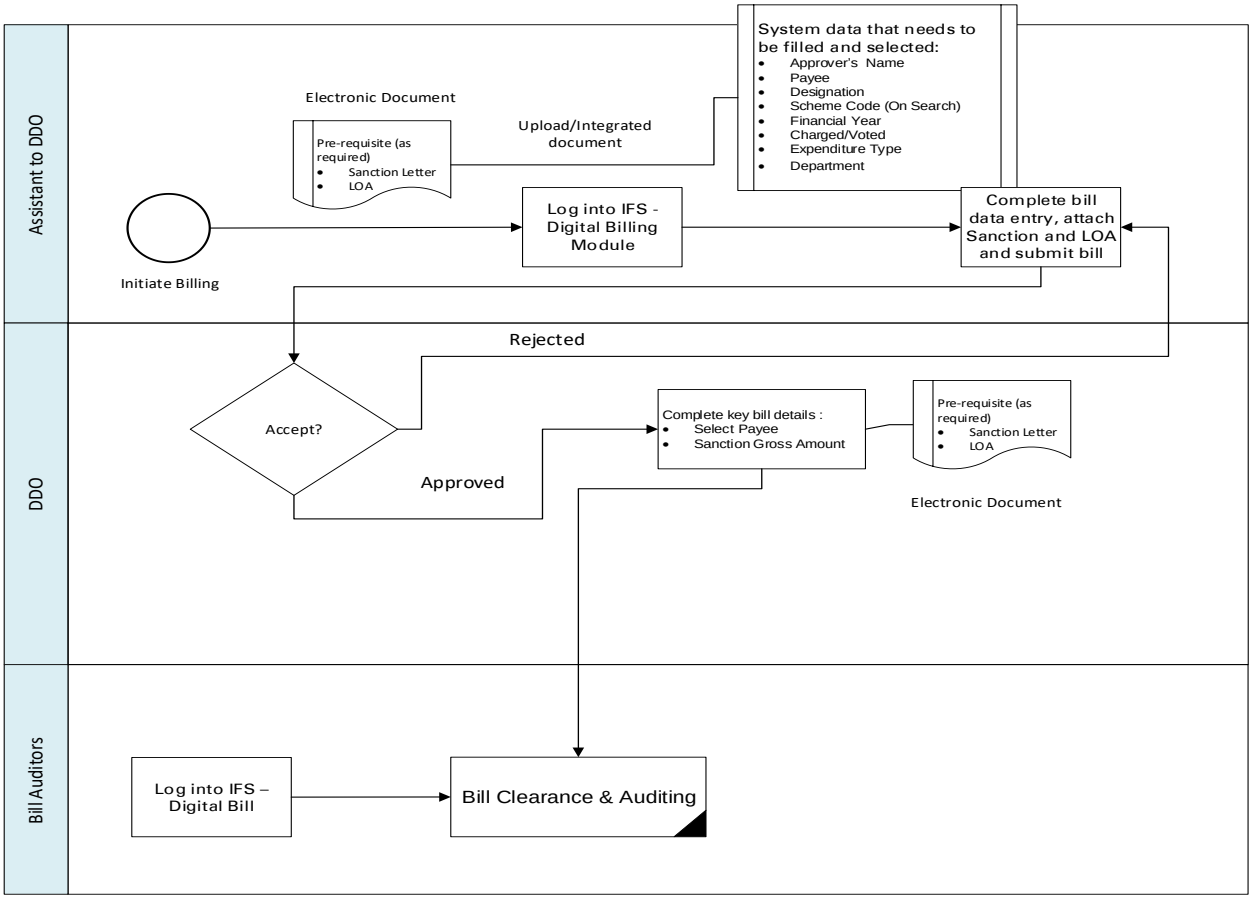
2.6.56. FS.115(New) Monitor Utilization Certificate Submission



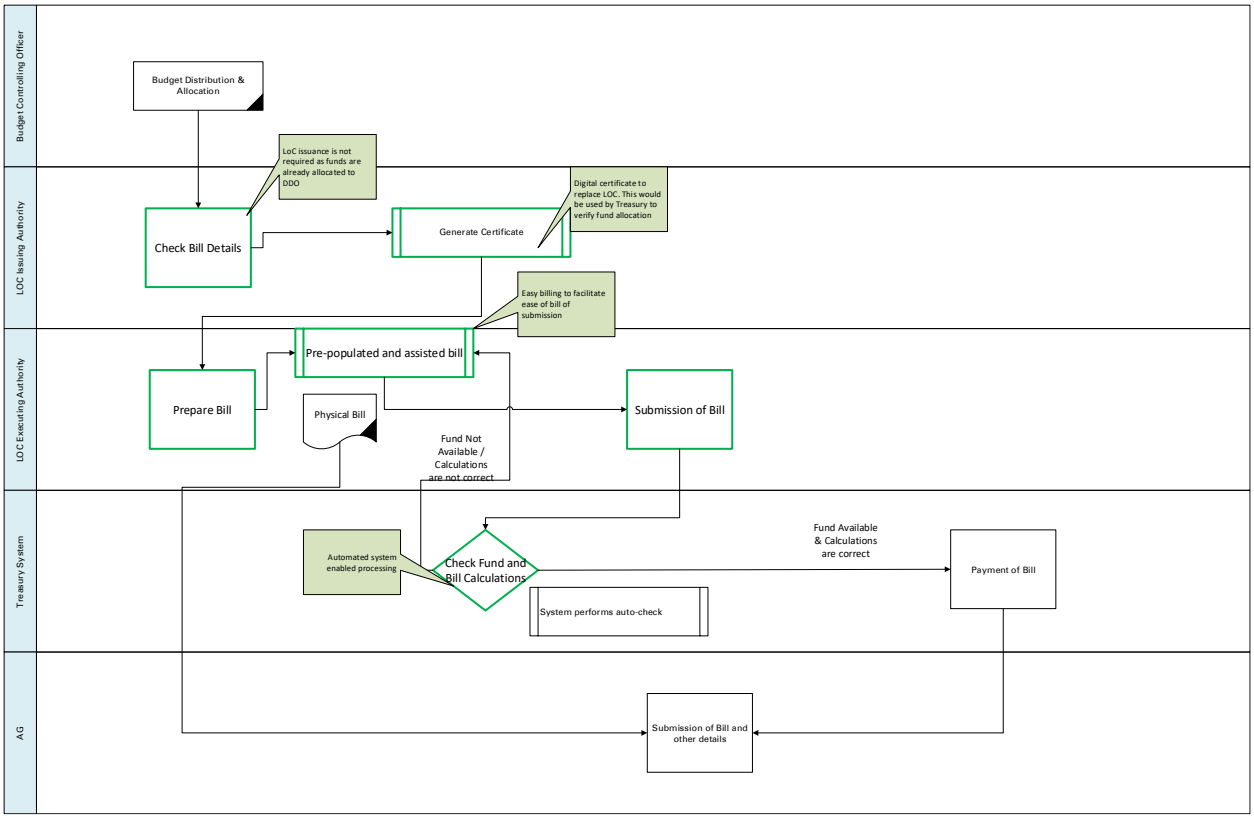
2.6.57. FS.116(New) Resolution of salary and allowance payment issues(To-Be)



2.6.58. FS.117(New) Digital Billing(To-Be)



2.6.59. FS.118(Elimination Service) Easy Billing(To-Be)



3. Illustration of Use Cases

Below use cases are also illustrated in the pillar documents of Detailed Architecture Requirements. It is advised to go through the Detailed Architecture Requirements documents in detail to better understand the use cases. Kindly follow section 8.4 in Detailed Architecture Requirements documents of relevant pillars.

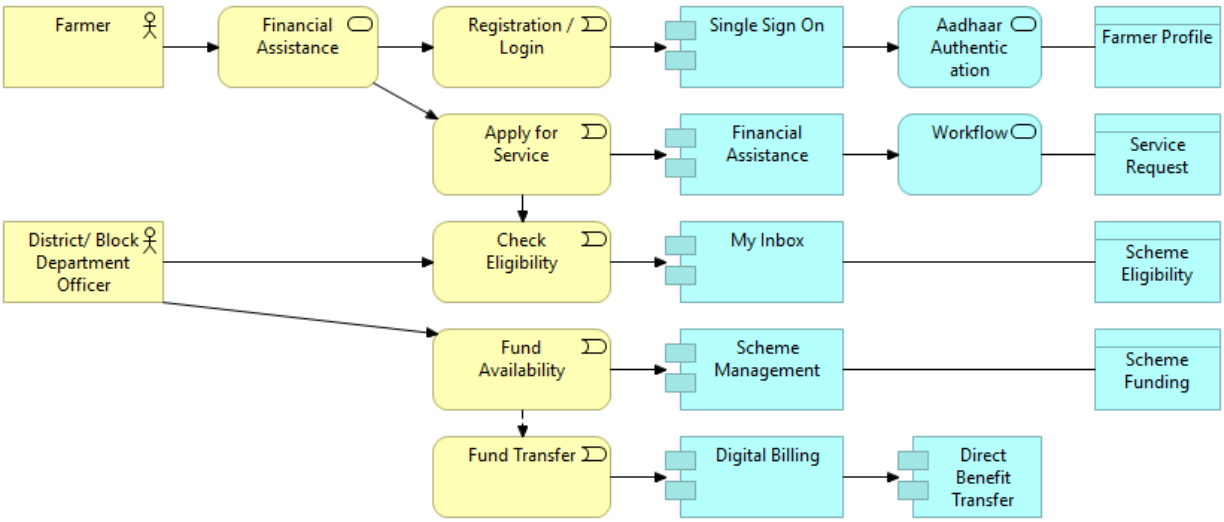
S.No	Strategic/Cross-Cutting Pillar	Use Case Name
1	Primary Sector	Financial Assistance
2	Primary Sector	Training
3	Primary Sector	Inputs Distribution
4	Primary Sector	Market Connect
5	Primary Sector	Informational Services
6	Primary Sector	Request for Insemination
7	Human Development	Medical Assistance and Support, Special Allowance, Benefits, Scholarships, Stipend and Pension
8	Human Development	Licenses/Certificates/Admit Cards/NoC
9	Human Development	Immunization
10	Human Development	Training and Capacity Building
11	Human Development	Integrated Services
12	Human Development	Issuance and Renewal FPS/ SK Dealer License
13	Human Development	Issuance and Renewal Nursing Home License
14	Entrepreneurship	Training
15	Entrepreneurship	Financial Assistance
16	Entrepreneurship	Registration/License/Certificate Service
17	Entrepreneurship	Informational Service
18	Entrepreneurship	Training and Skill Development Services
19	Entrepreneurship	Registration of Hotels/Tourist Guest Houses
20	Entrepreneurship	Registration of Contractors
21	Entrepreneurship	Scholarship
22	Infrastructure	Single Window Clearance
23	Infrastructure	Training
24	Infrastructure	Financial Assistance
25	Infrastructure	Conductor License
26	Infrastructure	Subsidy for Driving School
27	Infrastructure	Financial Assistance to SC/ST youths to run transport service
28	Infrastructure	Financial Assistance to Handicrafts Artisans
29	Infrastructure	Application for assistance to setup industrial manufacturing unit
30	Infrastructure	Provide vocational training for skill development
31	Infrastructure	Issuance of assurance letter
32	Infrastructure	Issuance of trade certificate
33	Governance	Monitoring & Evaluation, Strategic Project Administration

S.No	Strategic/Cross-Cutting Pillar	Use Case Name
34	Governance	Funding Approval
35	Governance	Survey, Statistical Reporting
36	Governance	Informational Services
37	Governance	Export Permit
38	Governance	Registration of VAT/CST
39	Governance	License Issuance
40	Governance	Registration/Renewal of Brand
41	Governance	Refund of VAT
42	Governance	Statutory Forms Issuance
43	Governance	Retail Permit Issuance/Renewal
44	Governance	Financial Assistance
45	Environment	Single Window Clearance
46	Environment	Transit Pass Issuance and Challan Vigilance
47	Environment	Financial assistance to wildlife depredation victim
48	Environment	Optimized usage of minerals and effective mining
49	Environment	Lease/License/Permit
50	Environment	NOC Issuance

3.1. Primary Sector

3.1.1. Financial Assistance

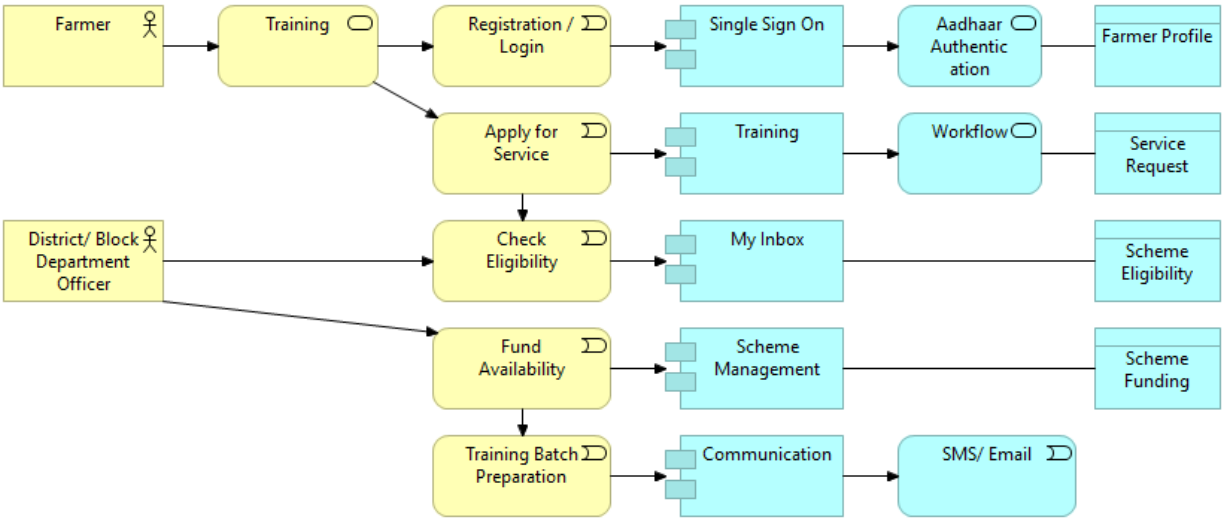
The farmer applies for financial assistance and the request is routed to Department Official for verification of eligibility and necessary checks in the application. The officer will be able to manage schemes and funds for particular schemes. On approval, the request will go to bank for transfer of funds to the applicants' bank account. The illustrative use case is as shown below:



3.1.2. Training

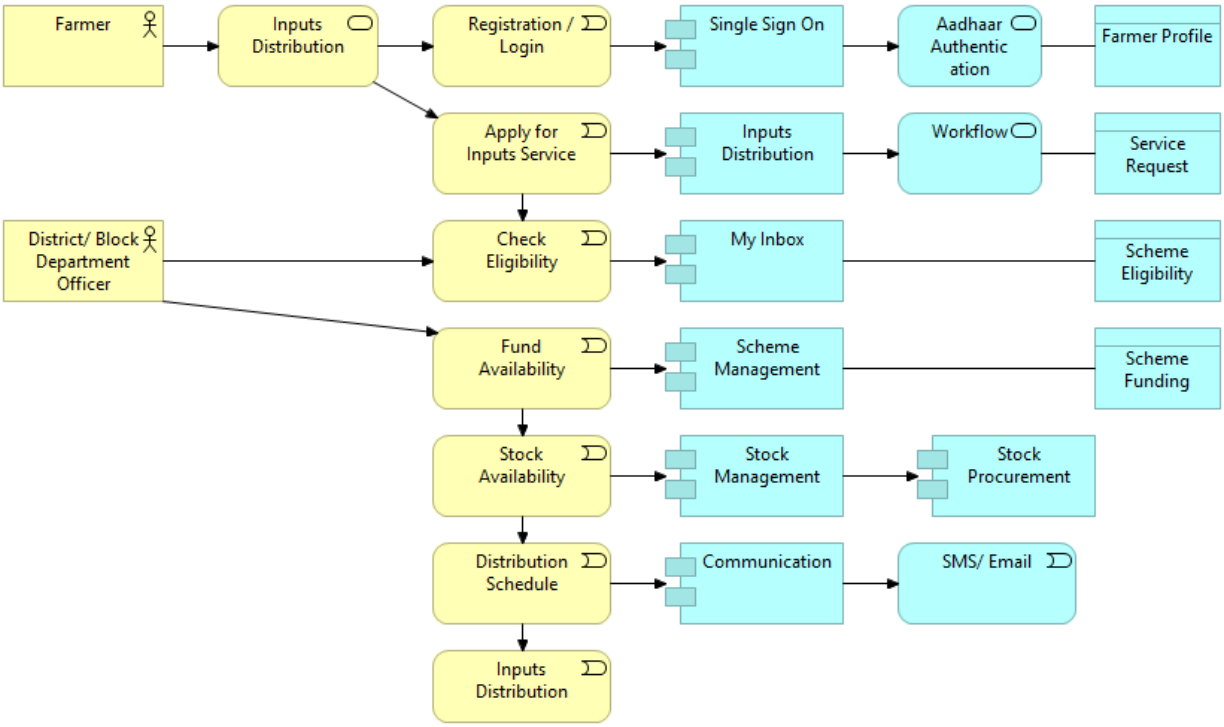
The farmer will apply for training service and the request will be routed to Department Official for verification of eligibility and necessary checks in the application. The officer will be able to manage

schemes and funds for particular training. The officer will approve application and notification in form of SMS/ email/ app push notification will be sent to applicant farmer. 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 has to attend the training as per the schedule given by the officer. The illustrative use case is as shown below:



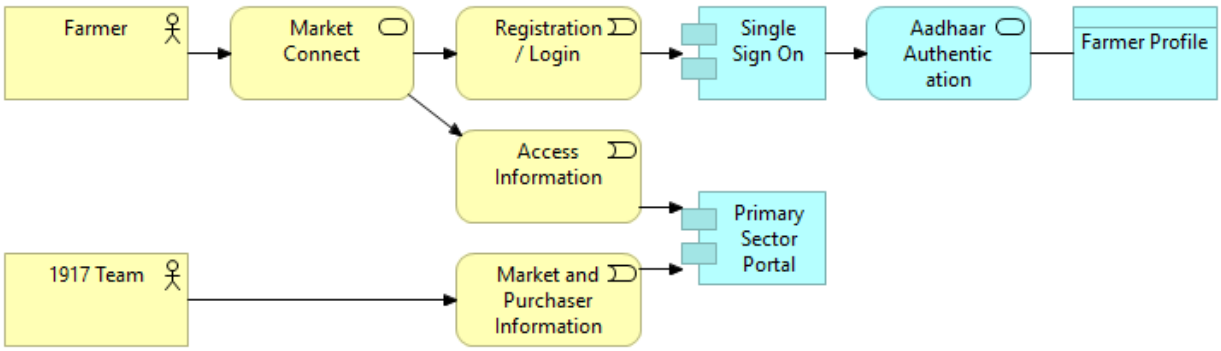
3.1.3. Inputs Distribution

The farmer will apply for inputs 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. The stock received from the vendor will be added/ modified by the concerned officer in the system. The officer will approve application and notification in form of SMS/ email/ app push notification will be sent to applicant farmer along with scheduled date and time. The applicant has to collect the inputs/ seeds would be distributed at door step as per the schedule. The illustrative use case is as shown below:



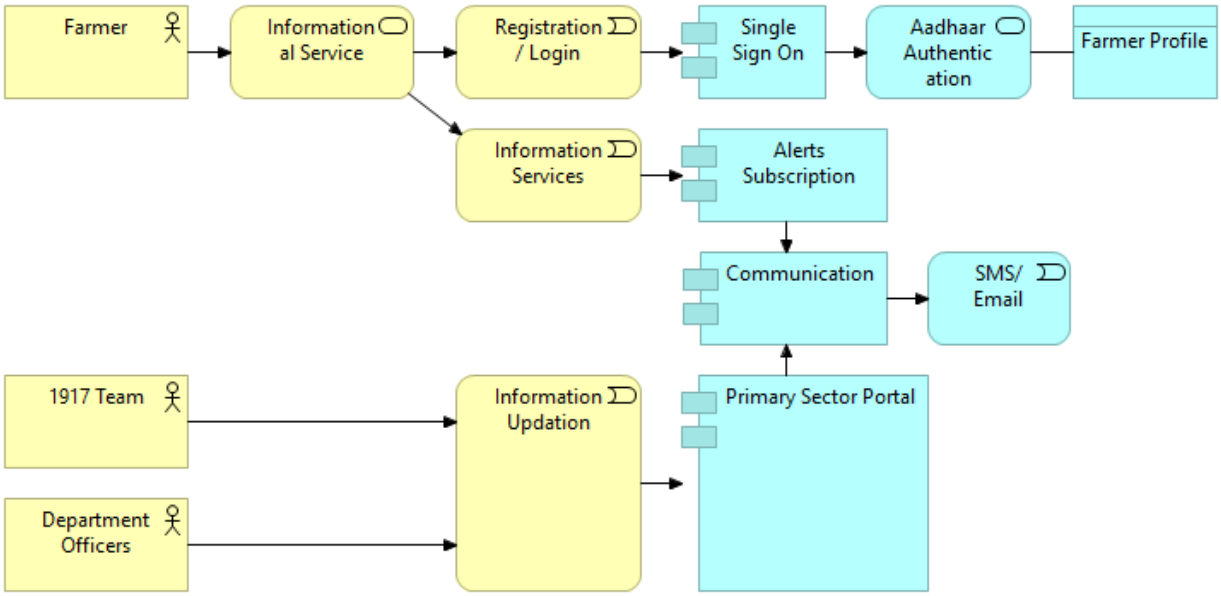
3.1.4. Market Connect

The farmer will login to the Primary Sector portal and clicks on Market Connect. System will fetch required available information for perspective buyers, Market Price Information, Quality Seeds/ Inputs etc. 1917 team will connect to farmers/ buyers and keep on feeding/ updating the information in the 1917 iTEAMS system. The required details will be pushed to farmer through Primary Sector/ State portal. In case the information is not available, the team will collect the required information and update against the service request. A notification will be sent to the requester once the information is entered. The illustrative use case is as shown below:



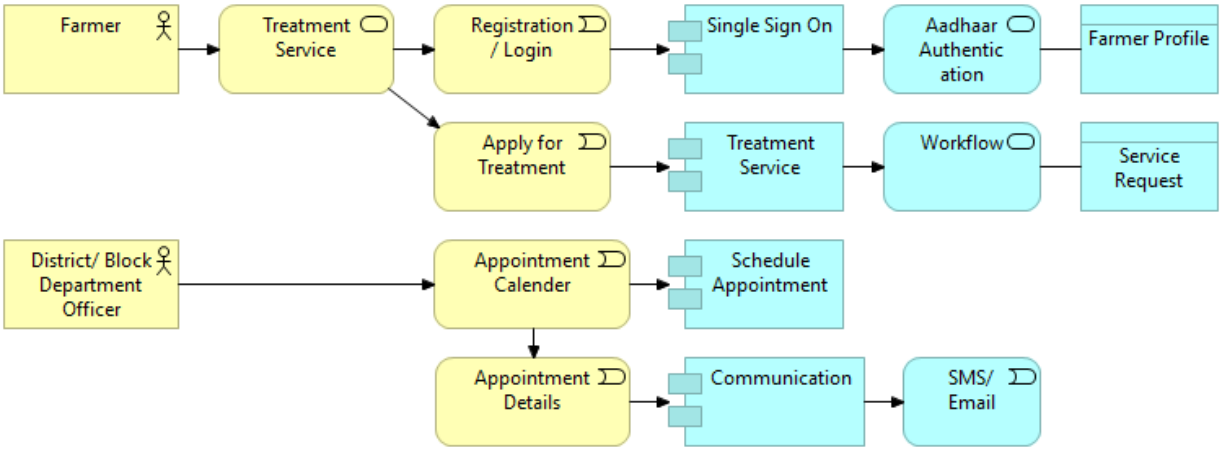
3.1.5. Informational Services

The farmer will login to the Primary Sector portal and register for alerts. The required details will be pushed to farmer through notifications. Designated officers/ teams will keep on updating information in system and notification will be sent to all registered users. The illustrative use case is as shown below:



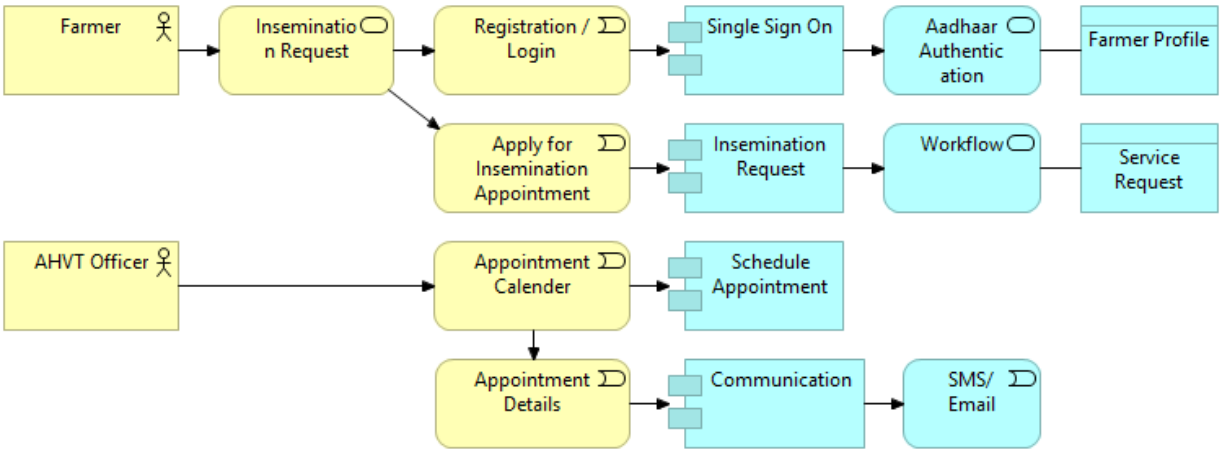
3.1.6. Treatment Services

The farmer will seek appointment for treatment through Primary Sector portal. The request will be assigned to respective officer for scheduling appointment. Once appointment is fixed, a notification will be sent to the applicant. The applicant has to visit Veterinary Hospital as per the scheduled appointment. The illustrative use case is as shown below:



3.1.7. Request for Insemination

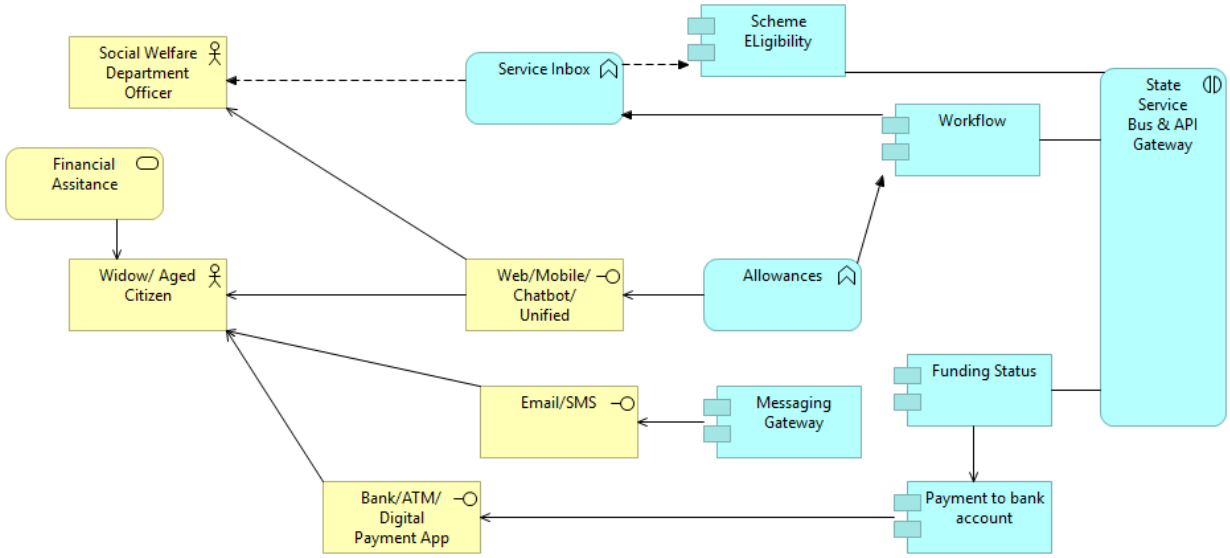
The farmer will seek appointment for insemination through Primary Sector portal. The request will be assigned to respective officer for scheduling appointment. Once appointment is fixed, a notification will be sent to the applicant. The applicant has to visit Veterinary Hospital as per the scheduled appointment. The illustrative use case is as shown below:


Farmer
Inseminatio n Request
Registration / Login
Single Sign On
Aadhaar Authentic ation
Farmer Profile
Apply for Insemination Appointment
Insemination Request
Workflow
Service Request
AHVT Officer
Appointment Calender
Schedule Appointment
Appointment Details
Communication
SMS/ Email

3.2. Human Development

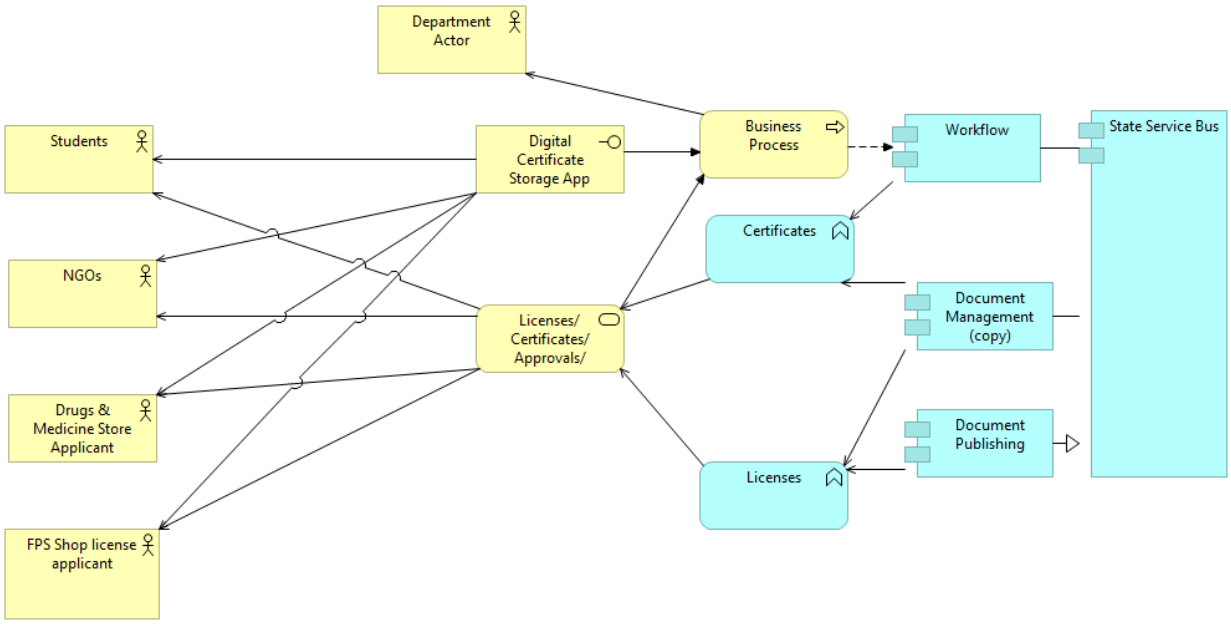
3.2.1. Medical Assistance and Support, Special Allowance, Benefits, Scholarships, Stipend and Pension

Social Protection forms an integral part of the pillar as evident from the As-Is service catalogue. As defined in previous section, the beneficiary applies for financial assistance and the request is routed to Department Official for verification of eligibility and necessary checks in the application. In many cases, the funds are disbursed through NGOs. 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:



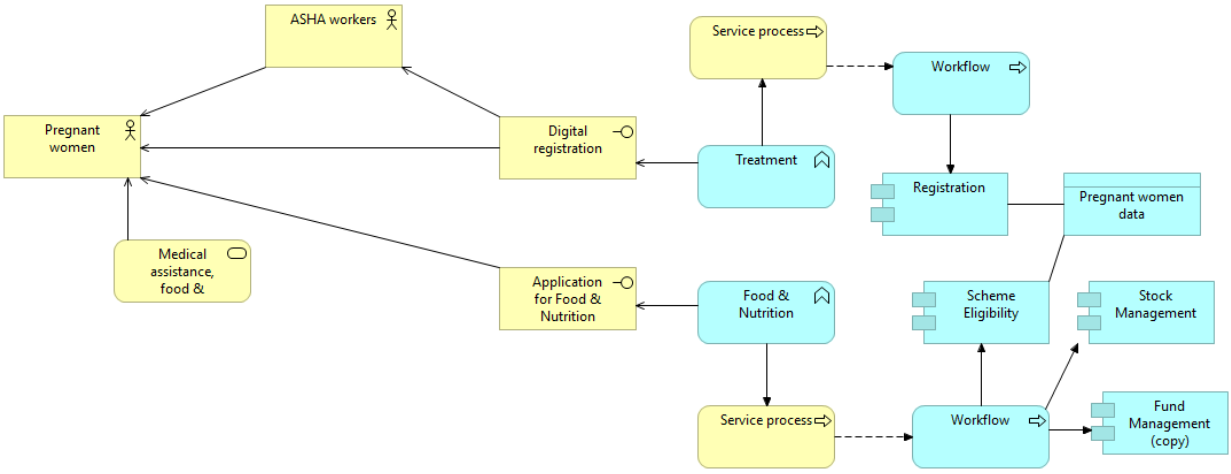
3.2.2. Licenses/Certificates/Admit Cards/NoC

Various students, organizations apply for Issuance/ Renewal of various license/certificates other permission like for Fair price shop, stocking of drugs, setting up of Hospital/ educational institution etc. The request is forwarded to the concerned officer, the officer verifies the application and provides the approval. The certificate is forwarded to the Citizen document store and a physical copy is delivered. The illustrative use case is as shown below:



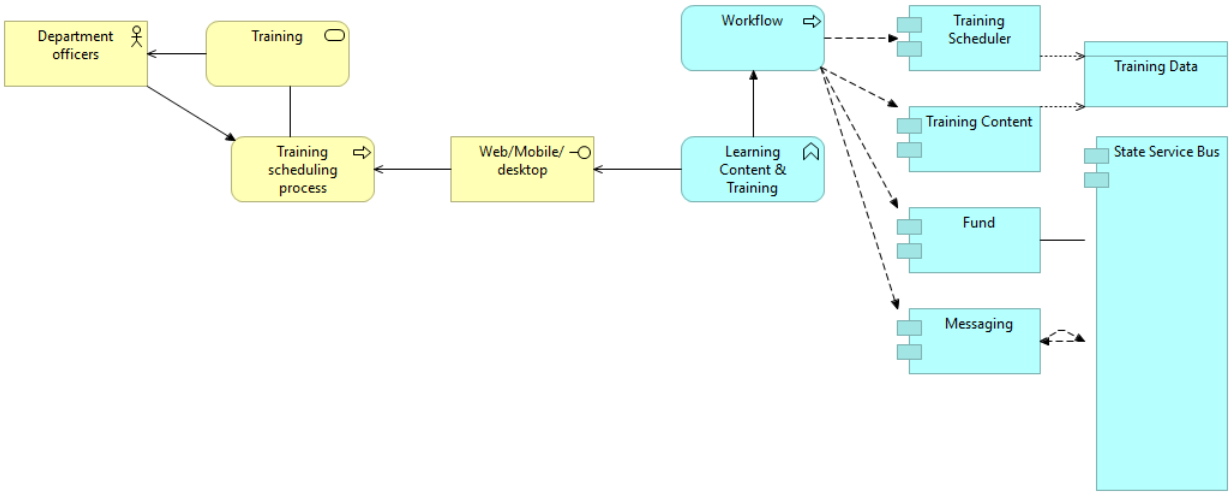
3.2.3. Immunization

To ensure newborn and infants are protected from diseases, the required immunization would be provided in a connected and integrated service



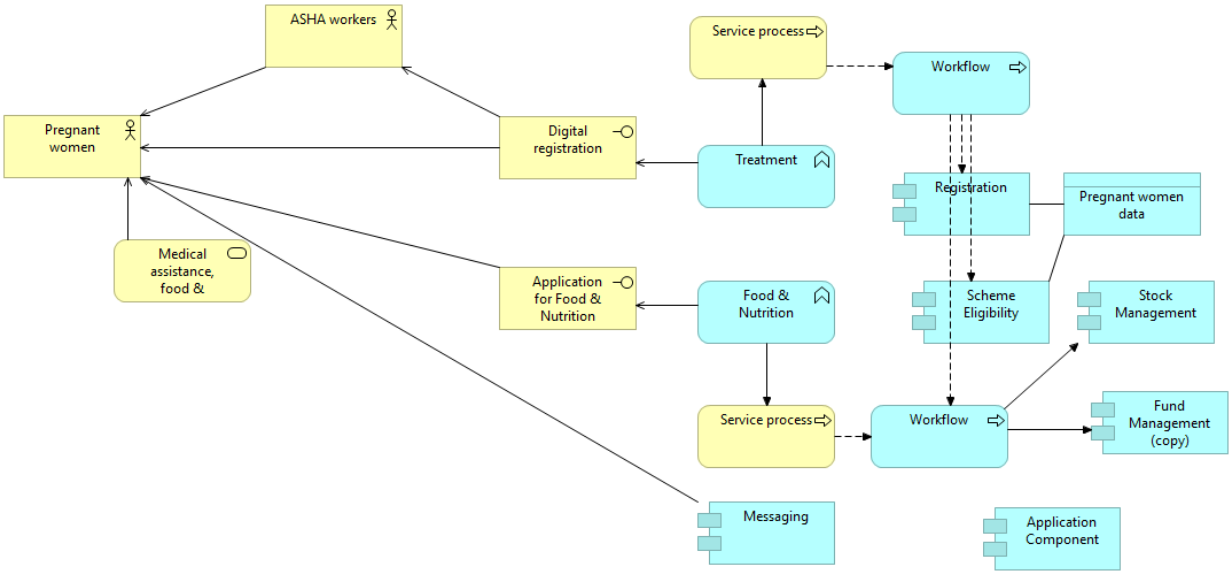
3.2.4. Training and Capacity Building

Under "Human Development" pillar training and Capacity Building is provided to various stakeholders like Teachers, Anganwadi workers and citizens. The illustrative use case for availing training is as shown below:



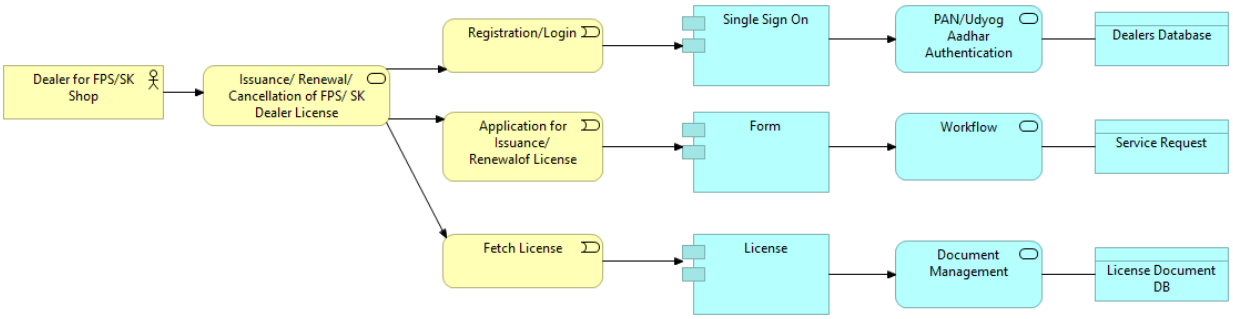
3.2.5. Integrated Services

Several service such as Financial Assistance and benefits to pregnant women, procurement of food grains from farmers and stock management interacts among themselves to deliver value to various stakeholders. Below is a graphical representation of the same



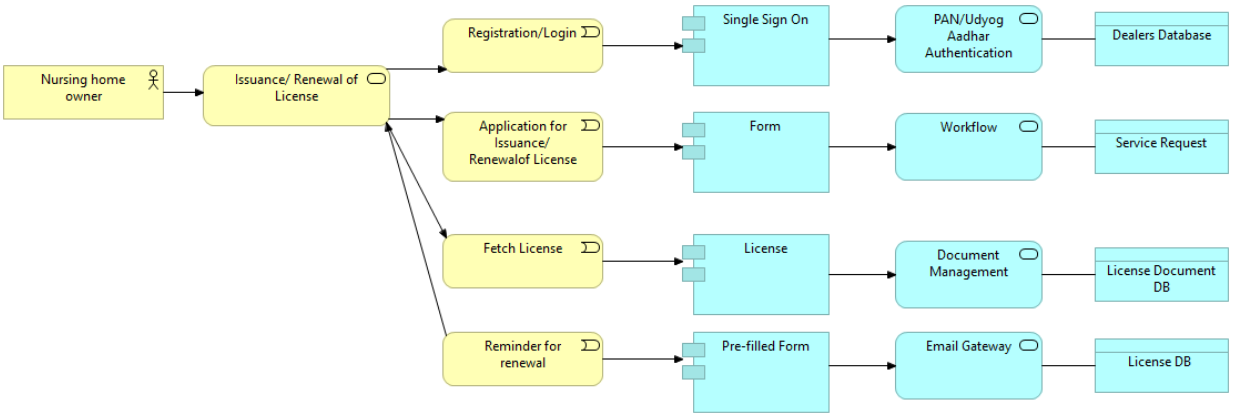
3.2.6. Issuance and Renewal FPS/ SK Dealer License

For License issuance and renewal below is a graphical illustration wherein users can apply license and fetch the license from systems on real-time



3.2.7. Issuance and Renewal Nursing Home License

For License issuance and renewal below is a graphical illustration wherein users can apply license and fetch the license from systems on real-time



3.3. Entrepreneurship

3.3.1. Training

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

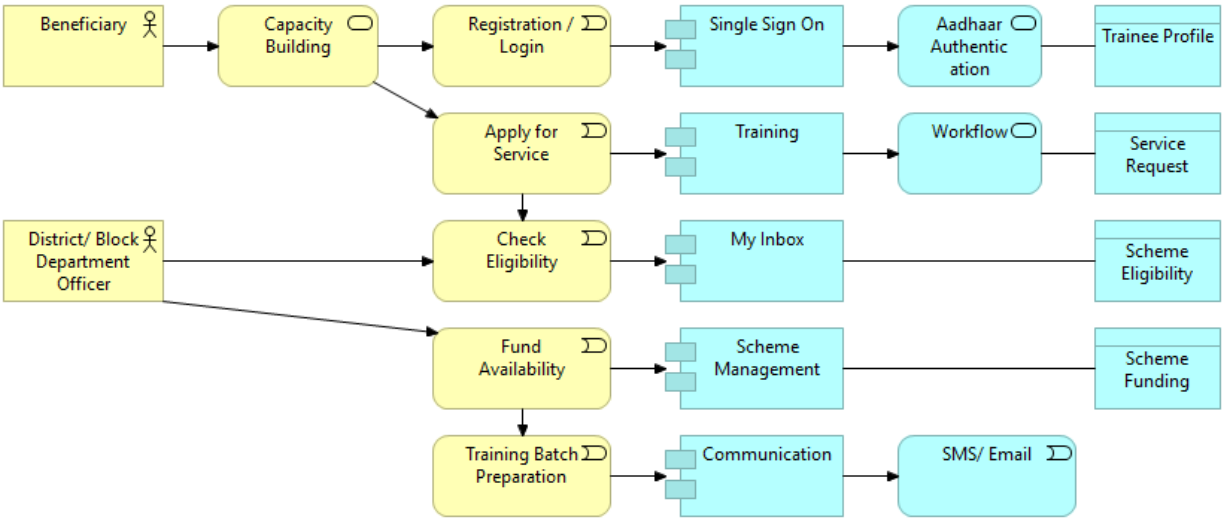


Figure 1: Training (illustrative)

3.3.2. Financial Assistance

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

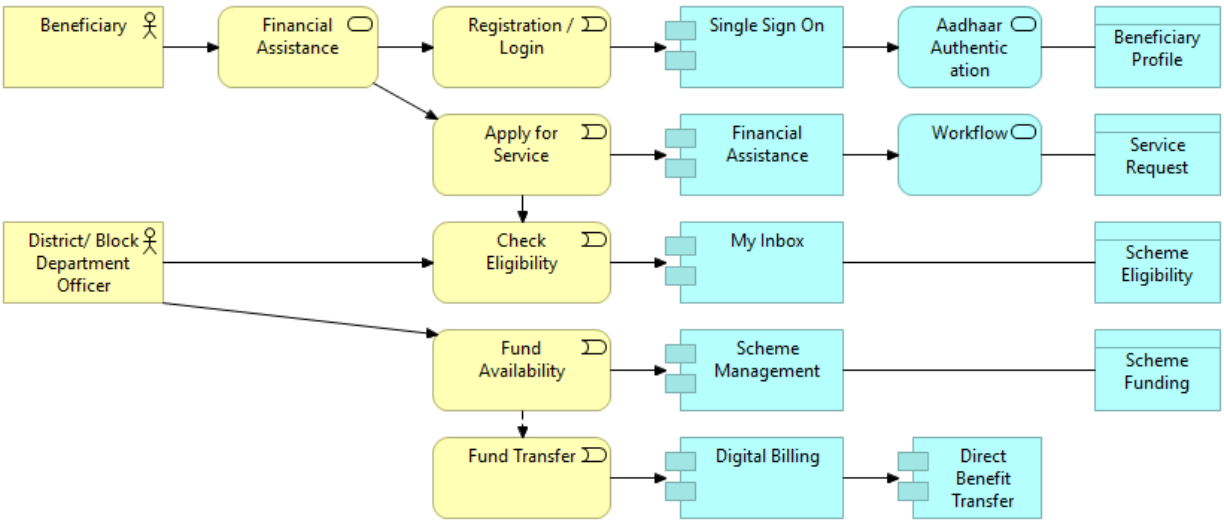


Figure 2: Finance Assistance (illustrative)

3.3.3. Registration/ License / Certificate Services

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

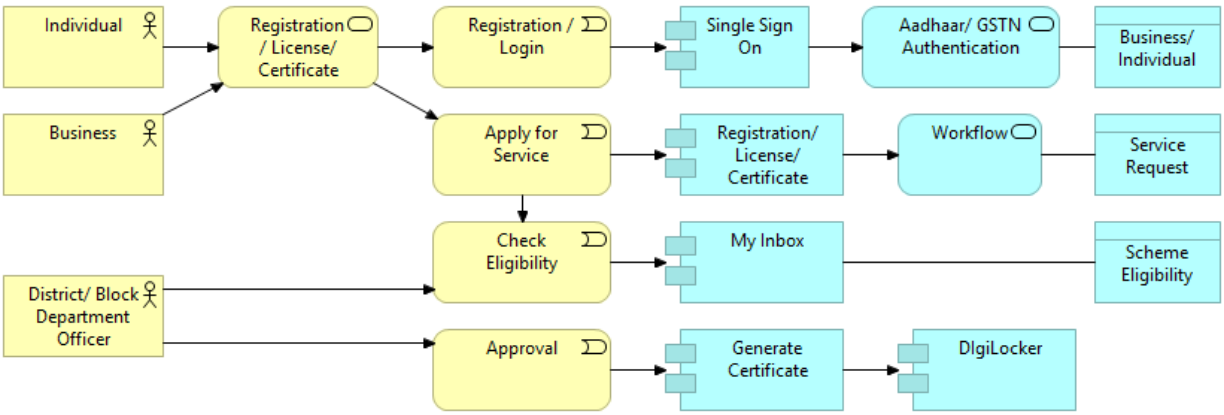


Figure 3: Registration/ License/ Certificate Services Flow (Illustrative)

3.3.4. Informational Services

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

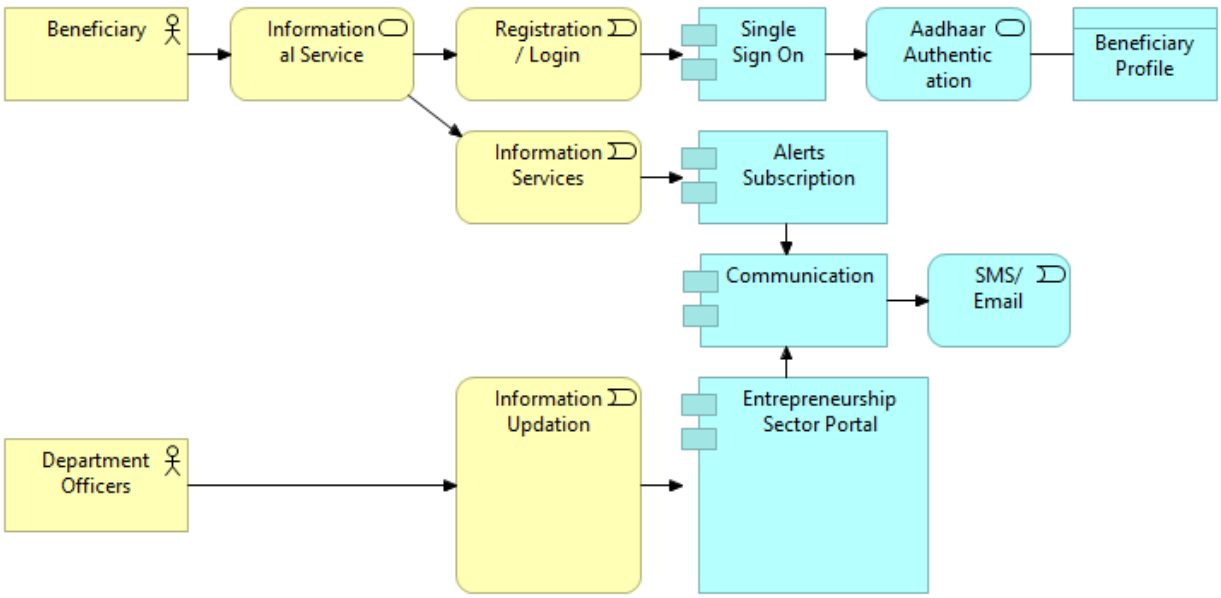


Figure 4: Information Services Flow (Illustrative)

3.3.5. Training and Skill Development Services

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

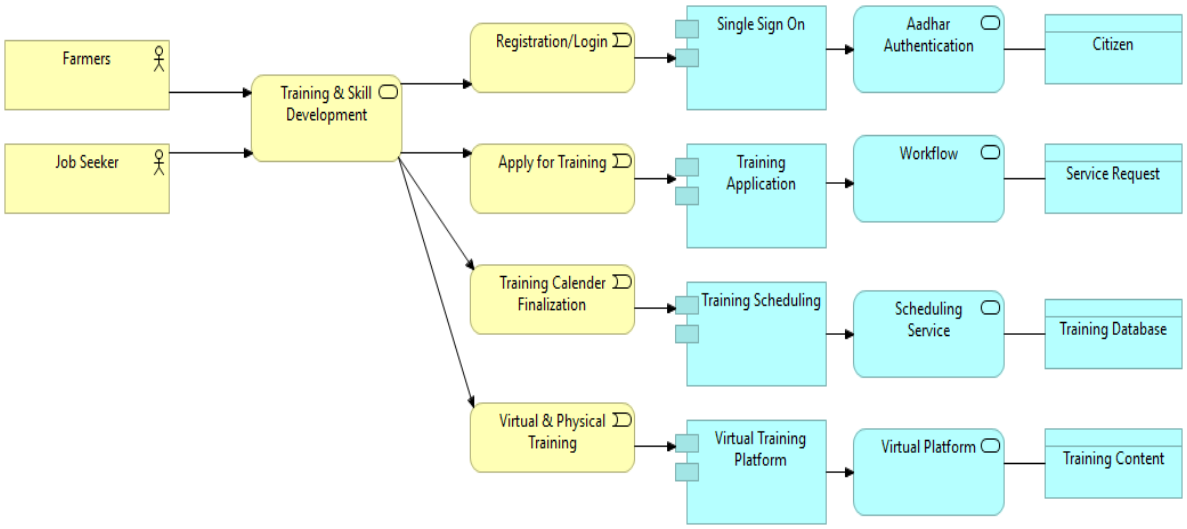
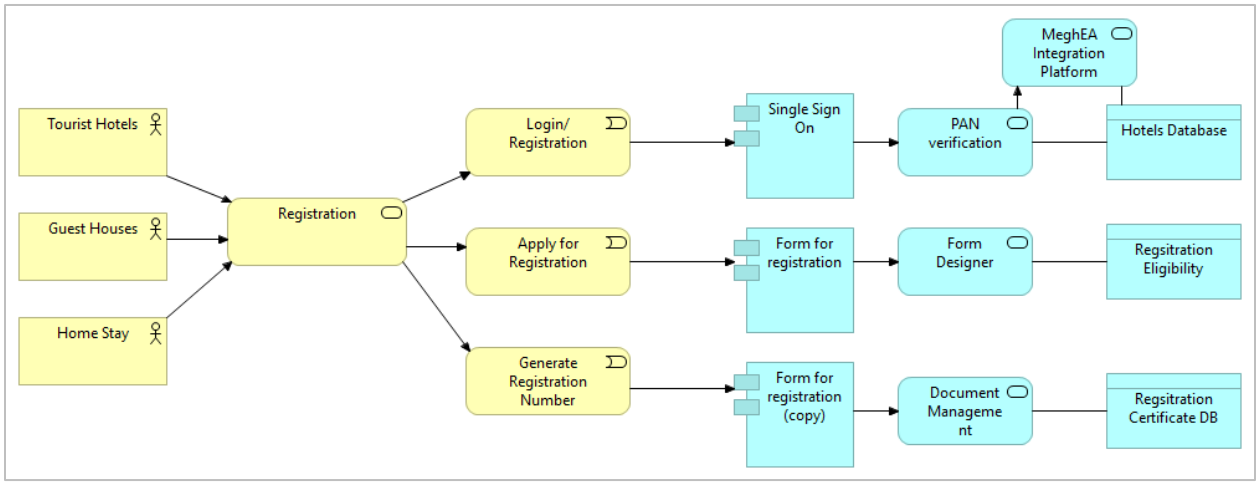


Figure 5: Training & Skill Development Services (Illustrative)

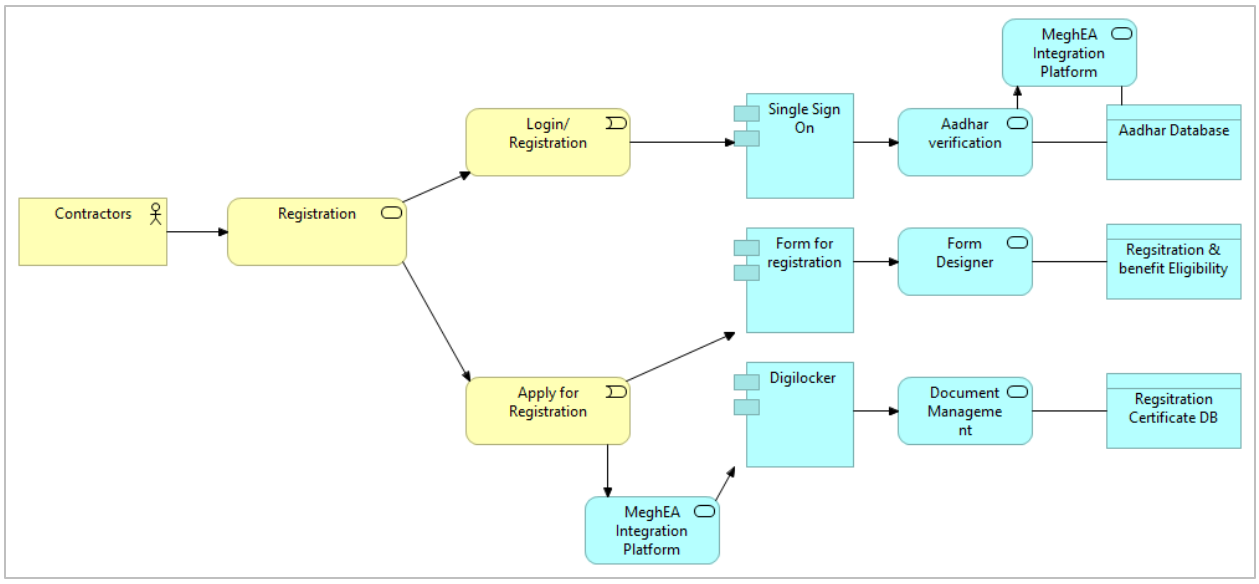
3.3.6. Registration of Hotels/Tourist Guest Houses

The hotel owner will login to the Entrepreneurship Sector portal and register for his hotels, this would be required to provide notifications and benefits to all hotel owners



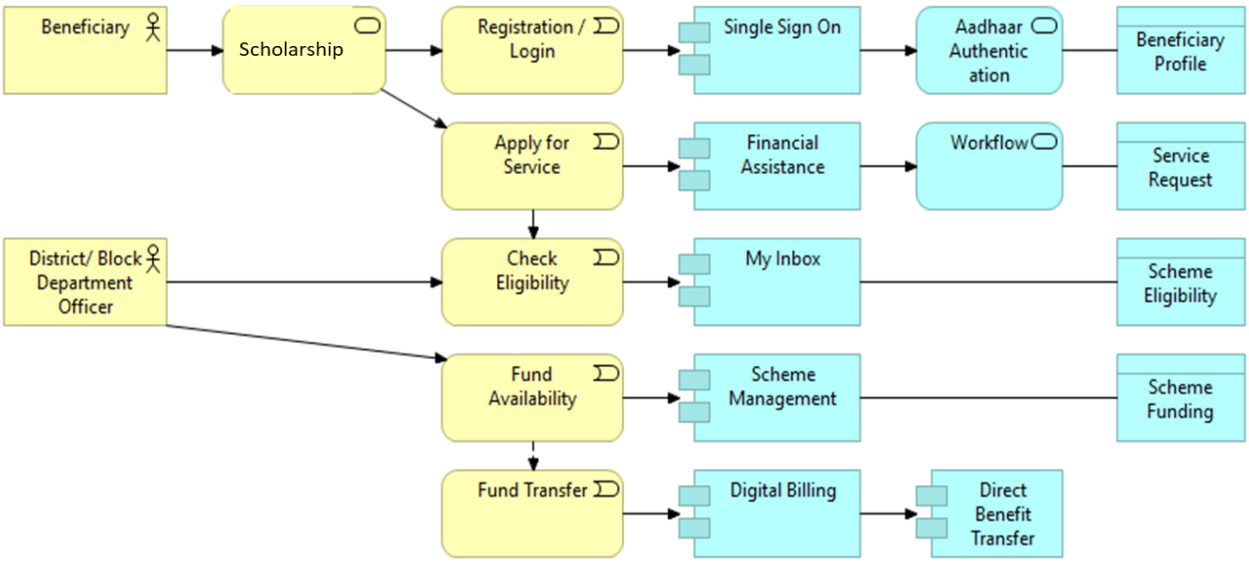
3.3.7. Registration of Contractors

The contractor will login to the Entrepreneurship Sector portal and register , this would be required to provide notifications and benefits to all contractors.



3.3.8. Scholarship

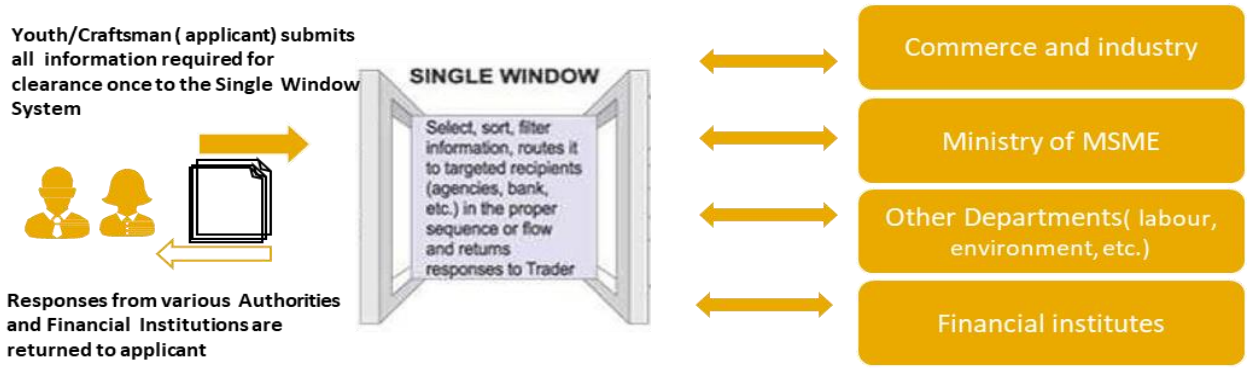
The scholarship seeker will login to the Entrepreneurship Sector portal and apply for scholarship , this would be required to provide scholarship and benefits to them


Beneficiary
Scholarship
Registration / Login
Single Sign On
Aadhaar Authentic ation
Beneficiary Profile
Apply for Service
Financial Assistance
Workflow
Service Request
District/ Block Department Officer
Check Eligibility
My Inbox
Scheme Eligibility
Fund Availability
Scheme Management
Scheme Funding
Fund Transfer
Digital Billing
Direct Benefit Transfer

3.4. Infrastructure

3.4.1. Single Window Clearance

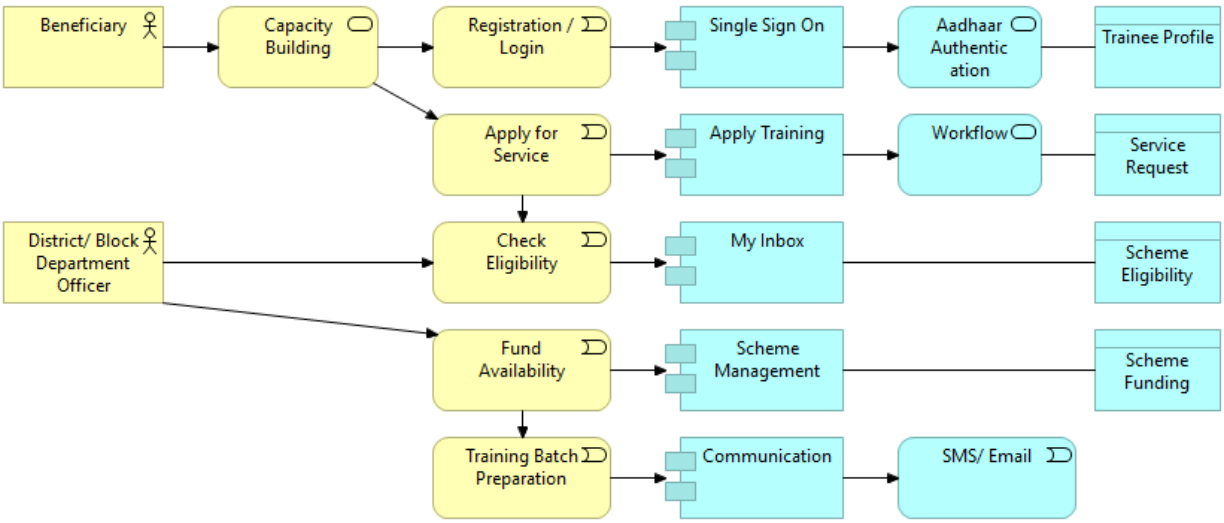
As mentioned in previous section, the youth/craftsman (the applicant) will apply for registration of business the request will be routed to C&I Department Official, the applicant would be provided information in case awareness required on regulation and by laws. Once awareness done the applicant apply 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:



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.

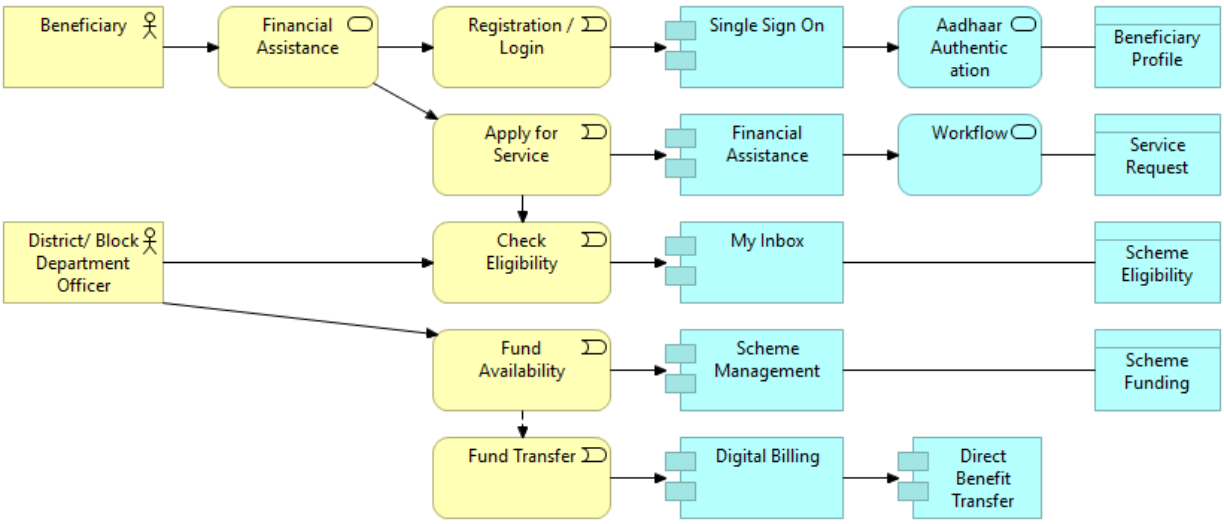
3.4.2. Training

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:

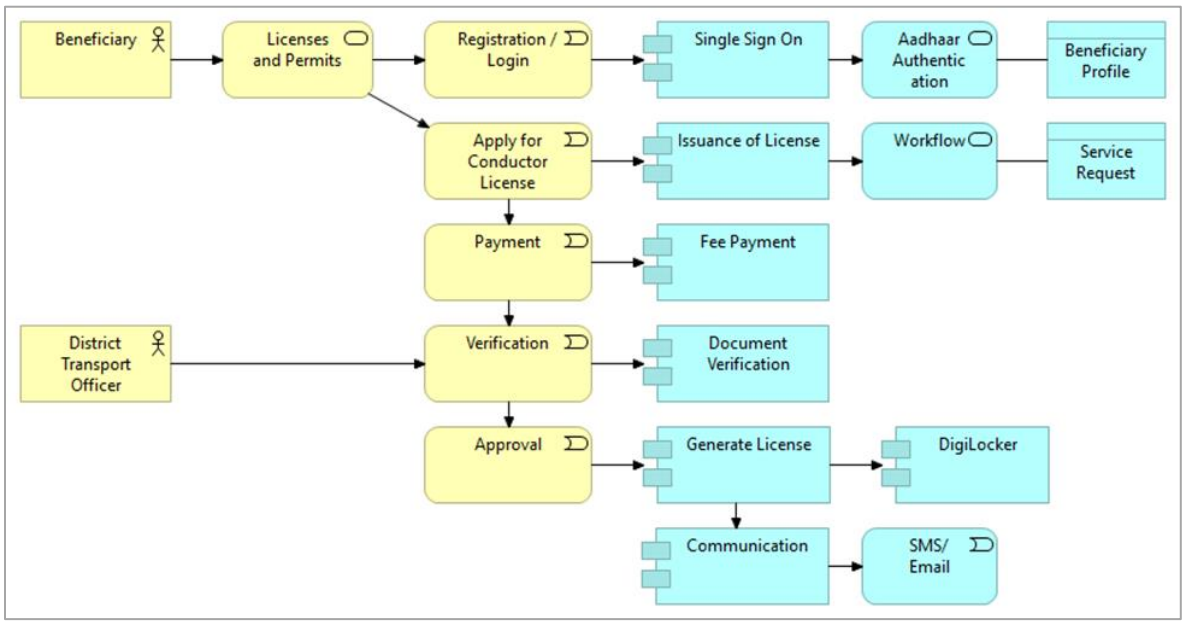


3.4.3. Financial Assistance

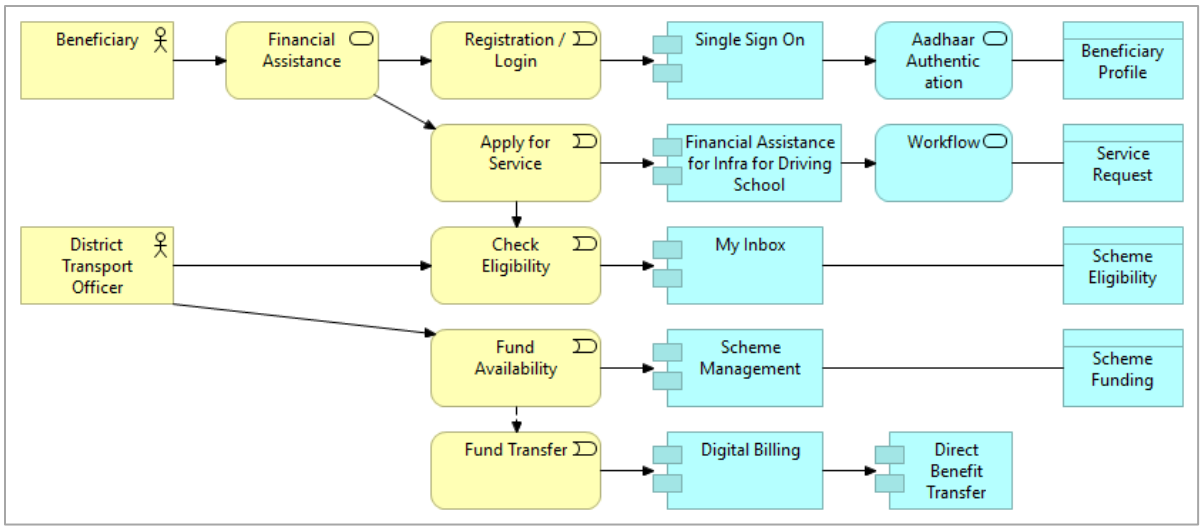
As defined in previous section, the Beneficiary will apply for financial assistance and the request will be routed to Department Official for verification of eligibility and necessary checks in the application. The officer will be able to manage schemes and funds for schemes. On approval, the request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



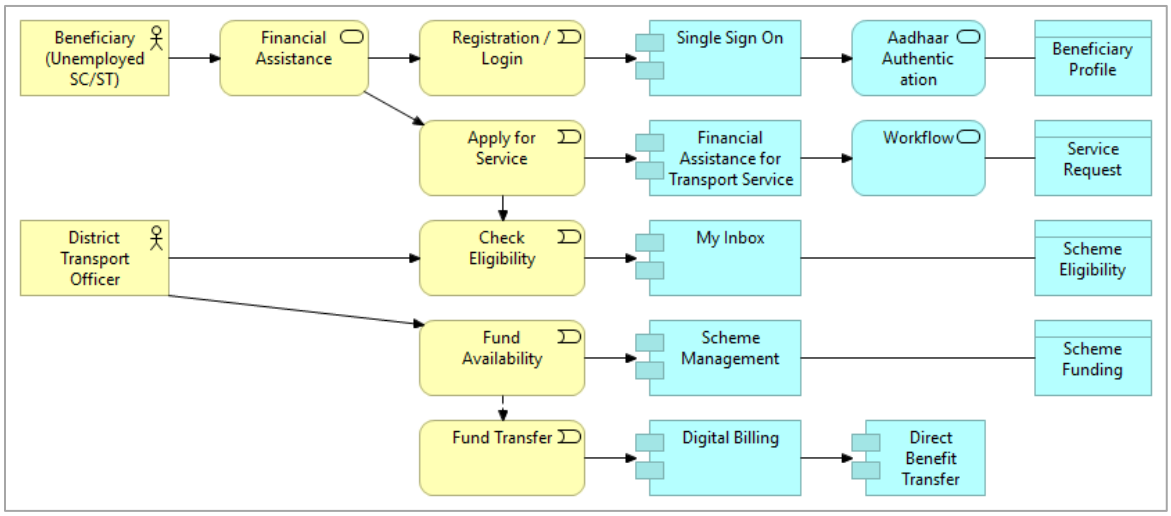
3.4.4. Conductor License



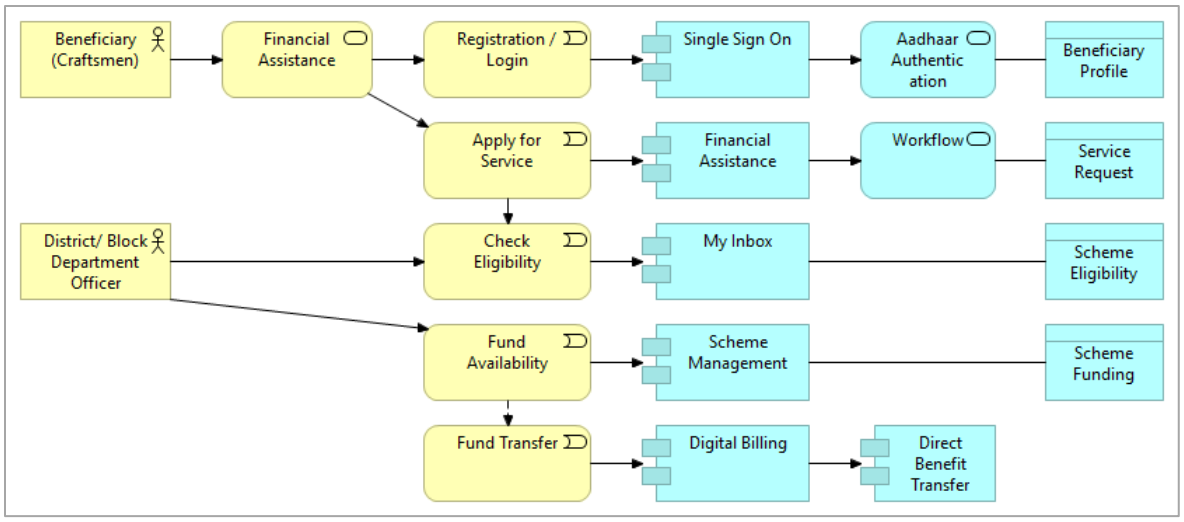
3.4.5. Subsidy for Driving School



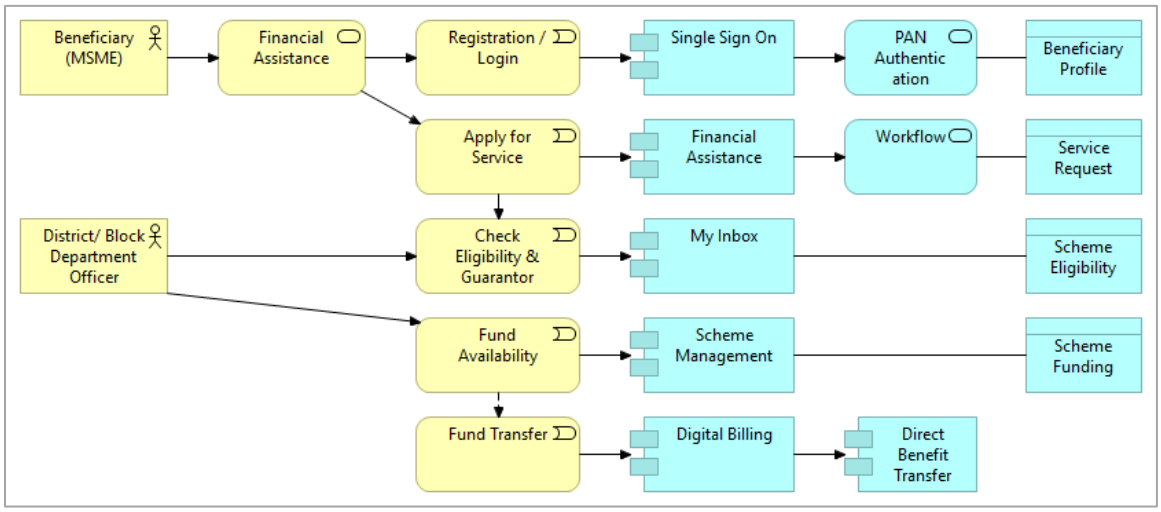
3.4.6. Financial Assistance to SC/ST youths to run Transport Service



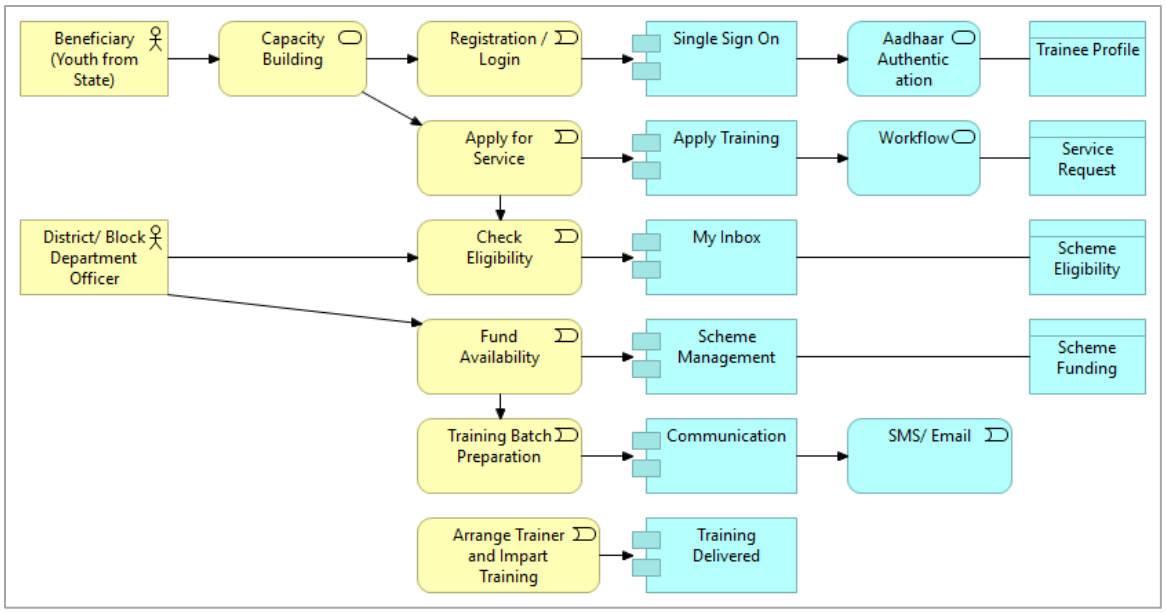
3.4.7. Financial Assistance to Handicraft Artisans



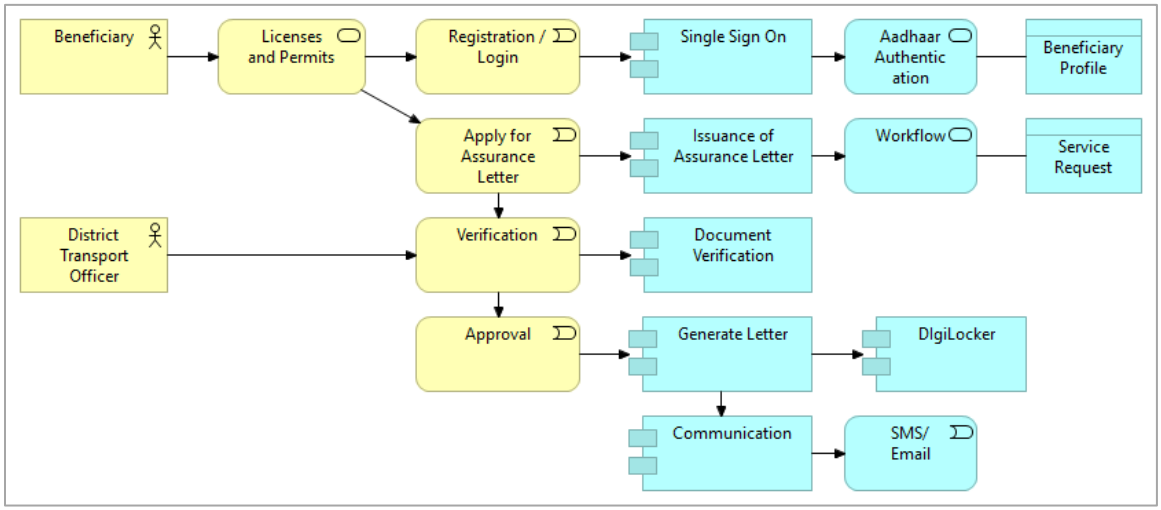
3.4.8. Application for assistance to setup Industrial Manufacturing / Service Unit by MSME



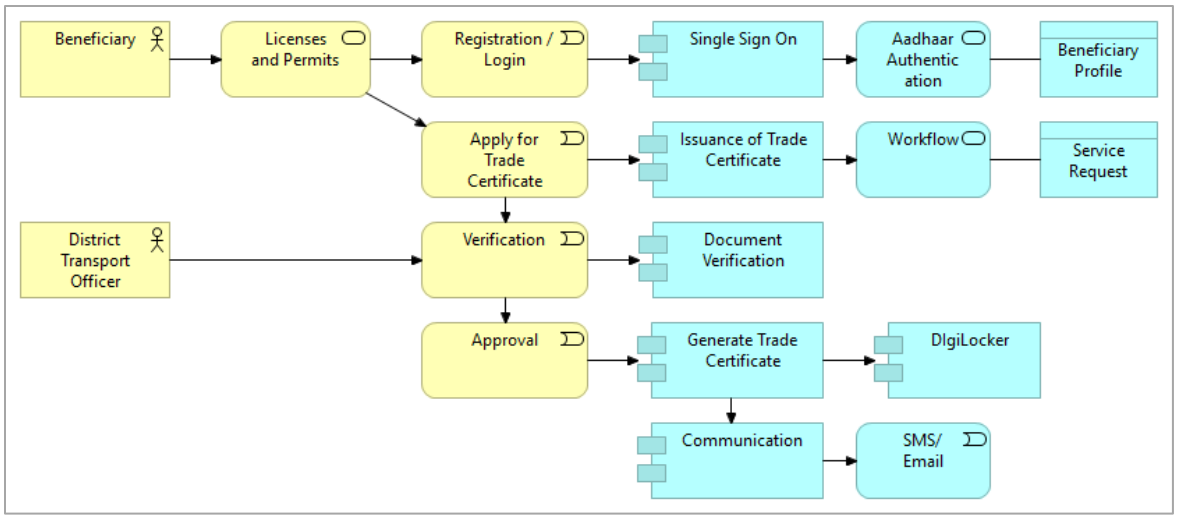
3.4.9. Provide Vocational Training for Skill Development



3.4.10. Issuance of Assurance Letter



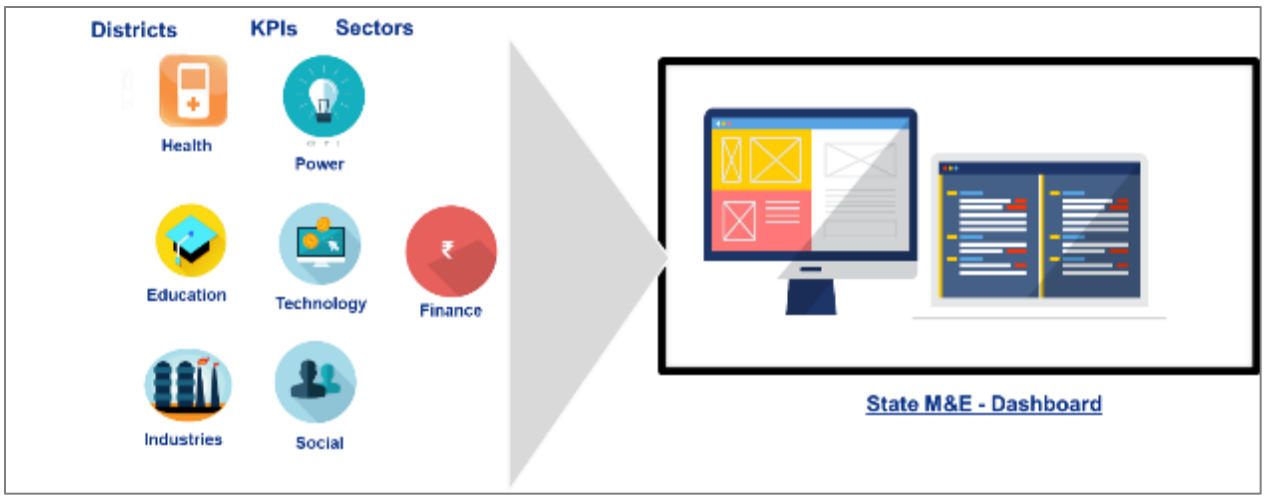
3.4.11. Issuance of Trade Certificate



3.5. Governance

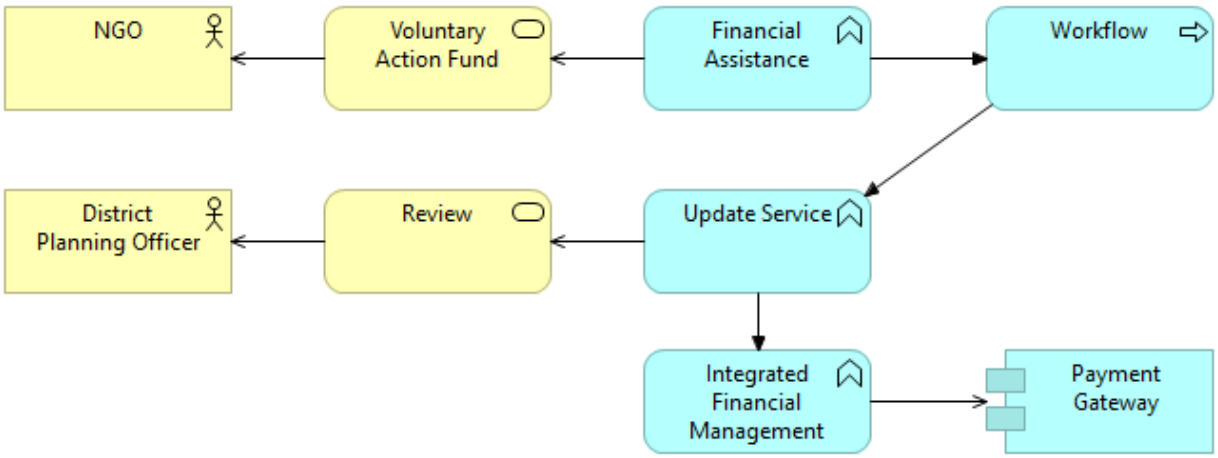
3.5.1. Monitoring & Evaluation, Strategic Project Administration

Monitoring & Evaluation is the core service of Governance pillar, integrated data from various systems would be feed to the M&E dashboards to provide a holistic and real-time view of the various progress parameters of the state



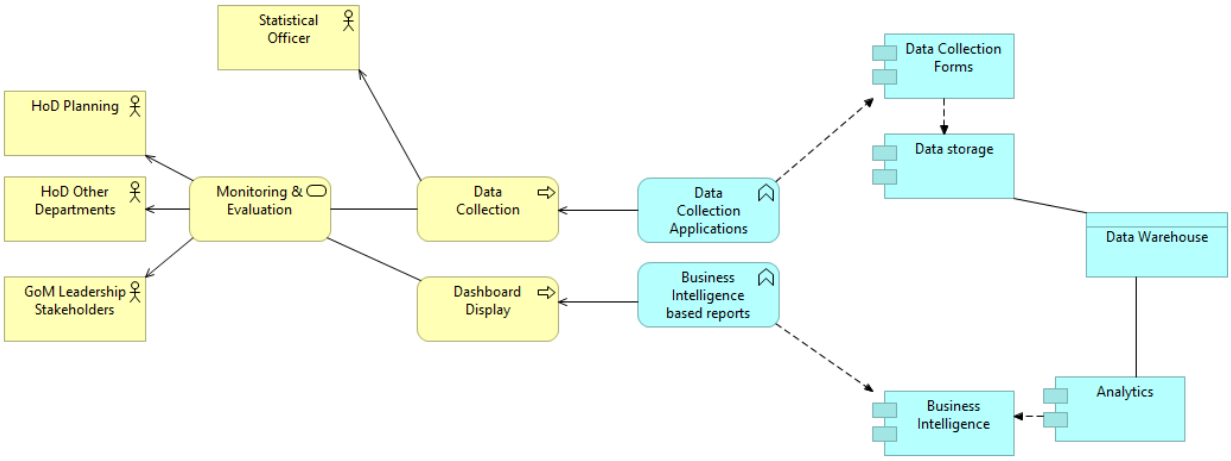
3.5.2. Funding Approval

For all disbursement of Funds for schemes/projects under Development Expenditure Budget, funding proposal needs to be approved by Planning. Proposal would be shared in defined template in the digital system with pre-defined workflow. Once approved, financial system needs to be updated with approval note along with notification to the requesting department



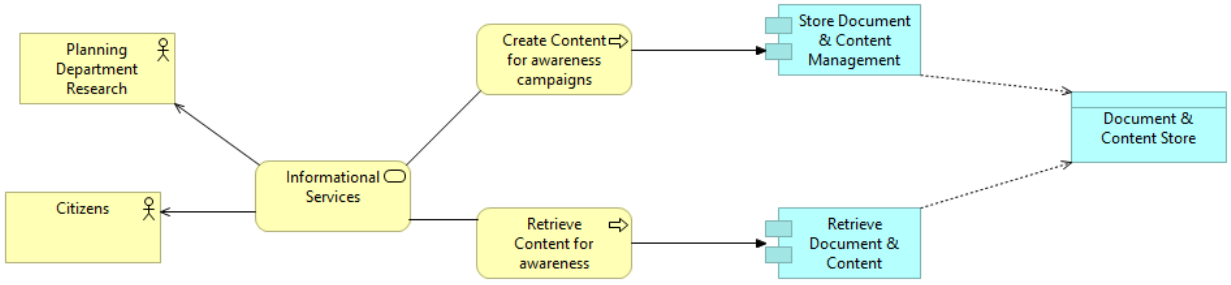
3.5.3. Survey, Statistical Reporting

For all surveys and data collection services, forms would be prepared through digital systems and shared with the Planning – Economics and Statistics inspectors for data collection. These data collection would be reconciled by the system from different sources and displayed in visual reports



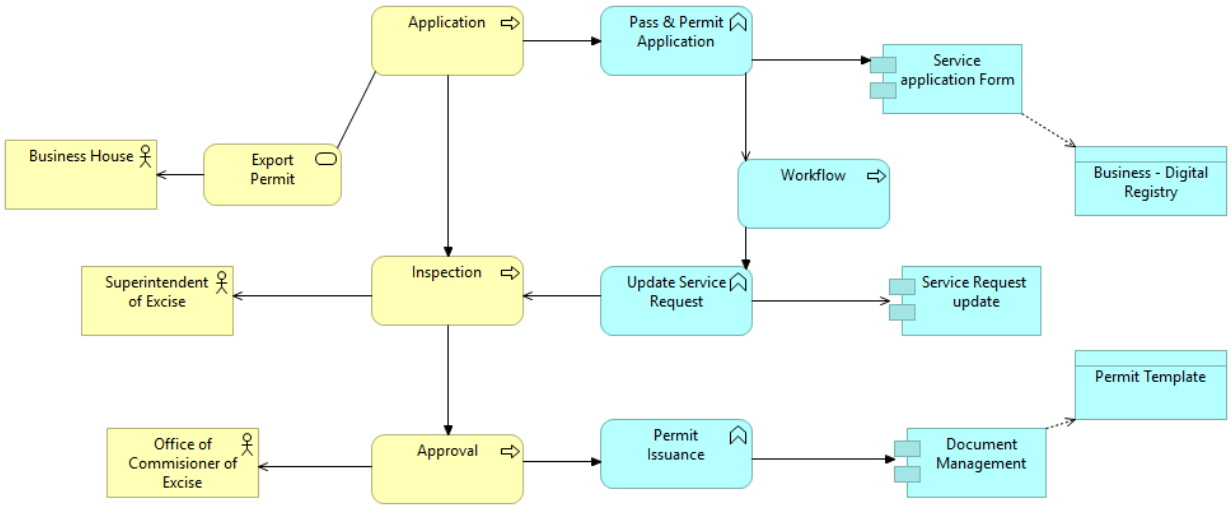
3.5.4. Informational Services

The Knowledge Resource Management generates, publish & distributes various leaflets, journals and videos targeted at Community, project officials as well as to line departments. The unit functions on available knowledge resources and provides repository of various traditional and acquired knowledge during the process of EAP implementation. In the future state, planning department would create digital content on its own to share with in an automated workflow with respective stakeholders



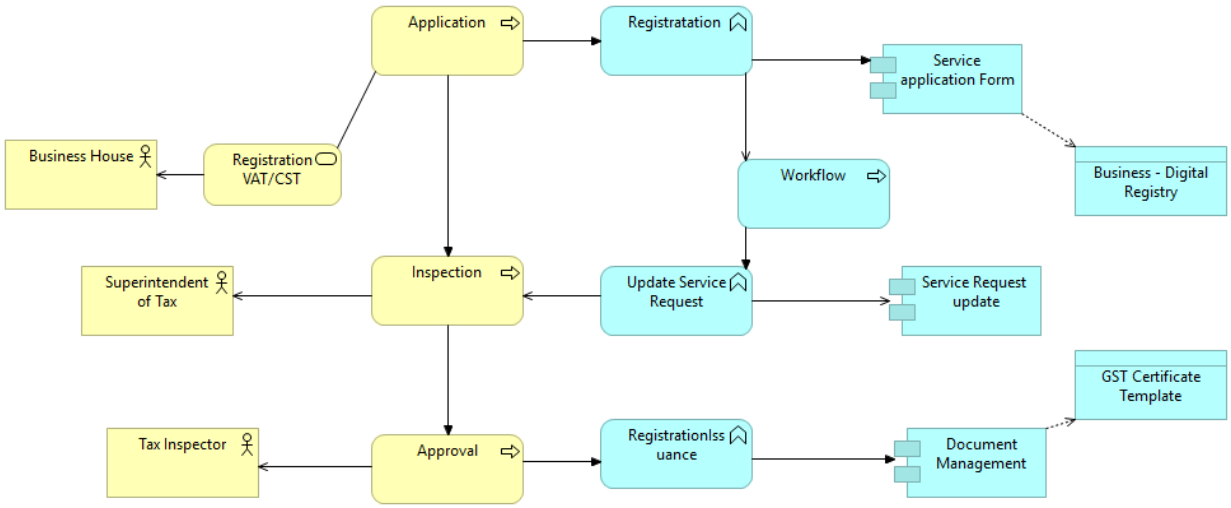
3.5.5. Export Permit

As defined in previous section, the business applies for Permit and the request is routed to Superintendent of Excise for verification of application and necessary checks. The application is forwarded to office of Commissioner of Excise with recommendation. The application is verified and approved. The illustrative use case is as shown below:



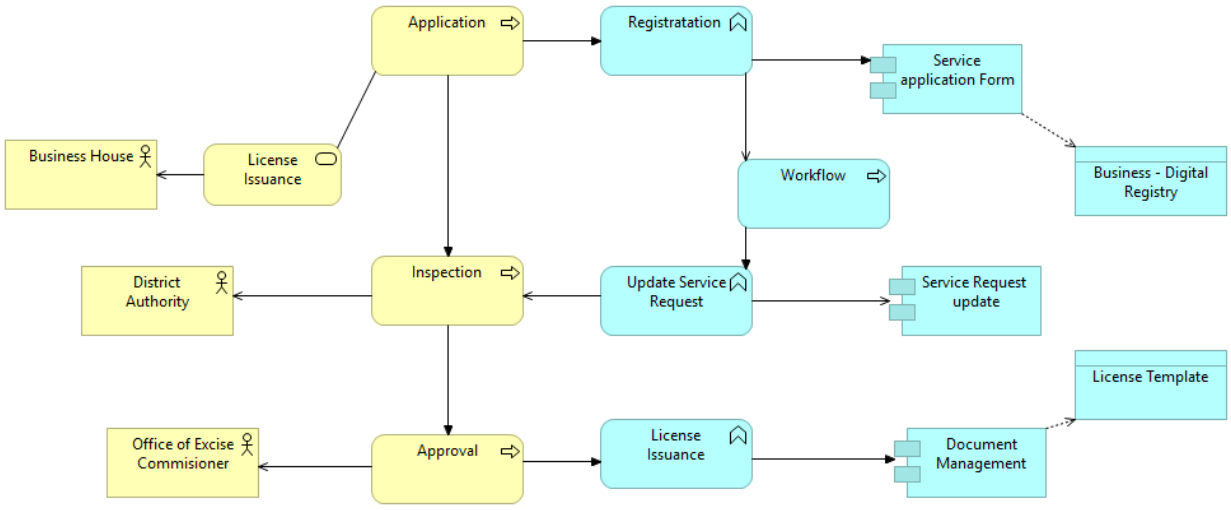
3.5.6. Registration VAT/CST

The business applies for VAT/ CST registration along with necessary documents. The request is forwarded to Superintendent of Taxes. He verifies the application and assigns field officer for verification of premises and other necessary checks. Based on the report received, district officer approves the application and issues certificate. The illustrative use case is as shown below:



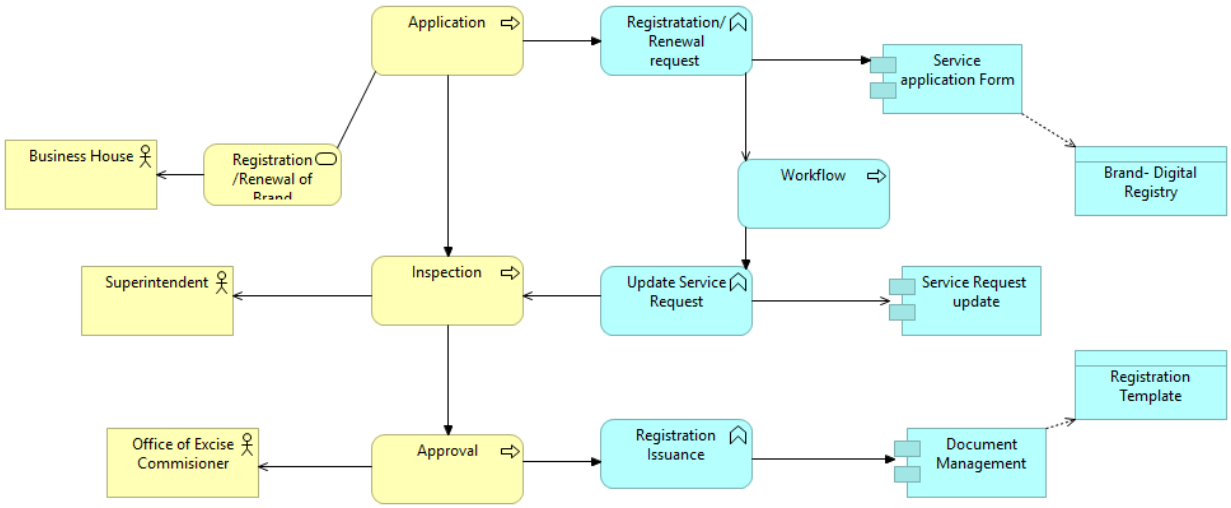
3.5.7. License Issuance

The business applies for License and the request is routed to Superintendent of Excise for verification of application and necessary checks. The application is forwarded to office of Commissioner of Excise with recommendation. The office of commissioner verifies the application against recommendation and further forwards the application to State Government with his recommendation. The application is verified and approved by the competent authority and the license certificate is issued to the applicant. The illustrative use case is as shown below:



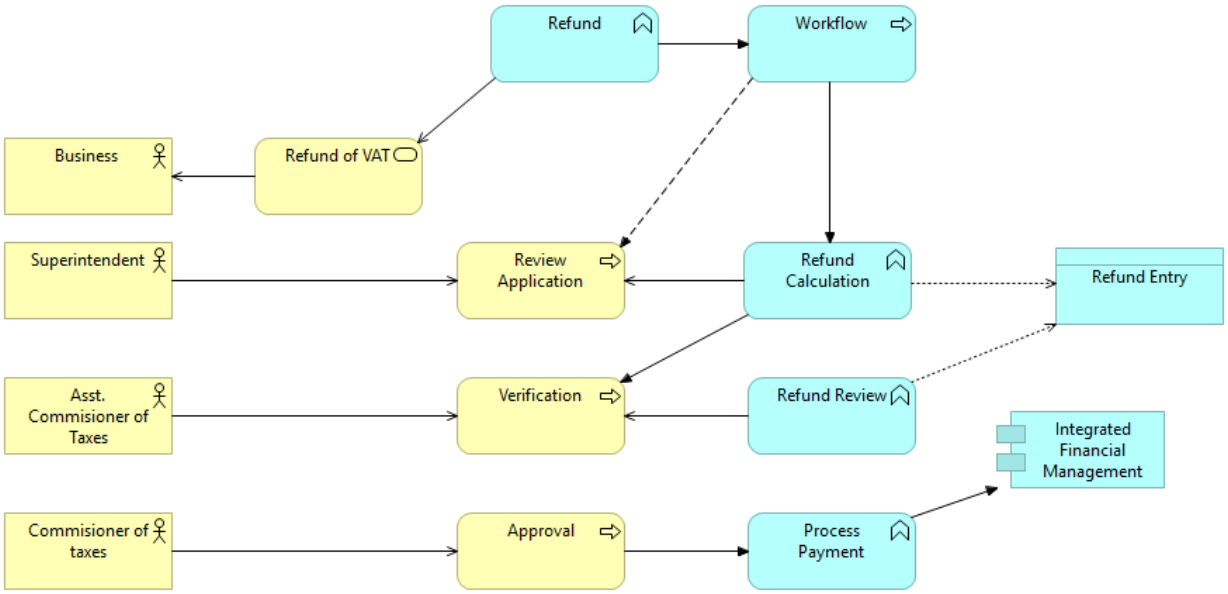
3.5.8. Registration/Renewal of Brand

The business applies for Registration/ Renewal of Brand and the request is routed to Superintendent of Excise for verification of application and necessary checks. The application is forwarded to office of Commissioner of Excise with recommendation. The application is verified and approved. The illustrative use case is as shown below:



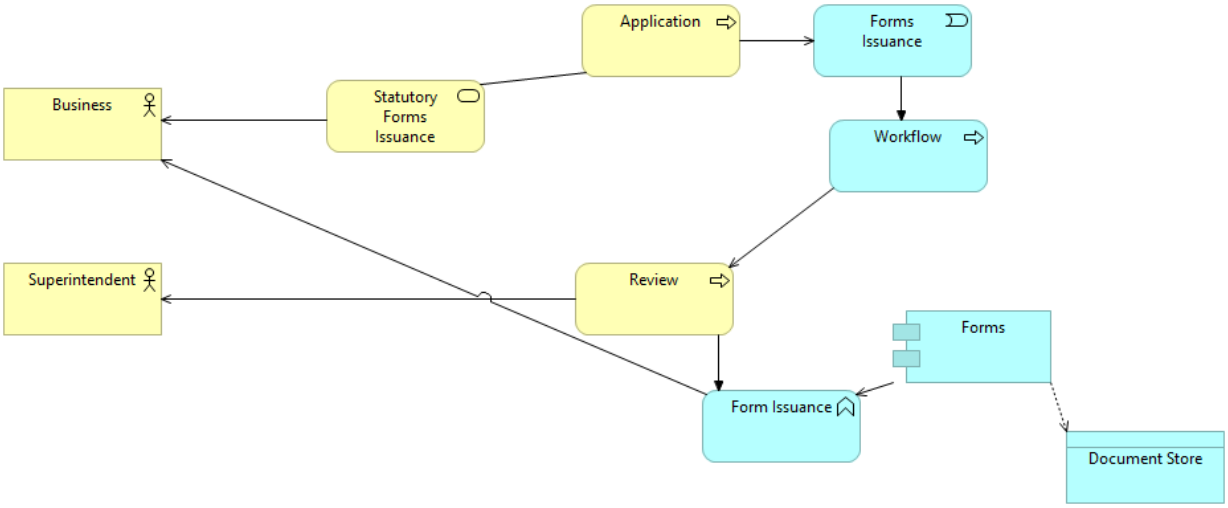
3.5.9. Refund of VAT

The business applies for Refund under VAT and the request is routed to Superintendent of Taxes for verification of application and necessary checks. The application is forwarded to Assistant Commissioner Taxes with recommendation who verifies and forwards it further to office of Commissioner of Taxes with recommendation. The office of commissioner verifies the application against recommendation and further forwards the application to State Government with his recommendation. The competent authority verifies the application and accords sanction of payment. The superintendent prepares bill and submit to treasury for payment to the VAT dealer. Treasury verifies the bill and finally disburse payment to the applicant. The illustrative use case is as shown below:



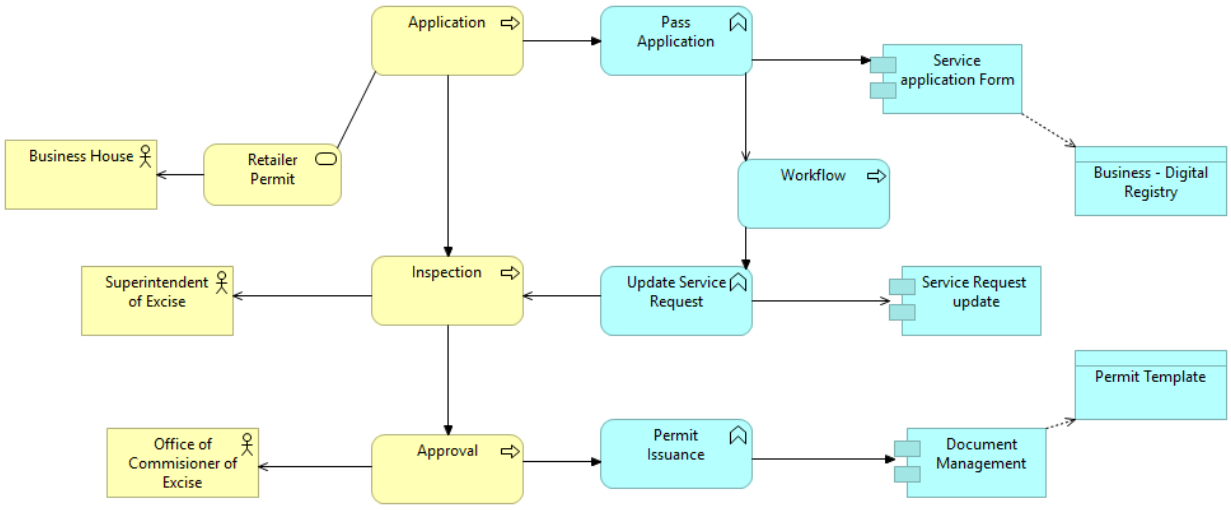
3.5.10. Statutory Forms Issuance

The business applies for Statutory Forms. The request is forwarded to Superintendent of Taxes. He verifies the application and approves the application and issues required forms. The illustrative use case is as shown below:



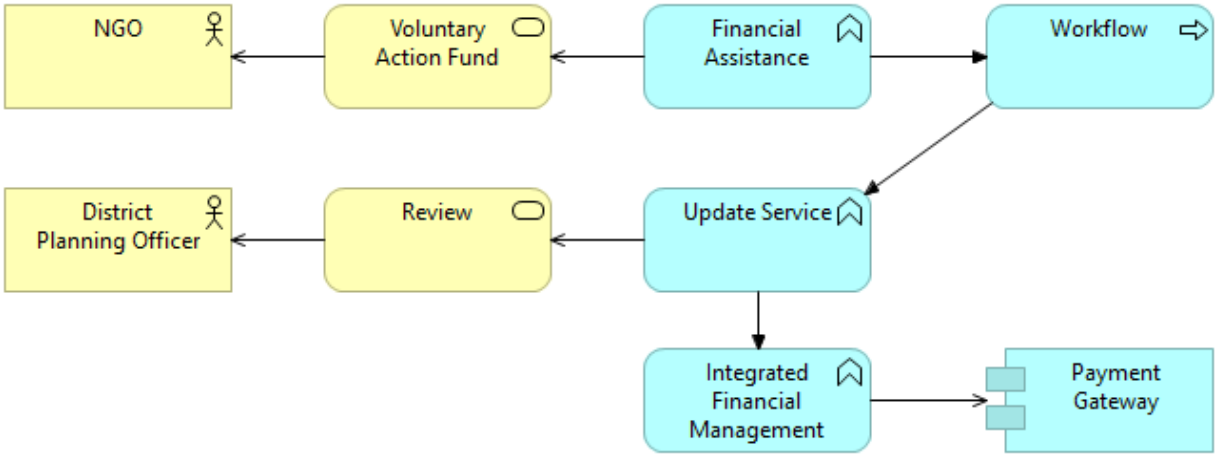
3.5.11. Retail Permit Issuance/ Renewal

The business applies for Retail Permit Issuance/ Renewal. The request is forwarded to Superintendent of Excise. He verifies the application and approves the application and issues Retail Permit. The illustrative use case is as shown below:



3.5.12. Financial Assistance

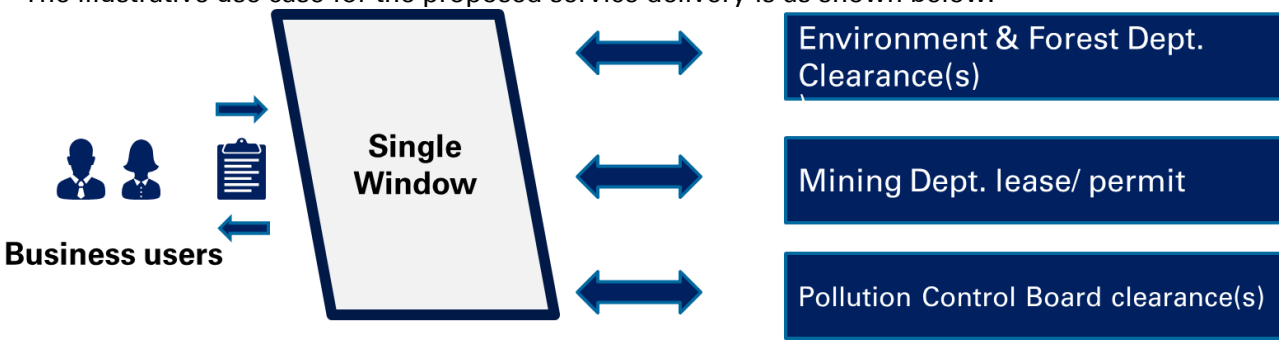
NGO applies for voluntary action fund for implementation of certain projects in the state. The application is forwarded to district planning officer for verification. The district officer forms a district level empowered committee and discuss the proposal submitted by NGO for benefits and value to community. Based on the discussion, approval is accorded to the fund and bill is sent to bank for processing payment into bank account of NGO. The illustrative use case is as below:



3.6. Environment

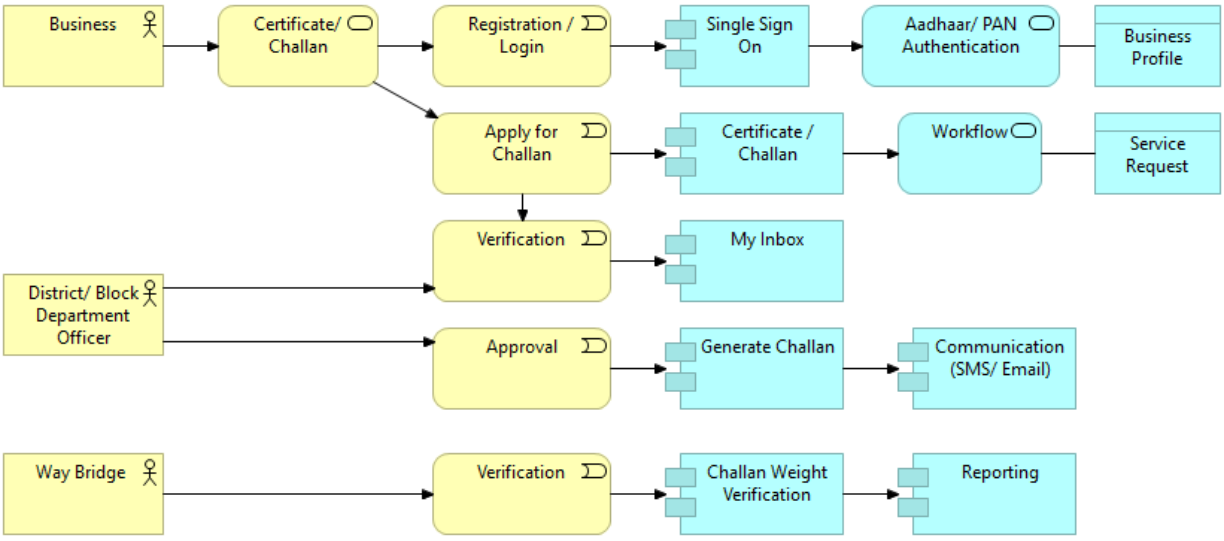
3.6.1. Single Window Clearance

As mentioned in previous section, all mining business entities should be able to Single window clearance service for various environment and forest clearance; renewal of their lease/ license etc. The illustrative use case for the proposed service delivery is as shown below:



3.6.2. Transit Pass Issuance and Challan Vigilance

As mentioned in previous section, approval of Forest & Environment department is required for Transportation of timber outside Meghalaya and similarly challans are required for Transportation of Minerals outside the state. The illustrative use case for the proposed service delivery is as shown below:

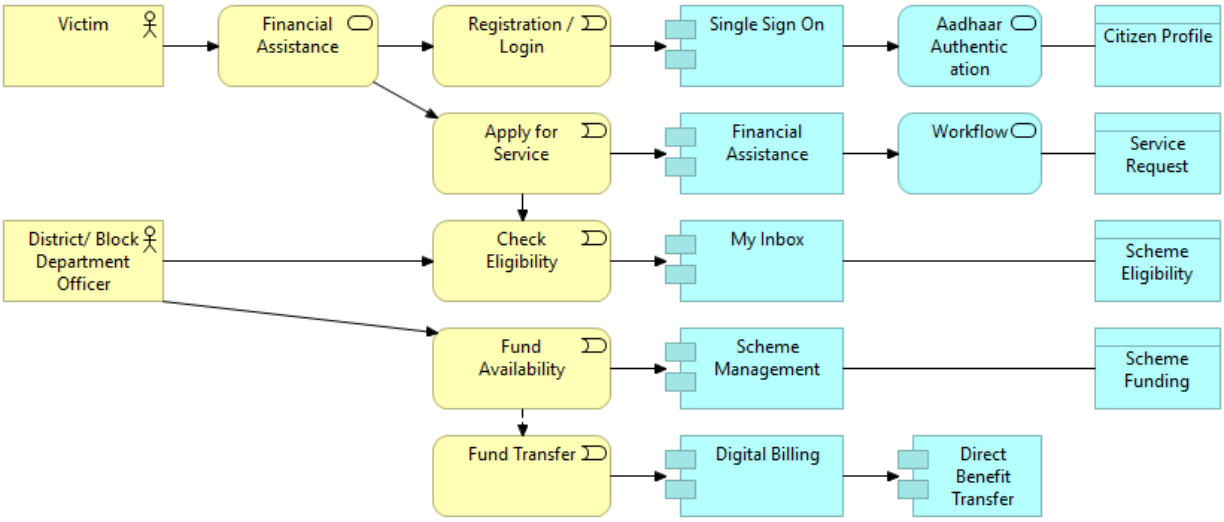


The system is subsequently proposed to be integration with RTO, Treasury etc.

3.6.3. Financial assistance to Wildlife depredation victim

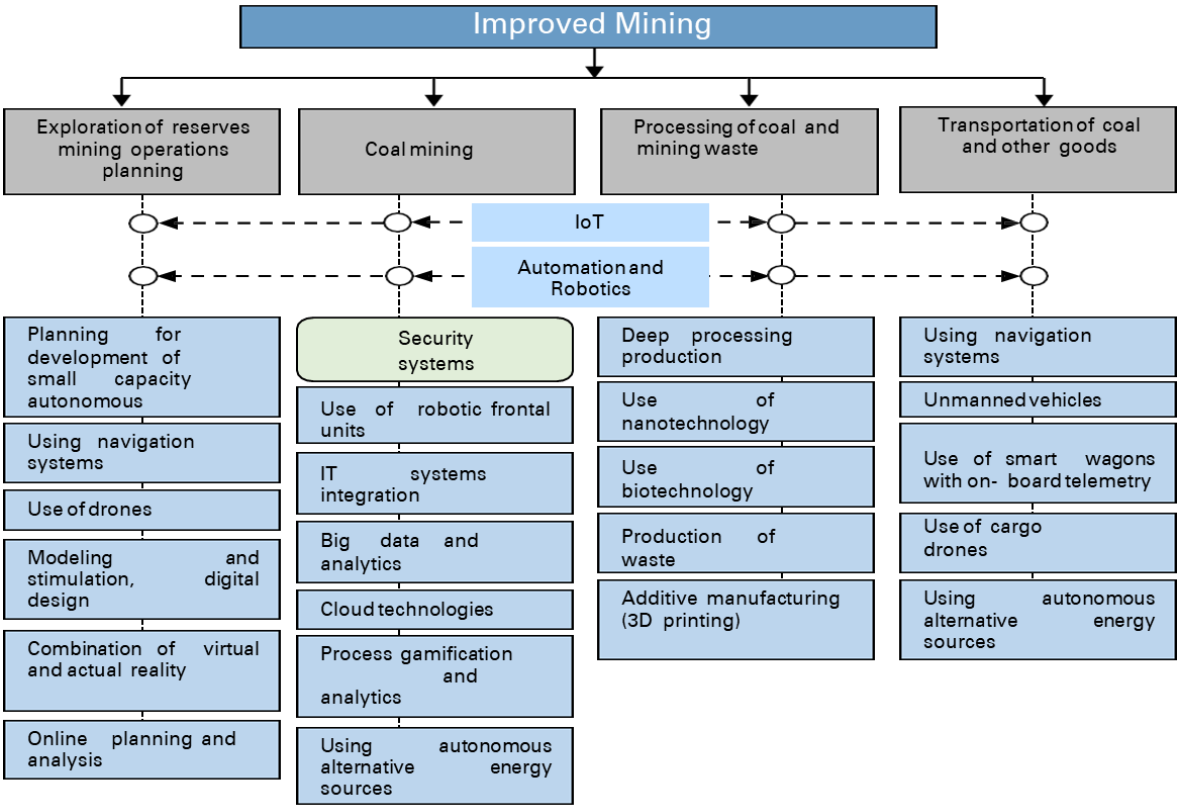
The forest in order to maintain harmony between Human beings and Wildlife, makes ex gratia payment to victims of wildlife depredation for loss of life, loss of limbs or injuries causing permanent disability and damage/ loss of crops and property including livestock. The applicant is required to apply to Wildlife Beat or Range Office for financial assistance. The request is routed to the concerned Department Official who then undertakes verification along with Beat Officer/ Range Office.

Divisional Forest Officer recommends payment based on the merit. On approval, the request will go to bank for transfer of funds to the beneficiary's bank account. The illustrative use case is as shown below:



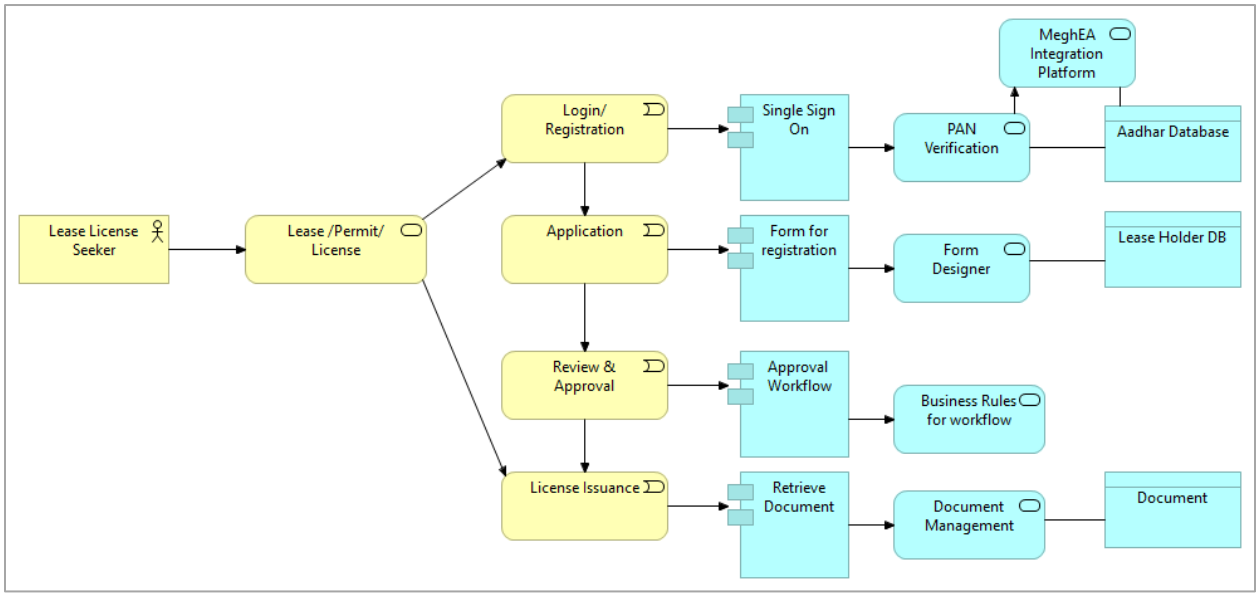
3.6.4. Optimized usage of Minerals and effective mining

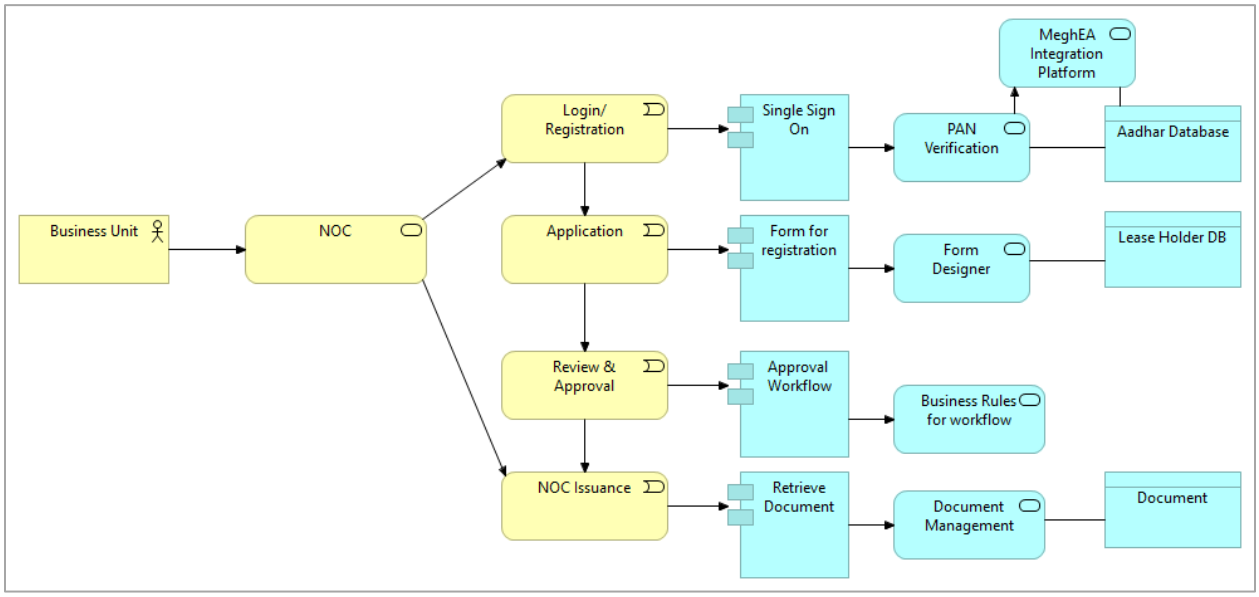
As defined in previous section, the mining industry plays an important role in the economic development of state, creating new qualified jobs, developing infrastructure and generating substantial trade income. The illustrative use case is as shown below provide view on use of innovative technologies that have been actively introduced in the mining industry, which can significantly reduce production costs, increase production efficiency and successfully develop mining projects that have recently been economically unprofitable in state.



3.6.5. Lease/License/Permit

As described in previous section, approval of Forest & Environment department and /or mining department is required for lease/license/permit issuance. Below is an illustrative use case for the same



3.6.6. NOC Issuance

As described in previous section, approval of Forest & Environment department and /or mining department is required for NOC issuance. Below is an illustrative use case for the same