

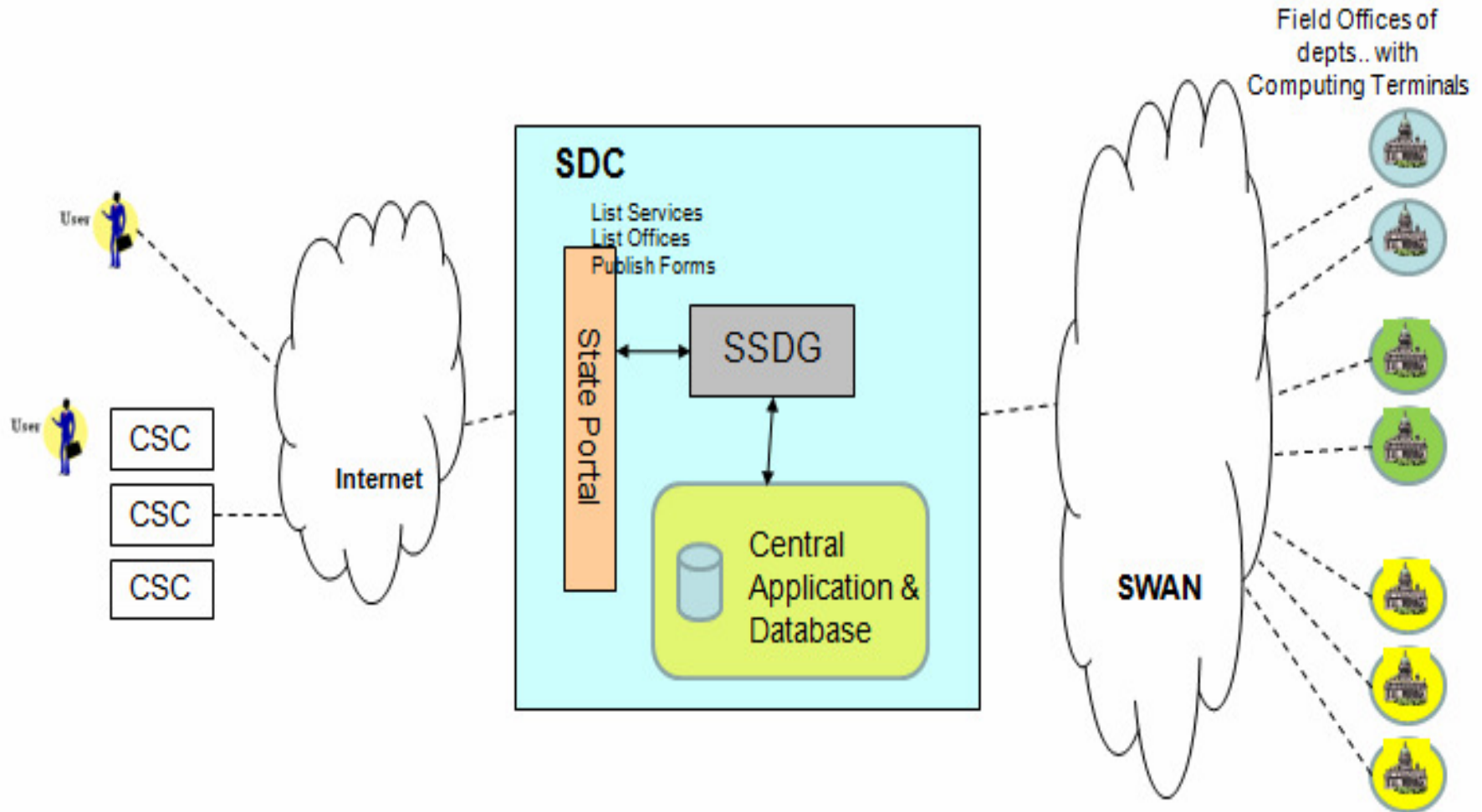
# **Technical aspects of Portal, SSDG and electronic Forms**

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# Application Components

- Service Registration by departments (web enabled)
  - Department, services, field offices
- Online /offline filling & submission of the forms
- Routing to the respective field office
  - Location Fields from the form
  - Service registration by the departments
- Centralized backend application
  - Database architecture
  - Form repository
  - Form viewing (as is)
  - Status reporting back to the citizen
- MIS reporting

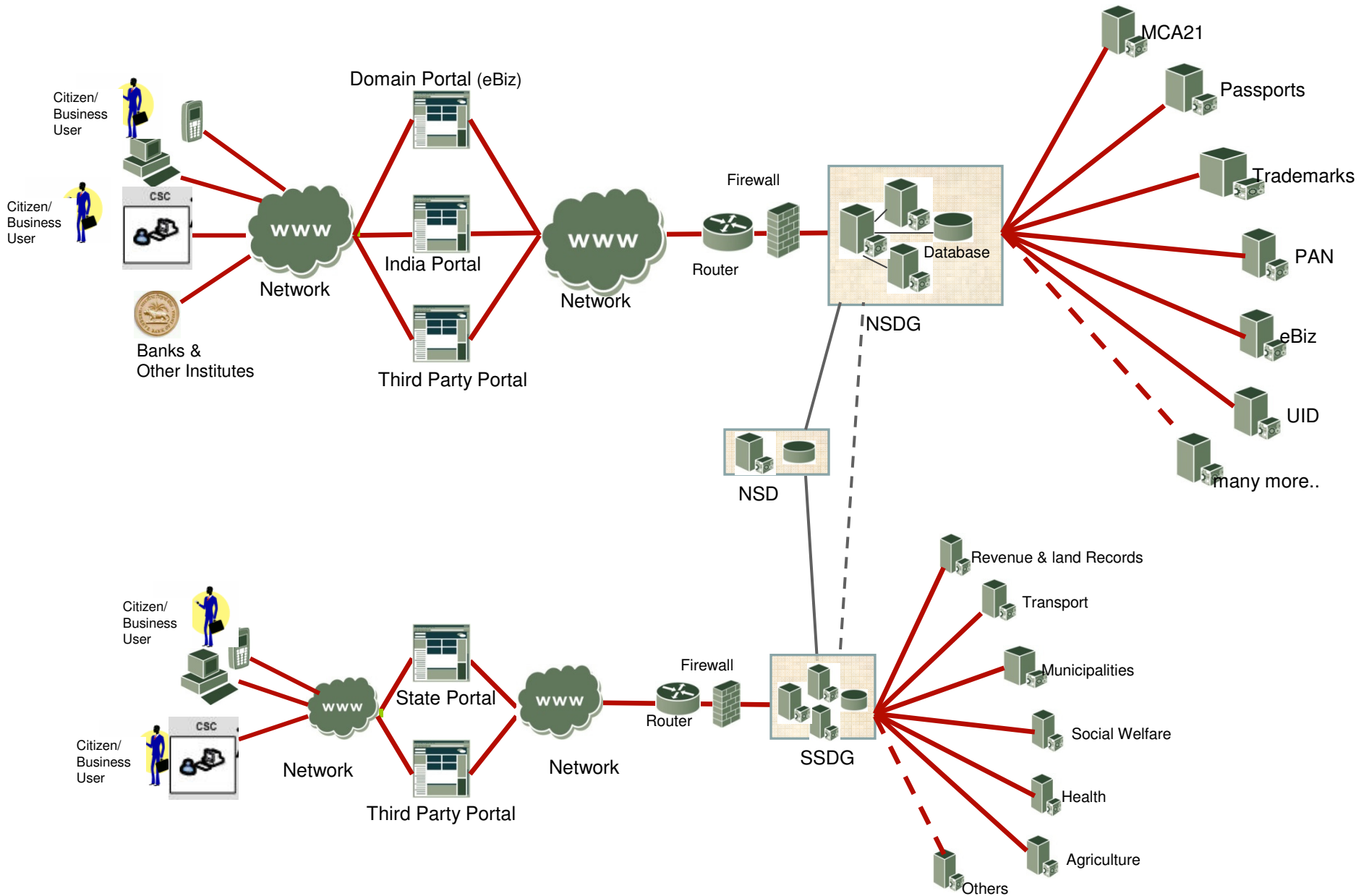
# Top Level Application Architecture



# State Portal components

- Promotion of uniform web interface across Government and build in synergies with the National portal
  - Contents as per the website design guidelines
  - Web accessibility standards
- Content Management system
- Metadata replication service
- Integration connector with the SSDG
- Form hosting

# SSDG Positioning for Service Delivery



# SSDG

- Short term goals
  - Intelligent routing to the destination field office
  - Unique Application ID for status tracking
  - Transaction Log & Time stamping
  - Acknowledgement to the citizen
  - Departmental workflow can evolve gradually
  - Interface with legacy applications
- Long term goals
  - Sharing of data across departments
    - Verification services eliminating the need for documents
    - Integrated services
  - Delinking backend from the front end
    - Multiple front ends
    - Simplified external view to the departments
  - Access to any service across the country
  - Shared services hub

# Issues & Challenges

- **People Related Issues**

- Ensure ownership by line department
- Assignment and specific responsibilities
- Training on handling e-Forms (Infrastructure, change management...)
- Service Levels

- **Technology Related Issues**

- Standardisation of e-forms
- Submission of supporting documents by applicant
- Digital signature on certificates provided electronically.
- Authentication of the Users, Security etc
- Integration with other MMPs
  - Architecture
  - Data standards for possible exchange of data
- Uniqueness of acknowledgement number at National level
- Multiple Front end Portals – Single Sign On, Identity & Access Management...)

# Issues & Challenges

- **Process Related Issues**

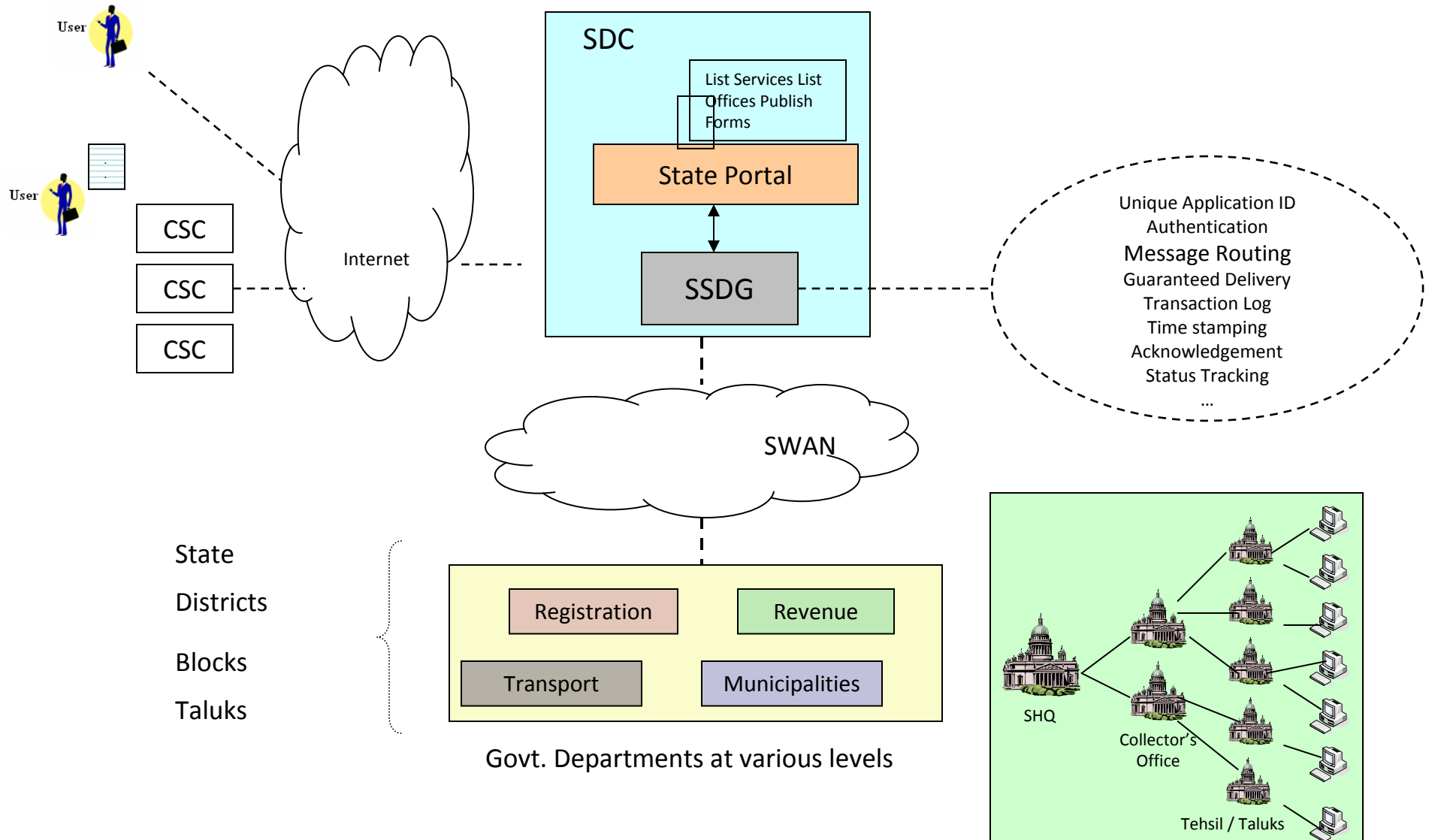
- Standardization of Format of eForms
- BPR at the State and Central level
  - Signatures of Applicant
  - Collection of processing fees
  - Delivery of Services
- E-Form Updation of status
  - Mechanism for Status Updation
  - Tracking of the processing of the forms at the backend
- Mechanism for monitoring timely disposal of electronic applications
  - SLAs & ownership
  - Escalation mechanism
- Role of CSC Operator
  - Service Charges collection by CSC operator
  - Delivery of Service to Citizen
- Handling on online applications submitted directly by Citizens

# Thank You

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# e-Governance Service Delivery Strategy



# Compliance by STQC

- **STQC to ensure functional, security & performance compliance to all the 3 project components**
  - Development of the State portals are per the State Portal Framework, Website Design guidelines and GOI standards to ensure
    - Similar look & feel of government website
    - Seamless search
    - Central repository of metadata
    - Content updation only once
  - SSDG
    - Security & other parameters as per CDAC guidelines
    - Performance
  - E-Form application
    - Application is as per the RFP requirements covering functional, security, performance, usability & reliability