

2.4 Functional Requirements Specifications

Business Statement: <i>ServicePlus is a generic application to provide an electronic delivery for all the services</i>		
Sr. No.	Information Needs	
1.	Information regarding different regulatory / developmental services provided by Panchayats.	CB-4, CB-7
2.	Various benefit oriented services according to citizen profile.	
3.	Central/State Schemes associated with each developmental service.	CB-7
4.	Clear definition of Service Level (total turnaround time from application submission to delivery of service) for each service.	CB-11
5.	Citizen profile details to be provided with each application form.	CB-13
6.	Supporting documents to be enclosed with each application form.	
7.	Various modes through which application can be submitted.	CB-4
8.	Charges to be paid (based on beneficiary) to avail the services and different modes of payment.	CB-4
9.	Types of benefits delivered by different services.	CB-4
10.	Beneficiary Selection Criteria for different developmental services.	CB-8, CB-9
11.	Information regarding various Service Providers (e.g. CSC, Kiosk) and the services they are responsible for.	CB-10
12.	Timely intimation to the citizen on sanction of certificate or benefit or in case of application rejection.	

13.	Various tasks involved in the entire process of service delivery.	CB-6
Sr. No.	Computer Based Information Needs	
1.	Who are the stake holders?	
2.	List of all Panchayats.	
3.	Role of Panchayat in providing these services.	FR-3
4.	Different parameters associated with the Service.	FR-1, FR-2
5.	Different approving authorities involved in verifying/processing the service.	FR-3
6.	Role State in defining the service and workflow.	FR-3, FR-4
7.	Schemes/Sector associated with developmental services.	FR-1
8.	Beneficiary Details (Criteria) for different developmental services.	FR-1
9.	BPL Data, Citizen Database.	FR-12.4,
10.	Service Providers involved in various phases of the service delivery.	FR-5
11.	Service level associated with each task in the entire process	FR-3
12.	Documents to be verified by different authorities.	FR-1, FR-3
13.	Criteria for approving the application at different levels in the process.	FR-3
14.	Conditions to escalate the task to higher levels.	FR-3, FR-4

Sr. No.	Functional Requirements
1.	System should allow the user at state level to manage (Create, Modify, View, Delete) the service master data details.
1.1.	<p>System should provide facility to Service Units to enter the following details regarding each service</p> <ul style="list-style-type: none"> • Name of the service • Prescribed by state, center or (local) • Service Provided By –Last mile agency to interface with common man (District Panchayat, Block Panchayat, Grampanchayat, Municipality, Corporation, Line Department) • Service Category (G2G, G2C , G2E, G2B) • Type of Service (Regulatory/Statutory or Developmental) • Service Level (Turnaround time in minutes, hours, months, years etc.) • Beneficiary Details <ul style="list-style-type: none"> a) Type (Individual, Family, Group, Community, Institution) b) Category (Widow, Landless, Homeless, Physically Challenged) c) Gender (Male, Female) d) Caste (General, SC, ST, OBC) e) Age Group f) Economic Status (BPL, State BPL APL) g) Minority Category Information h) Unorganized Sector <p>If the service is a kind of developmental, and the scheme which defines the service has already specified the beneficiary details, the system should not allow redefining the beneficiary details. For Regulatory Services, the community and Institution option should not come under beneficiary category.</p>

1.2.	System should be able to map the service with one of 29 + 18 subject areas and schemes if the service is developmental.
1.3.	System should provide an option to specify whether the service is available in all the districts or specific districts of the state. If it is specific select the district names.
1.4.	In case of developmental schemes for BPL category, the citizens need not apply for the service. The Panchayat selects the beneficiary from the BPL list and finalized the list in Gramsabha. System should be able to provide a facility enable this. Other options are Nominations/Suggestion at Gramsabha or Random Selection like lucky draw at Gramsabha.
1.5.	<p>System should be able to capture the details of application submission mechanism</p> <ul style="list-style-type: none"> • Mode of Submission (online, manual (Panchayat office), kiosk, e-mail, post) • Any enclosure is required along with the application • If the enclosure is required with an application form, system should prompt the list of documents from which the user can select the document to be enclosed with the application form to avail the above defined service. If the list does not contain the document to be enclosed, there should be a provision to enter others also. • The following details should be captured for every document/certificate enclosed. <ul style="list-style-type: none"> a) The document to be enclosed should be original or photo copy. b) If photo copy is to be enclosed, whether it should be attested or not. c) If the document enclosed needs to be attested, then by whom it should be attested like self, gazetted officer, notary etc d) No. of copies to be attached. • Application form definition (Parameters including Uid, description values with domain and range, single or multiple values, optional or mandatory, constraints) the system should provide the facility to define the application form of the service. • Provision to attach Photographs, and the no. of photographs to be attached,

	<p>and how it will be attached like, use web cams to take photographs, attestation is required or not, single or group photograph should be attached, color and size requirements of the photograph.</p>
<p>1.6.</p>	<p>System should be able to capture the payment details:</p> <ul style="list-style-type: none"> • Mode of payment (cash, cheque, DD, mobile payment, Revenue Stamps, Non Judicial Stamps, Internet Banking, Mobile Payment) • Phase in which payment is done. • Minimum and maximum cost (including Regulatory charges, support /delivery charges etc) • Service charges to be remitted can be varied depending upon the beneficiary. i.e., SC category will be exempted from any charges, OBC has to give say Rs. 70 and general has to give Rs. 100 to avail the same service. System should capture break up of amount for various caste categories (General, OBC, SC, ST), physically handicapped, minority category. <p>For developmental services, citizen receives benefit or sanctions in the form of money.</p>
<p>1.7.</p>	<p>System should be able to capture the details of how the service delivery will be done</p> <ul style="list-style-type: none"> • Mode of benefit (Certificate/Report, Monetary, Kind) • Mode of delivery (by hand, online, kiosk, e-mail, by post in case of regulatory services) • Mode of payment if the benefit is in the form of cash (in case of developmental services). For some schemes it is mandatory that the money should be transferred to the beneficiary's bank account only. If the service is linked with such schemes, the other payment options should not be available if the type of benefit is 'Money'. System should provide the required options, if Business Correspondence is there. • Description (If the benefit is kind) • Type <ul style="list-style-type: none"> a) Food Grain

	<ul style="list-style-type: none"> b) Land Leveling c) Public Utility Services d) Emergency Services e) Health Services f) Others
1.8.	<p>The details of other service delivery units involved in functioning of the service should also be captured. This includes capturing the work flow of the service.</p> <p>The following parameters are to be captured along with the work flow</p> <ul style="list-style-type: none"> • Service Units, Departments involved in the process flow. • Input and output to each level in the process flow. • Any extra information added to service delivery from each level. • Conditions to process the service request at each level • Who is monitoring the service
1.9.	System should allow to service prescriber to activate/deactivate the service.
2.	Creating a new service or Customizing a service definition at Service Unit level
2.1.	Service Unit should be able to create those services local to it
2.2.	<p>Service Unit should be able to customize the service which is defined at the state level.</p> <p>The following service parameters can be customized at service unit level</p> <ul style="list-style-type: none"> • Cost break-up of service charges can vary from service unit to service unit. • Mode of Submission • Mode of Payment • Mode of Delivery
3.	Manage (Create, Modify, View, Delete) Process Flow
3.1.	System should capture the steps to be followed for processing/verifying the application before the final delivery of the service.

	<p>System should capture the following details</p> <ul style="list-style-type: none"> • Unique task id • Task Description • Department/Agency responsible for the task • Role/Designation • Task Category (Form Distribution, Application Collection, Payment, Verification, Processing, Approval, Delivery) • Enclosures to be processed/verified at each step. • The department and role to which the process is to be escalated, in case of delay.
3.2.	<p>Once all the steps have been defined, state user can specify the order in which the tasks will be executed. At each step there may or may not exist some condition(s) to be satisfied to go to the next step. Depending upon the condition it may fork to more than one step (task) or converge into one step.</p>
4.	Escalation
4.1.	<p>On delay of a task in the process flow, it may escalate to the dept/role which is defined along with the process flow. System should provide the facility to forward the application form to another dept/agency.</p>
5.	System should provide facility for Manage (Registration, Approve, deactivate) Service provider
5.1.	<p>System should capture the following details to register a service provider</p> <ul style="list-style-type: none"> • Service Provider Name • Login Id • Password • Confirm Password • Category (Individual or Organization) • Name if the category is individual

	<ul style="list-style-type: none"> • Registration Number, Sales Tax Number, Address if the category is organization. • No. of Offices in the state. • Location Details like all district or specific district. If it is specific specify the districts. • List of services to be provided with. • Phase Responsible for (Application Collection, Final service delivery)
5.2.	Deactivate service provider registration
6.	System should provide facility to register Service Unit
6.1.	System should capture the contact person, and details for any grievance to be addressed for each service
6.2.	System should be able to capture the details of persons to be approached at each processing level, if any of the processing/verifying/approving personnel is failed to do his task. If auto escalation to service definer/prescriber is operational, this may not be required.
6.3.	System should be able to capture the input and produce the output at various level of processing in appropriate formats. For e.g.: A service delivery requires three states of processing and the any of the state is not online the input to that state should be in a form of printed report.
6.4.	Service Unit should be able to create the authorized signatories of services.(Usergroup, Users)
6.5.	Service Unit should be able to intimate the citizen, if the information/enclosure given by the citizen is found incorrect/short by any of the processing/verifying/approving authority. In such case create/update a report or send an e-mail describing the missing information to the service prescriber. This situation will not arise if the process definition is correct.
6.6.	Service unit should maintain databases for each service provided to citizens.
6.7.	Service unit should ensure that every processing/verifying/approving authority has completed their task on time and thus the service is delivered on time.

7.	Application Form Submission
7.1.	<p>Application for each service should capture the following details from citizen</p> <ul style="list-style-type: none"> • Service Name • Name of the applicant • Date of Birth • Gender • Father's/ Husband's Name • Category (General, OBC, SC, ST) • Address • PIN • Authorized Id (Passport, Ration Card, Voter's Id, Driving License etc.) • Contact No. • e-mail • State • District • Block • Grampanchayat • Village • Mode of Payment if payment required • If the payment mode is cheque/DD, then its number. • Extra information about citizen specific to each service. (e.g.: Nature of Job, Designation, Annual income etc.)
7.2.	<p>There should be a provision populated the service list according to the details entered by the citizen.</p>
7.3.	<p>System should provide a facility to attach files if required. System should capture the issue /expiry date. System should also verify that the required number of documents</p>

	has been enclosed.
7.4.	System should have an interface to receive or make the payment online.
7.5.	If the final delivery of the service is in the form of funds from the govt., the citizen should be able to specify whether he wishes to receive it in cash or direct transfer to his bank/PO account.
7.6.	System should be able to update the status to the applicant by SMS, e-mail, online etc, if so opted.
7.7.	If the details are saved successfully system should generate a unique application id , with contact details for further communication.
8.	Application Submission at Kiosk
8.1.	System should provide a facility for Service Provider (Kiosk or bank or anyone else) to register
8.2.	System should be able to capture the application form details mentioned in 2.1 for those services for which the kiosk owner is authorized to function.
8.3.	System should be able to distinguish the applications received at different kiosk from other mode of applications
8.4.	System should be able print the receipt of payment of service charges.
9.	Application Submission based on Citizen Profile.
9.1.	Application Submission based on Citizen Profile.: System should provide the facility to search the all the benefit oriented services based on the profile of the citizen.
9.2.	System should provide the facility to apply for these services.
9.3.	System should provide a facility to register, change profile, view profile.
9.4.	System should provide the facility to attach enclosures along with the profile.
9.5.	System should provide the facility to view application status.
10.	Gramsabha Proceedings
10.1.	System should capture the following details like <ul style="list-style-type: none"> • Meeting Date

	<ul style="list-style-type: none"> • Type of meeting (Regular, Special) • Quorum of the meeting • Officials who participated • Details of other participants • Agenda of the meeting • Decision taken on each agenda <p>Provision to attach the relevant portion (Resolution containing the beneficiary list selected for various developmental schemes) proceedings.</p>
11.	Verification Process
11.1.	Verifying the data entered online with the application forms received manually.
11.2.	System should provide an option to skip the task at any level of processing/ verification.
12.	Reports
12.1.	Details of the services along with details like required enclosures, beneficiaries etc.
12.2.	Performance Efficiency of the service delivery units like kiosks
12.3.	Performance Report on service level at each stage in process flow
12.4.	No. of citizens availed/applied for a service
12.5.	Process flow Reports
12.6.	System should display the list of services (along with details) provided by various Service Unit (directly or through Service Provider) in public domain.
12.7.	The Gramsabha resolution, and the final beneficiary list for developmental services should be available online
12.8.	A report may be provided to the GP giving information of the schemes from which a beneficiary is benefiting. This may help GP in prioritising the beneficiary
12.9.	A report should be provided by the system to state/Processing official/Citizen to know the status of the application.

12.10.	A report giving a list of commonly accessed services.
13.	System should provide GIS reports
14.	System should adapt UID.
15.	System should provide Digital Signature.
16.	System should capture the feedback regarding the quality of service availed from the citizen.
17.	System should provide the facility to the service unit /state to activate or deactivate the service.
18.	System should provide the facility to update the databases automatically on any changes made to the local government directory
19.	Integration with other service delivery providers/gateways like e-district, NSDG.
20.	System should be interoperated (loose coupling) with other modules of ePRI software suite such as Planplus, PRIASoft, NPD etc.
21.	System should have voice based menu for easier access to the citizen
22.	System should be based on open source technology and should be sensitive to local language adoption