सत्यमेव जयते

User Manual for the Department Applying for Services

Designed by

National Informatics Centre
Assam State Centre, Guwahati
Department of Information Technology Ministry of Electronics & Information Technology(MeitY)
Government of India

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ABOUT THE DOCUMENT

The NIC Assam currently offers three services: Mobile Apps, Bharat Map Services, and AI Services. Mobile Apps can be invaluable assets for departments and organizations, playing a major role in shaping the future. Mobile apps are essential tools that provide the convenience of accessing information and services anytime, anywhere, which save time and effort. They improve productivity by providing the tools and resources needed to get things done efficiently. NIC Assam offers a range of services for departments to get their mobile app developed quickly and to transform and digitize government processes. With our user-friendly interface, departments can customize their mobile app easily. They just need to fill out and submit a form with all the requirements they want in their mobile app. There are various templates available to choose from. This portal is designed and developed by National Informatics Centre (NIC), Assam Centre, Ministry of Electronics & Information Technology, Government of India.

ABBREVIATIONS

NIC……	National Informatics Centre
MeiTY……....	Ministry of Electronics and Information Technology
DU……..……	Department User

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1. Introduction

The Application process is a section under the *e-PrayuktiSewa* Portal for Departments of Govt. of Assam. This section is responsible for taking care of all the applications made by the departments.

a. Intended Users

This user manual has been prepared for the users (i.e. the department user) applying for Services offered by NIC. It has been assumed that the user (department user) has basic working knowledge of computer as well as internet browsing experience.

b. Purpose

The purpose of this document is to provide an interface between the users (departments) and the application software. It will help users to understand various features of the application and will enable them to operate the software. The objective of the system is to provide an online application system to the departments for the Services provided by NIC Assam.

2. System Requirements to run this Application software

The system will run on any client machine equipped with internet connectivity with the help of any of the JavaScript enabled browser installed in the system (Google Chrome or Microsoft Edge is preferable).

3. Product Features

The important features of Department Application System are as under:

- It is an integrated application system, based on web technology which primarily aims at submission of applications by the departments of Assam from anywhere within a time period, resulting in the speedy filling of their applications for the Service.

- This system facilitates generating registration id upon the online submission of the applications by the departments through Internet using any Browser Interface. The system also facilitates the generation of automated application form. The departments can view or download their application form after successful submission of online application for the service.

- After completion of service request, user department can download their service by login into their account.

4. Guidelines for Departments

Users can easily apply for services through e-PrayuktiSewa portal. Simply fill out the required information and select from a variety of templates to fit your specific needs. Once you have submitted your requirements, our system will process your request and deliver the requested service within a specified timeframe. The guidelines (Prerequisites) for departments are:

- Only after the service request has been approved, the user department will be able to Login & submit their specific requirements.

- There are various templates available to choose from based on their needs.

- Security audit of the Mobile App and uploading the Mobile App at the Google Play Store is the responsibility of the User Department.

- For Bharat map service, the User Department must provide a registered domain address and upload a sample data file in CSV format for development.

- Once the requirements have been submitted, the service will be delivered within a specified time period.

5. Department Application Modules and Operating Instructions (Step by Step Instructions for Online Application)

These pages guide the applicant for online submission of application for Service.

a. Website landing Page

In order to access the system from an internet browser, open your internet browser and type:- https://eprayuktisewa.assam.gov.in, in the address bar and press enter. The following web page will open:

Mobile App Service Builder

Mobile Apps can be invaluable assets for departments and organizations, playing a major role in shaping the future. Mobile apps are essential tools that provide the convenience of accessing information and services anytime, anywhere, which save time and effort. They improve productivity by providing the tools and resources needed to get things done efficiently. NIC Assam offers a range of services for departments to get their mobile app developed quickly and to transform and digitize government processes. With our user-friendly interface, departments can customize their mobile app easily. They just need to fill out and submit a form with all the requirements they want in their mobile app. There are various templates available to choose from. This portal is designed and developed by National Informatics Centre (NIC), Assam Centre, Ministry of Electronics & Information Technology, Government of India.

This is the general interface of the system. The available links on this page are:

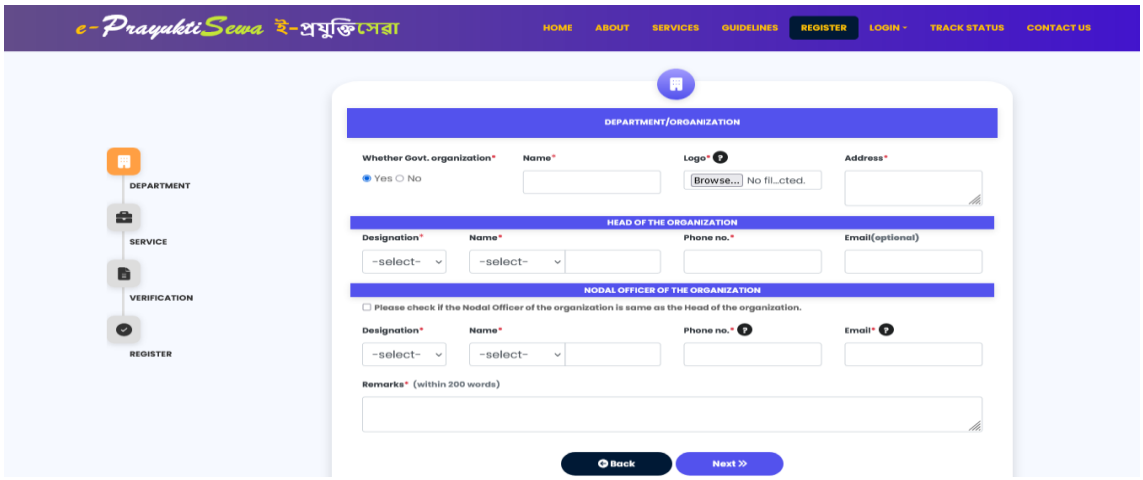
- Home
- About
- Services
- Guidelines
- Register
- Login
- Track Status
- Contact Us

b. Process to Register

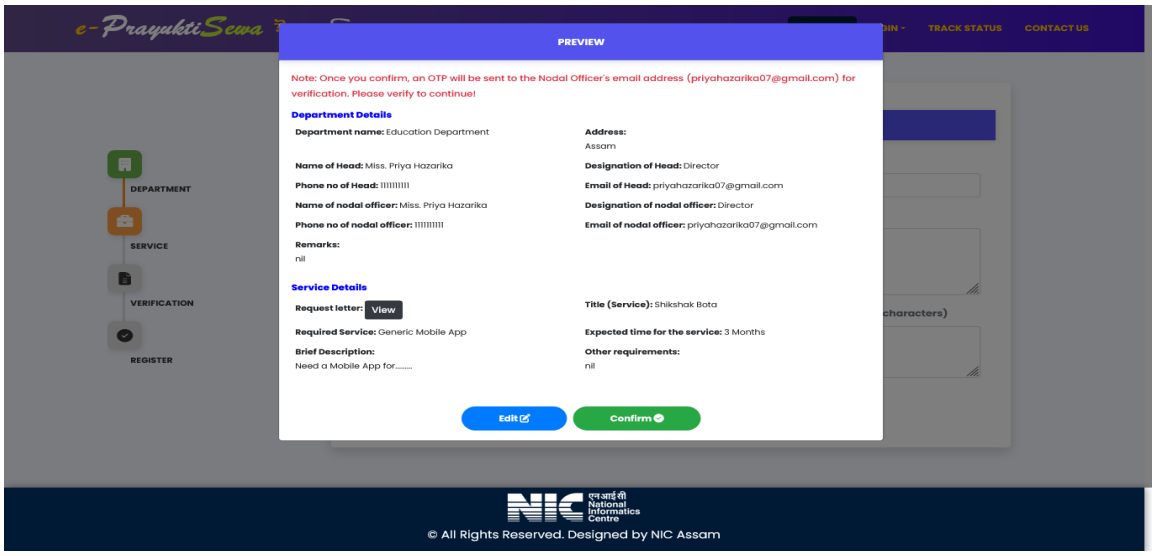
Before starting the application process, please ensure that you have the following

- **A valid mobile number and a valid Email Id for registration.**

In order to apply for the Service first the department needs to register, the department has to click on the "Register" menu item displayed at the top navigation bar of the landing page and is shown as follows:

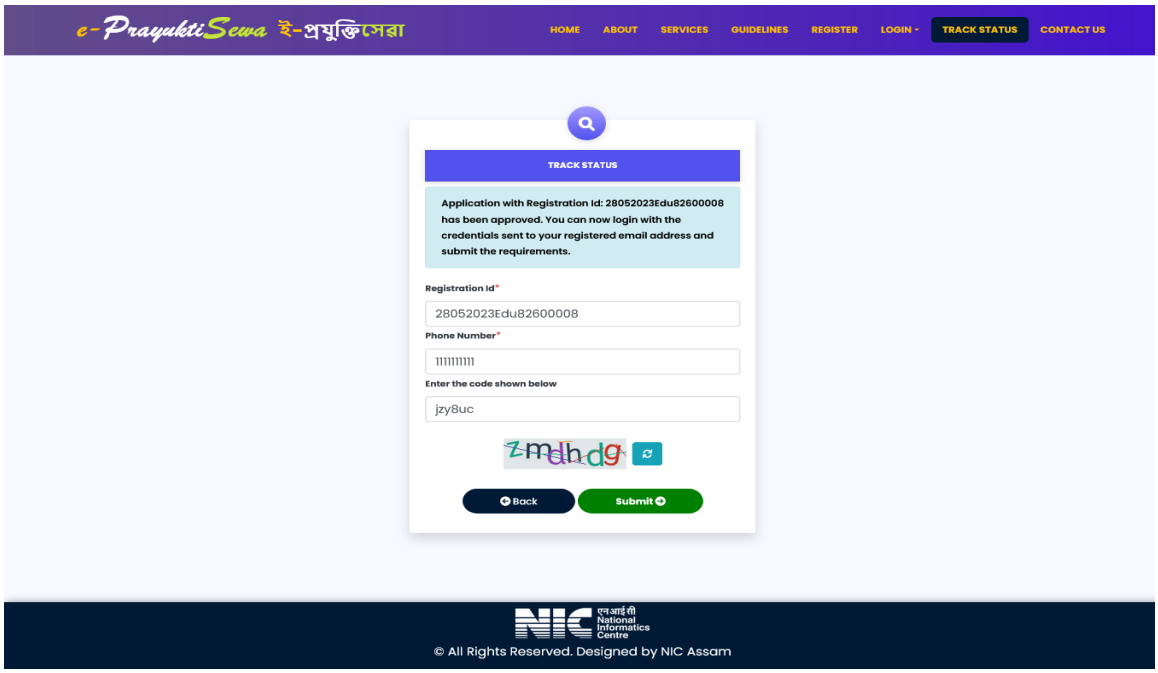


The registration process involves two steps: form filling and verification. The form allows for previewing entered details before submission as shown in the screen below, and verification is done through an OTP sent to the Nodal Officer's email address. After successful verification, registration is complete.



c. Track Status

Once registration is successful, an ID will be generated that can be used to track the status of the service request. Track status using your registered Mobile No and Registration Id. The Form is shown in the screen as follows:

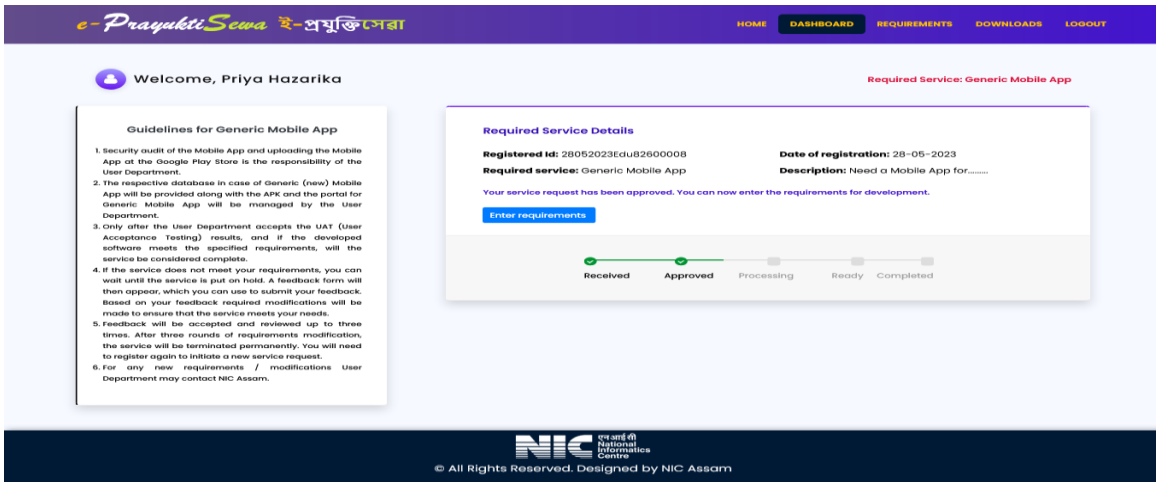


d. Login

Once the service request gets approved, the user department will be able to Login & submit their specific requirements. The Login Form is shown in the screen, Login using your User Id and Password as follows:

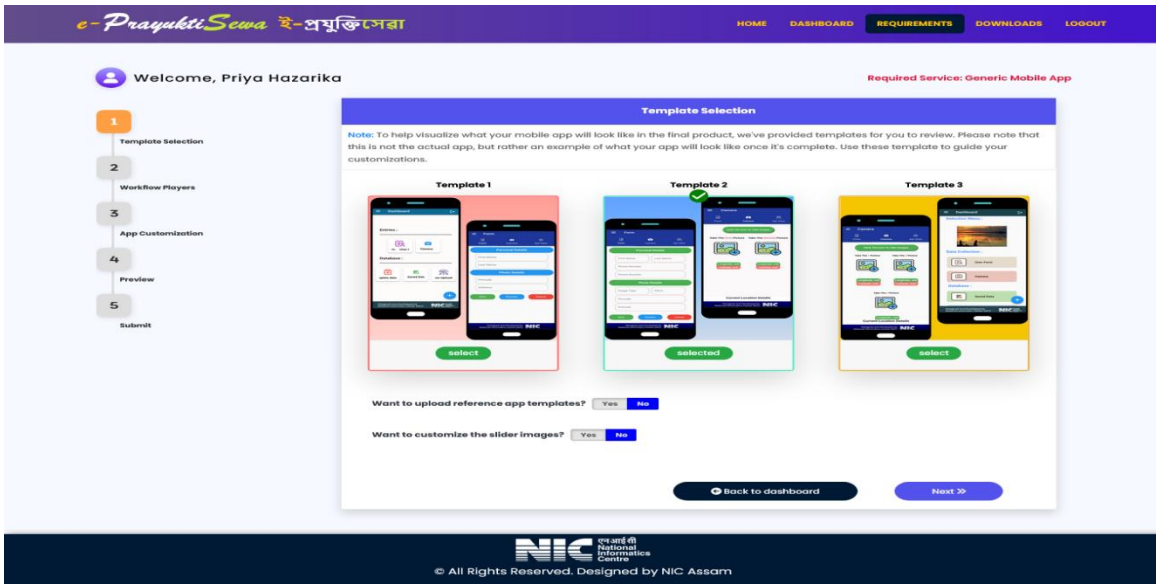
e. Dashboard

After successful login, read the guidelines carefully displayed in the dashboard as shown below:



f. Enter Requirements

Click on the "Requirements" as shown in the screen:



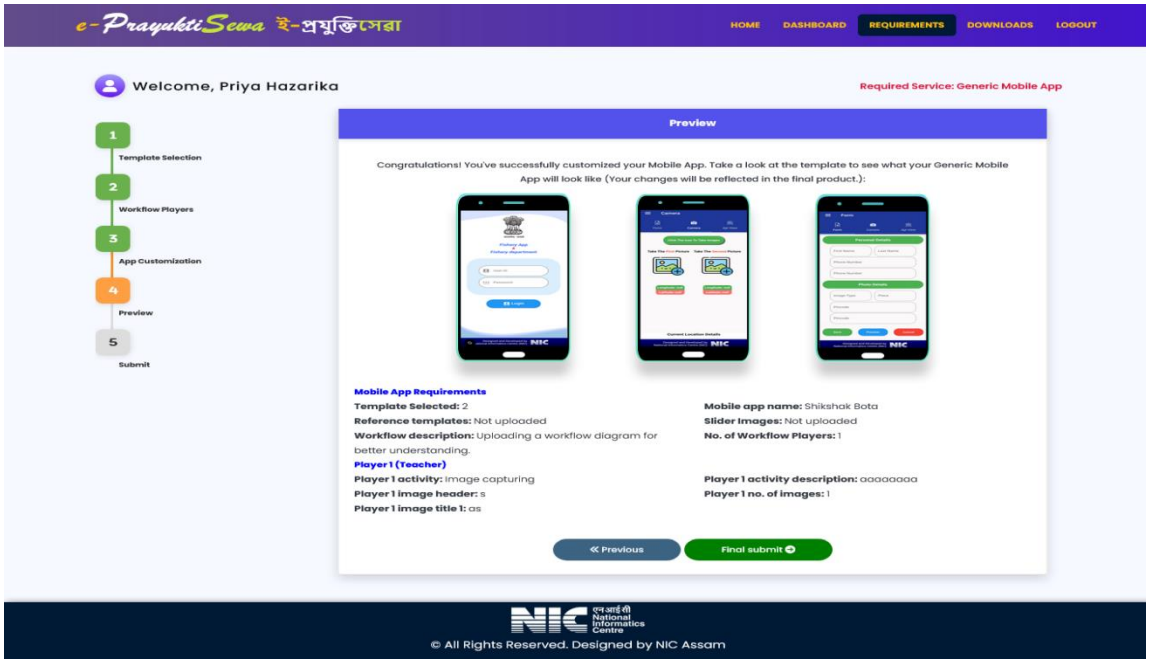
i. This process includes several steps, and they are: **Template selection**, **Workflow players**, **App Customization**, and **Preview and Submit**. In each step, once sure that the information entered were correct, click on the "Next" button.

ii. Each step includes attachments and remarks fields for entering any additional requirements, if necessary.

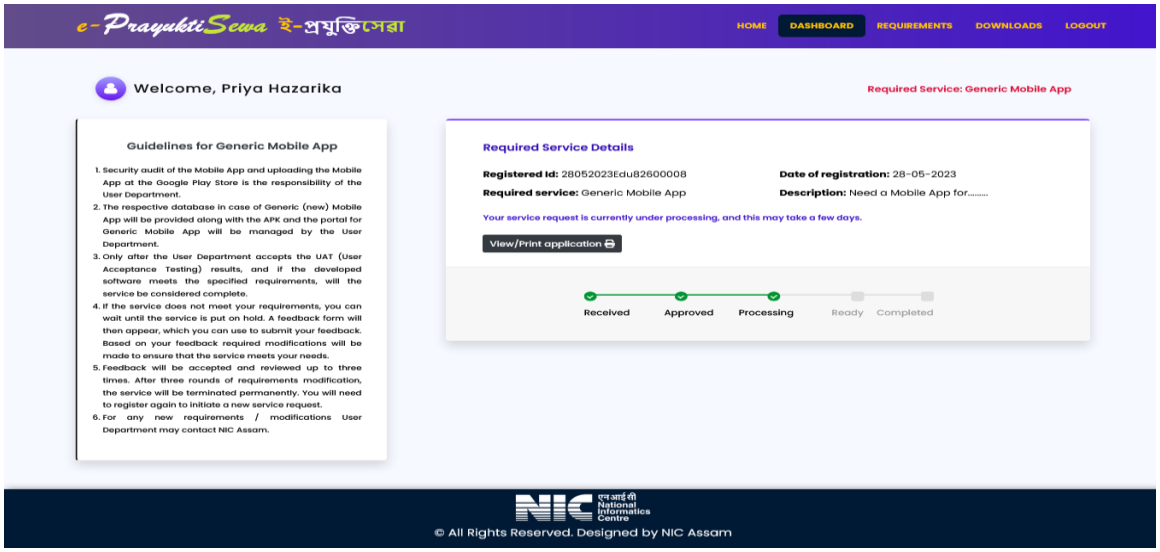
iii. You also need to upload the Data in case of Monitoring App, Bharat Map or AI service.

g. Apply for Service

Preview the forms entered. Check the information and documents whether they are correctly entered. If anything needs to be edited, go back to the relevant stage by clicking the corresponding button for that step. Please keep in mind that the basic information entered at the time of registration cannot be edited**.** Then click on the "Final Submit" to apply:



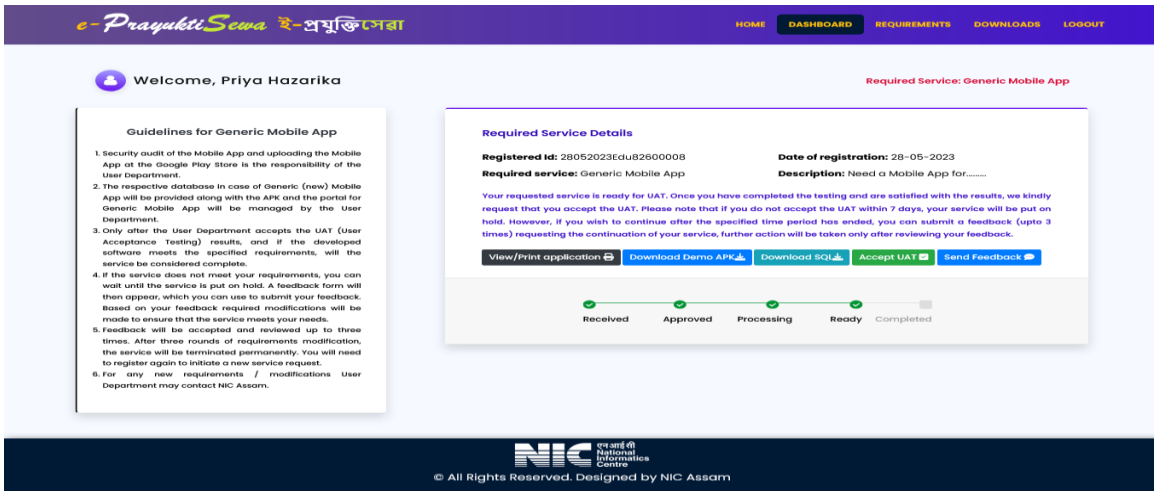
After final submission, any information in the form cannot be modified. You can only view and print the application form.



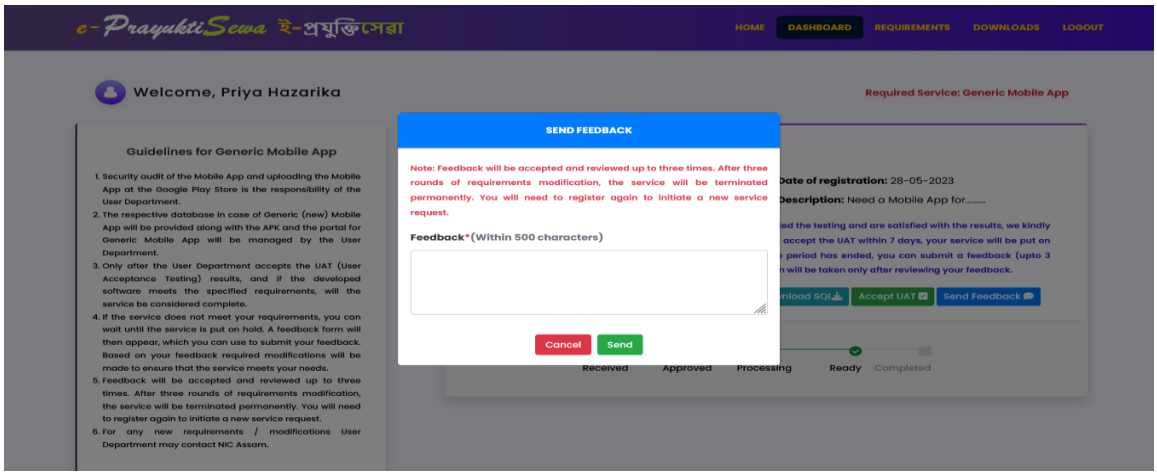
h. Ready for UAT

The demo APK will be provided to the User Department upon completion of processing. Once the requested service is ready for UAT and department have completed the testing and are satisfied with the results, we kindly request to accept the UAT. If the service does not meet the requirements, user can send feedback for requirements modification. Based on the feedback required modifications will be made to ensure that the service meets their needs.

Please note that if user does not accept the UAT within 7 days, the service will be put on hold. However, if they wish to continue after the specified time period has ended, they can submit a feedback requesting the continuation of your service

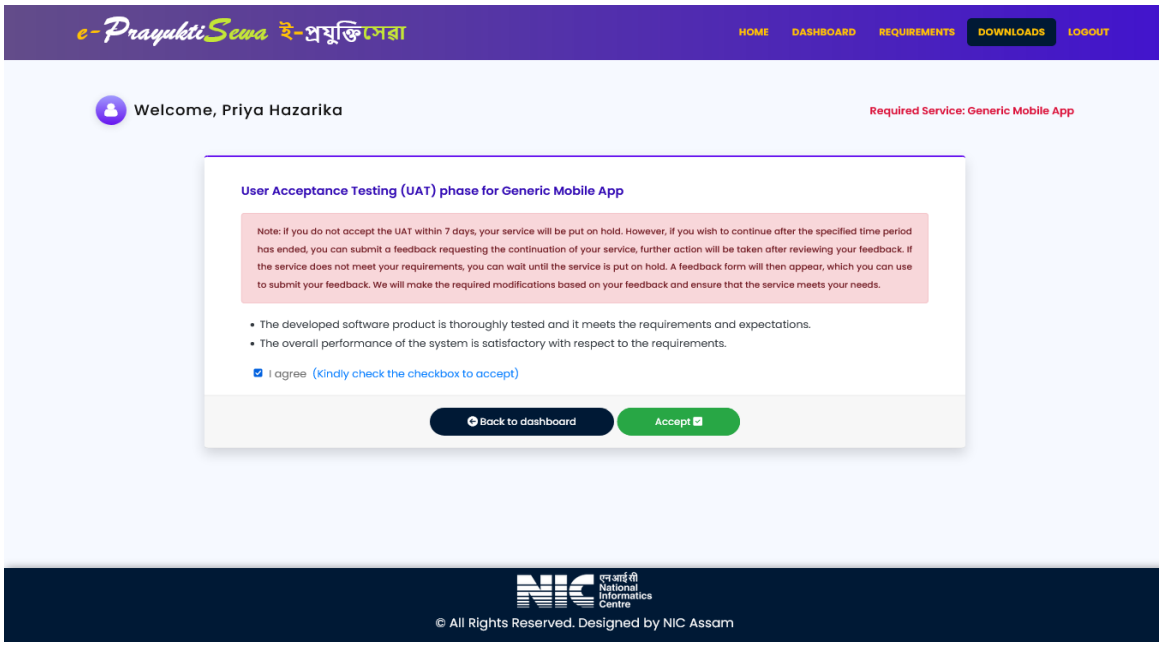


Feedback will be accepted and reviewed up to three times. After three rounds of requirements modification, the service will be terminated permanently. Department will need to register again to initiate a new service request.

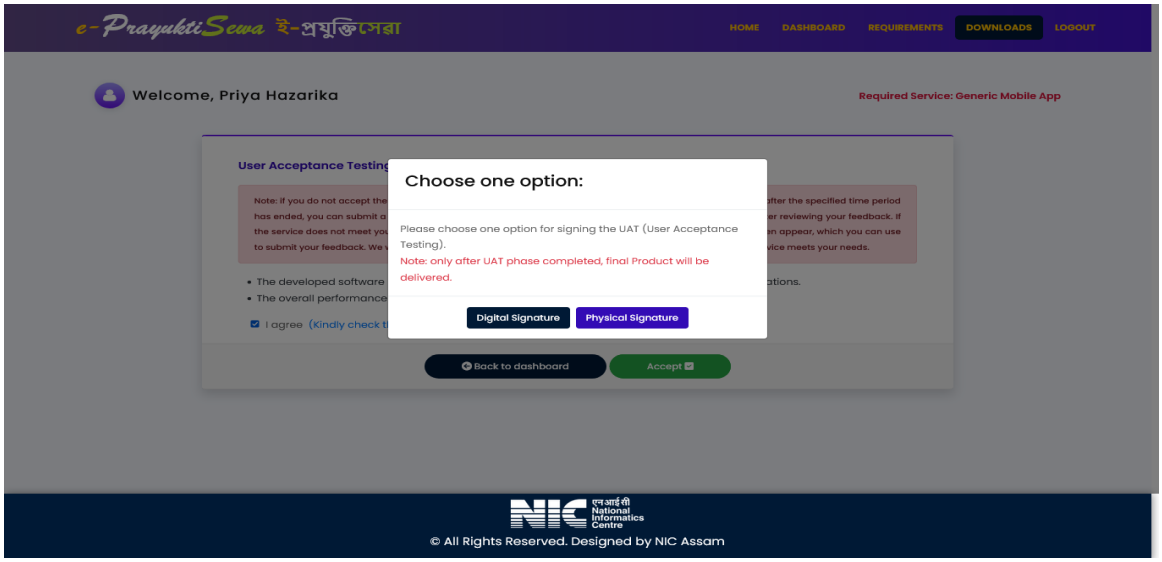


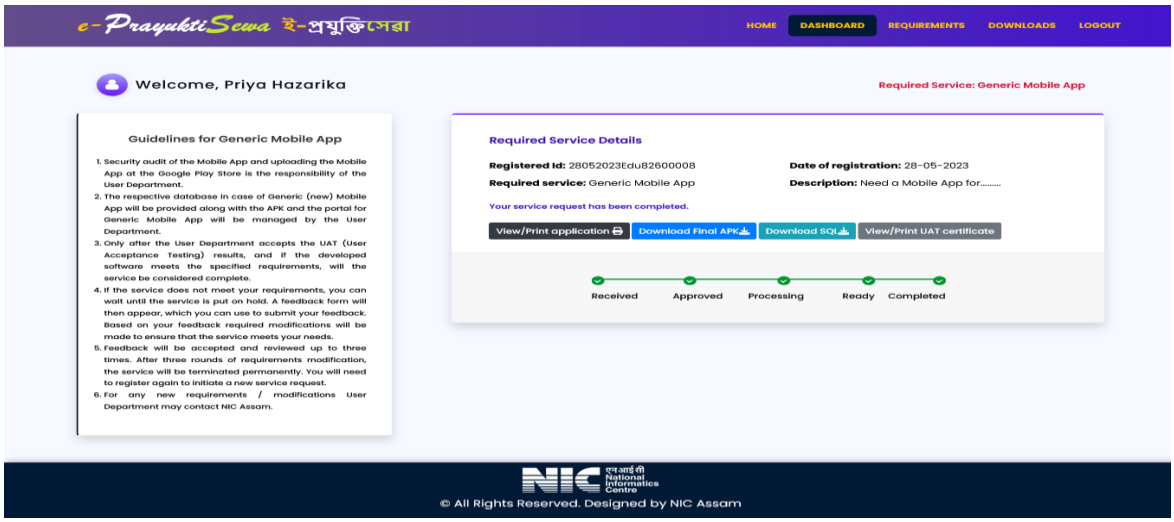
i. Accept UAT

Only after the User Department accepts the UAT (User Acceptance Testing) results, and if the developed software meets the specified requirements, will the service be considered complete and final service will be delivered.



The portal combines physical and digital signatures for User Acceptance Testing (UAT) documentation, ensuring a secure and legally binding process. Choose the preferred signature type and sign the document.



j. View Status of Application

View the status of application as shown in the screen: