



## 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

# Table of Contents

1. Introduction .....	1
a. Intended Users .....	1
b. Purpose .....	1
2. System Requirements to run this Application software .....	1
3. Product Features .....	2
4. Guidelines for Departments .....	2
5. Department Application Modules and Operating Instructions .....	3
a. Website landing Page .....	3
b. Process to Register .....	4
c. Track Status .....	5
d. Login .....	5
e. Dashboard.....	6
f. Enter Requirements.....	6
g. Apply for Service.....	7
h. Ready for UAT.....	8
i. Accept UAT.....	9
j. View Status of Application .....	10

## **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 screenshot shows the registration form for a department/organization. The form is titled "DEPARTMENT/ORGANIZATION" and includes the following sections:

- Whether Govt. organization\***: Radio buttons for Yes and No.
- Name\***: Text input field.
- Logo\***: File upload button with "Browse..." and "No fil\_cted." text.
- Address\***: Text area.
- HEAD OF THE ORGANIZATION**:
  - Designation\***: Dropdown menu.
  - Name\***: Text input field.
  - Phone no.\***: Text input field.
  - Email(optional)**: Text input field.
- NODAL OFFICER OF THE ORGANIZATION**:
  - Please check if the Nodal Officer of the organization is same as the Head of the organization.
  - Designation\***: Dropdown menu.
  - Name\***: Text input field.
  - Phone no.\***: Text input field.
  - Email\***: Text input field.
- Remarks\* (within 200 words)**: Text area.

Navigation buttons: Back and Next >>

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.

The screenshot shows the "PREVIEW" screen of the registration form. It displays the following details:

- Note**: Once you confirm, an OTP will be sent to the Nodal Officer's email address (priyahazarika07@gmail.com) for verification. Please verify to continue!
- Department Details**:
  - Department name**: Education Department
  - Name of Head**: Miss. Priya Hazarika
  - Phone no of Head**: 1111111111
  - Name of nodal officer**: Miss. Priya Hazarika
  - Phone no of nodal officer**: 1111111111
  - Remarks**: nil
- Service Details**:
  - Request letter**: View
  - Required Service**: Generic Mobile App
  - Brief Description**: Need a Mobile App for.....
  - Title (Service)**: Shikshak Bata
  - Expected time for the service**: 3 Months
  - Other requirements**: nil

Navigation buttons: Edit and Confirm

### 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:

The screenshot shows the 'TRACK STATUS' form on the e-Prayukti Sewa website. The form is titled 'TRACK STATUS' and contains a message: 'Application with Registration id: 28052023Edu82600008 has been approved. You can now login with the credentials sent to your registered email address and submit the requirements.' Below the message are input fields for 'Registration id\*' (28052023Edu82600008), 'Phone Number\*' (11111111), and 'Enter the code shown below' (jzy8uc). A CAPTCHA image shows the code 'zmlhd9'. At the bottom are 'Back' and 'Submit' buttons.

### 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:

The screenshot shows the 'DEPARTMENT LOGIN' form on the e-Prayukti Sewa website. The form is titled 'DEPARTMENT LOGIN' and contains input fields for 'User id\*' (28052023Edu82600008), 'Password\*' (\*\*\*\*\*), and 'Enter the code shown below' (nrxfy). A CAPTCHA image shows the code 'nrxfy'. At the bottom are 'Back' and 'Login' buttons.

## e. Dashboard

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

The screenshot shows the dashboard for Priya Hazarika. The 'Required Service Details' section displays the following information:

- Registered Id:** 28052023Eou82600008
- Date of registration:** 28-05-2023
- Required service:** Generic Mobile App
- Description:** Need a Mobile App for.....

A progress bar indicates the service status: Received (checked), Approved (checked), Processing, Ready, and Completed. A button labeled 'Enter requirements' is present below the details.

## f. Enter Requirements

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

The screenshot shows the 'Template Selection' step in the process. The user is Priya Hazarika. The service is 'Generic Mobile App'. The page displays three mobile app templates for selection:

- Template 1:** A blue and white app interface.
- Template 2:** A blue and green app interface, which is currently selected.
- Template 3:** A yellow and white app interface.

Below the templates, there are two checkboxes:

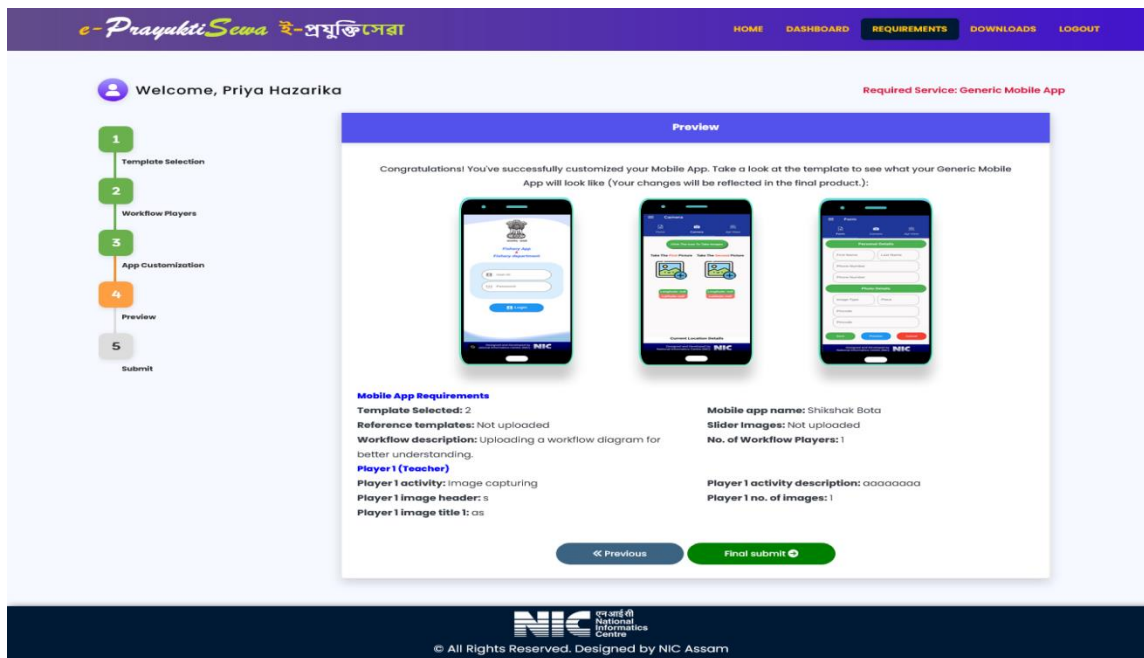
- Want to upload reference app templates? (Yes/No)
- Want to customize the slider images? (Yes/No)

A 'Next >>' button is visible at the bottom right of the template selection area.

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

The screenshot shows the user interface for a service request. At the top, there is a navigation bar with 'HOME', 'DASHBOARD', 'REQUIREMENTS', 'DOWNLOADS', and 'LOGOUT'. The user is logged in as 'Priya Hazarika'. The main content area is titled 'Required Service: Generic Mobile App'. It includes a 'Guidelines for Generic Mobile App' section with six numbered points. To the right, there is a 'Required Service Details' section with the following information:

- Registered Id:** 28052023Edu82600008
- Date of registration:** 28-05-2023
- Required service:** Generic Mobile App
- Description:** Need a Mobile App for.....

Below this information is a paragraph explaining the UAT process and a set of buttons: 'View/Print application', 'Download Demo APK', 'Download SQL', 'Accept UAT', and 'Send Feedback'. At the bottom, there is a progress bar with five stages: 'Received', 'Approved', 'Processing', 'Ready', and 'Completed'. The 'Received' and 'Approved' stages are marked with green checkmarks, while 'Processing', 'Ready', and 'Completed' are marked with grey squares.

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.

This screenshot is similar to the previous one, but with a 'SEND FEEDBACK' modal window open in the center. The modal has a blue header and contains the following text:

**SEND FEEDBACK**

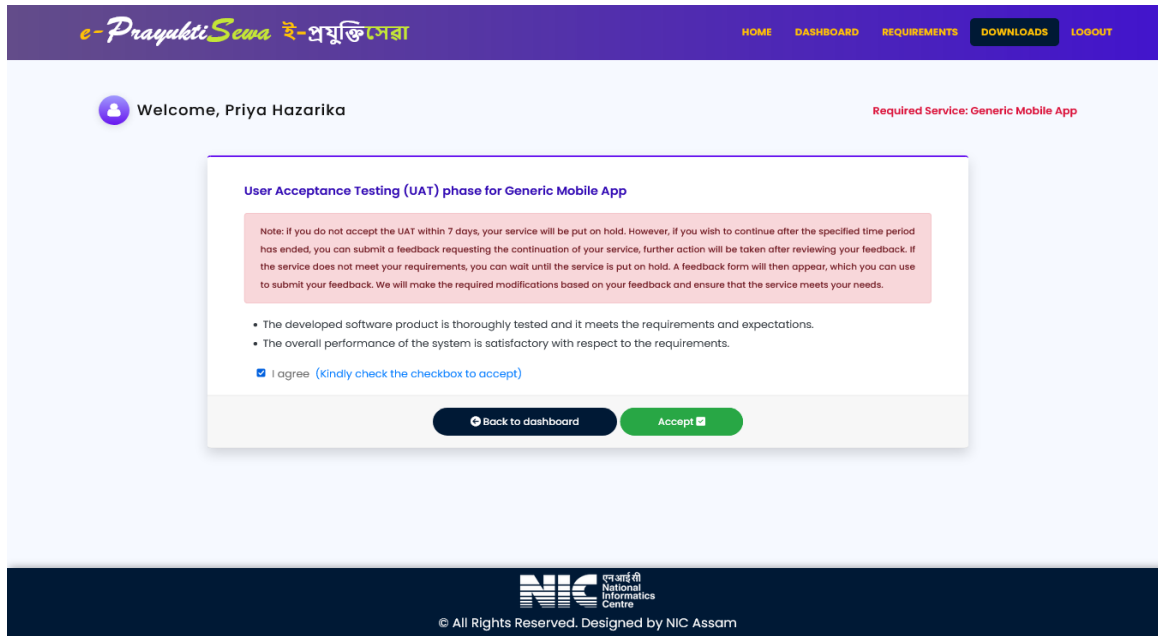
Note: Feedback will be accepted and reviewed up to three times. After three rounds of requirements modification, the service will be terminated permanently. You will need to register again to initiate a new service request.

Feedback\* (Within 500 characters)

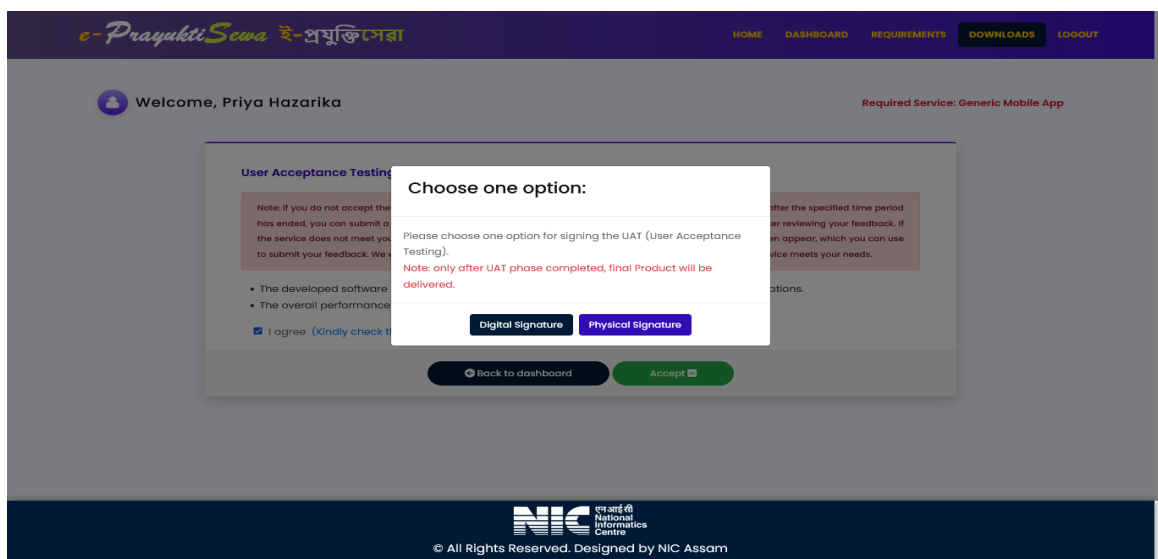
At the bottom of the modal are 'Cancel' and 'Send' buttons. The background dashboard content is dimmed.

### 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:

The screenshot displays the e-Prayukti Sewa dashboard for user Priya Hazarika. The dashboard is titled "Welcome, Priya Hazarika" and shows the "Required Service: Generic Mobile App".

**Guidelines for Generic Mobile App**

1. Security audit of the Mobile App and uploading the Mobile App at the Google Play Store is the responsibility of the User Department.
2. The respective database in case of Generic (new) Mobile App will be provided along with the APK and the portal for Generic Mobile App will be managed by the User Department.
3. 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.
4. If the service does not meet your requirements, you can wait until the service is put on hold. A feedback form will then appear, which you can use to submit your feedback. Based on your feedback required modifications will be made to ensure that the service meets your needs.
5. Feedback will be accepted and reviewed up to three times. After three rounds of requirements modification, the service will be terminated permanently. You will need to register again to initiate a new service request.
6. For any new requirements / modifications User Department may contact NIC Assam.

**Required Service Details**

Registered Id: 28052023Edu82600008      Date of registration: 28-05-2023  
Required service: Generic Mobile App      Description: Need a Mobile App for.....  
Your service request has been completed.

View/Print application    Download Final APK    Download SCL    View/Print UAT certificate

Received    Approved    Processing    Ready    Completed

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