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Suggested e-district Process Flow

The revised process flow has been explained below:

1. The citizen goes to the nearest CSC/ e-District centre and makes a request for a service to the operator.
2. Kiosk operator will login to the e-District portal and identify his identity through biometric authentication mechanism. Only once he is identified and authenticated by the CSC database, he shall have access to e-district application.
3. After having authenticated himself the CSC operator shall ask the citizen to authenticate himself through a biometric authentication mechanism. If the citizen is registered with the database his master data along with photograph shall be displayed.
4. If he is not registered with the e-district database then for the first time the Citizen shall undergo the registration process. The CSC operator shall explain to the citizen the registration process and also request him to produce any document to establish his identity (Id Proof). A list of documents acceptable as Id Proof shall be prominently displayed on the website as well as on CSCs. The kiosk operator would also capture the applicant's biometric thumb impression, photograph & scanned copy of Id proof in the e-District database for the record. This will be permanently stored in a secured database on central server.
5. If the citizen is not able to produce his Id proof for registration purposes, the citizen shall still be registered on the basis of biometric thumb print and photograph. However, it will also be mentioned in the database that no identification proof was shown.
6. Once Citizen is registered, the kiosk operator will access the relevant department's application on the portal for which the Citizen has sought the service.

7. The operator will fill up the online form, take a print out of the filled up form and asks the citizen to verify the details.
8. The citizen shall examine the printed form and verify the details.
9. Upon confirmation the CSC operator submits the application form after affixing his digital signature.
10. The database registers the application and gives it a unique number (through this the application and the CSC can be identified). The CSC operator takes out 2 printouts of this application which has this unique number printed on it and the citizen physically signs or puts his thumb impression on both the printed out forms.
11. One form along with an acknowledgement receipt which also indicates the date of delivery of service is given to the Citizen. The other form along with the supporting documents is sent to the identified District Administration office. The kiosk operator would be responsible for ensuring that the application forms reach the District Administration office within stipulated time.
12. The process for verification gets initiated once the application is received electronically by the e-district application. The process owner is notified and he initiates a physical verification for the details provided by the applicant.
13. If the details are found to be correct, he approves the application by digitally signing it and waits for the receipt of physical form signed by the applicant.
14. After the physical form signed by the applicant and the supporting documents attached to it are received at the Administration Office, the process owner also issues the relevant document to the citizen.
15. If the details are found to be incorrect, the process owner rejects the application and issues a reason for rejection by digitally signing it and submits it back to the e-District Application.

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10. The citizen visits the kiosk on the specified date for delivery and requests for the document.
11. The operator logs into the e-District application through the CSC authentication mechanism and retrieves the digitally signed document, prints it out and stamps it with his seal.
12. The final printed out document will have a unique document ID, CSC ID from where it is being printed and a website address printed on it so that anybody with internet access can verify the digitally signed contents.
13. The applicant again goes through the authentication mechanism and confirms receipt of document from the CSC.

