

System Study Report

INTRODUCTION

The Joint Registrar of Cooperative Societies, Kalpetta, Wayanad, uses the Integrated Cooperative Department Management System to manage the registration, monitoring, and compliance of cooperative societies. While the system provides a framework for digital operations, certain key features like audit scheduling and notification systems are currently inactive or underutilized. This report outlines the current system's operations, identifies its limitations, and suggests enhancements.

Existing System Overview: Integrated Cooperative Department Management System

The ICDMS is a digital platform used for managing various functions of cooperative societies.

1. Society Registration

- Societies apply for registration through the ICDMS, submitting required documents digitally.
- The system facilitates verification and approval, issuing digital certificates upon completion.

2. Monitoring and Compliance

- The system tracks the activities of cooperative societies and ensures they adhere to the Kerala Cooperative Societies Act.
- Periodic inspections and compliance reviews are documented within the platform.

3. Audit Management

- Although the ICDMS includes a feature for audit scheduling and tracking, this functionality is currently inactive.
- Audit reports and schedules are still managed manually, creating inefficiencies.

4. Communication and Notifications

- While the system has provisions for email and in-app notifications about deadlines, audits, and policy updates, these features are not actively implemented.
- Societies rely on traditional methods like physical notices for communication.

5. Document Management

- The ICDMS provides secure document storage and access control, ensuring important records are stored electronically and accessible only to authorized users.

6. Training and Support

- The system tracks training programs and allows cooperative members and staff to access resources. However, the delivery and accessibility of e-learning resources remain limited.

Need for Improvement

To address the limitations of the current system, the following improvements are recommended:

1. Activation of Audit Scheduling

- Implement the inactive audit scheduling feature to automate the process, reducing manual effort and delays.

2. Enhanced Notification System

- Activate and improve email and in-app notifications for deadlines, audits, policy updates, and compliance requirements.

3. AI-Powered Chatbot Integration

- Introduce an AI chatbot to provide real-time assistance to users for common queries.

4. Advanced Reporting and Insights

- Add features for generating detailed reports, dashboards, and predictive insights to support data-driven decisions.

5. Improved Training and E-Learning

- Enhance the accessibility and delivery of e-learning resources to cooperative members and staff.

6. Streamlined User Interface

- Upgrade the platform with a more user-friendly and intuitive interface for better user experience.

Society Registration Process

1. Submission of Application:

- An application for the registration of a cooperative society must be submitted to the Registrar in the prescribed form.

2. Required Documents:

- Proposed Bye-laws: Three copies of the proposed bye-laws of the society.
- Minutes of the Promoting Committee: Documentation of the initial meeting where the decision to form the society was made.
- Project Report: A detailed report outlining the objectives, functions, and financial projections of the proposed society.

Co-operative Society Registration Fees:

- Additional Limit in District: ₹10,000
- District Limit Group: ₹5,000
- Additional in Taluk (but within district): ₹4,000

- Taluk Limit Group: ₹4,000
- Women, Scheduled Castes/Scheduled Tribes: ₹2,000
- School, College Co-operatives: ₹500
- Gangs: ₹500

Payment Details:

The registration fee can be paid through the Treasury Online Payment Gateway, which is integrated with the Integrated Co-operative Department Management System (ICDMS). This allows for a seamless online payment process during the application submission.

Calculation of Payment:

The registration fee is fixed and does not require any calculation. Applicants need to pay the specified amount corresponding to their registration area and the act under which they are registering.

Submission Platform:

Applications for the registration of cooperative societies can be submitted online through the Integrated Co-operative Department Management System (ICDMS). This platform facilitates the submission of applications, uploading of necessary documents, and payment of fees.

By-law Amendment Process

1. Submission of Application:

- An application for the amendment of the bye-laws of an existing cooperative society must be submitted to the Registrar in the prescribed form.

2. Required Documents:

- Proposed Amendments: A copy of the proposed amendments to the bye-laws, clearly stating the changes.
- Resolution of the General Body: A resolution passed by the general body of the society approving the proposed amendments.
- Minutes of the Meeting: Documentation of the meeting where the decision for the amendment was made, including a list of attendees.
- Additional Information: Any other information or clarifications required by the Registrar.

Fee Structure:

- For All Groups: ₹500
- For SC/ST, Women, and School Groups: ₹50

Calculation of Payment:

The payment for by-law amendments is a fixed fee, depending on the area of registration. No further calculation is needed, as the amount is predetermined.

Submission Platform:

The application for by-law amendment can be submitted online through the Integrated Co-operative Department Management System (ICDMS). The platform allows for the easy submission of applications, uploading of required documents, and payment of fees.

WORKFLOWS**Society Registration Workflow**

- o Society submits an application with required documents.
- o AR reviews the application and documents.
- o AR forwards the approved application to DR.
- o DR performs additional verifications and forwards it to JR.
- o JR approves and issues the digital registration certificate.
- o Notification of registration is sent to the society

Bylaw Amendment Workflow

- o Society submits an amendment proposal with supporting documents.
- o AR reviews the proposal for completeness and validity.
- o DR reviews and checks compliance with regulations.
- o JR approves or rejects the amendment proposal.
- o Notification of the amendment status is sent to the society

Complaint Management Workflow

- o Society submits a complaint through the system.
- o AR reviews and assigns the complaint to the appropriate department or officer.
- o DR investigates unresolved or escalated complaints.
- o JR makes the final decision on unresolved or critical issues.
- o The system notifies the society of the resolution status.

Notification and Compliance Workflow

- o The system identifies important events, deadlines, and audit schedules.
- o Notifications are sent to societies via email, and in-app alerts
- o Societies acknowledge and respond to notifications.
- o Compliance actions are tracked and updated in the system.

Document Management Workflow

- o Society uploads documents for registration, audits, or amendments.
- o AR verifies and validates the documents.
- o Approved documents are securely stored in the system.
- o Documents are made accessible to AR, DR, and JR based on roles.

AI Chatbot Assistance Workflow

- o User queries the chatbot in English or Malayalam.
- o The chatbot provides instant answers or directs users to relevant resources.
- o For unresolved queries, the chatbot forwards the issue to the AR.

Auditing Workflow

- o Assistant Registrar schedules audits
- o The system notifies societies about upcoming audits.
- o Audit findings submitted to Assistant Registrar
- o Assistant Registrar monitors corrective actions

Training and E-learning Workflow

- o Admin uploads training materials and schedules sessions.
- o Societies and users enroll in training programs.
- o Users complete modules and assessments.
- o Certificates are issued upon successful completion.

Conclusion

The Integrated Cooperative Department Management System (ICDMS) has modernized some aspects of cooperative society management, but inactive features like audit scheduling and notifications limit its full potential. By activating these features and introducing advanced tools such as AI-powered chatbots, the system can greatly enhance efficiency, transparency, and user satisfaction, ultimately benefiting cooperative societies and the Joint Registrar's office in Kalpetta, Wayanad