SECTION C: E-GOVERNANCE FORMS & SOPs

ANNEXURE C1: AAPLE SARKAR SERVICE INTEGRATION FORM

SOP-C1: Aaple Sarkar Integration Protocol

Purpose: Systematic integration of police services with Aaple Sarkar portal

Procedure:

1. Service analysis and documentation using this form

2. GPR (Government Process Re-engineering) mandatory before integration

3. API development and testing in sandbox environment

4. UAT with minimum 20 citizens

5. Go-live approval from both SP and Aaple Sarkar nodal officer

Form Template:

AAPLE SARKAR SERVICE INTEGRATION FORM - AHILYANAGAR POLICE
Service Name: _____ Service Code: AS-AHN-_____
Integration Lead: _____ Target Go-Live: _____

SERVICE DETAILS:
Current Delivery Mode: [ ]Offline Only [ ]Partial Online [ ]Manual
Annual Transaction Volume: _____ Average Processing Time: _____
Revenue Generated: ₹_____ per year | Fee per Application: ₹___
Governing Act/Rule: _____

STAKEHOLDER MAPPING:
Service Owner (Department): _____
Approving Authority: _____ Designation: _____
Processing Officers: _____
External Dependencies: _____

CURRENT PROCESS FLOW:

Step	Activity Description	Responsible	Time	Documents Required
1.				
2.				
3.				
4.				
5.				

CURRENT PAIN POINTS:
1. Citizen Perspective: _____
2. Department Perspective: _____
3. Bottlenecks Identified: _____

RE-ENGINEERED PROCESS (POST-GPR):

Step	Activity Description	Automation Level	Time	Digital Documents
1.		[ ]Full [ ]Part		
2.		[ ]Full [ ]Part		
3.		[ ]Full [ ]Part		
4.		[ ]Full [ ]Part		

INTEGRATION REQUIREMENTS:
API Endpoints Required: _____
Database Tables Affected: _____
Third-party Integrations: _____
Payment Gateway Required: [ ]Yes [ ]No Amount Range: ₹____ to ₹____

DOCUMENT REQUIREMENTS:
Current Documents (Physical):   Digital Alternative:

1. _____   _____
2. _____   _____
3. _____   _____
4. _____   _____

Documents Eliminated: _____
Auto-fetch from Database: [ ]Aadhaar [ ]PAN [ ]Driving License [ ]Others: ___

SERVICE LEVEL AGREEMENT (SLA):
Current Processing Time: _____ days | Target Time: _____ days
Percentage Improvement: ____% | RTS Notification Required: [ ]Yes [ ]No

TECHNICAL SPECIFICATIONS:
Development Platform: [ ]Java [ ].NET [ ]Python [ ]Other: _____
Database: [ ]PostgreSQL [ ]MySQL [ ]Oracle [ ]Other: _____
API Type: [ ]REST [ ]SOAP | Authentication: [ ]OAuth [ ]JWT
Expected Load: _____ requests/day | Peak Load: _____ requests/hour

TESTING REQUIREMENTS:
Test Scenarios Identified: _____ | Test Data Sets Prepared: _____
UAT Participants Identified: [ ]Yes [ ]No | Number: _____

BENEFITS REALIZATION:
Citizen Benefits:
- Travel Saved: _____ km per application
- Time Saved: _____ hours per application
- Cost Saved: ₹_____ per application
- Visits Eliminated: _____ (from _____ to _____)

Department Benefits:
- Staff Hours Saved: _____ per day
- Paper Saved: _____ sheets per month
- Storage Space Saved: _____ sq.ft
- Error Reduction: _____%

IMPLEMENTATION TIMELINE:

Activity	Start Date	End Date	Responsible
Requirement Finalization	_____	_____	_____
Development	_____	_____	_____
Testing	_____	_____	_____
UAT	_____	_____	_____
Training	_____	_____	_____
Go-Live	_____	_____	_____

APPROVAL CHAIN:
GPR Approved By: _____ Date: _____ Signature: _____

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Technical Review: _____   Date: _____   Signature: _____
Aaple Sarkar Nodal: _____   Date: _____   Signature: _____
SP Ahilyanagar: _____   Date: _____   Signature: _____
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ANNEXURE C2: GPR (GOVERNMENT PROCESS RE-ENGINEERING) ANALYSIS TEMPLATE

SOP-C2: GPR Implementation Protocol

Purpose: Systematic process re-engineering for maximum efficiency

Procedure:

1. Map current process with time and motion study

2. Identify non-value-adding steps

3. Design optimized process with technology integration

4. Validate with stakeholders

5. Implement with change management

Form Template:

GPR ANALYSIS TEMPLATE - AHILYANAGAR POLICE

Process Name: _____ Analysis Date: _____

GPR Team Lead: _____ Service Priority: [ ]High [ ]Medium [ ]Low

CURRENT STATE ANALYSIS:

Total Process Steps: _____ Value-Adding Steps: _____ Non-Value Steps: _____

Total Processing Time: _____ days | Actual Work Time: _____ hours

Citizen Touch Points: _____ visits | Documents Required: _____ nos

Average Cost to Citizen: ₹_____ | Department Cost per Transaction: ₹_____

DETAILED CURRENT PROCESS MAPPING:

Step	Activity	Duration	Value Add?	Actor	Wait Time	Documents
1.			[ ]Y [ ]N			
2.			[ ]Y [ ]N			
3.			[ ]Y [ ]N			
4.			[ ]Y [ ]N			
5.			[ ]Y [ ]N			

WASTE IDENTIFICATION (LEAN ANALYSIS):

Waste Type	Identified In Steps	Impact	Elimination Strategy
Waiting			
Transportation			
Over-processing			
Inventory			
Motion			
Defects/Errors			
Under-utilization			

ROOT CAUSE ANALYSIS:

Problem: _____

Why 1: _____

Why 2: _____

Why 3: _____

Why 4: _____

Why 5 (Root Cause): _____

FUTURE STATE DESIGN:

Total Process Steps: _____ (Reduction: ___%)

Processing Time: _____ days (Reduction: ___%)

Citizen Touch Points: _____ (Reduction: ___%)

Documents Required: _____ (Reduction: ___%)

RE-ENGINEERED PROCESS FLOW:

Step | Activity | Duration | Automated? | Digital Tool | Owner

```
-----|---------|----------|-----------|-------------|-------
1.   |         |          | [ ]Y [ ]N |             |
2.   |         |          | [ ]Y [ ]N |             |
3.   |         |          | [ ]Y [ ]N |             |
4.   |         |          | [ ]Y [ ]N |             |
```

TECHNOLOGY ENABLERS:

[ ] Online Application Submission   [ ] Auto-population from Database

[ ] Digital Document Upload   [ ] E-Payment Integration

[ ] SMS/Email Notifications   [ ] Digital Certificate Generation

[ ] Workflow Automation   [ ] Real-time Status Tracking

[ ] Mobile App Integration   [ ] AI/ML for Decision Support

BENEFITS QUANTIFICATION:

Metric	Current	Target	Improvement
Processing Time (days)			____%
Citizen Visits			____%
Documents Required			____%
Cost to Citizen (₹)			____%
Staff Time (hours)			____%
Error Rate (%)			____%

IMPLEMENTATION RISKS:

Risk	Probability	Impact	Mitigation
Staff Resistance			
Technology Failure			
Citizen Adoption			
Legal/Compliance			

CHANGE MANAGEMENT PLAN:

Stakeholder Group	Current State	Desired State	Intervention
Citizens			
Front-line Staff			
Officers			
External Agencies			

GPR APPROVAL:

Analyzed By: _____ Date: _____ Signature: _____

Reviewed By: _____ Date: _____ Signature: _____

Approved By (SP): _____ Date: _____ Signature: _____

ANNEXURE C3: E-OFFICE IMPLEMENTATION TRACKER

SOP-C3: E-Office Adoption Protocol

Purpose: Track and ensure successful e-Office implementation

Procedure:

1. Daily monitoring of user adoption metrics

2. Weekly training effectiveness assessment

3. Identify and address adoption barriers

4. Recognize high performers

5. Achieve 75% adoption target within 45 days

Form Template:

E-OFFICE IMPLEMENTATION TRACKER - AHILYANAGAR POLICE
Reporting Week: _____ to _____ | Total Users: _____ Target: 75% Active

USER ADOPTION METRICS:

Category	Total	Accounts	Active	%Active	Target
Senior Officers (SP+)					100%
DySP Level					100%
Inspector Level					90%
Sub-Inspector Level					80%
ASI/HC Level					70%
Constable Level					60%
Civilian Staff					80%
TOTAL:					75%

FILE PROCESSING METRICS:

Metric	This Week	Cumulative	Target
Total Files Created			
Files in E-Office			75%
Files with Digital Signature			100%
Average Processing Time (days)			<5
Files Pending >7 days			<10%

MODULE-WISE USAGE:

Module	Users Trained	Active Users	Usage Rate
File Management			___%
Digital Signature			___%
Knowledge Management			___%
Personnel Management			___%
Leave Management			___%
Tour Management			___%

TRAINING STATUS:

Training Type	Scheduled	Completed	Participants	Feedback Score
Basic Navigation				___/5
File Creation/Movement				___/5
Digital Signature				___/5
Advanced Features				___/5
Troubleshooting				___/5

ADOPTION BARRIERS IDENTIFIED:

Barrier	Impact	Users Affected	Resolution Status

```
Technical Issues:            |        |            |
 - Login Problems            |        |            |
 - Slow Performance          |        |            |
 - Digital Signature Issues  |        |            |

Skill Gaps:                  |        |            |
 - Basic Computer Skills     |        |            |
 - Navigation Difficulties   |        |            |
 - Process Understanding     |        |            |

Infrastructure:              |        |            |
 - Computer Availability     |        |            |
 - Internet Connectivity     |        |            |
 - Power Issues              |        |            |

Behavioral:                  |        |            |
 - Resistance to Change      |        |            |
 - Preference for Paper      |        |            |
 - Fear of Technology        |        |            |

TOP PERFORMERS (RECOGNITION):
Name              | Designation | Files Processed | Adoption Score
------------------|-------------|-----------------|---------------
1.                |             |                 | ___%
2.                |             |                 | ___%
3.                |             |                 | ___%

SUPPORT TICKETS:
Total Raised: _____  Resolved: _____  Pending: _____  Avg Resolution: ___ hrs

NEXT WEEK ACTION PLAN:
1. Focus Area: _____
2. Additional Training for: _____
3. Technical Issues to Resolve: _____
4. Motivation Initiative: _____

Prepared By: _____ Date: _____
Reviewed By: _____ Date: _____
```

ANNEXURE C4: DIGITAL SIGNATURE IMPLEMENTATION FORM

SOP-C4: Digital Signature Deployment Protocol

Purpose: Ensure 100% digital signature adoption for paperless office

Procedure:

1. Procurement of Class 2/3 digital signatures

2. Installation and configuration support

3. Training on usage and security

4. Compliance monitoring

5. Renewal tracking and management

Form Template:

DIGITAL SIGNATURE IMPLEMENTATION FORM - AHILYANAGAR POLICE

Implementation Phase: _____ Target Date: _____

DS Coordinator: _____ Total Officers: _____

PROCUREMENT STATUS:

Category	Eligible	Required	Procured	Installed	Active
Class 3 (Signing)					
- SP & Above					
- DySP Level					
Class 2 (Signing)					
- Inspector Level					
- SI Level					
- Office Staff					
TOTAL:					

VENDOR DETAILS:

Certifying Authority: _____

Contract Value: ₹_____ Contract Period: _____

Support Contact: _____ Emergency: _____

INDIVIDUAL TRACKING:

Name	Designation	Token No	Valid From	Valid Till	Status

INSTALLATION SUPPORT:

Date	Officer Name	Installation Status	Issues	Resolved By
		[ ]Success [ ]Fail		
		[ ]Success [ ]Fail		
		[ ]Success [ ]Fail		

USAGE TRACKING:

Officer Name	Week 1	Week 2	Week 3	Week 4	Monthly Total

COMMON ISSUES LOG:

Issue Type	Frequency	Standard Resolution
Token not detected		
Password forgotten		

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Certificate expired          |          |
Browser compatibility        |          |
Java issues                  |          |
```

```
TRAINING RECORD:
Batch | Date | Participants | Topics Covered | Trainer | Feedback
------|------|--------------|----------------|---------|----------
1     |      |              |                |         | ___/5
2     |      |              |                |         | ___/5
3     |      |              |                |         | ___/5
```

COMPLIANCE CHECKLIST:

[ ] IT Act 2000 compliance verified

[ ] User agreement signed by all users

[ ] Security guidelines distributed

[ ] Password policy implemented

[ ] Token safety instructions provided

[ ] Audit trail mechanism active

RENEWAL TRACKING:

Alert Period: 30 days before expiry

Renewal Process Owner: _____

MONTHLY SUMMARY:

Total Digital Signatures Active: _____ Target Achievement: ____%

Files Signed Digitally: _____ Paper Files Eliminated: _____

Cost Savings: ₹_____ Time Savings: _____ hours

Prepared By: _____ Date: _____

IT In-charge: _____ Date: _____

ANNEXURE C5: ONLINE SERVICE DELIVERY CHECKLIST

SOP-C5: Online Service Quality Assurance

Purpose: Ensure excellent online service delivery to citizens

Procedure:

1. Service design with citizen-centric approach

2. Multi-channel delivery options

3. Regular service quality monitoring

4. Citizen feedback integration

5. Continuous improvement implementation

Form Template:

ONLINE SERVICE DELIVERY CHECKLIST - AHILYANAGAR POLICE

Service: _____ Launch Date: _____

Service Owner: _____ Monthly Volume: _____

SERVICE DESIGN VALIDATION:

Design Principle	Implemented	Verified By
Citizen-centric interface	[ ]Y [ ]N	
Mobile-responsive design	[ ]Y [ ]N	
Multi-language support (M/H/E)	[ ]Y [ ]N	
Clear instructions at each step	[ ]Y [ ]N	
Progress indicator visible	[ ]Y [ ]N	
Help/FAQ readily available	[ ]Y [ ]N	
Error messages user-friendly	[ ]Y [ ]N	
Accessibility compliance (WCAG)	[ ]Y [ ]N	

SERVICE DELIVERY CHANNELS:

Channel	Available	URL/Access Point	Usage %
Web Portal	[ ]Y [ ]N		
Mobile App	[ ]Y [ ]N		
Aaple Sarkar Portal	[ ]Y [ ]N		
WhatsApp	[ ]Y [ ]N		
SMS	[ ]Y [ ]N		
Kiosk	[ ]Y [ ]N		

APPLICATION PROCESS FLOW:

Step	Description	Time (min)	Citizen Action	System Response
1.				
2.				
3.				
4.				
5.				

DOCUMENT UPLOAD SPECIFICATIONS:

Document Type	Format Allowed	Max Size	Sample Provided
	[ ]PDF [ ]JPG	MB	[ ]Y [ ]N
	[ ]PDF [ ]JPG	MB	[ ]Y [ ]N
	[ ]PDF [ ]JPG	MB	[ ]Y [ ]N

PAYMENT INTEGRATION (If Applicable):

Payment Gateway: _____ Transaction Success Rate: ___%

Payment Modes: [ ]Credit Card [ ]Debit Card [ ]Net Banking [ ]UPI [ ]Wallet

Transaction Charges: ₹_____ or ___% | Borne by: [ ]Citizen [ ]Department

SERVICE LEVEL MONITORING:

Metric	Target	Week 1	Week 2	Week 3	Week 4
Application Submission Time	<10min				
System Uptime	99.5%				
Payment Success Rate	>95%				
Auto-acknowledgment	100%				
SLA Adherence	>95%				

COMMUNICATION TOUCHPOINTS:

Stage	Channel	Template Ready	Tested
Application Received	SMS/Email	[ ]Y [ ]N	[ ]Y [ ]N
Payment Confirmation	SMS/Email	[ ]Y [ ]N	[ ]Y [ ]N
Processing Updates	SMS/Email	[ ]Y [ ]N	[ ]Y [ ]N
Ready for Collection	SMS/Email	[ ]Y [ ]N	[ ]Y [ ]N
Feedback Request	SMS/Email	[ ]Y [ ]N	[ ]Y [ ]N

CITIZEN SUPPORT MECHANISM:

Support Type	Available	Response Time	Contact Details
Phone Helpline	[ ]Y [ ]N	_____ min	
Email Support	[ ]Y [ ]N	_____ hours	
Chat Support	[ ]Y [ ]N	_____ min	
Video Guide	[ ]Y [ ]N	On-demand	
FAQ Section	[ ]Y [ ]N	24x7	

USER TESTING RESULTS:

Test Group	Size	Success Rate	Avg Time	Satisfaction	Issues
Youth		%	min	/5	
Middle-age		%	min	/5	
Senior		%	min	/5	
Rural		%	min	/5	
Urban		%	min	/5	

LAUNCH READINESS:

[ ] All features tested successfully
[ ] Load testing completed for expected volume
[ ] Security audit clearance obtained
[ ] Staff training completed
[ ] Communication plan activated
[ ] Monitoring dashboard configured
[ ] Feedback mechanism active
[ ] Rollback plan documented

KEY SOPs FOR SECTION C

SOP-C-001: Service Prioritization Matrix

```
Priority Calculation:
Score = (Citizen Impact x 3) + (Volume x 2) + (Revenue x 1) + (Ease x 2)

Citizen Impact: High=3, Medium=2, Low=1
Volume: >1000/month=3, 500-1000=2, <500=1
Revenue: >10L/year=3, 5-10L=2, <5L=1
Ease of Implementation: Easy=3, Medium=2, Difficult=1

Priority Bands:
Score 19-24: Immediate Implementation (Phase 1)
Score 13-18: Quick Wins (Phase 2)
Score 8-12: Standard Implementation (Phase 3)
Score <8: Future Consideration
```

SOP-C-002: Citizen Communication Standards

1. **Language Protocol**
   - Default: Marathi
   - Option for Hindi/English
   - Simple language (8th grade level)
   - No technical jargon
   - Active voice preferred

2. **Response Timelines**
   - Acknowledgment: Immediate (automated)
   - Query Response: 24 hours
   - Complaint Resolution: 48 hours
   - Feedback Response: 72 hours
   - Escalation: After timeline breach

SOP-C-003: Digital Payment Reconciliation

```
Daily Reconciliation Process:
1. 09:00 hrs: Previous day transaction report
2. 09:30 hrs: Match with bank statement
3. 10:00 hrs: Identify discrepancies
4. 10:30 hrs: Resolve with payment gateway
5. 11:00 hrs: Update financial records
6. 11:30 hrs: Report to Accounts Officer


Weekly Audit:
- Random sample 10% transactions
- Verify citizen receipts
- Check refund processing
- GST compliance verification
```

SOP-C-004: Service Performance Dashboard

1. **Real-time Metrics**
   - Applications received (hourly)
   - Processing status distribution
   - SLA compliance percentage
   - System health indicators
   - Citizen satisfaction score

2. **Daily Reports**
   - Service-wise transaction count
   - Revenue collection
   - Pending beyond SLA
   - Technical issues log
   - Staff productivity metrics

SOP-C-005: Continuous Improvement Protocol

Monthly Service Review:

1. Analyze citizen feedback
2. Review process metrics
3. Identify improvement areas
4. Implement minor changes
5. Document lessons learned

Quarterly Major Review:

1. Comprehensive service audit
2. Citizen survey (minimum 100)
3. Benchmarking with best practices
4. Major process modifications
5. Technology upgrades if needed