Integrated Electronic Service Delivery

WELCOME

(http://www.meeseva.telangana.gov.in)

A BRIEF PRESENTATION
On Meeseva

The Government initiative towards the ICT Activities and the encouragement given by the Hon'ble Minister for ITE&C and PR-RD and Secretary ITE&C, Director ESD, Meeseva.

A BRIEF PRESENTATION
On Meeseva

A thought process is applied on the Meeseva activities, as per the New Drastic development of IT era, Change Management and Re-engineering of the MeeSeva is planned, a proposal in the form of PPT is being demonstrated for perusal and suggestions from the IT Group and Advisor present here.
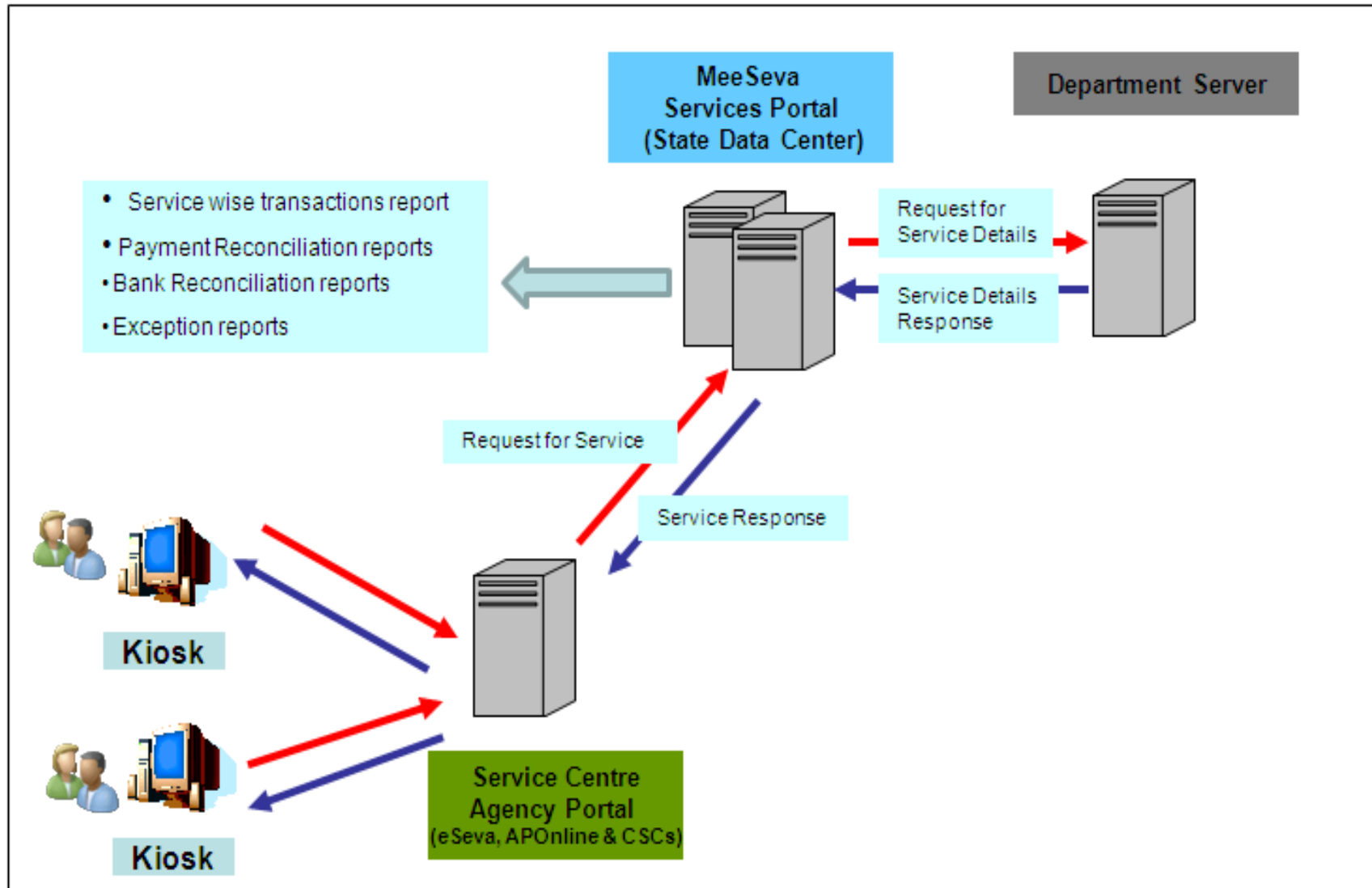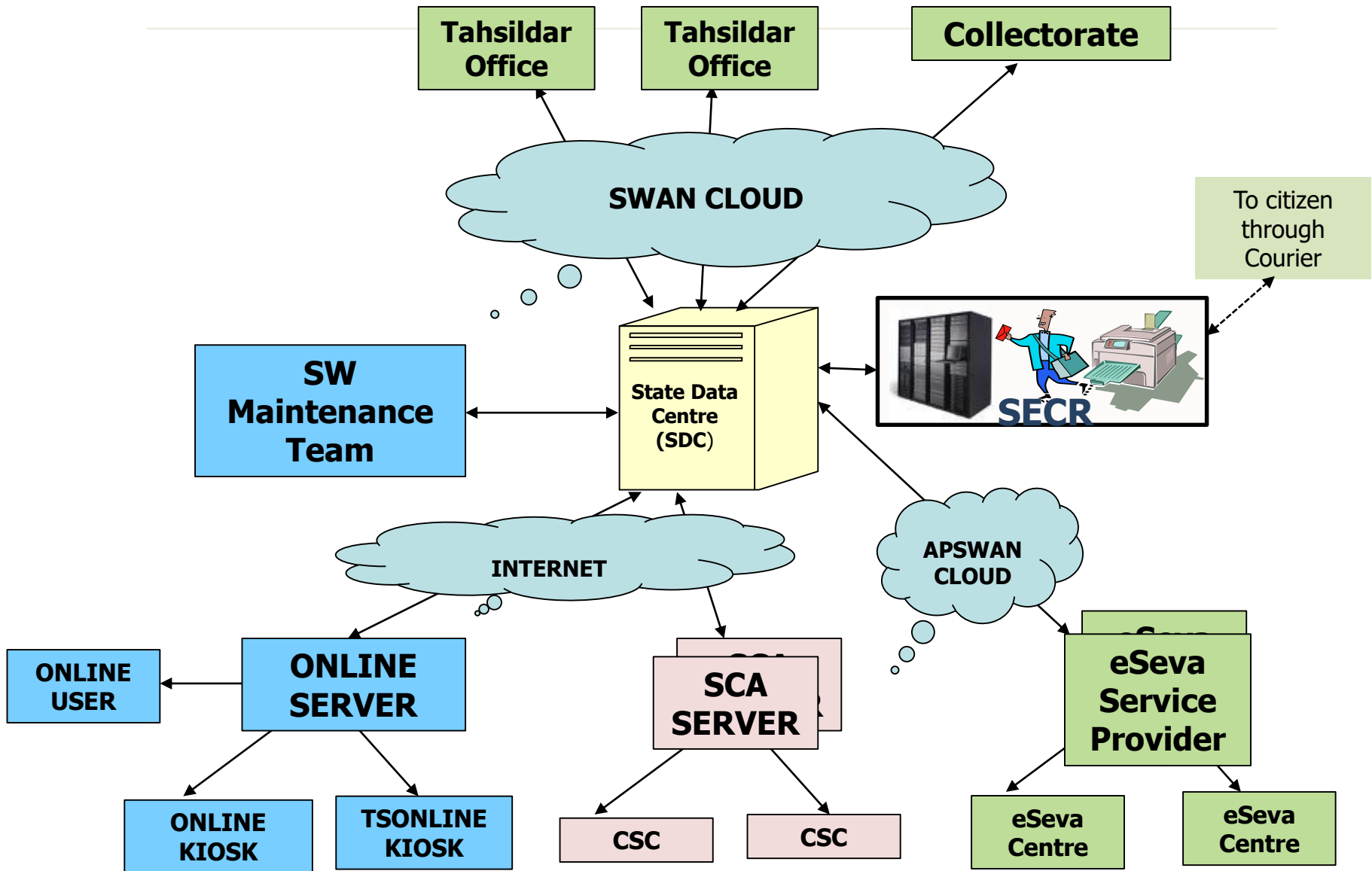
Integrated Electronic Service Delivery

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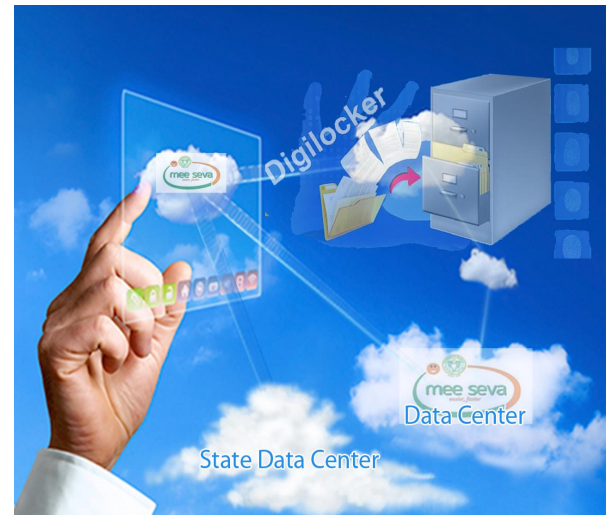
Mee Seva Service Delivery (Present)

Mee seva- Current Core Architecture

Mee Seva at the heart of the NeGPs

SDC (Infrastructure)

CSC (Mee Seva centers, common look & feel etc)

SWAN (Horizontal Connectivity)

e-District (Infrastructure, data digitization, Services)
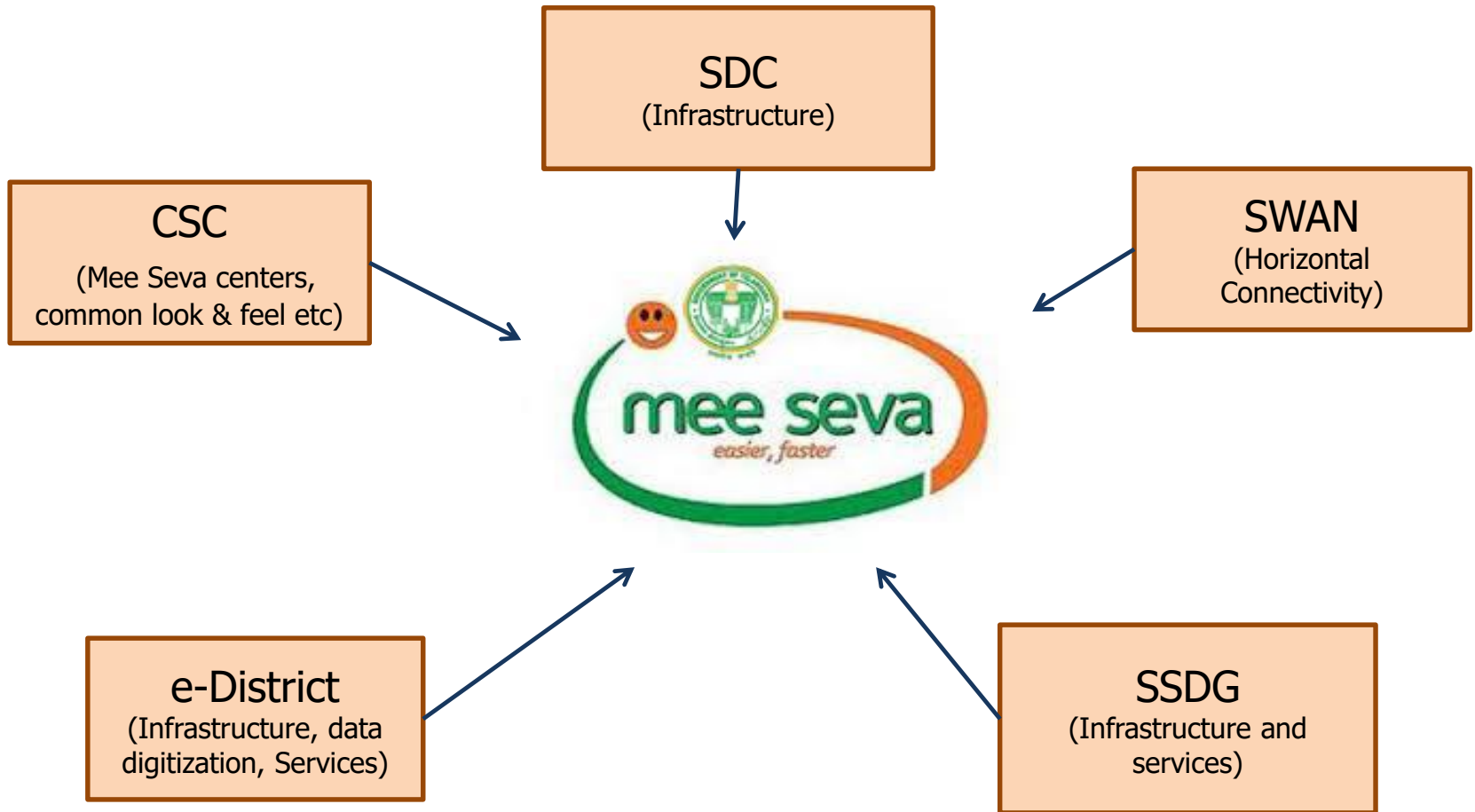
SSDG (Infrastructure and services)

Proposed Solution

Proposed Solution Landscape

Consumer

Private Service Providers

Mee Seva Centers

Citizen

Customer

Banking Systems, ATM/Bank Network

Mobile/Smartcard Transaction Framework

Conventional Service Mechanism

Post Office Network

Mee Seva Center Framework

State Data Center

Internet Transaction /Pay

Govt. Admin Agents, VRO/RI/Pacs.Secy...
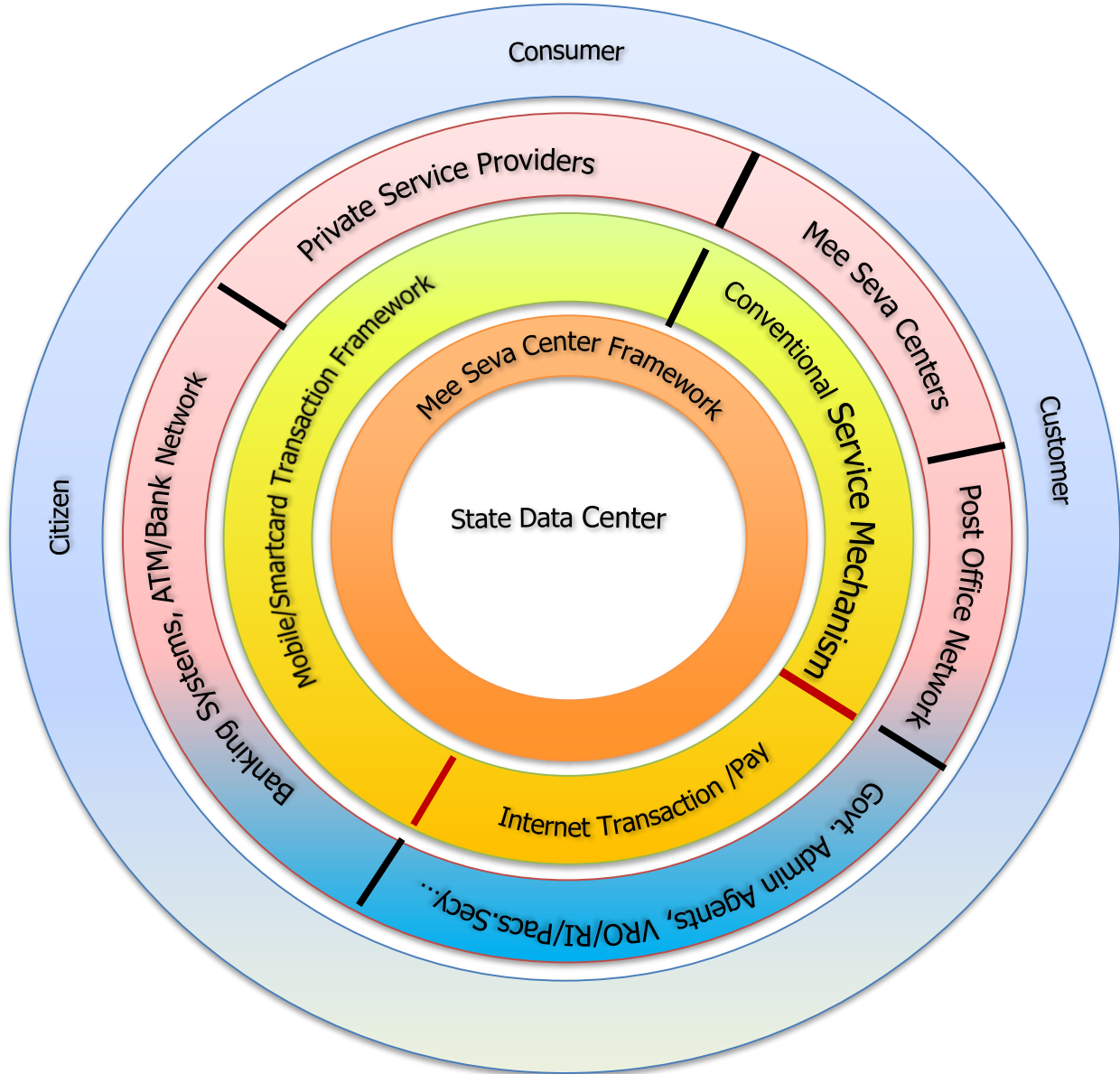
Phase I - Project - Migration and Merging of eSeva & Meeseva Applications

Project Includes

- Pre-Migration stage like Assessment, Project plan, migration strategy & Plan, Stakeholders buy -in, Data cleansing strategy, reconciliation, identification and definition for migration rules & verifiers with **Aadhar and Samagra Kutumba Survey ,** Stage gate identification etc.

- Assessment and inclusion of Meeseva unique ID into the Meeseva data in consonance with Aadhar and other IDs.

- Migration stage like Data archiving of identified redundant data, data migrations, Migration testing, roll-out.

- Post Migration: early stage support of parallel systems, cut-over plan, support and maintenance of new systems.

Time line – 06 - 12 months

Project Includes

- **Assessment, Interoperability study, stakeholder management, project planning, design of framework, engineer, develop, prototype, test, deploy, Integration and Maintenance of the framework.**

Time line – 06 - 12 months

Project Includes

- **Assessment, Interoperability study, stakeholder management, project planning, design of CLOUD framework with DIGITAL LOCKER facility, engineer, develop, prototype, test, deploy, Integration and Maintenance of the framework.**

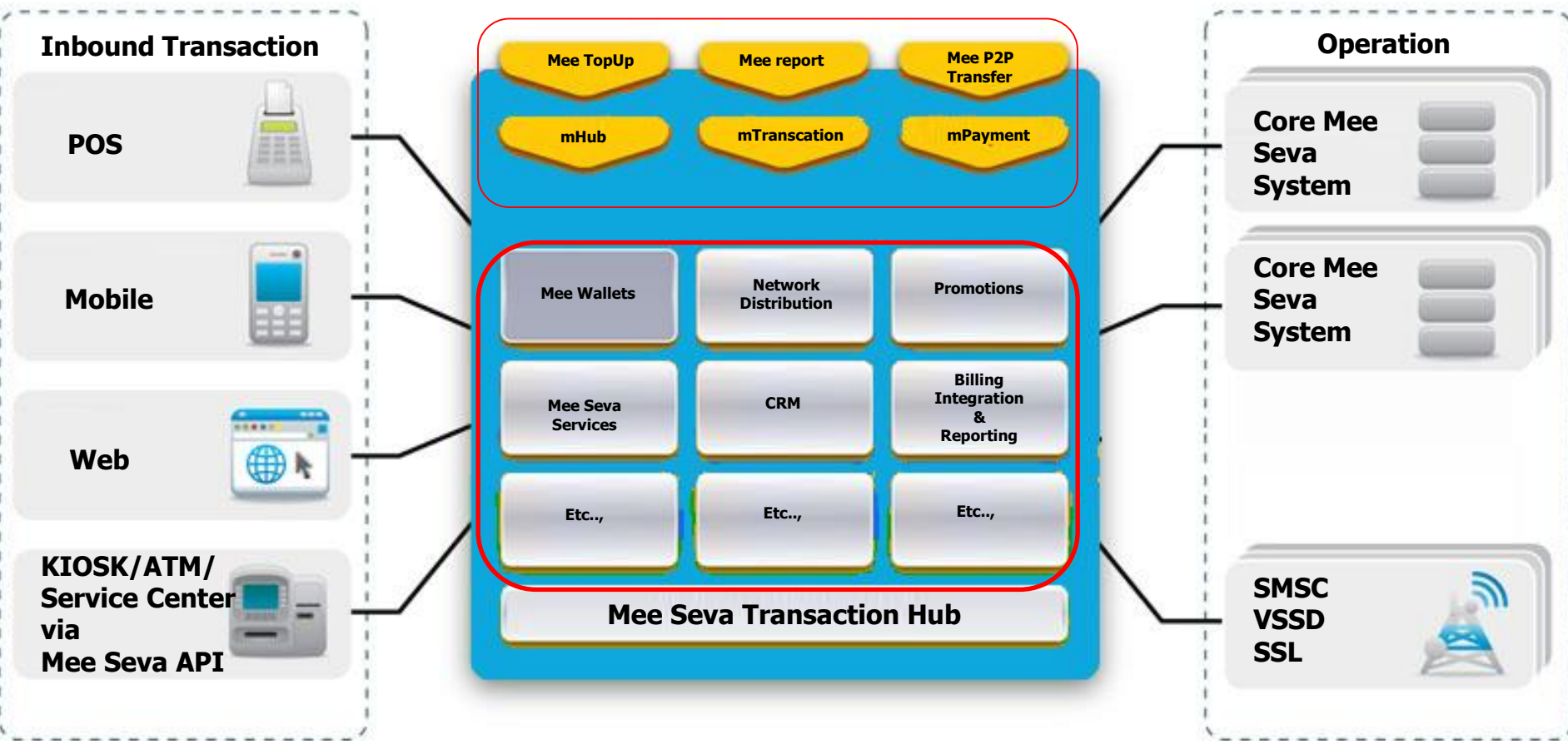# Phase IV - Project - Smart Card Framework for Meeseva
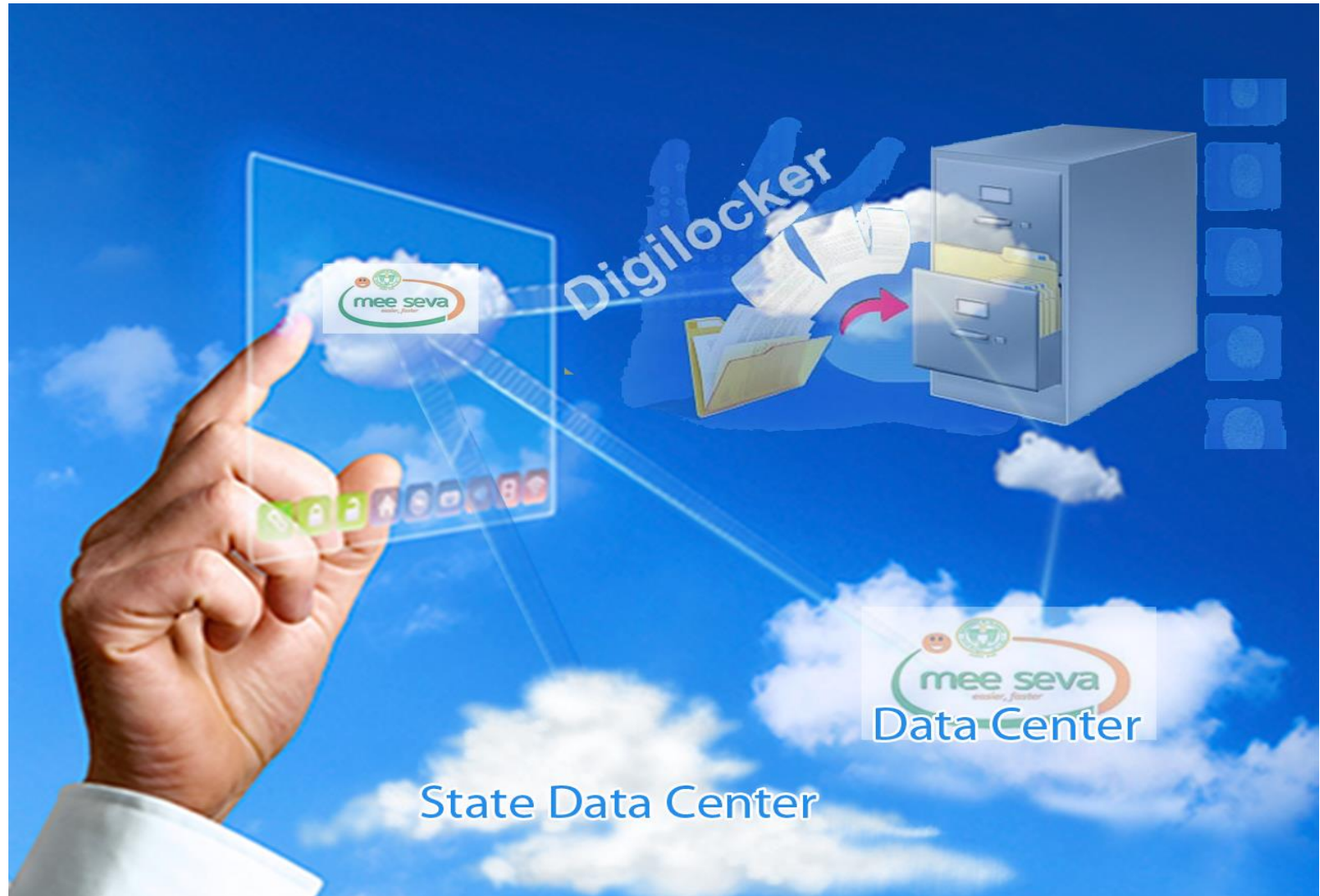
Project Includes

- **Assessment, Interoperability study with other agencies, Stake-holder management, Project planning, Implementation, Integration, Card issuance and management, support.**

- **Storage of Barcode data on the card pertaining to issuance of Certificates through Meeseva**

MeeSeva- Transaction hub

Inbound Transaction

- POS
- Mobile
- Web
- KIOSK/ATM/ Service Center via Mee Seva API

Mee TopUp	Mee report	Mee P2P Transfer
mHub	mTranscation	mPayment

Mee Wallets	Network Distribution	Promotions
Mee Seva Services	CRM	Billing Integration & Reporting
Etc..,	Etc..,	Etc..,

Mee Seva Transaction Hub

Operation

- Core Mee Seva System
- Core Mee Seva System
- SMSC VSSD SSL

mee seva
easier, faster

Cloud Enablement with the DIGITAL LOCKER FACILITY to Citizens.
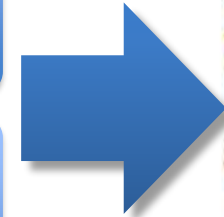
Current Challenges

Documents in Physical Form

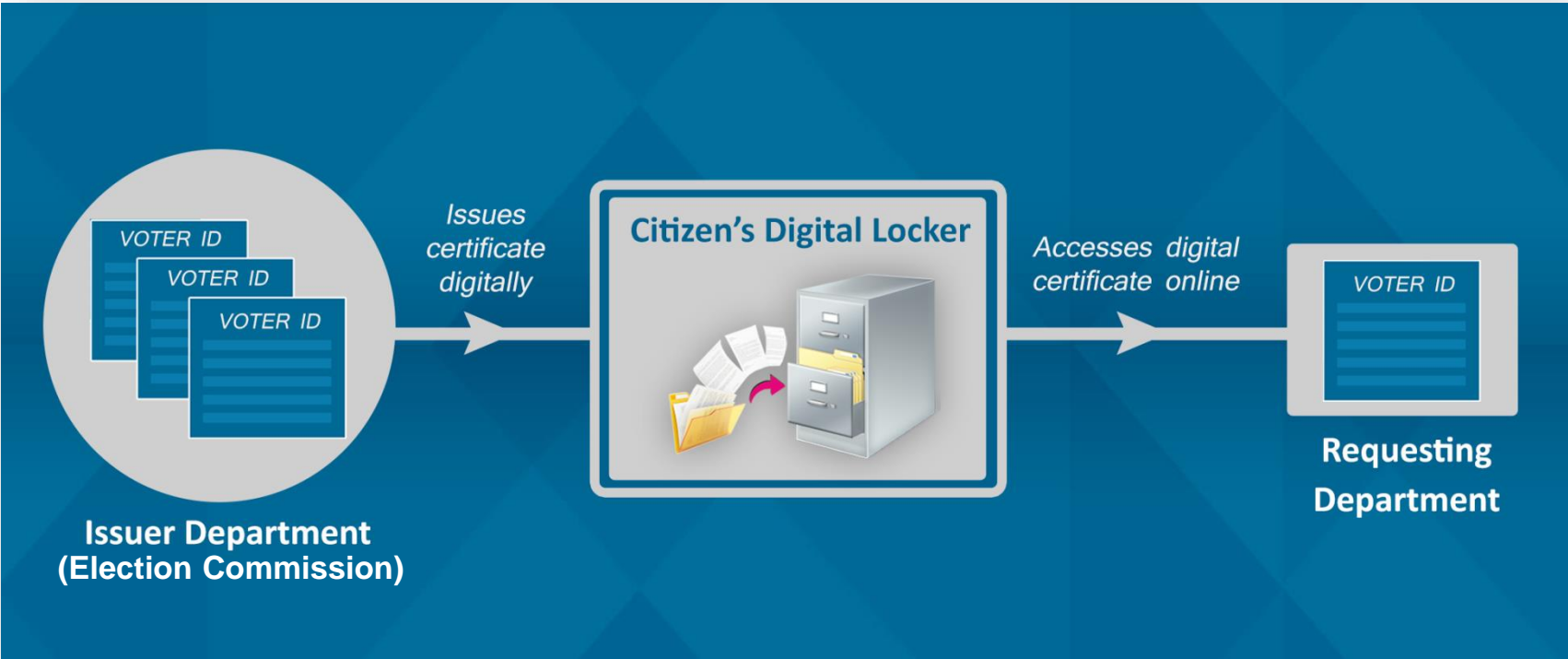Submission of Multiple Copies

Sharing Physical Documents

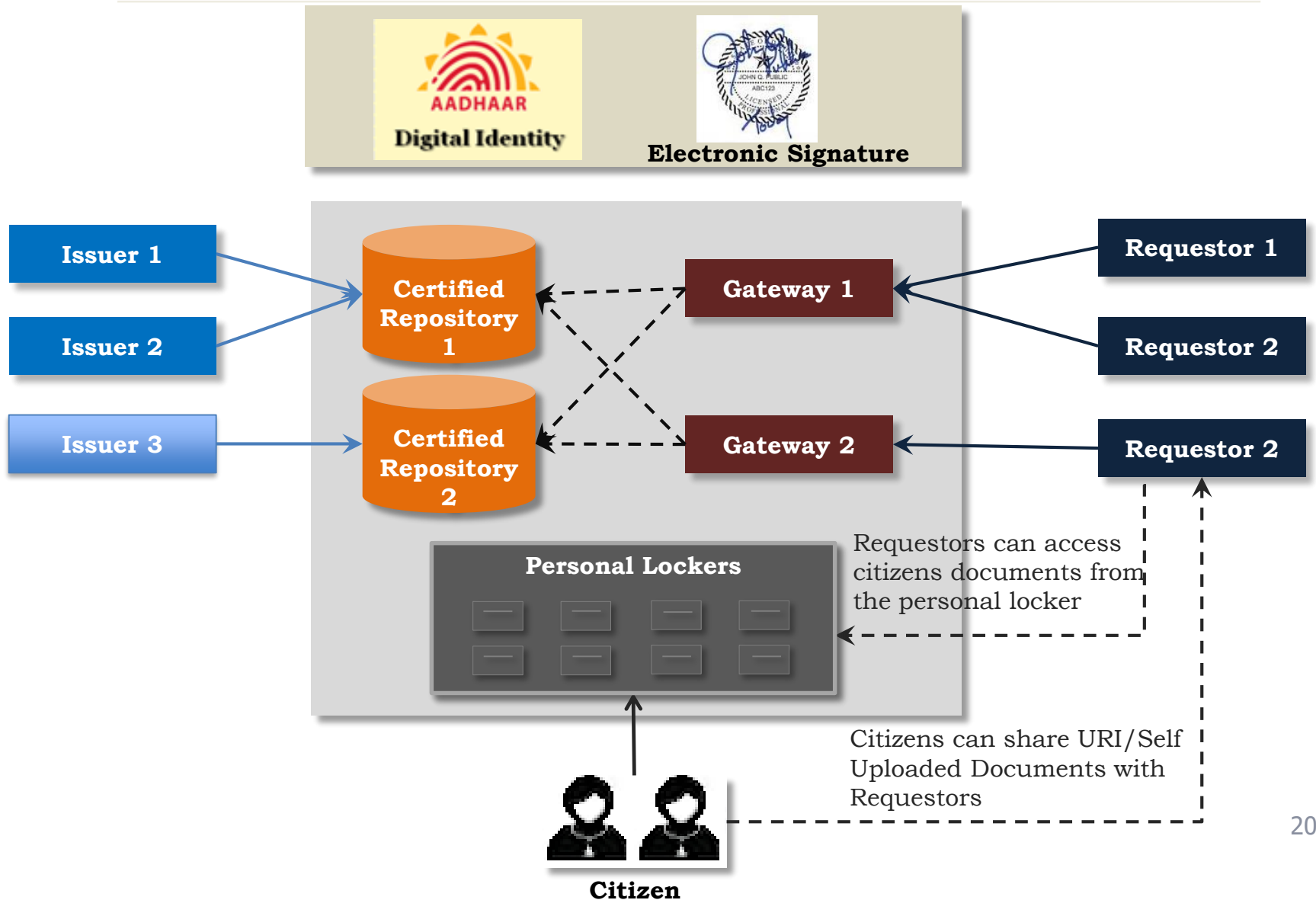Verifying Authenticity

Digital Locker - Solution

Eliminates Physical Documents

Legacy Documents can be Uploaded

Available Anywhere Anytime

Authentic by use of eSign

Easy Sharing Online

How It Works?

Digital Locker Ecosystem

How can you use Digital Locker?

**Issuer**   **Locker**   **Requester**

DIGITAL LOCKER – Cloud

- ## Mee m-Cloud (Cloud Solution)

    - **Every consumer who wants to transact with Mee Seva, through Cloud / hand held /Tablet, will have to obtain a Digital Code / Password by availing the Facility of Digital Locker given to the Citizens.**

    - **The Citizen can access the Personalized Digital Locker at their convenience to access their Digital Certificates 24/7.**

Mee mSeva –Mobile Solution
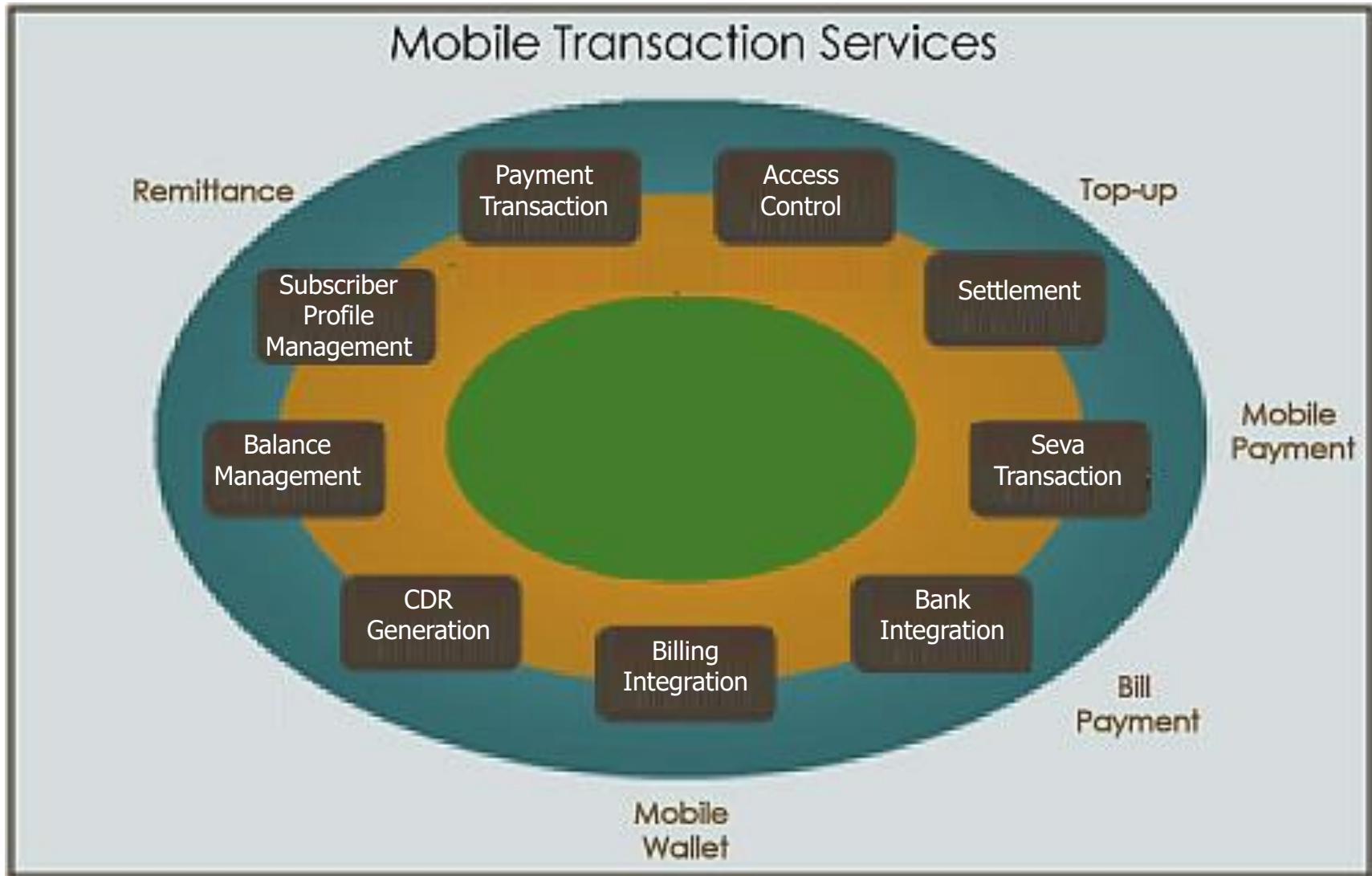
Process of - New Transaction Methods
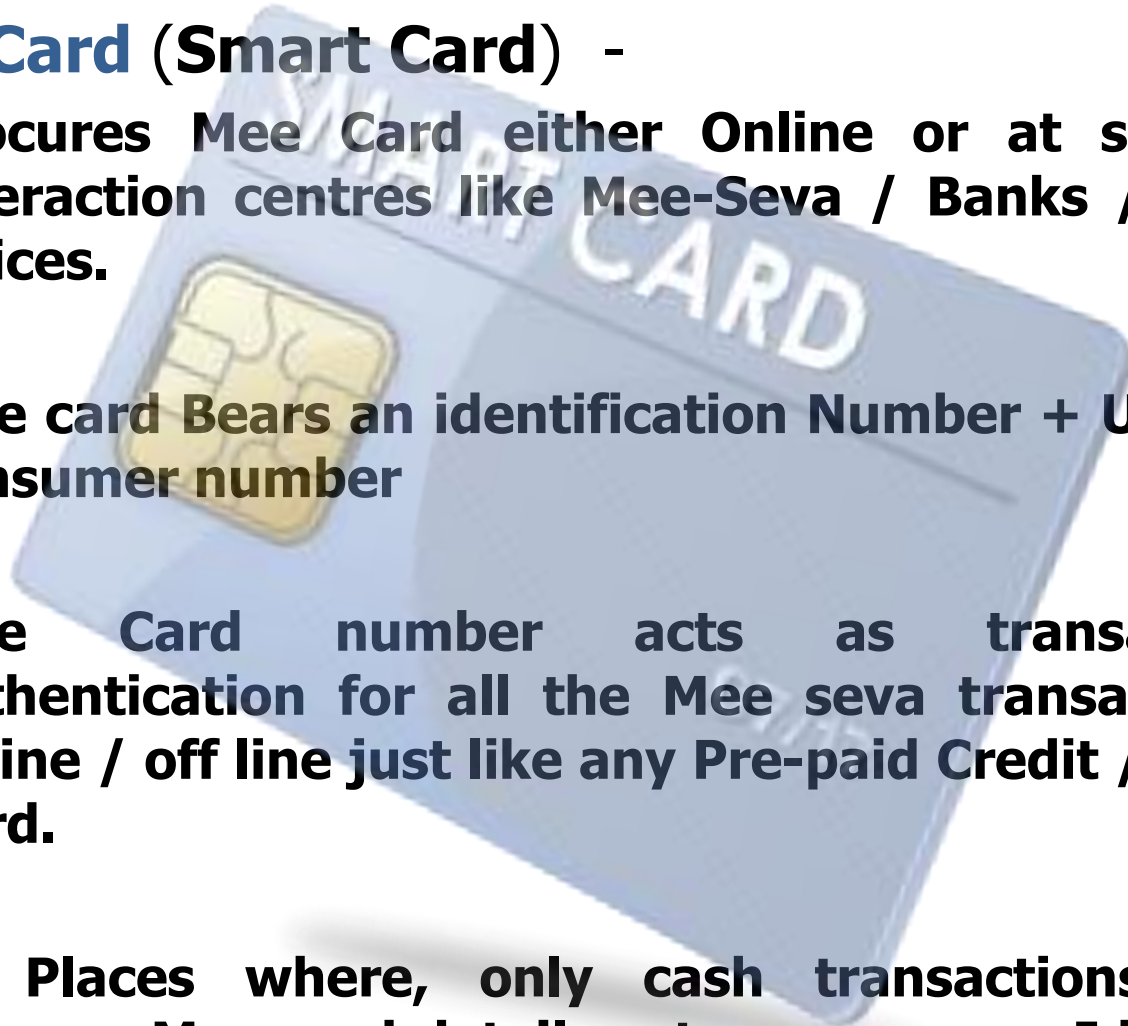
- **Mee m-Seva (Mobile Solution)**

  - **Every consumer who wants to transact with Mee Seva, through mobile /hand held /Tablet, will have to obtain a M-PIN with /using the Smart card details given to him.**

  - **Using this MPIN the consumer can access his Mee Wallet app (Prepaid—balance) or Mee Seva transaction / Payment solution to transact / make payment.**

  - **The consumer will get acknowledgement in SMS or any other mobile doc.format.**

  - **The receipt / document, will be mailed to him either by email (as digital certificate) or by hand delivery as per consumer choice.**

Process of New Transaction Methods

- **Mee Card** (**Smart Card**) -
  - **Procures Mee Card either Online or at service interaction centres like Mee-Seva / Banks / Post offices.**

  - **Mee card Bears an identification Number + Unique consumer number**

  - **Mee Card number acts as transaction authentication for all the Mee seva transactions online / off line just like any Pre-paid Credit /Debit Card.**

  - **At Places where, only cash transactions can happen, Mee card details act as consumer Identity for the transaction.**

Mee User profile

- **Mee Mobile Solution:** All the consumers / Citizens /Agents who are using the mobile apps for their online transactions.

- **Mee Card (Smart Card)** : Every user/ consumer /citizen who interacts with Kiosks / Seva centres / Bank branches / Post Offices / Other Consumer interaction centres. **Mee Card Identification Number** acts as an ID for the user to transact online /off-line.

MeeSeva Certificate Printing Solution

- **MeeSeva Certifcate Solution:**

  All the consumers / Citizens who are using the 'Category–B' Services for their Certificate Oriented Services after approval, (Binary Code) will be generated.

- **MeeSeva Certificate:**

  Encrypted code will be accepted and the binary string will be converted to Pdf/Psd/Image which will be converted to View / Print Option be created. It will be in Pdf format which is copy proof embedded with dual bar barcoding.

Revenue Model

- **For Additional Transaction Methods**

  - **Mobile App :** Will be given at a nominal registration cost to all consumers / Agents.

  - **Mee Card (Smart Card) :**

    Each transaction will be charged at

    Trns. cost + Agency cost + Operation markup

- **For existing Transaction Methods**

  CSC / Mee Seva Agents: Current pricing policy to be reviewed.

Financials

Revenue

- ## Current Revenue (10 Dist) / yr

  Total User Charges (x) - >INR 45 Crs

  Expected Revenue (3x) - > INR 135 Crs

Investment

  Application Development, System Integration, Rollout, O&M (for 2 yrs) – Around INR 10 to 12 Crs

Employment

Direct Employment

% change – none

Indirect Employment

% Change - > 200 %

Benefits – Govt , Citizen, Admin

- Drastic increase in service consumer catchment horizon for Mee Seva.

- Ease of interaction for user as the Mobile apps (Multi Lingual) & Smart Card are simple to use.

- Increase of operational efficiency by technology reinforcement by **CLOUD** enabled with **Digital Locker** Concept / facility.

- Change of role of Administration from service provider to Facilitator.

- Increase in Employment / Revenue

- Low / Non –investment intensive.

- Easy achievement of Goal "Service at citizen's doorstep "

Benefits ...

- Entire operations will be controlled and executed by Director (ESD).

- All operators will be trained to work on entrepreneurship model. Hands on Training in the form of Demo's has to be pre-pared and uploaded in the Website of MeeSeva.

- The entire system is service driven, hence the operator as an entrepreneur is proactive in services and earns instant commissions against every service thereby generating revenue for the operator based on performance.

Benefits ….

- No misuse of funds and settlement in T+1 day to Meeseva. In this proposed model, settlement of funds is reflected to Meeseva before service; hence the question of defaulting or mismanagement of funds collected from the citizen does not arise.

- Director, ESD can monitor and audit the complete system through reconciliation.

- The prepaid process flow model takes away cost of infrastructure (at district level), only monitoring and maintenance of the system, which thereby reflects cost savings to Meeseva.

Benefits .....

- The Proposed model enables plug and play mode to establish more outlets representing and providing services of Meeseva to the citizens without any additional cost to setup Meeseva Centres.

- Easy access to VLEs / Agents (Like in LICs) / Meeseva Operators.

- Instant commission allotted to e-Wallet of VLEs / MeeSeva Operators / Agents (Like in LIC), therefore question of Salaries not being paid does not arise.

THANK YOU

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Valuable Suggestions and Incorporation of ideas if any is are most Welcome on Presentation