F.No.J-14011/1/2014-e-Gov.
Government of India
Ministry of Water Resources,
River Development & Ganga Rejuvenation,
(e-Governance Cell)

Shram Shakti Bhawan, Rafi Marg,
New Delhi, dated the 14th October, 2015.

To,

1. The Chairman, CGWA.
2. Member Secretary, CGWA.

Subject:- Audit report of Web based system for issue of NOC to Abstract Ground Water – reg.

I am directed to forward, herewith, an audit that was done to assess the usability and other issues related to the newly introduced web based system for receipt and processing of applications for issue of NOC for abstraction of ground water.

2. Technical Director (NIC) has given a detailed report which is being enclosed for your information and taking appropriate action. Inter-alia, the report has suggested that:

a) The uploading of the digitally signed documents may be made available.
b) Till all the forms and documents are not completed, the application should be considered as draft only.
c) Applications should have in-built checks that applicant have completed the applications.

3. There is a need for making it more people friendly, hence continuous updation would be needed.

This issues with the approval of JS (A).

Encl:- As above.

13/10/15

(Ashok Kumar Gupta)
Under Secretary to the Govt. of India,
Tel:- 011-23714350,
Email:- ashok.kgupta@nic.in

Copy to:-

1. **Sh. S. K. Sinha,** Scientist-D, CGWB and Nodal Officer for e-Governance.
2. **Sh. Krishna Gopal,** Programmer-CGWB and Nodal Officer for e-Governance
3. **Director (Tech) NIC,** MoWR, RD & GR, & for uploading on IntraMoWR as well.
4. **US (GW),** MoWR, RD & GR.

NATIONAL INFORMATICS CENTER
WATER RESOURCES INFORMATICS DIVISION
#409, SHRAM SHAKTI BHAWAN

Dated : 09.10.2015

Subject : Audit report of Web based system for Issue of NOC to Abstract Ground Water

Please find enclosed the Audit report of the Web based system for receipt and processing of Application for issue of NOC for Industry, Infrastructure, Mining and domestic purposes to Abstract Ground Water (CGWA-NOCAP).

9/10/2015
(A.K.Gupta)
Technical Director, NIC
Tel: 23710312

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12/10/2015

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Arvind.
12/X/15

Audit report of Web based System for Receipt and Processing of Applications for Issuing of NOC for Industry, Infrastructure, Mining and Domestic Purpose to Abstract Ground Water (CGWA-NOCAP)

(http://cgwa-noc.gov.in)

Project Objective

CGWA-NOCAP - Web based Application for the Receipt and Processing of Applications for issuing of NOC to Abstract Ground Water is being developed to cater the need of CGWA. The online system would facilitate Issue of No Objection Certificate (NOC) for abstraction of ground water for various purposes like domestic, industrial, infrastructure and mining uses by CGWA in a transparent and efficient manner and hence reduce the time lag eliminating the existing manual process

In order to make the entire process more transparent and user friendly, this Web based System has been developed for Receipt and Processing of Applications for the issue of NOC to Abstract Ground Water. Through the user friendly interface, the user has been provided the facilities upload online application for NOC and to know the status of the application online with the help of Application Number allotted at the time of submission of the application and through SMS.

The application have following modules/ procedure :

- **Online Registration** of the Applicant
- **Online submission of application** requesting for Issuing of NOC for domestic, Industrial, Infrastructure and mining purpose and tracking of its status.
- **Save as draft** application facility for the applicant.
- **Offline submission** (entered by official) of application (domestic, Industrial, Infrastructure and mining) and tracking of its status.
- **Tracking** of Application status through SMS also.
- Generation of **Application Number** to end user for future reference.
- **Workflow** based application approval and NOC preparation and generation process between the CGWA officials.
- **Generation of NOC** in pdf format and signed by the Approving Authority (Officer) for issuing NOC.
- **Generation of letters** such as of Regret Letter, Exemption Letter in pdf format.
- Generation of **DLEC, Evaluation proforma, Check List**
- **Renewal** of Industry, Infrastructure application
- **Renewal of NOC**
- Provision to **upload signed document** (NOC, Letters etc.)
- Complete **Automation of Internal Workflow** of all the officials of CGWA at Head Quarters, Regional Offices and District Offices for application processing and NOC generation.
- **Dashboard**
- **Integration** with Cabinet Secretariat Portal as per directions of the Cabinet Secretariat on Strategy Plan for digitization of Services / Clearances relating to various Sectors in pursuance to Prime Minister Office Agenda of **"Ease of Doing Business"** in India and Digital Plan.
- **Location Directory** creation
- **Eligibility Criteria** application
- **Archival Data** application
- Coordination between district offices, eighteen regional offices of CGWB and CGWA office located at New Delhi will be easier, time effective and cost effective.

- Effective monitoring of processes and pending cases.
- Dissemination of information at different levels based on the role.
- The online system will not only bring transparency in the system but also guard against indiscriminate extraction of ground water.
- Email/ SMS/Application notifications based on different rules.
- Alerts for CGWA officers though Email/SMS/Application Inbox.

Chronological Order of Project activities

S No	Major Activities	Status / Dates / Number
1	Project Launch by Hon'ble Minister, Ministry of Water Resources, RD & GR (Beta Version)	28th January, 2015
2	Project LIVE	1st April, 2015
3	First applicant Registered	23rd April, 2015
4	Integration with Cabinet Secretariat Portal for Ease of Doing Business (eBiz)	28th May, 2015
5	First Application Submitted Online	24th April, 2015

NOCAP Application Statistics as on 22.09.2015

S No	Statistics	Number
1	Total Number of Applicants Registered	319
2	Total Number of Applications Submitted	156
3	Total Number of Draft Applications Submitted	143
4	Total Number of Industry Applications Submitted	110
5	Total Number of Infrastructure Applications Submitted	29
6	Total Number of Mining Applications Submitted	17

NOCAP Application Development Technology

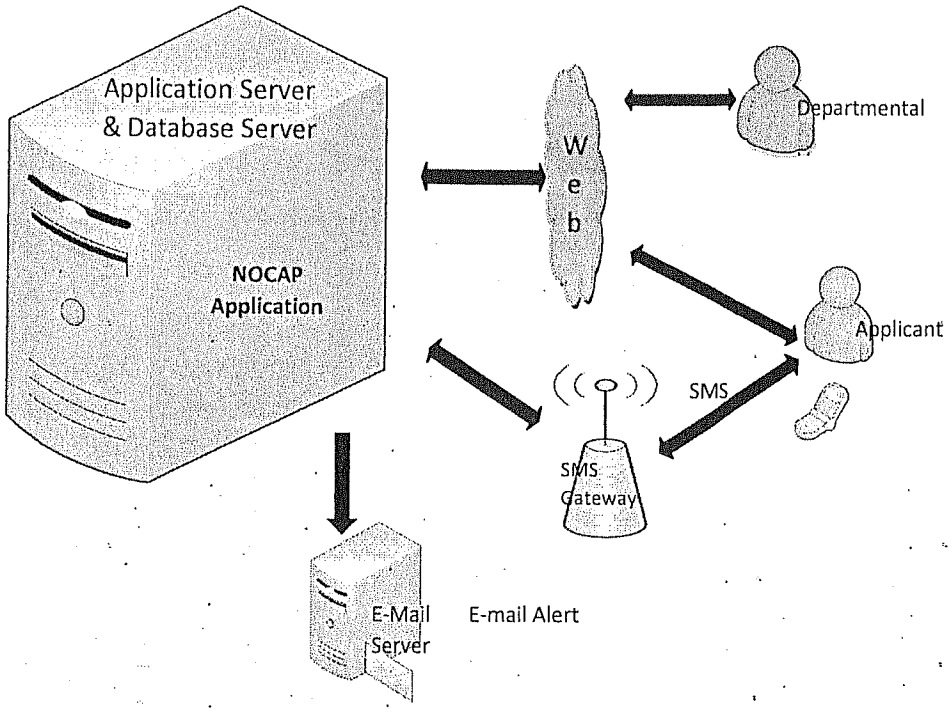
The NOCAP software has been developed using the Microsoft Technology and database. The following are the technical details :

i. Microsoft .NET framework 3.5
ii. HTML, JPEG, PDF
iii. MS-SQL database server 2012

The application has been hosted on NIC Cloud data centre. The application has been security audited for all the latest vulnerabilities. Application backup for front end and database is regularly taken.

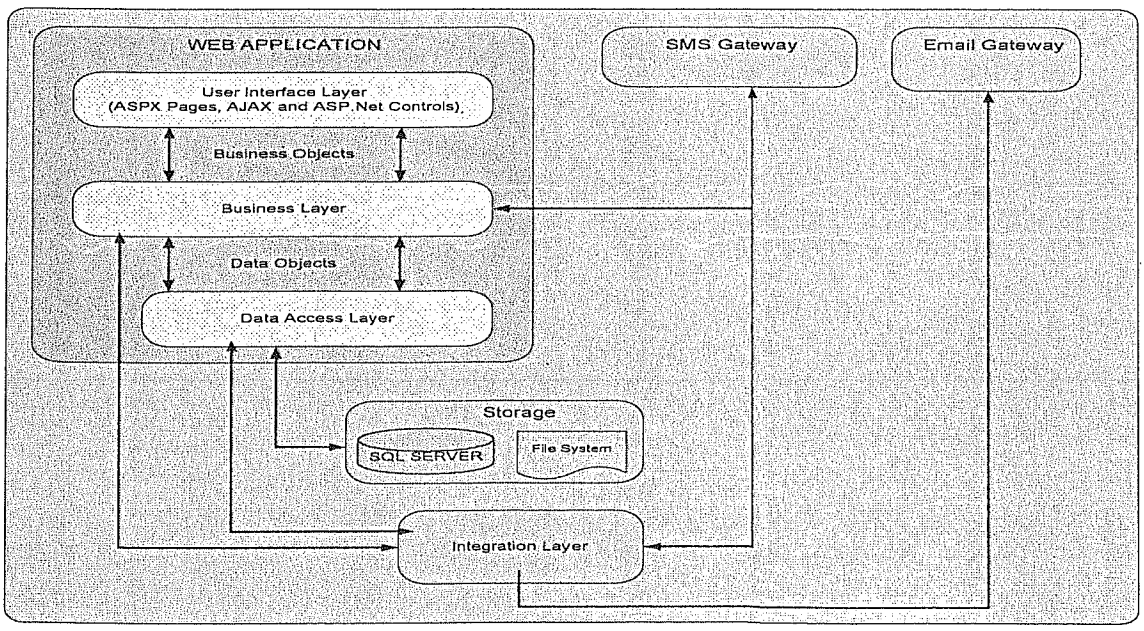
Architectural Design

The architecture for this system is given bellow.

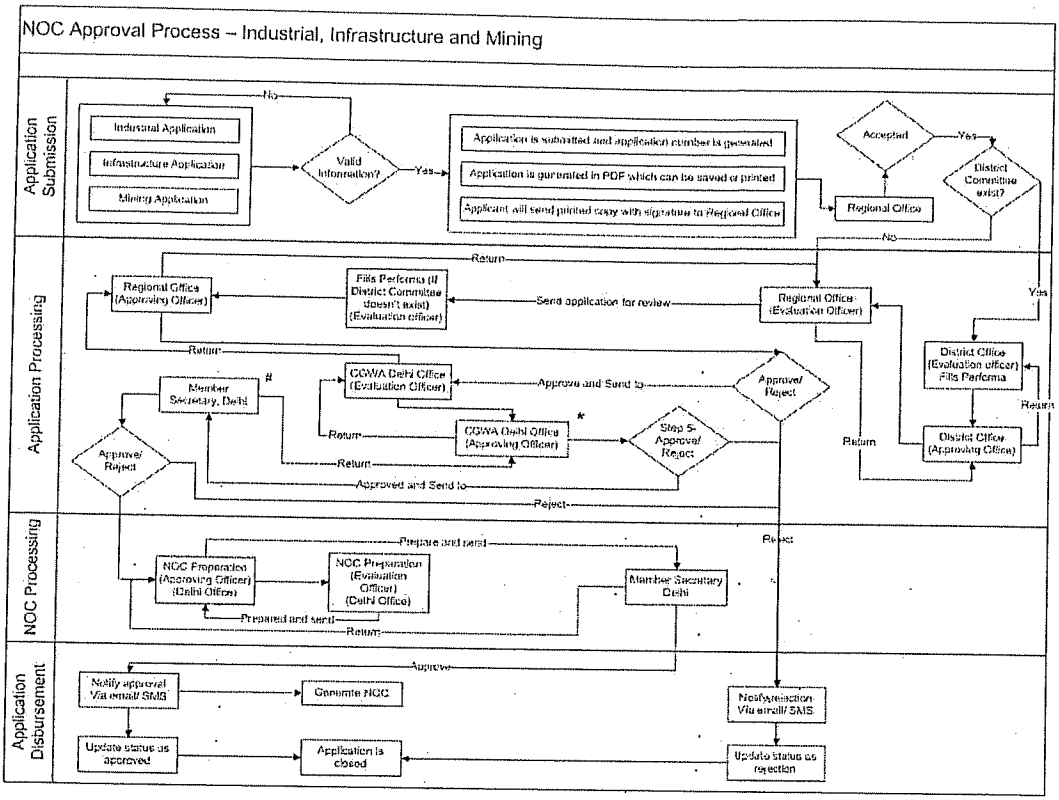


Application Architectural Design

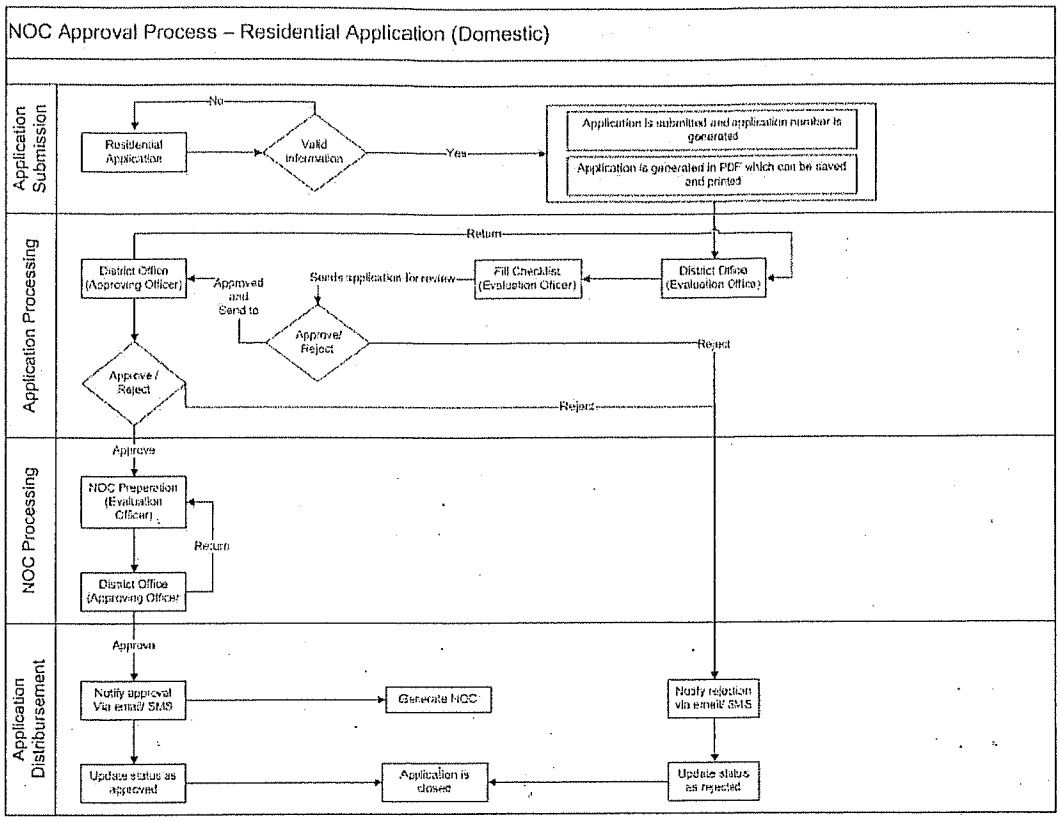
The application architecture of the system is given below.



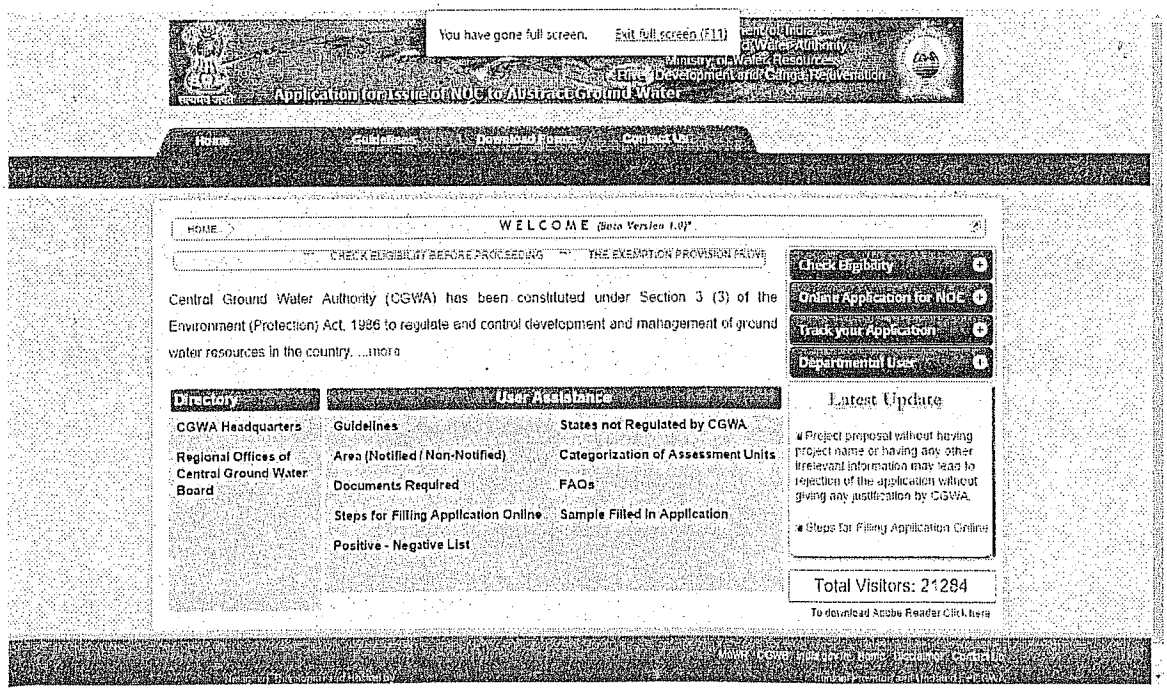
Workflow for Industry, Infrastructure, Mining



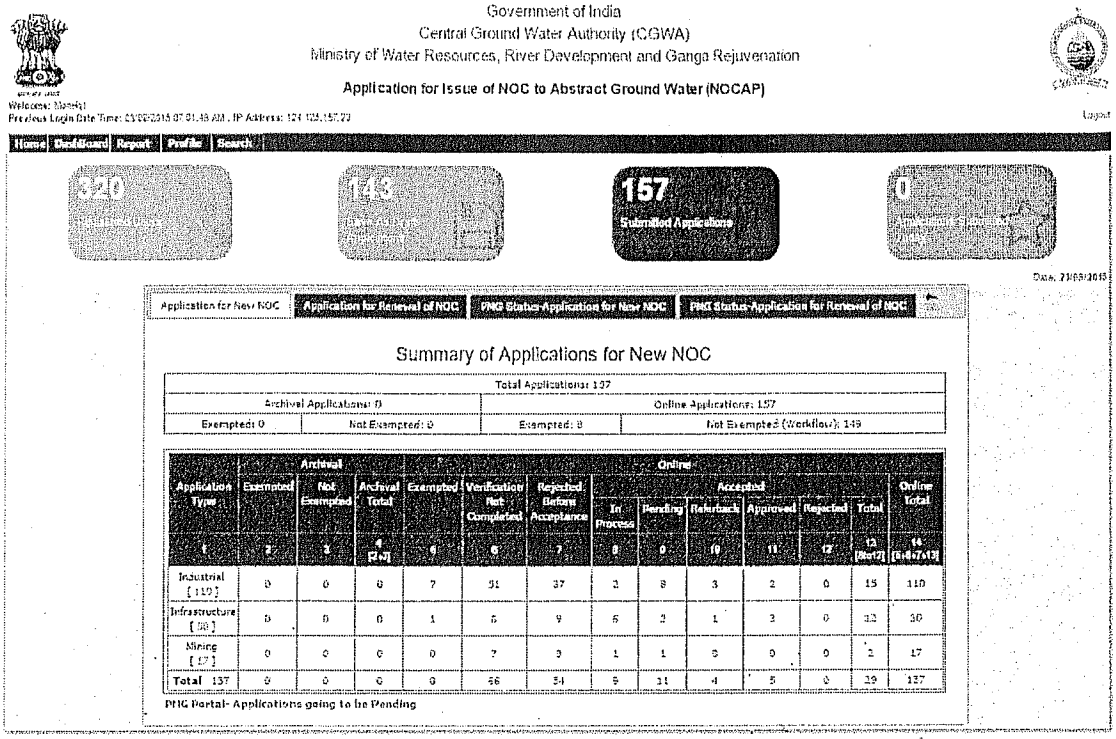
Workflow for Domestic



Application Website:

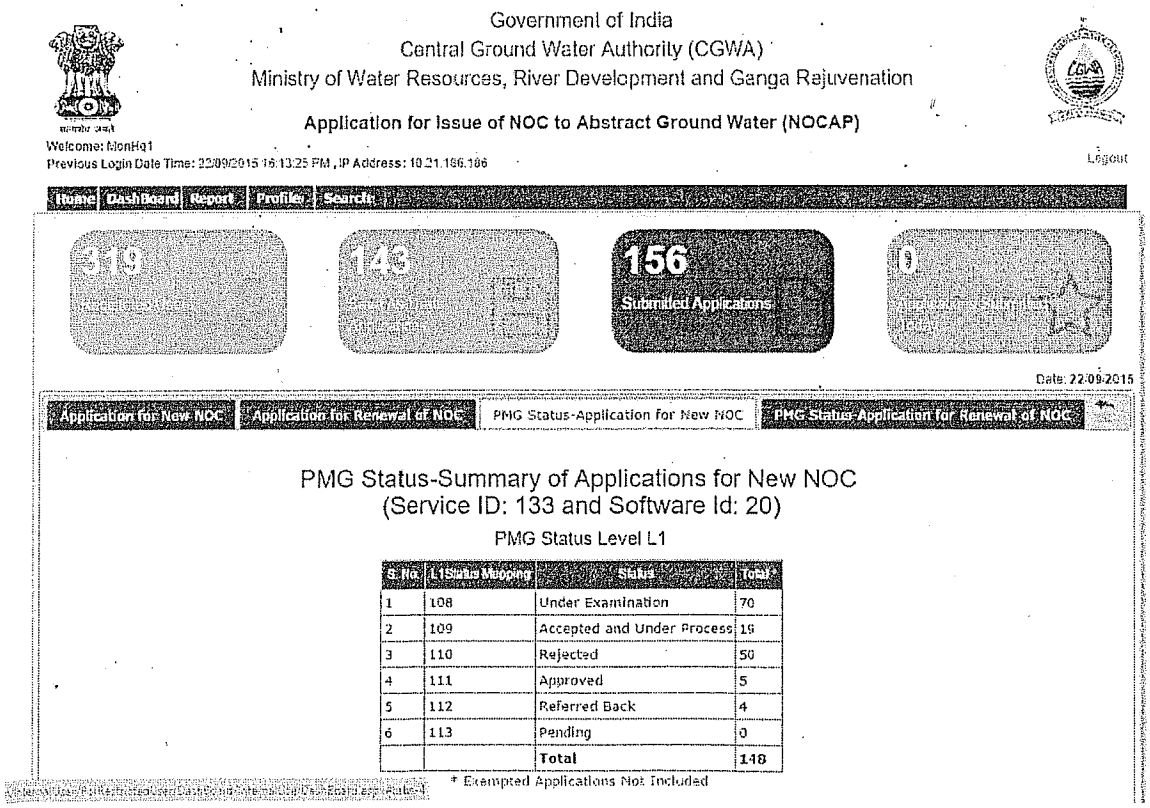


Dashboard:



Application Type	Archival			Online									
	Exempted	Not Exempted	Archival Total	Exempted	Verification Not Completed	Rejected Before Acceptance	Accepted						Online Total
							In Process	Pending	Referback	Approved	Rejected	Total	
	2	3	4 [2+3]	6	8	7	8	9	10	11	12	13 [8to12]	14 [6+7+13]
Industrial [110]	0	0	0	7	91	37	3	8	3	2	0	15	110
Infrastructure [20]	0	0	0	1	6	9	6	2	1	3	0	12	30
Mining [17]	0	0	0	0	7	3	1	1	0	0	0	2	17
Total 137	0	0	0	8	66	34	9	11	4	5	0	29	137

Project Monitoring Group (PMG) Portal Integration Dashboard:

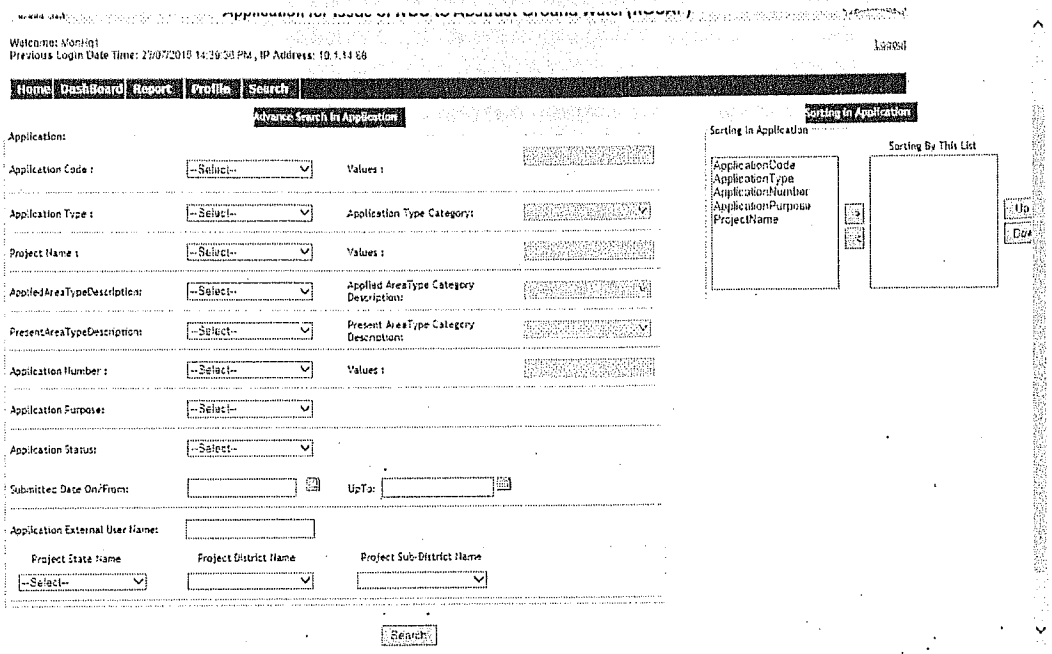


S. No	L1Status Mapping	Status	Total*
1	108	Under Examination	70
2	109	Accepted and Under Process	16
3	110	Rejected	50
4	111	Approved	5
5	112	Referred Back	4
6	113	Pending	0
		Total	**148**

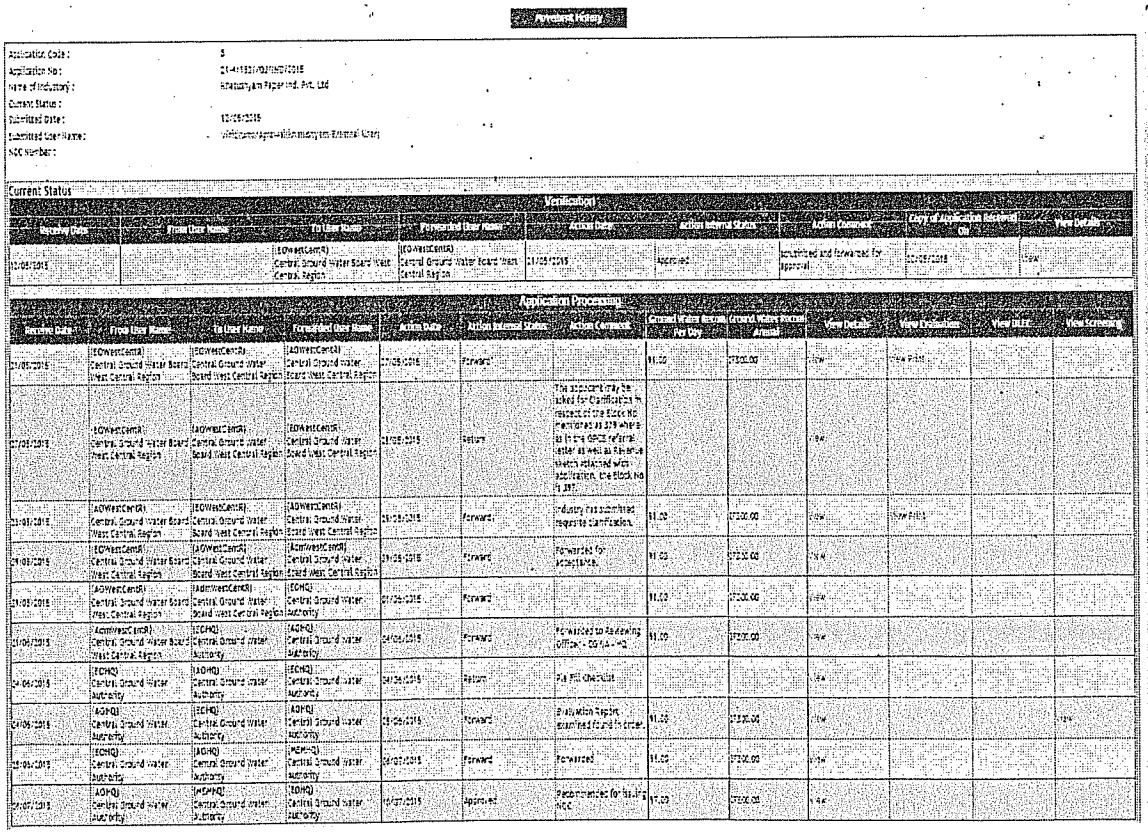
* Exempted Applications Not Included

Advance Search:

Advance search features provide the power to search the application any of the parameter or combination of parameters. The screen shot is displayed below for view.



Application Movement:



Conclusion :

The application has been made very user friendly and easy to operate/ navigate. But this is not completely paperless. Applicant still has to submit the hardcopy of the application along with the required documents as per the CGWA guidelines. It is observed that many application (around 66 applications) were classified as **"verification not completed"** because of the none receipt of papers.

The following provisions may be incorporated in the application :

1. The uploading of digitally signed documents may be available
2. Till all the forms and documents are not completed application should be considered as draft only.
3. Application should have in-built checks that applicant have completed the application.