

# Ease of Doing Business in Assam

## Making life easier for the citizen

Edited by **KAVITA BARKAKOTY**

The EODB platform (<https://eodb.assam.gov.in>) was developed using the Open, Secure and Scalable Framework – ServicePlus, to facilitate for filing, management, and tracking of all necessary clearances, approvals, registrations, and renewals under various State enactments. The Single Window Interface for EoDB reduced the interface with Governmental agencies and the cost of doing business. It was launched on 17th June 2019. 19 departments with 37 sub-departments have gone live with 275 plus services.

Assam Ease of Doing Business Act 2016 was passed by the Government under which a Single Window Agency has been established for e-filing, management, and tracking of all necessary clearances, approvals, registrations, and renewals under various State enactments. A portal <https://easeofdoingbusinessinassam.in> was developed by a third party which had many challenges. Department of Industries and Commerce had discussions with NIC in December 2018 for NIC to take over the 'Ease of Doing Business (EoDB) portal' for the Govt. of Assam.

Migration of EoDB services to the new EoDB portal began in June 2019 and 19 departments with 37 sub-departments have gone live with 275 plus services. During this process, several interactions with departments, user acceptance, and testing, and training were imparted to the departments and their subordinate organisations.

### Salient features

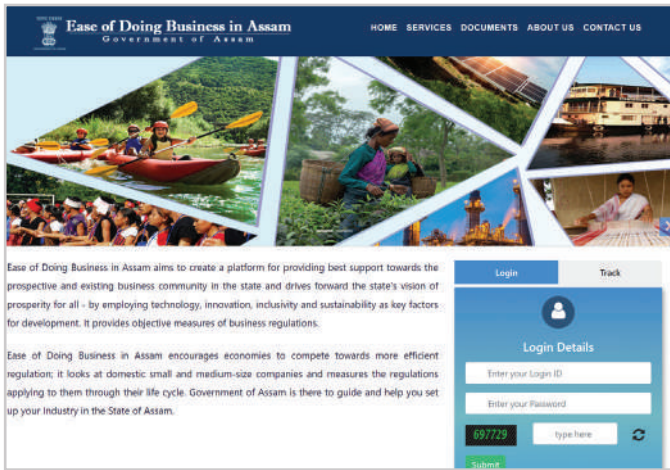
- **Portal for EoDB created:** The portal created for Ease of Doing Business is <https://eodb.assam.gov.in>
- **UBIN Number:** To facilitate the businessmen in obtaining various approvals/ Registrations/ Licences etc from the department to set up business in the state, the Government of Assam has authorised Single Window Agency to introduce a Unique Business Identification Number (UBIN). This UBIN is obtained by registering in the portal <https://eodb.assam.gov.in> through one common application form (CAF) available in the portal
- The reform Agenda of DIPP has been followed
- **Service design:** All the services have been designed and developed by Service Plus, a metadata-based, single, unified configurable service delivery framework. It enables a single delivery portal for the citizen to access information about any service provided by the government
- **Integration with Payments, Digital Signature:** To facilitate secure digital payments while availing services eGRAS (Online Government Receipts Accounting System) has been integrated for online service delivery
- **SMS gateway and email integration:** SMS gateway and email have been integrated for delivering alerts and acknowledgments
- **Skill and Capacity building:** Capacity building and skill development are of utmost importance since this would make Government officials better equipped for service delivery
- **Application Tracking feature available:** Users can track their application without logging into the portal
- **Processing History:** Officials can view the processing history of an application once it has been processed by them
- Services are listed for easy access
- Requirements for each service is listed so citizen can have everything ready before applying
- User Manual on how to apply for the services are available for citizens
- Downloadable forms are available for the ease of citizens and entrepreneurs.
- Acts, Rules, OMs, Notifications available for view and download



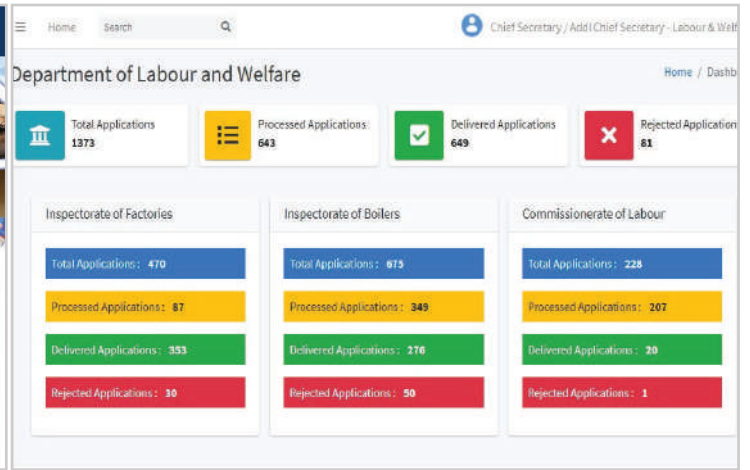
**Kakoli Chaudhury**  
Sr. Technical Director  
[asm-kakoli@nic.in](mailto:asm-kakoli@nic.in)



▲ EoDB Dashboard



▲ EoDB Portal



▲ EoDB CIS Module (1)

- A Dashboard for dept. heads is under development
- MIS for taking decisive actions is also under development.
- **Central Inspection System Module:** A centralized inspection module currently also under development for carrying out common inspections by inspectors of a few departments

**Technologies Used**

The EODB platform <https://eodb.assam.gov.in> was developed using:

- ServicePlus framework, which is on open source stack (Java, PostgreSQL, Linux)
- Codeigniter, MongoDB (dashboard, MIS, Central Inspection Module)
- HTML/ JQuery/ JavaScript, Bootstrap used for front-end

**Strategic areas in the service life cycle of EODB**

The important areas under each stage of the service journey are highlighted in Figure 1.

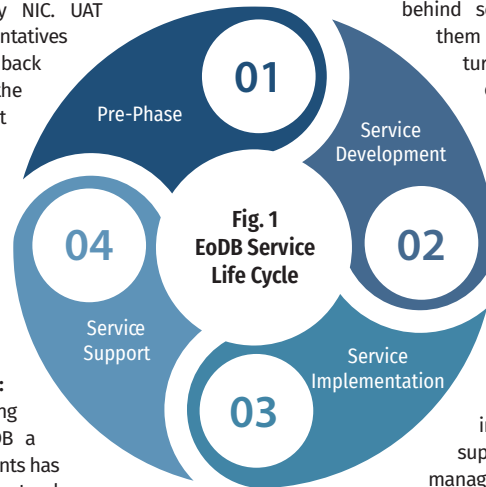
**Pre-Phase service identification:** For better identification of the needs of the citizen the services are first identified.

**Service Development:** The services are configured and designed by NIC

Service Implementation UAT/Demo of service is done by NIC. UAT Department representatives participate. Feedback communicated by the concerned department to NIC. NIC incorporates changes as per feedback. Service is tested once again by Department. Training for department officials (Master Trainers) is conducted by NIC.

**Service Support:** For fruitful monitoring of the services of EODB a Dashboard for departments has been under development where alerts for the Heads of Departments are generated. Reports are available to see the pendency status of the services. A Help Desk is also

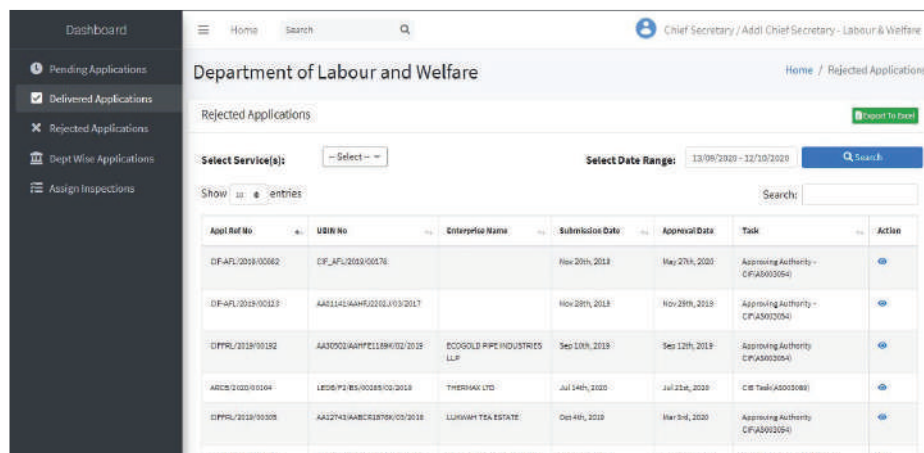
in place and training has been imparted to help desk manpower by NIC. Skill and capability building: Strengthening the skills of the people behind service delivery will help them to perform better. This in turn will translate to better efficiency in the service delivery mechanism. Continuous capability building is therefore a must.



**Conclusion**

The thrust by the Government of Assam for a Single Service Delivery Platform to implement Ease of Doing Business is an important step that will support to facilitate for filing, management, and tracking of all necessary clearances, approvals, registrations, and renewals under various State enactments. This will also bring ineffective program monitoring, management, and supervision with readily available information for Government decision-makers at one point. The measures taken at the State level will prove to be more effective when combined with the strategic initiatives taken at the National level viz. Digital Service Standards (DSS), NeSDA, UMANG (Unified Mobile Application for New-Age Governance), DigiLocker. Improved access to information and services will provide economic and social development opportunities.

▼ EoDB CIS Module (2)



For further information, please contact:

**STATE INFORMATICS OFFICER**  
 NIC Assam State Centre  
 1st Floor Composite Building  
 Near Last Gate of Assam Secretariat  
 Dispur, Guwahati - 781006  
 ASSAM  
 Email: sio-asm@nic.in, Phone: 0361-2237254