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PROCESS DOCUMENT - MIS DIVISION

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प्रभाग

Process Document - Management
Information System (MIS) Division

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Prepared By:

Chief Director (MIS)

Reviewed By:

QMS Documentation Committee

Approved By:

Managing Director



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DOCUMENT CONTROL PAGE

1) REVISION HISTORY

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00	01	01.08.2016	Chief Director (MIS)	--	Title of document, Input & Output included, process controls and risk management incorporated as per the requirement of ISO 9001:2015	Documentation Committee
01	02	05.07.2019	Chief Director (MIS)	Annexure I, II	Updation of employee responsibilities and authorities.	
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2) DOCUMENT AVAILABILITY

HARD COPY / SOFT COPY	LOCATION AND WHERE AVAILABLE
HARD COPY	Chief Director (MIS)
SOFT COPY	https://ncdc.in/documents/employee-corner/4817240619PD_MIS.pdf

3) CONFIDENTIALITY

- The Process Documents ('PD') contain confidential and proprietary information. The materials, ideas and concepts contained herein are the property of NCDC ('the corporation') and neither these, nor any other contents of NCDC may be copied, distributed or disclosed to any third party, by any means in any form, without the express written permission of NCDC.
- The procedures listed here are a facilitator to smooth functioning and a means of spreading common process knowledge and understanding across the Corporation.

Prepared By:	Reviewed By:	Page 2 of 28
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NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

INDEX

1.	DIVISION STRUCTURE	4
2.	RESPONSIBILITIES & AUTHORITIES	4
3.	ABBREVIATIONS	4
4.	PURPOSE	6
5.	SCOPE.....	6
6.	PROCESS	6
7.	PROCESS MEASUREMENTS	20
8.	RISKS & OPPORTUNITIES IDENTIFIED.....	22
9.	PROCESS CONTROL.....	22
10.	DETAILS OF DOCUMENTED INFORMATION RETAINED.....	24
11.	DETAILS OF DOCUMENTED INFORMATION MAINTAINED.....	27
12.	REFERENCE	28
13.	ANNEXURES.....	29
	Annexure-1 Division Structure.....	30
	Annexure-2 Responsibilities & Authorities.....	31

Prepared By:

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Page 3 of 28



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MIS DIVISION**

DOC.
NUMBER.

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02-09-2020

1) DIVISION STRUCTURE

Annexure - 1

2) RESPONSIBILITIES & AUTHORITIES

Annexure - 2

3) ABBREVIATIONS

AD	Assistant Director
AMC	Annual Maintenance Contract
ASP	Application Service Provider
BOM	Board of Management
CA	Chartered Accountant
CL	Casual Leave
CPPP	Central Public Procurement Portal
CRA	Central Record Keeping Agency
CSC/ISC	Central/Internal Screening Committee
CSF	Contribution Submission Form
DCCB	District Central Cooperative Bank
DD	Deputy Director
DAC	Department of Agriculture and Cooperation
DSC	Divisional Screening committee
DGS&D	Directorate General of Supplies & Disposals
Dy. Director	Deputy Director
DDFS	Digital Document Filing System
E-mail	Electronic Mail
EL/HPL	Earned Leave/ Half Pay Leave
E-TDS	Electronic filing of Tax Deduction at Source
FMS	Financial Management System
FPU	File Preparation Utility
FVU	File Validation utility
GA	General Administration
GFR	General Financial Rules
GOI	Government of India

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Page 4 of 28



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H/W	Hardware
HO	Head Office
ISP	Internet Service Provider
IT	Information Technology
IFAMS	Integrated Financial Accounting And Management System
IDMS	Integrated Document Management System
Jr. Assistant	Junior Assistant
LAN	Local Area Network
LTC	Leave Travel Concession
MIS	Management Information System
MTS	Multi Tasking Staff
MD	Managing Director
NCDC	National Cooperative Development Corporation
NEDAC	Network for the Development of Agricultural Cooperatives in Asia and the Pacific
NPS	New Pension Scheme
NSDL	National Securities Depository Limited
P&A	Personnel and Administration
P&C	Planning and Coordination
PACS	Primary Agricultural Cooperative Societies
PS	Private Secretary
PSC	Pre-Screening Committee
RCS	Registrar of Cooperative Societies
RD	Regional Directorate
RTI	Right To Information
RH	Restricted Holidays
S/W	Software
SA	System Analyst
SC/ST	Scheduled Caste/Scheduled Tribe
SOP	Standard Operating Procedures
Sr. Assistant	Senior Assistant
SRDB	Sanction Release Database
LINAC	Laxmanrao Inamdar National Academy for Cooperative Research and Development
TOR	Terms of Reference
UD/LD	Under Developed/Least Developed
VIP	Very Important Person

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4) PURPOSE

To access and provide IT facilities to the Users/Staff of NCDC at HO/Regional Directorates, LINAC and to provide Financial Assistance to the Cooperatives for Computerization

5) SCOPE

Identifying and meeting the IT requirements - Hardware (H/W), Software(S/W) and Networking at Head Office and Regional Directorates and facilitating computerization of Cooperatives by providing them Financial Assistance for H/W, S/W, Site preparation and other IT related infrastructure.

6) PROCESS

6.1 Facilitating IT Services

6.1.1 Purchase of Hardware at HO and LINAC

Process Input	Source
Request for new/additional hardware	Division/Sections at HO & LINAC
Stock verification	Stores/ GA

- 6.1.1.1 Stock position of computers and other infrastructure is prepared at the end of financial year or as and when required.
- 6.1.1.2 Based on the user's request/requirement and existing stock position, new Hardware requirement is accessed annually.
- 6.1.1.3 If new hardware is required then approval for purchase of new hardware is taken from competent authority.
- 6.1.1.4 Approval of hardware requirement along with Specifications and other technical inputs is sent to General Administration Division (GA) for purchase through GeM Portal as per the GFR rules.
- 6.1.1.5 After the hardware is procured by GA, specifications, model and brand of Hardware is checked/ verified with the purchase order.
- 6.1.1.6 After verification, Installation of the hardware is carried out as per requisition.
- 6.1.1.7 MIS division also suggests the management for incorporating the latest technology from time to time.

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Process Output

Providing technical specifications/
inputs for procurement of Hardware
to General administration division

6.1.2 Providing of Technical support /Guidance for Computer hardware purchase at Regional Offices

Process Input	Source
Request for new/additional hardware from GA/ROs	General Administration division/ Regional Offices

- 6.1.2.1 GA sends request of RD's to MIS Division for providing technical specifications or Comments.
- 6.1.2.2 The required technical specifications/inputs are provided to GA for further action at their end.
- 6.1.2.3 In case quotations are submitted by RD then these are checked vis-à-vis specifications and cost document returned to GA along with suggestions for sending to RD.

Process Output

Purchase of Hardware by/ for RO's

6.1.3 Maintenance of Hardware/Network equipments with the help of AMC (Annual Maintenance Contract) external service provider

Process Input	Source
As per the requirement/ Complaint Register	Users in Division/Sections

- 6.1.3.1 Problem is logged in logbook maintained in MIS Division.
- 6.1.3.2 Resident AMC engineer attends to the logged complaints and solve the problem with the help of division's technical persons or their instructions.
- 6.1.3.3 In case AMC engineer is not able to solve the problem, the issue is taken up with AMC Service Provider (Company) and it is resolved.
- 6.1.3.4 AMC is renewed at the end of each year subject to satisfactory performance from the date of award of Contract.

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- 6.1.3.5 Before completion and during last quarter of contract, the file is moved to constitute an Advisory-cum-Standing Purchase/Tender Committee and approval from competent authority is taken on file in case need is felt to call fresh tender.
- 6.1.3.6 Draft Tender document is prepared and placed before the Committee for Consideration and finalization of Tender document.
- 6.1.3.7 Limited or open tender as per GFR Rules are floated.
- 6.1.3.8 Technical/Financial parameters of bidders are scrutinized and based on recommendations of the committee; the award letter is issued to the successful bidder.

Process Output	Fixing of Hardware/Software problems & Renewal of existing AMC or award of work to new successful bidder.
----------------	-----------------------------------------------------------------------------------------------------------

- 6.1.4 To review & meet Software requirement of Corporation from time to time or as per need.

Process Input	Source
Concerned Division/ Management/ ROs send their request for new software.	Divisions at HO, ROs & LINAC

- 6.1.4.1 Based on need of the Management/Divisions, Software Requirement Analysis is done and Terms of Reference (TOR) is prepared.
- 6.1.4.2 Approval for Tender Committee is taken from competent authority.
- 6.1.4.3 TOR is finalized by Tender Committee.
- 6.1.4.4 Limited or open tender as per GFR rules are floated.
- 6.1.4.5 Selection of Developer for Application Software is carried out based on technical and financial evaluation and work order is awarded to selected developer recommended by Tender Committee.
- 6.1.4.6 Coordination with Developer and concerned Division/Section is done for Software development.
- 6.1.4.7 Developer tests the software with sample data.
- 6.1.4.8 Software is tested and based on user's comments/views, the Software is modified accordingly. This process is repeated till user and MIS Division accept it.
- 6.1.4.9 Software is installed for use and parallel run is carried out.

Prepared By:	Reviewed By:	Page 8 of 28
 Chief Director	 QMS Documentation Committee	



- 6.1.4.10 Reports are checked by the user and matched with manual reports. In case reports do not match then reasons for mismatch are traced and software is modified accordingly otherwise the software is put to regular use by the users.
- 6.1.4.11 Software is modified as and when required during warranty period (as mentioned in the tender document).
- 6.1.4.12 After the warranty period is over, the developer is asked to give terms for annual maintenance contract (AMC) for the developed software, which is then negotiated and AMC is awarded to software developer.
- 6.1.4.13 During AMC period, in case of problem with the software is reported by user, it is logged in the complain register and modifications are carried out accordingly by the developer

Process Output	Implementation/ Installation of software and trainings, if required and subsequent AMCs
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6.1.5 Maintenance of In-house developed Systems

In-house developed softwares such as Nurturing Primary Cooperative Societies, NORO interaction portal, Sahakar Mitra portal, portal for webinars are maintained and troubleshooting is carried out.

6.1.6 Back-up of the databases

Process Input	Source
Program and Data Files	Database Servers

- 6.1.6.1 Back up of the database of Integrated Sanction release and Loan Accounting System (SRDB) and Integrated Financial Accounting Management system (IFAMS) are taken on daily basis on Backup system (MIS).
- 6.1.6.2 Backup is taken on cloud storage on daily basis and also on external hard disk monthly.
- 6.1.6.3 For restoration check of data, the data is restored on computer system in Computer room and application is run on it to check. This process is done in the presence of MIS and AMC person of the developing agency. The log is maintained in SRDB & IFAMS audit register.

Process Output	Backup maintained on cloud storage at two different locations.
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6.1.7 Websites maintenance

Process Input	Source
Latest/modified information or uploading of tender documents from Divisions/ ROs/ LINAC.	Divisions at HO, ROs & LINAC

Process:

- 6.1.7.1 Division/ Section sends the information to be changed/ modified (as approved by the competent authority through P&C Division) in the NCDC website (<https://ncdc.in>). Modifications are carried out in the website and published on web.
- 6.1.7.2 Tender is also uploaded on the NCDC website as well as on CPPP (Central Public Procurement Portal).
- 6.1.7.3 Information to be changed/ modified in the NEDAC website (<https://nedac.info>) is received through Corporate Communication Division. Modifications are carried out in the NEDAC website and website is again published on web.
- 6.1.7.4 Notice and Invoice for the renewal of domain registration and hosting contract are received from service provider before expiry date (15-20 days before the expiry date).
- 6.1.7.5 File is put up to competent authority for approval.
- 6.1.7.6 After the approval by competent authority, sanction order is made and sent to Finance Division for payment.
- 6.1.7.7 Finance Division makes the payment and sends the details of payment to MIS division.
- 6.1.7.8 Service Provider is informed about payment through email/user account in Service provider portal.
- 6.1.7.9 Service Provider sends the acknowledgment of payment for domain name registration and web hosting is renewed.
- 6.1.7.10 Procedure is same for renewal of ncdc.in and nedac.info domains as given at 6.1.7.5 to 6.1.7.9

Process Output	Up to date website.
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6.1.8 Providing Internet/E-mail facility to various Divisions/Sections and Regional Directorates of NCDC as per NCDC Norms

Prepared By:	Reviewed By:	Page 10 of 28
 Chief Director	 QMS Documentation Committee	



Process Input	Source
Request from users	Employees at HO,ROs & LINAC

Process:

- 6.1.8.1 Need of internet facilities of the organization are accessed every year.
- 6.1.8.2 Requirement of organization according to IT market trend is analyzed from time to time.
- 6.1.8.3 In case the Service of ISP is not satisfactory or needs of organization has changed then fresh Terms of Reference is prepared.
- 6.1.8.4 Approval for Tender committee is taken from competent authority.
- 6.1.8.5 Terms of Reference (TOR) are finalized by Tender committee.
- 6.1.8.6 Tender (Open or Limited) as per GFR (General Financial Rules) is floated.
- 6.1.8.7 Selection of Internet Service Provider (ISP) is carried out based on technical and financial evaluation by tender committee according to GFR.
- 6.1.8.8 Sanction work order for assignment of Contract is given to selected ISP.
- 6.1.8.9 On user requests for E-mail account and internet facility, network availability at user end is accessed.
- 6.1.8.10 Email services are hosted and maintained by NIC.
- 6.1.8.11 Email account is created after receiving the email creation request form approved by competent authority.
- 6.1.8.12 Internet facility with security policies is provided to user as per his/her designation or work assigned.

Process Output	Provide Internet & E-mail facilities
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6.1.9 Maintenance of Servers, Antivirus and Firewalls

Process Input	Source
Regular Updation of antivirus Software	Software updates

- 6.1.9.1 eScan Antivirus for clients (about 200 clients) is regularly updated and maintained.
- 6.1.9.2 Whenever some problem is noticed with Servers, Anti-virus or Firewalls, it is immediately checked and fixed for smooth functioning.

Process Output	Updated/Protected Servers/Clients
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Prepared By:	Reviewed By:	Page 11 of 28
 Chief Director	 QMS Documentation Committee	



6.1.10 Uploading NPS Subscription

Process Input	Source
Monthly Subscription details from Finance	Finance Division

Process:

- 6.1.10.1 Soft copy of the monthly subscription of NPS is provided by paybill section.
- 6.1.10.2 Using FPU utility of NSDL, a file to be uploaded for subscription is created for NPS
- 6.1.10.3 Using FVU utility of NSDL, the above created file of NPS subscription is validated.
- 6.1.10.4 This validated file is then uploaded to Central Record Keeping Agency (CRA) of NSDL (<http://npscan-cra.com>)
- 6.1.10.5 If there is no error in the uploaded file then Subscriber Contribution Submission Form (CSF) and Subscriber Contribution File is printed and given to Finance division for payment to trustee bank for NPS.
- 6.1.10.6 If there is error in the uploaded file then nature of error is checked and action is taken accordingly. File is, then, uploaded again and 6.1.11.5 is done.

Process Output	Timely uploading of NPS to CRA
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6.1.11 Training

- 6.1.11.1 Training on use of computers and application softwares are imparted to users at LINAC/HO and resource person as and when required.

6.2 Preparation of Yearly Programme of Activities (PoA)

Process Input	Source
Previous year spillover, projects in pipeline and details of expected generation of proposals	SRDB, RO & Cooperative societies/ State Government

Yearly targets are laid down in the form of Programme of Activities prepared by the Division along with State-wise/Activity-wise breakup of financial outlay.

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Process Output

Finalised Programme Outlay along with physical & financial targets

6.2.1 Generation of proposals

Process Input	Source
Finalised Programme Outlay along with physical & financial targets	P&C Division

There is Scheme for providing financial assistance for Computerization to Cooperative Societies/State Cooperative Banks/ District Cooperative Banks/Federations. The details of the scheme are given in the **Annex- III**.

The scheme of computerization is circulated among State Govt. authorities, Federations, Regional Directors etc. requesting to advise the societies to formulate suitable proposals and avail financial assistance including benefits available under computerization scheme. The scheme is also available on NCDC website (www.ncdc.in).

6.2.2 On receipt of the proposal from State Govt./State Coop. Banks/ District Cooperative Banks/Cooperative Society, it is entered in dak register of Division.

Process output	Receipt of proposal
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6.3

Examination of the Proposals

Process Input	Source
Receipt of proposal	Cooperative societies/DCB,s and State Government

6.3.1 Proposal is scrutinized in respect of following points:

6.3.1.1 Proposal is from Registered Cooperative Society.

6.3.1.2 Proposal is in the prescribed format of the Corporation (**Annex- IV**).

6.3.1.3 Whether society falls under special category viz. SC/ST/Women/hilly areas/North East Region attracting enhanced subsidy / Concessional financing.

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DOC.
NUMBER.

NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

6.3.1.4 The Board of Management is elected or nominated.

6.3.1.5 In case the proposal is not received in prescribed format or there is in any deficiency of necessary information, clarification is obtained through letters / over telephone/ e-mail / fax etc. to facilitate early receipt of information and examination of the proposal.

6.3.2 Direct Funding Proposals (Checklist as per Annex-V)

6.3.2.1. Last three financial years' annual Accounts consisting of Trading Account, Profit & Loss Account and Balance Sheet at the close of the last 3 years duly supported with necessary schedules has been submitted.

6.3.2.2 Annual Accounts have been audited up-to date by Statutory Auditors. In case audit is in arrears (for more than 6 months), accounts audited by CA firm have been furnished.

6.3.2.3 Past performance of the society in repayment of loans and interest thereon to NCDC/ Banks/ Other Financial institutions.

6.3.2.4 Society has not defaulted in repayment to any Banks/NCDC. In case defaulted, details thereof.

6.3.2.5 Security proposed to be provided by the society for securing financial assistance (in case of direct funding)

6.3.2.6 Outstanding Balance against the previous assistance and adequacy of total security available there against (including security provided earlier).

6.3.2.7 The society has furnished a certified copy of Board Resolution for availing financial assistance from NCDC.

6.3.2.8 The Society meets the norms of direct funding as contained in the NCDC's Schematic pattern of assistance. Relaxation in Direct Funding norms may be considered on merits on case to case basis. **(As per Annex – VI)**

6.3.3 Proposals through State Govt.

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- 6.3.3.1 Specific Recommendation of the Govt. for the assistance sought indicating concurrence of Finance Department.
- 6.3.3.2 Proposal to be submitted with detailed copy Project Report to NCDC.

Process output	Entry of proposal in SRDB System
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6.4

Sanction Process

Process Input	Source
Entry of proposal in SRDB System	Proposal details from Cooperative Societies/ State Government

- 6.4.1. Proposal number is generated in SRDB System and print out of the same is taken in the file.
- 6.4.2 After preliminary scrutiny, the proposal (assistance upto Rs. 1.00 crore and no relaxation required) is desk appraised and placed before Divisional Screening Committee. Proposals upto Rs. 1.00 crore are examined and sanctioned at RO level.
- 6.4.3 The proposals (assistance above Rs. 1.00 crore or relaxation in direct funding norms required) are placed before the Pre-screening Committee after examination of Financial and technical viability. Based on recommendation of the committee, proposal is desk appraised or field appraised and agenda is prepared by the Division for placing before the Internal Screening Committee.
- 6.4.4 After approval of the agenda by the concerned Screening Committee (assistance upto Rs. 1.00 crore in DSC and upto Rs. 50.00 crore in ISC/CSC), sanction letter is prepared and put up for approval by the competent authority and for allotment of Control Number by the Finance Division.
- 6.4.5 After approval of ISC/CSC, in case the assistance is more than Rs. 50.00 crore or projects where relaxation in direct funding norms is required, Agenda is prepared for placing the proposal before Board of Management of NCDC for approval. After, BOM's approval, sanction letter is prepared and put up for approval by the competent authority and subsequent allotment of Control Number by Finance Division.

Prepared By:	Reviewed By:	Page 15 of 28
 Chief Director	 QMS Documentation Committee	



- 6.4.6 After allotment of Finance Control No., Sanction letter containing details of financial assistance including pattern of assistance, schedule for disbursement of assistance, period of loan, validity of sanction letter etc. and other terms and conditions are issued.
- 6.4.7 In case of direct funding, formats for legal documents viz. Resolution to be passed by the society for availing sanctioned assistance, loan agreement and other concerned documents are also sent along with the sanction letter.
- 6.4.8 Legal documentation work is completed by the concerned Regional Directorates. Original legal documents are kept in safe custody at Regional Directorate/Head Office.
- 6.4.9 If any project do not meet the criteria for sanction of financial assistance, the same is rejected after obtaining due approval of competent authority.

Process output	Sanction Letter
-----------------------	-----------------

6.5

Reimbursement/Disbursement of Sanctioned Assistance

Process Input	Source
Legal Documentation (Direct funding) & request for disbursement	Cooperative Society / State Government

- 6.5.1 In case of direct funding, the Regional Directors send copies of the Deeds / documents executed by the beneficiary to the Division. The Division examines the documents including security cover and then put up to finance division (legal cell) for vetting.
- 6.5.2 Request for reimbursement of sanctioned assistance is received from society along with physical & financial progress report as per **Annex-VII**. In case of direct funding expenditure statement duly certified by Chartered Accountant is also required to be sent by Society/Bank. In case of funding through State Govt. Utilization Certificate is required to be sent by State Govt.
- 6.5.3 Request for reimbursement is examined in the Division for the eligible release amount according to terms & conditions contained in sanction letter and request for extension of validity of sanction is also considered if required.

Prepared By:	Reviewed By:	Page 16 of 28
 Chief Director	 QMS Documentation Committee	



- 6.5.4 Draft release letter for reimbursement of eligible assistance for disbursement of assistance is prepared and put up to the Finance Division for approval and allotment of control number. After approval of the release letter and allotment of Finance Control number, the fair release letter is prepared and ink-signed copy of the same is submitted to the Finance Division for release of funds.
- 6.5.5 Copy of release letter is sent to Regional Directorate and beneficiary society. In case, proposal is through state government, copy of release letter is sent to concerned department of state government & RCS of the state.
- 6.5.6 The Guard file is maintained containing copies of the sanction / release letters issued by Head Office as well as by Regional Directors during the financial year.
- 6.5.7 Registers containing details of sanction/disbursement of assistance are also updated in the Division.

Process output	Release Letter
-----------------------	----------------

6.6 De-sanction (wherever applicable)

Process Input	Source
Non compliance of terms & conditions of sanction/ if received proposal don't meet the eligibility criteria for sanction of financial assistance	Sanction order and scheme/guicelines for providing financial assistance

- 6.6.1 Unutilized amount, if any, is de-sanctioned after obtaining due approval of competent authority.
- 6.6.2 If any project do not take off due to any reason, the same is also de-sanctioned after obtaining due approval of competent authority.
- 6.6.3 After allotment of Finance Control No, de-sanction letter containing details of financial assistance are issued.

Process output	De-sanction Letter
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6.7 Monitoring of Projects

Prepared By:	Reviewed By:	Page 17 of 28
 Chief Director	 QMS Documentation Committee	



Process Input	Source
Terms & conditions of the Sanction/Release	Sanction Letter/Release Letter

- 6.7.1 Progress report in the prescribed Performa (given at **Annex-VII**) is called for from the beneficiary societies/bank/federation during implementation of the sanctioned projects.
- 6.7.2 These progress reports are examined in detail with reference to utilization of funds
- 6.7.3 The beneficiary societies are advised to speed up implementation of project in case the project is not being implemented as per schedule.
- 6.7.4 Monitoring is also undertaken by field visits to the societies implementing the sanctioned projects, if required.

Process output	Progress Reports
-----------------------	------------------

6.8 Return of Original documents

Process Input	Source
Receipt of request letter after repayment of entire loan	Cooperative society/State Government

- 6.8.1 After repayment of entire loan assistance and interest thereon, the beneficiary society requests NCDC for return of original documents i.e, FDR's/Original title deed of pledged property/mortgaged to the Corporation. After having confirmation about repayment of entire loan and interest thereon by Finance Division, the original documents are returned to the beneficiary society.

Process output	Return of original documents to the society/beneficiary
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6.9 Report Generation

Process Input	Source
Demand from P&C, Finance Division & Management	SRDB & Integrated Financial Management System (Database)

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- 6.9.1 Reports and Information as and when required by Plan and Coordination (P&C) Division, Finance Division and Management is furnished.
- 6.9.2 After closing of the financial year, chapters for computerization scheme for the Annual Report is prepared and sent to P&C Division
- 6.9.3 Programme of Activities (Targets and Releases) of the Division is prepared based on spill-over and expected new projects.
- 6.9.4 Providing inputs to DAC, Ministry of Agriculture for inclusion/modification of inputs relating to policy level changes pertaining to computerization scheme.
- 6.9.5 Status reports for Senior Officers/ Management/ DAC are prepared.
- 6.9.6 Preparation of replies to audit notes, parliament questions, VIP references, RTI as and when received.

Process output

Generation of required reports
for P&C, Finance & MOA

6.10 Progressive Use of Hindi Raj Bhasha

- 6.10.1 Submission of quarterly Hindi Report in prescribed format after approval by Divisional Head to Hindi Section; and
- 6.10.2 Taking action on the actionable points emerging from the meeting for progressive use of Hindi; and
- 6.10.3 Compliance to provision of the Official Language Act 1963 to promote progressive use of Hindi

6.11 Disposal of Old Files/Records

- 6.11.1 Files of projects which are more than 10 years and repayment is over is sent to record room.
- 6.11.2 For IT and related services the files/records are maintained for 10 years. After that list of these files/records are sent to HOD for permission to dispose.

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Chief Director

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QMS Documentation Committee



7) Process Measurements

S.No.	Process	Measurable Indicators	Monitoring frequency	Frequency monitored by
1.	To provide IT infrastructure and IT facilities as per requirement to all users in the organization	<p>Hardware (*)</p> <ul style="list-style-type: none"> Minor problems solved immediately or within one day For Major Problems, if no new H/W is required then 3-4days. <p>Software (**)</p> <ul style="list-style-type: none"> Minor problems solved 2 - 3 days Major problems solving may take upto 15-20 working days. 	<p>Weekly for Minor problems</p> <p>Monthly for Major problems</p> <p>Weekly</p> <p>Quarterly</p>	<p>Chief Director/ DDs</p> <p>Chief Director/ DDs</p> <p>Chief Director/ DDs</p> <p>Chief Director/ DDs</p>
2.	To Sanction financial assistance for Computerization to Cooperatives after all the information from cooperative has been received.	<ol style="list-style-type: none"> Examination of the proposal – 10 working days after receipt of complete information and entering the proposal in SRDB Agenda for PSC in case of direct funding (5 working days after above) Field appraisal, if required (15 working days after approval of PSC/Competent Authority) 	Quarterly	Chief Director/ DDs

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DOC.
NUMBER.

NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

		<ol style="list-style-type: none">4. Agenda for DSC (5 working days 1 above)5. Agenda for ISC/CSC (5 working days after 1(SG)/2 (direct) above or after 3 above in case of field appraisal6. Agenda for BOM (5 working days after decision of ISC/CSC).7. Issuance of sanction letter (about 5 working days after approval of Finance Division)		
3.	To process the Disbursement of financial assistance already sanctioned after all the required legal process has been completed by Cooperatives	<ol style="list-style-type: none">1. Document verification (Within 10 working days after receipt of complete information)2. Issuance of release letter (Within 5 working days after approval of Finance Division)	Quarterly	Chief Director/ DDs
4	De-sanction	<ol style="list-style-type: none">1. Request to de-sanction the project (Within 10 working days after receipt of complete information)2. Issuance of de-sanction letter (Within 5 working days after approval of Finance Division)	Quarterly	
5	Monitoring of sanctioned projects	<ol style="list-style-type: none">1. Ongoing projects through progress report	Before effective release	Chief Director/ DDs
6	Return of Original documents/mortgage d/pledged as security for NCDC's financial	<ol style="list-style-type: none">1. Examination of the request (10 working days after receipt of complete information)	Quarterly	Chief Director/ DDs

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3	Maintenance of hardware/ Network equipments with the help of AMC/ External Service Provider	-Problem is logged into complaint register - Problem is resolved by MIS Division & resident AMC engineer	- Analysis of complaints on weekly basis. - Escalation matrix. - Access rights to users - Installation of Antivirus & timely updation of antivirus database and patches. - Payment to AMC vendor is released after satisfactory performance at the end of each quarter.
4	To review & meet software requirement of Corporation from time to time as per need	-Request from Management/ Divisions/ ROs - Requirement analysis and preparation of TOR by purchase committee	- Sound Technical evaluation criteria - GFR Rules - Terms & Conditions of work order - Active user involvement during development & testing stage - User acceptance testing
5	Back up of the databases/ server	-Backup of programs and data are taken on daily basis on cloud storage and stand alone backup system.	-Backup file is maintained
6	Websites maintenance	-Request from P&C division to update the information on website - Website is updated timely with up-to-date information.	-Updation of information is carried out with the approval of competent authority.
7	Providing Internet/ Email facility to all Divisions/ ROs & LINAC	- Internet / Email facility is provided to staff as per the requirements - User Authentication and password protection	- Installation of Firewall/UTM Device to control unauthorized access
8	Maintenance of Server, Antivirus and Firewalls	- Up keep of servers, updation of Firewall and antivirus subscription from time to	- Terms & Conditions of work order - Continuous monitoring of

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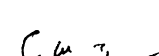
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		time. - Timely renewal of subscription	servers and end user's system - Installation of good Antivirus & timely updation of Firewall/ UTM devices
9	Generation of proposals	-Receipts of proposal from cooperative societies	-Liasoning through Regional offices
10	Examination of the proposal	-Operational obligation of the society - Receipt of relevant documents/ information for analysis of operational/ financial performance	As prescribed in common loan application form (Annex-II and III)
11	Sanction	-Appraisal of the proposal - Constitution of field appraisal team - Approval of sanction	- Field appraisal only in case of necessity as decided by PSC / Competent authority -Approval from competent authority - Upto 1 Crore in DSC, upto 50 crore in ISC/CSC and 50 crore & above by BOM after clearance of ISC/ CSC
12	Release	-Security cover against sanctioned assistance (Direct funding) - Legal documentation work (Direct Funding)	-Latest guidelines for direct funding (Annex-IV) issued by Finance Division from time to time -Empanelled advocates
13	Reporting	Compliance to statutory/ regulatory queries	-Official Language Act, 1963 - RTI Act, 2005 - Immediate response to queries

10) DETAILS OF DOCUMENTED INFORMATION RETAINED

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MIS DIVISION

DOC.
NUMBER.

NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

S.No.	Record	Identification	Location	Maintained by	Retention period	Disposition
1	Hardware Complaint log book	By Title	Computer Room	DD/ Sr. Assistant	2 years	Weed out
2	Software Complaint log book for SRDB & Loan Accounting	By Title	Computer Room	DD/ Programme Officer	2 years	Weed out
3	Software Complaint log book for IFAMS	By Title	Computer Room	AD/ Programme Officer	2 years	Weed out
4	Requests for changes in websites www.ncdc.in & www.nedac.info	By Title	Almirah- B	DD/ Sr. Assistant	1 year	Weed out after 2 years
5	Files of projects assisted financially	By Title	Almirah- A & B	Sr. Assistant	5 years after the completion of project	Weed out after Digitization
6	Diary Register	By Title	Table of SPA	SPA	2 years	Weed out
7	File movement Register for File/ document movement to/from Division	By Title	Table of SPA	SPA	One year/ register is full	Weed out
8	MIS expenditure register	By Title	Table of DD	DD	Continued	-
9	Dispatch register	By Title	Table of SPA	SPA	One year/ register is full	Weed out
10	Policy/Scheme file	By Title	Almirah- A	Sr. Assistant	Continued	-
11	Copy of GFR	By Title	Almirah- A	Sr. Assistant	Copy already available in GA	-
12	List of Files in Division	By Title	Table of Sr. Assistant	Sr. Assistant	Retained	-
13	Guard File	By Title	Table of SPA	SPA	Continued	-

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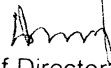
NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

14	RTI Register	By Title	Almirah- A	Sr. Assistant	Continued	-
15	Website Maintenance Register	By Title	Table of Sr. Assistant	DD/ PO/ Sr. Assistant	Continued	-
16	Annual Stock position of computer H/W	By Title	Computer of MIS	DD/ Sr. Assistant	Continued	-
17	List of computer system allocated to users	By Title	Computer of MIS	DD/ Sr. Assistant	Continued	-
18	List of S/W	By Title	Computer of MIS	DD/PO/ Sr. Assistant	Continued	-
19	Complaint Register for External users	By Title	Table of DD	DD/ Sr. Assistant	Continued	-
20	Guard File for Sanction & Release	By Title	Table of DD	DD/ Sr. Assistant	Continued	-

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Page 26 of 28



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MIS DIVISION

DOC.
NUMBER.

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11) DETAILS OF DOCUMENTED INFORMATION MAINTAINED

S. No.	Title	Identification	Location	Prepared by	Approved by	Revision no.
1.	Copy of scheme of Financial assistance for Computerization of Cooperatives	Annexure III	Almirah - A	MIS Division	Management / HOD	
2.	Format for Financial assistance for computerization scheme	Annexure IV	Almirah - A	MIS Division	MIS Division	
3.	Proposal checklist for preliminary scrutiny	Annexure V	Almirah - A	MIS Division	MIS Division	
4.	Checklist for direct funding by NCDC	Annexure VI	Almirah - A	Finance Division	Finance Division	
5.	Proforma for Physical & Financial progress	Annexure VII	Almirah - A	MIS Division	MIS Division	
6.	List of Annual Maintenance Contracts (AMC)	Annexure VIII	Almirah - A	MIS Division	MIS Division	

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MIS DIVISION

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NUMBER.

NCDC/PD(MIS)-12

DATE OF
ISSUE

02-09-2020

12) REFERENCES

- Pattern of assistance
- NCDC Act
- Guidelines / Norms of Direct Funding
- General Financial Rule (GFR)- Copy is Available with General Administration
- Financial Powers
- Delegation of Powers in NCDC

Prepared By:

Chief Director

Reviewed By:

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Approved By:

Managing Director (MD)

Page 28 of 28



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