Atal Akshay Urja Bhawan, New Delhi
Dated, 23rd September, 2022

To

The Chief Executive of all Multi State Co-operative Societies

Subject: Computerization of office of Central Registrar of Cooperative Societies.

Sir / Madam

The Office of Central Registrar of Cooperative Societies (CRCS) is responsible for Administration of MSCS Act, 2002 and Rules. The CRCS Office is also the central body to provide administrative and policy framework for strengthening the MSCSs.

2.   Presently, the process of registration and other processes under MSCS Act / Rules is done through offline mode. Under the E – Governance initiatives for the office of CRCS, it is proposed to develop online interactive portal as well as Mobile App and online systems. To promote 'ease of doing business' for the MSC Societies. The proposed CRCS portal shall, inter-alia, provide the following comprehensive digital process-based system:

- Registration / Amendment in bye laws of Multi State Cooperative Societies.
- Annual Return Filling.
- Complaint / Grievance Monitoring System.
- Branch opening proposals.
- Liquidation Process Monitoring System.
- Modules for use by MSCSs.

A copy of details / presentation regarding the project is enclosed herewith. The aim is to provide a complete end to end digital system for the Multi State Cooperative Societies.

3.   All MSCSs are requested to provide their comments / views in the matter through email to regmscs@gmail.com by 30th September, 2022. A copy of this communication has also been posted on website https://mscs.dac.gov.in/ for wider circulation / information.

Encl. as above

Yours sincerely,

(Suneel Sachdeva)
Deputy Secretary

Computerization of
Central Registrar for Cooperative Societies (CRCS) Office

Challenges faced by CRCS Office

- Complicated workflows because of dependence on hard copies for information retrieval

- Day to day work being done on multiple channels (e-Office, Physical Files, and other government portals) makes it time consuming

- CRCS Office does not have a single source for authentic information from MSCS.

- Time delay in resolution of issues of MSCS because of dependence on Speed Posts and other existing communications.

- Method of communication from CRCS Office to MSCS causes delay.

Proposed IT Solution

Converting existing processes of the CRCS Office to Digital Portal.

This online Single-Window Portal will allow MSCS and CRCS officials to manage their day-to-day functioning in a better way.

The portal will allow various stakeholders like MSCS representative, Federal Cooperatives, CRCS officials, Auditor, Inspector, Inquirer, Arbitrator, Liquidator, and Creditor to work efficiently and in a timebound manner.

Mobile app will allow the users to stay connected with the Portal while they are on-the-move and will help those users who have IT infrastructure challenges based out of remote locations.

Features of the Portal

- Dedicated Mailbox for each Society

- Status Tracker for various processes

- Timeline Management System

- Tutorials and Guides on How to Use the Portal.

- Digital Certificates

- Secured using various Information Security Practices

- e-Verification using Aadhar

- Audit Trail of files

- Partial Saving of Forms

- Mass communication to members

- Feedback and Grievance Management

- Responsive Web Portal

- Android & iOS Mobile App

- Integration with BharatVC for virtual meetings.

- Sample templates and formats

- Data Analytics Tools

- Document Management System

- Performance Management System

Proposed Modules of the Portal

Society

Member Registration

General Meetings

Audits

Minutes of Meeting

Notifications

Communication

Society Mailbox

CRCS Office

Reporting

Analytics

Notices & Alerts

Application Processing

Communication

Knowledge Management

Timeline Management

Grievances

CRCS Portal

Registration

Amendment

Inquiry

Annual Return Filing

Grievances

Arbitration

Inspection

Winding up & Liquidation

Appeals

Modules on the CRCS Portal (1/4)

- **Registration**: It will allow applicants to get their Multi State Cooperative Society registered with the CRCS Office.

  - Portal will ensure e-Verification of their members.

  - Status tracker will promote transparency & accountability.

  - Receive Registration e-Certificate

  - Get notified for hearing via Bharat VC's Virtual Meeting

- **Amendment**: It will allow MSCS to submit Bye-Laws amendment to the CRCS office via the portal.

- **Annual Return**: It will allow MSCS to submit their annual return reports, balance sheet, etc. directly on the portal.

  - The system will generate reminders for the submission of Annual Return Reports to MSCS.

Modules on the CRCS Portal (2/4)

- **Appeal**: This module will allow MSCS to initiate an appeal against any decision or order as per MSCS Act, 2002.

    - Appeal against any order/decision shall be made within 60 days from the date of such decision.

- **Arbitration**: It will enable MSCS to settle disputes by arbitration as per MSCS Act, 2002 regarding any MSCS, member, board member, officer, or employee.

- **Inquiry**: It will allow MSCS to respond to inquiries initiated by CRCS Office, Board Members, Federal Cooperatives, Creditor, MSCS Member.

    - If initiated by board members & MSCS members, then the system will seek for list of voters

    - Inquirer can take multiple actions like Request for Documents, Request for General meetings, Submit inquiry report, Submit cost of inspection, Request for meeting, Request for reappointment & Request for Winding Up.

Modules on the CRCS Portal (3/4)

- **Inspection**: This module will enable the user to conduct inspections against MSCS from the portal as per the MSCS Act, 2022.

    - The inspection request can be initiated by CRCS Office, Board Members, Federal Cooperatives, Creditor, MSCS Member.

    - Inspector can take multiple actions like Request for Documents, Request for General meetings, Submit inquiry report, Submit cost of inspection, Re

- **Winding Up & Liquidation**: It will allow Authorized personnel responsible for the conduct of Inquiry, Inspection, Audit or Special Audit to raise Winding Up request to the CRCS.

    - The module will ensure the accountability of MSCS' documents, properties during liquidation process.

- **Grievance**: The system will allow MSCS members to raise grievance against CRCS officer, MSCS Board member, External Users and CRCS Portal.

Modules on the CRCS Portal (4/4)

- **Court Cases**: The module enabled processes of court case information submission by the CRCS Officials.

- **Board Meetings**: MSCS Board will be able to call and conduct their Annual and Special Meetings from the portal.

- **Audits**: As the financial year ends, MSCS are required to conduct their accounts audit within 6 months. Once the financial year ends, the MSCS are given periodic reminders to conduct their audits through external auditors.

- **Mailbox**: This module will be the single way of communication between the MSCS & CRCS office users. All notices, certifications, letters and other documents will be available here for easy access.

- **Directory**: Directory will compile all the relevant information of the active MSCS members. The portal will allow mass communication (SMS/Mail) to their members.

- **Reports**: The reporting and analytics capability will improve the decision making and policy implementation for the Office users

- **Knowledge Base**: This module will guide any new user using the portal for on how to begin, proceed and move forward. It will also allow users to learn about various sections of Guidelines and Act relevant to the user.

Benefits to MSCS

- End to End Solution for all CRCS Office related activities.

- Paperless Processes

- Cost Reduction

- Adherence to timelines of processes and activities as mentioned in MSCS Act, 2002.

- Notifications and alerts via multiple channel reduces the response time.

- Mass communication to their members for AGM, Special Meetings, Voting, etc.

- Improved accountability & transparency.

- Faster grievance redressal mechanism

- Enhanced user experience and user centric practices.

- Ensures data consistency

- Drive better compliance and governance

Benefits to CRCS Office

- Effective and efficient governance

- Improved accountability & transparency

- Higher productivity & efficiency of workforce

- Paperless processes

- Ensures data consistency

- Promote 'Ease of Doing Business'

- Seamless communication with all stakeholders & other users (like Ministries & Dept.)

- Informed decision making on a real-time basis.

- Customizable workflow.

- Institutional capacity building for excellent service delivery

- Reduction in data redundancy

- Scalable platform to meet the evolving needs and expectation from Ministry.

Thank You