

# FAQ Document for NRETP



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## FAQ-NRETP

Role wise FAQ document will clarify all the queries of all end-users.

<b>NMMU(NRLM)</b>	<b>National Mission Management Unit</b> (National Rural Livelihoods Mission)
<b>STE-EP</b>	STATE-TECHNICAL-EXPERT
<b>DTE-EP</b>	DISTRICT-TECHNICAL-EXPERT
<b>NRETP-MENTOR</b>	Nretp Mentor
<b>OSF-MC</b>	One-Stop Facility – Management Committee
<b>Functional Expert(FE)</b>	Functional Expert
<b>BTC-EP</b>	BLOCK-TECHNICAL-COORDINATOR-EXPERT
<b>BDSP</b>	Business Development Service Providers
<b>SHG</b>	Self Help Group
<b>VO</b>	Village Organization
<b>CLF</b>	Cluster Level Federation
<b>SSA</b>	Subsector Analysis
<b>FGD</b>	Focus Group Discussions
<b>CEF</b>	Community Enterprise Fund (used interchangeably with CIF under SVEP-NRETP)
<b>NODAL-CF</b>	Release the CEF Fund
<b>PTS</b>	Enterprise Performance Tracking
<b>Sync</b>	Synchronize Data

## **NMMU: (National Mission Management Unit)**

### **1. How to create STE-EP?**

NMMU creates STE-EP user by following some steps i.e.

Step 1: Login into NMMU / NRLM using valid credentials

Step 2: Click on State Level Users option >>> Select STE-EP sub option >>>

Click on Create STE-EP button

Step 3: Fill up the form then submit it.

### **2. Can we create multiple STE-EP users for a particular State?**

No we can create only one STE-EP user for one state.

### **3. How a STE-EP user can get user credentials?**

Through SMS to the registered mobile number of STE-EP user provided by NMMU during STE-EP user creation.

### **4. How to change or modify User profile details of STE-EP user if STE-EP user get changed?**

NMMU can edit the user profile details of STE-EP user by selecting the STE-EP option from the Menu bar then list of STE-EP users will appear. Click on the Action button against each STE-EP user details. Then modify the basic details like Name, Mobile No and email address of the STE-EP user respectively. Note: Username and State can't be modifiable.

## **STE-EP:**

### **5. How to create DTE-EP?**

STE-EP creates DTE-EP user by following some steps i.e.

Step 1: Login into STE-EP using valid credentials

Step 2: Click on DTE-EP option >>> Click on Create DTE-EP button

Step 3: Fill up the form then submit it.

### **6. Can we create multiple DTE-EP users for a particular District?**

No we can create only one DTE-EP user for one District.

### **7. How a DTE-EP user can get user credentials?**

Through SMS to the registered mobile number of DTE-EP user provided by STE-EP during DTE-EP user creation.

### **8. How to change or modify User profile details of DTE-EP if DTE-EP user get changed?**

STE-EP can edit the User profile details of DTE-EP user by selecting the DTE-EP option from the Menu bar then list of DTE-EP users will appear. Click on the Action button against each DTE-EP user details. Then modify the basic details like Name, Mobile No and email address of the DTE-EP user respectively. Note: Username, State and District can't be modifiable.

### **9. Who is responsible for creating Activities for different users?**

STE-EP is responsible for creating Activities for different users.

## **10. How can STE-EP create Activities for various users?**

STE-EP can create Activities for each subsequent NRETP users separately. For doing this we have to follow the below steps such as:

Step 1: Login into STE-EP using valid user credentials.

Step 2: Click on Master Data Maintenance option from the Menu Bar

Step 3: Click on Create Activity option. Once you click it a new pop-up window will be open

Step 4: Enter the Activity Name, Select the role then create it.

Step 5: For viewing the created list of activity we have to select the role then it will display.

## **11. How we can edit the created Activity?**

STE-EP can edit the Activity by clicking on the Action option in the right side of each activity from the list of activity.

## **12. Who is responsible for creating Payment Slab for BDSP?**

Each STE-EP user can create activity for each user separately then fix the payment slab per activity. For doing this we have to follow the below steps:

Step 1: Click on the 2nd option from the Master Data Maintenance option

Step 2: Click on Create BDSP Payment Slab option.

Step 3: Then fill-up the BDSP Payment Slab form and save it.

## **13. How can we define Subsistence Allowances for BDSP?**

Each STE-EP user can define various Subsistence Allowances like Travel Allowance, Communication Allowances for four years separately. For doing this we have to follow the below steps:

Step 1: Click on the 3rd option from the Master Data Maintenance option

Step 2: Click on the Create BDSP Allowance option

Step 3: Then fill-up the BDSP Allowance form and save it.

## **14. Is Data Status report is accessible to STE-EP?**

Yes.

## **15. How can STE-EP change his/her Password?**

- In SVEP-NRETP login page “Forgot Password?” option available for resetting the current password or if the user has forgotten the password.
- Before clicking the “Forgot Password” option STE-EP user needs to enter the given username in the Username field.
- After Clicking on the “Forgot Password” option a dialog appears saying that your reset password request will be sent to the upper authority of that user for approval.
- Every user on web application has a menu item “Password Reset Request” which consists the list of forgot password details.
- Request can be approved by clicking on the “reset” column.
- After request is been approved, user can reset the password when he/she logins to the system.

### **DTE-EP:**

## **16. What is the role of DTE-EP?**

DTE-EP can perform various tasks in district level for the subsequent other users such as:

- DTE-EP can create NRETP Mentor, Functional Expert, Nodal-CLF, OSF-MC and BTC-EP users.
- DTE-EP can assign or remove OSF Blocks to OSF-MC, NRETP Mentor, Functional Expert and Nodal-CLF users.
- Verifies PTS data.
- Approves/Rejects Annual Work Plan.
- View the Business Plans.

**17. How to Create OSF/OSF-MC?**

DTE-EP can create OSF-MC user by 3 steps such as:

- Login into DTE-EP using valid credentials
- Click on DTE-EP User option in Menu Bar >>> Then Select OSF-MC >>> Click on “**Create OSF-MC**” button
- Fill-up the form like username, Full Name, Contact No and Email address then save it.

**18. Can DTE-EP create more than one OSF-MC user?**

Yes

**19. Can we assign multiple Blocks to OSF-MC?**

Yes but One OSF can cover a minimum 2 and maximum 4 blocks.

**20. Can we assign a same OSF block to another OSF-MC which is already assigned to one OSF-MC?**

No, Same OSF Block assigned to one OSF-MC, can't assign to another OSF-MC. For Ex: If Block-A is assigned to OSF\_MC1 then same Block-A can't be assigned to OSF\_MC2.

**21. Whether DTE-EP re-assigns a Block to another OSF-MC?**

Yes DTE-EP can reassign a Block to another OSF-MC by removing the assigned block from current OSF-MC then reassign to another OSF-MC.

**22. How DTE-EP can create NRETP-Mentor?**

DTE-EP can create NRETP-Mentor by 3 steps such as:

- Login into DTE-EP using valid credentials
- Click on DTE-EP User option >>> Select NRETP-MENTOR >>> Click on Create NRETP-MENTOR
- Fill-up the details and Save it.

**23. Can a DTE-EP create more than one NRETP-Mentor user?**

Yes a DTE-EP can create more than one NRETP-Mentor user.

**24. Whether DTE-EP assigns more than one Block to a NRETP-Mentor?**

Yes.

**25. Can we assign same block to another NRETP-Mentor?**

Yes.

**26. How to create Functional-Expert?**

DTE-EP can create Functional-Expert by 3 steps such as:

- Login into DTE-EP using valid credentials
- Click on DTE-EP User option >>> Select Functional-Expert >>> Click on Create Functional-Expert.
- Fill-up the details and Save it.

**27. Can a DTE-EP create more than one Functional-Expert user?**

Yes a DTE-EP can create more than one Functional-Expert user.

**28. Can we assign same block to another Functional-Expert?**

Yes.

### 29. How to create Nodal-CLF?

DTE-EP can create Nodal-CLF by 3 steps such as:

- Login into DTE-EP using valid credentials
- Click on DTE-EP User option >>> Select Nodal-CLF >>> Click on Create Nodal-CLF
- Fill-up the details and Save it.

### 30. Can a DTE-EP create more than one Nodal-CLF user?

Yes.

### 31. Can we assign same block to another Nodal-CLF?

Yes.

### 32. How to create BTC-EP?

DTE-EP can create BTC-EP by 3 steps such as:

- Login into DTE-EP using valid credentials
- Click on DTE-EP User option >>> Select BTC-EP >>> Click on Create BTC-EP
- Fill-up the form details like username, select Block, Name, Contact no and email address and save it.

### 33. Can we create more than one BTC-EP user?

No, a DTE-EP can create one BTC-EP for one block only.

### 34. How to change or modify User profile details of BTC-EP if BTC-EP user get changed?

DTE-EP can edit the User profile details of BTC-EP user by selecting the ***BTC-EP sub option*** from the Menu bar **DTE-EP Users option** then list of BTC-EP users will appear. Click on the Action button against each BTC-EP user details. Then modify the basic details like Name, Mobile No and email address of the BTC-EP user respectively. Note: Username, State, District and Block can't be modifiable.

### 35. How to change or modify User profile details of OSF-MC if OSF-MC user get changed?

DTE-EP can edit the User profile details of OSF-MC user by selecting the ***OSF-MC sub option*** from the Menu bar **DTE-EP Users option** then list of OSF-MC users will appear. Click on the Action button against each OSF-MC user details. Then modify the basic details like Name, Mobile No and email address etc. of the OSF-MC user respectively. Note: Username, State and District can't be modifiable.

### 36. How to change or modify User profile details of NRETP-Mentor if Nretp-Mentor user get changed?

DTE-EP can edit the User profile details of NRETP-Mentor user by selecting the ***Nretp-Mentor sub option*** from the Menu bar **DTE-EP Users option** then list of Nretp-Mentor users will appear. Click on the Action button against each Nretp-Mentor user details. Then modify the basic details, work experience and Bank details of the Nretp-Mentor user respectively. Note: Username can't be modifiable.

### 37. How to change or modify User profile details of Functional-Expert if Functional-Expert user get changed?

DTE-EP can edit the User profile details of Functional-Expert user by selecting the ***Functional-Expert sub option*** from the Menu bar **DTE-EP Users option** then list of Functional-Expert users will appear. Click on the Action button against each Functional-Expert user details. Then modify the basic details, work experience and Bank details of the Functional-Expert user respectively. Note: Username can't be modifiable.

### **38. How to change or modify User profile details of Nodal-Clf if Nodal-Clf user get changed?**

DTE-EP can edit the User profile details of Nodal-Clf user by selecting the ***Nodal-Clf sub option*** from the Menu bar **DTE-EP Users option** then list of Nodal-Clf users will appear. Click on the Action button against each Nodal-Clf user details. Then modify the basic details like Name, Contact No and email of the Nodal-Clf user respectively. Note: Username, State, District and Block can't be modifiable.

### **39. Who should approve or reject the Work done report of Nretp-Mentor & Functional-Expert?**

DTE-EP Approves Work done report of NRETP-Mentor and Functional Expert.

### **40. Is Enterprise details are accessible to DTE-EP?**

Yes all the approved enterprise details are accessible to DTE-EP.

## **OSF-MC:**

### **41. What is the role of OSF-MC?**

OSF-MC is similar to the BRC of the SVEP, located at a sub-district level, catering to 2-4 blocks per district performs various tasks such as:

- Upload Annual Work Plan for the assigned blocks (2-4 OSF blocks) by DTE-EP.
- Tracks the Business Plan status
- Takes responsibility of CEF loan disbursement and verifies Loan repayment data.
- OSF-MC can give access to BDSP to EDIT the created Business Plan.
- Upload MOM of all CBO meetings.

### **42. How can OSF-MC prepare Annual Work Plan?**

- OSF-MC and BTC-EP along with the support of DTE-EP will create the annual work plan for the block.
- OSF-MC user uploads Annual Work Plan; then BPM (for the block) i.e. BTC-EP and DPM (for the OSF as a whole) i.e. DTE-EP will view the plan and approve the plan.
- To do the above tasks we have to follow-up some steps:
  - OSF-MC should login in Web application using valid login credential.
  - Click on **Annual Work Plan** option from the menu bar
  - Click on 1st sub option from the drop down list item "**Upload Annual Work Plan**".
  - Select Financial Year, OSF Assigned Block and then upload the prepared annual plan report either in pdf/jpg format. File size should not be more than 500kb.
- OSF-MC can also do the same task using Mobile application. For this OSF-MC needs to login into the Mobile App fill-up the form then save it. Then sync the application.

### **43. Can an OSF-MC upload more than one Annual work plan for a financial year?**

No per year only one Annual Work Plan to be uploaded.

### **44. Who verifies the Annual Work Plan?**

After OSF-MC uploads the Annual Work Plan, BTC-EP needs to verify it.

### **45. How the Annual Work Plan approve?**

Once BTC-EP verifies the uploaded Annual Work Plan, finally DTE-EP approves the plan.

#### 46. How the OSF-MC approve the Business Plans?

- OSF-MC user approves Business Plan after getting Financial Review from CBO bodies and recommendation letters from NRETP-MENTOR, FUNCTIONAL-EXPERT and DTE-EP.
- For doing this task OSF-MC needs to login into the Web portal then click on the “Business Plan” option from the Menu bar.
- After clicking the “Business Plan” option a dropdown list will appear with sub option
  - (a) In Progress
  - (b) Pipeline(awaiting approval)
  - (c) Approved
  - (d) Rejected.
- Then OSF-MC can choose the Pipeline (awaiting approval) sub option to approve the Business Plan. A list of BDSP will show in a dropdown; select a particular BDSP then list of Enterprise/Business Plans will display.
- Once OSF-MC approves the Business Plan then it will be forwarded to BDSP for confirmation of approval.
- If Business Plan rejected by OSF-MC then BDSP again able to edit the same Business plan and resubmit it.

#### 47. How the OSF-MC upload CBO-Meeting details?

- OSF-MC needs to collect the day-to-day block wise CBO Meeting details like
  - Whether DTE Present in Meeting Yes/No
  - Whether BTC EP Present in Meeting Yes/ No
  - Whether all OSF MC Members Present Yes/No
  - Number of NRETP Mentors Present
  - Number of Functional Experts Present
  - Number of Business Plans Discussed
  - Number of Business Plans Approved
  - Total CEF approved in the meeting and the MOM copy.

And upload the data.

- This will be done using the mobile application and as well as in web application of NRETP in OSF-MC login. OSF-MC needs to login into the Mobile App then he/she must fill up the above details.

#### 48. Whether OSF-MC can track the status of all CBO-Meeting?

Yes.

#### 49. How the CBO-Meeting details and the MOM approve?

- Once OSF-MC uploads the CBO-Meeting details it will forward to DTE-EP for approval/rejection.
- Then in web application DTE-EP can login and click on the “OSF-MC/OSF” option from the Menu bar and then select the “CBO Meeting approval by DTE-EP” sub-option from the dropdown.
- DTE-EP needs to select the OSF-MC and block to view the list of CBO-Meeting details then proceed for either Approve or Reject the meeting after observing the MOM report.

#### 50. How can OSF-MC change his/her Password?

- In SVEP-NRETP login page “Forgot Password?” option available for resetting the current password or if the user has forgotten the password.
- Before clicking the “Forgot Password” option OSF-MC user needs to enter the given username in the Username field.
- After Clicking on the “Forgot Password” option a dialog appears saying that your reset password request will be sent to the upper authority i.e. DTE-EP user for approval.
- After request is been approved, OSF-MC can reset the password when he/she logs to the system.



**NRETP-Mentor:****51. What is the role of NRETP-Mentor?**

- Upload work done report
- View Business Plans prepared by BDSP users

**52. How can NRETP-Mentor prepare the Work done report?**

NRETP-Mentor uploads work done report either on mobile app or web application then DTE-EP approves it, Records payment done. For doing this operation we have to follow up some steps such as:

- NRETP-MENTOR user login into the Web application using valid login credentials.
- Click on the “Work Done Report” option from the Menu Bar. Choose Upload work done Report sub option from the drop down list.
- Select the Work type, report and date then upload.

**53. Whether NRETP-Mentor uploads the report in Monthly or Daily basis?**

No NRETP-MENTOR should upload his/her work done report Monthly basis. Previous months report will upload in the next month/current month in between 01 to 05 (Within 5 days).

**54. How the NRETP-Mentor’s work done report approve?**

After uploading the Work done report request forwarded to corresponding DTE-EP for approve or reject it. For doing this task we need to follow-up some steps:

- DTE-EP needs to Login into the Web application using valid credentials.
- Click on the “**Work Done Report**” option from the Menu bar.
- If the DTE-EP needs to verify the Work done report for NRETP-MENTOR then he/she needs to choose the “**Verify Work Done Report of Nretp-Mentor**” sub option.
- **In Case of Nretp-Mentor:** Select the NRETP-MENTOR user then tick/select the checkbox  for approval/rejection of the uploaded report of NRETP-MENTOR.

**Functional Expert:****55. What is the role of Functional Expert?**

- Upload work done report
- View Business Plans prepared by BDSP users

**56. How can Functional Expert prepare the Work done report?**

Functional Expert uploads work done report either on mobile app or web application then DTE-EP approves it, Records payment done. For doing this operation we have to follow up some steps such as:

- NRETP-MENTOR user login into the Web application using valid login credentials.
- Click on the “Work Done Report” option from the Menu Bar. Choose Upload work done Report sub option from the drop down list.
- Select the Work type, report and date then upload.

**57. Whether Functional Expert uploads the report in Monthly or Daily basis?**

No Functional Expert should upload his/her work done report Monthly basis. Previous months report will upload in the next month/current month in between 01 to 05 (Within 5 days).

## 58. How the Functional Expert's work done report approve?

After uploading the Work done report request forwarded to corresponding DTE-EP for approve or reject it. For doing this task we need to follow-up some steps:

- DTE-EP needs to Login into the Web application using valid credentials.
- Click on the "**Work Done Report**" option from the Menu bar.
- If the DTE-EP needs to verify the Work done report for Functional Expert then he/she needs to choose the "**Verify Work Done Report of Functional-Expert**" sub option.
- **In Case of Functional Expert:** Select the Functional Expert user then tick/select the  checkbox for approval/rejection of the uploaded report of Functional Expert.

### NODAL-CLF:

## 59. What is the role of Nodal CLF?

- Nodal-CLF can view Business Plans prepared by BDSP users.
- CEF Loan disbursement for individual blocks assigned to OSF-MC (Offline).
- Release fund to Entrepreneur based on the CEF loan needed for the Enterprise if Business Plan approved.

## 60. How can NODAL-CLF view the Business Plan?

- Nodal-CLF can view the Business Plan by clicking the "Business Plan" option from the Menu Bar.
- On clicking "Business Plan" Option a dropdown list will appear with sub option  
1. In Progress                      2. Approved                      3. Rejected
- If Business Plan is approved then click on Approved sub option otherwise
- If Business Plan is rejected by either DTE-EP/OSF-MC/Mentor/Functional-Expert/CBO bodies then click on Rejected sub option.

## 61. What are the other functionalities accessible in NODAL-CLF?

Nodal-CLF can track the Loan Repayment schedule, Loan disbursement plan of each BDSP by selecting the CLF Loan option from the Menu bar.

### BTC-EP:

## 62. What is the role of BTC-EP?

BTC-EP user can perform various tasks in Block level such as:

- BTC-EP can create BDSP
- Assign / Remove village to BDSP
- Assign Activity to BDSP
- BTC-EP can enable/disable the BDSP if required.
- Verifies the Annual Work Plan report uploaded by OSF-MC.
- Verifies Work done report of BDSP
- Views Business Plan; if all CBO's and OSF-MC approved/rejected.
- Views and track the date wise CBO Meeting details.
- Download and review the financial report of each approved Enterprises.

- BTC-EP can reset BDSP devices if any of the BDSP request for reset due to any reason.
- BTC-EP can view PTS (Performance Tracking System of Enterprise) data.
- BTC-EP can link/assign multiple NRETP-Mentors and Functional-Experts of the same Block to BDSP.
- BTC-EP assigns OSF-MC to all BDSP created by BTC-EP.
- BTC-EP assigns Nodal-CLF to BDSP
- BTC-EP can also track the Loan Repayment schedule, Loan disbursement plan of each BDSP by selecting the CEF Loan option from the Menu bar.

### **63. How to create BDSP (Business Development Service Providers)?**

BTC-EP can create BDSP users through the Web application in some few steps such as:

- BTC-EP should login into the web application using valid credentials
- Click on BDSP option >>> Select BDSP List
- Click on Create BDSP button then BTC-EP needs to fill-up all the valid key details of BDSP such as *Basic Information, Family details, Work Experience and Bank Details, NRETP Training Details and SHG Affiliation Related Information.*
- Then Save it.

### **64. Can we create multiple BDSP users for a block?**

Yes

### **65. Who can approve BDSP?**

BTC-EP can approve or reject the BDSP.

### **66. How can BTC-EP enable/disable a BDSP user?**

After BTC-EP approve the BDSP; Enable/Disable the user for Mobile App access by clicking the checkbox against the BDSP list then click on Enable button otherwise click on Disable button.

### **67. How BTC-EP assign/remove villages to a BDSP?**

BTC-EP can assign or remove villages to a BDSP by following some few steps:

- BTC-EP should login into the web application using valid credentials
- Click on BDSP option >>> Select "**Assign/Re-Assign Village**" sub option.
- Select BDSP user from the drop down
- Choose/Select the required villages from the Available Village list then submit.
- For re-assignment of village to BDSP click on the Red Cross **×** option against the village then it will remove from the Assigned Villages list. Then re-assign it.

### **68. Can we assign a same village to another BDSP?**

Yes

### **69. Can we remove a village from a BDSP?**

Yes but if BDSP started the given task in the assigned village which you wants to remove then not possible. That means if there is no task/work performed in field level then village removal option not shown.

### 70. How can BTC-EP assign Activity for BDSP's?

BDSP plans his/her activities in the BTC-EP with the consent of the BTC-EP. The master Activity list for BDSP's and their payment guidelines are configured by each STE-EP. Then BTC-EP needs to do the following operation in the web application such as:

- BTC-EP should login into the web application using valid credentials
- Go to Menu >>>Click on BDSP option >>> Select Activity Calendar
- Select Name of the BDSP from the dropdown list and Month
- Select Date of Month
- Select Name of the Activity and click on save button.

### 71. Can a BTC-EP assign more than one Activity to a BDSP?

Yes

### 72. Can a BTC-EP assign multiple activities on the same day of the Activity Calendar?

No

### 73. How can BTC-EP track the status of performed activities by BDSP?

- After BTC-EP assign activities to BDSP users, the same activities can be viewed by BDSP in mobile application in the menu named as “**Activity Tracking**”.
- After BDSP has completed that activity, he/she can do it through “Done” button.
- On clicking on done button, BDSP has to enter date on which activity was done and upload image of Consultancy slip as proof that he/she has done the activity.
- BDSP has to sync data after any activity is been done and any new activity added.
- After sync , the status of activity gets updated and BTC-EP can view the consultancy slip and payment details .
- The activities which are done by BDSP are shown in green color.
- The activities which are yet to be done are shown in red color.
- BTC-EP can check the status of activity details of BDSP under the Menu “BDSP” option
- Then Click on “Activity Tracking” sub option.
- Select Month and year then filter by selecting a BDSP user then list of activity details appear on the screen.
- Click on View Details link then details about name of BDSP , name of activity assigned , date of assignment , hours planned , panned amount, activity done date , spent hours , amount to be paid , etc. are shown.

### 74. How BTC-EP assigns / links a BDSP to OSF-MC?

BTC-EP can link each BDSP to an OSF-MC of the same block by following some steps:

- BTC-EP should login into the web application using valid credentials
- Go to menu “User Assignment Activity” option then click on “Assign BDSP to OSF-MC” sub option.
- Select BDSP user then an OSF-MC will be shown.
- Then select the OSF-MC click on save button.

### **75. How BTC-EP assigns / links a BDSP to Nodal-CLF?**

BTC-EP can link each BDSP to a Nodal-CLF of the same block by following some steps:

- BTC-EP should login into the web application using valid credentials
- Go to menu “User Assignment Activity” option then click on “Assign Nodal-CLF to BDSP” sub option.
- Select BDSP user then NODAL-CLF user will be shown in “Availability NODAL-CLF Member” level.
- Select the Nodal-CLF user if available then save.

### **76. Can we link a same Nodal-CLF user to another BDSP user?**

Yes, BTC-EP can link multiple BDSP user to a Nodal-CLF user.

### **77. How can BTC-EP verify the Annual Work Plan report of OSF-MC?**

BTC-EP can verify the Annual Work Plan by following some steps:

- BTC-EP Login into the web application using valid login credentials.
- Click the “Annual Work Plan” option from the Menu Bar
- Select the Financial Year, uploaded Annual Work plan for OSF-BLOCK will be shown.
- Select the check box then BTC-EP can either Approve/Reject the Annual work Plan by clicking the Approve or Reject button.

### **78. How BTC-EP view/track the CBO-Meeting details?**

BTC-EP can view the CBO Meeting details uploaded by OSF-MC in 3 steps such as:

- BTC-EP Login into the web application using valid login credentials.
- Click the “OSF-MC” option from the Menu Bar
- Click on “CBO-Meeting-Tracking” sub option, select OSF-MC, Block from the dropdown then a list of Meeting details with enclosed MOM will be shown.

### **79. How can BTC-EP view the Business Plans prepared by BDSP?**

- BTC-EP can view the Business Plan by clicking the “Business Plan” option from the Menu Bar.
- On clicking “Business Plan” Option a dropdown list will appear with sub option  
1. In Progress                      2. Approved                      3. Rejected
- If Business Plan is approved then click on Approved sub option otherwise
- If Business Plan is rejected by either DTE-EP/OSF-MC/Mentor/Functional-Expert/CBO bodies then click on Rejected sub option.

### **80. What are the other functionalities accessible in BTC-EP?**

BTC-EP can track the Loan Repayment schedule, Loan disbursement plan of each BDSP by selecting the CEF Loan option from the Menu bar.

### **81. Is Enterprise details are accessible to BTC-EP?**

Yes all the approved enterprise details are accessible to DTE-EP.

### **82. Whether BTC-EP can download/access the PTS (Performance Tracking Support) data of each enterprise?**

Yes

**83. Whether BTC-EP can reset BDSP device?**

Yes

**84. How can BTC-EP can reset BDSP device?**

- BTC-EP should login into the web application using valid credentials
- Go to Menu bar “BDSP” option, click on “Reset Device” sub option.
- Select BDSP from dropdown list.
- Then click on “save” button for reset device.

**85. How can BTC-EP get the PTS data?**

Once BDSP completes Enterprise Grounding process BTC-EP can view the PTS data from his/her login in web application such as:

- BTC-EP should login into the web application using valid credentials
- Go to Menu bar “Enterprise” option, click on “Performance Tracking of Enterprise” sub option.
- Select BDSP from the dropdown list.
- Then list of enterprise details will be shown.
- Click on PTS link then download the report.

**86. How can BTC-EP change his/her Password?**

- In SVEP-NRETP login page “Forgot Password?” option available for resetting the current password or if the user has forgotten the password.
- Before clicking the “Forgot Password” option BTC-EP user needs to enter the given username in the Username field.
- After Clicking on the “Forgot Password” option a dialog appears saying that your reset password request will be sent to the upper authority i.e. DTE-EP user for approval.
- After request is been approved, BTC-EP can reset the password when he/she logins to the system.

**87. Whether BTC-EP changes the Username?**

No, BTC-EP can't change the username. BTC-EP can only edit his/her full name, Contact No and Email address.

**88. How can BTC-EP view the Enterprise List?**

- BTC-EP should login into the web application then Go to Menu bar “Enterprise” option, click on “Enterprise List” sub option.
- Select BDSP from the dropdown then list of Enterprises will be shown.

**BDSP:****89. What is the role of BDSP (Business Development Service Providers)?**

- BDSP can work on smart phones/tabs using the Android Mobile application because in most of the rural area internet may not be available. So the mobile app provides the facility to work offline.
- BDSP can create Entrepreneur , prepare Business Plans
- Upload his/her Work done report or Activity report and Consultancy slip after completion of the Activity.
- BDSP uploads loan repayment data on app then Nodal-CLF User, OSF-MC User verifies it.
- BDSP user uploads PTS data only in mobile app and then BTC-EP, DTE-EP verifies it.

**90. How can BDSP do Entrepreneur Registration?**

- BTC-EP has planned one of the key tasks for BDSP in web interface, which is executed in BDSP's Mobile app interface and finally the status update is seen in BTC-EP, DTE-EP, OSF-MC, NRETP-MENTOR, Functional-Expert, Nodal-Clf's web interface.
- BDSP needs to login into the Mobile App
- Go to the **Sidebar Menu items** click on **Potential Entrepreneur Registration** option.
- Then list of entrepreneurs will be display who already registered.
- On Clicking on plus button entrepreneur can be added.
- BDSP needs to enter the Entrepreneurs profile information in 6 stages.

**91. What are the key profile information's are to be entered by BDSP while doing Entrepreneur Registration?**

BDSP can enter entrepreneur's profile information in 6 steps such as:

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <b>1. General information</b>        | <b>4. Income profile</b>              |
| <b>2. Education and Work profile</b> | <b>5. Credit profile</b>              |
| <b>3. Family profile</b>             | <b>6. Expenditure profile</b>         |
|                                      | <b>7. SVEP/NRETP Training Details</b> |
|                                      | <b>8. Form-Group</b>                  |
|                                      | <b>9. Existing Enterprise Details</b> |

**92. Whether BDSP can skip any of the above steps while doing Entrepreneurs registration?**

- Yes BDSP can skip only 2 steps i.e. "Credit Profile", "SVEP/NRETP Training Details" , "Form-Group" (if required) and the rest of steps are mandatory.

### 93. How many types of Entrepreneurs are available in NRETP scheme?

Registered entrepreneur can be of two types. 1. New 2. Existing

- New: Who is starting a new enterprise and want support from SVEP-NRETP.
- Existing: Who already has an existing enterprise and want to join SVEP-NRETP for business growth.

### 94. How BDSP prepare Business Plan?

- After all the details of Entrepreneur are captured by the BDSP, Now the BDSP needs to prepare Business Plan.
- BDSP needs to login into the Mobile App
- Go to the **Sidebar Menu items** click on **Business Plan** option.
- Click on plus icon for creating new Business Plan.
- If the Registered Entrepreneur type is existing then existing enterprise details not needed to input. Otherwise enter the basic enterprise details.

### 95. How many steps need to complete the Business Plan?

In the Business Plan section basically there are 4 steps/tabs available i.e.

- Pending
- Submitted
- Approved
- Rejected

### 96. Initially Business Plan will be shown in which step?

Initially Business Plan will be shown in Pending step.

### 97. What are the key information's needs to input for preparing a Business Plan?

BDSP needs to input following key information's for preparing a Business Plan such as:

- Enterprise Basic Information
- Production / Sales and Revenue Planning
- Expenditure
- Means of Finance and Profitability

### 98. What are the fields coming under Enterprise Basic Information?

Enterprise Basic Information contains following information's such as:

- Name of Enterprise
- Location of Enterprise
- Type of Enterprise (Manufacturing , Trading , Service)
- Sector
- Product Name

### 99. What are the fields coming under Production/Sales and Revenue Planning?

Production/Sales and Revenue Planning contains following information's such as:

- Total Production or Sale Per Year
- Amount(Sales Revenue/Yearly)
- Total Cost of Goods Used



**100. How Total Production or Sale per Year calculated according to manufacturing type?**

Total Production or Sale per Year = Working duration value \* Per Duration  
Production of Sale

**101. How Amount (Sales Revenue/Yearly) calculated according to manufacturing type?**

Amount (Sales Revenue/Yearly) = Total Production or Sale per Year \* Sales  
Price Per Unit

**102. How Total Cost of Goods Used calculated according to manufacturing type?**

Total Cost of Goods Used = Total Production or Sale per Year \* Cost Price Per Unit

**103. What are the fields coming under Expenditure?**

In Expenditure all the yearly expenditure details to be entered such as:

- Preliminary Expenditure
- Land & Building Expense
- Plant/Machinery/Equipment Expense
- Furniture Expense
- Raw material
- Manpower expense
- Administrative Expense
- Selling & distribution expense
- Total Working Capital
- Total Project Cost

**104. How Preliminary Expense calculated?**

Preoperative and preliminary Exp. = Total of values entered in 3.0 [ Market Survey + Stationary + Legal + Establishment ]

**105. How Land & Building Expense calculated?**

Land and Building Exp. = Rate per Year for land + Rate per Year for building.

**106. How Plant/Machinery/Equipment Expense calculated?**

Plant/Machinery/Equipment = Total sum of Amount of all entered items.

**107. How Furniture Expense calculated?**

Furniture Ex = Total sum of Amount of all entered items.

**108. How Raw Material Calculated?**

Raw Material Total Value = No of Times/year items received \* Quantity \* Unit Rate

**109. How Manpower expense calculated?**

Here No of skilled, semi-skilled, and unskilled personnel working in business and wages paid to them details are taken

Total Expense(Yearly) = Nos. \* Wages/Salaries Per month

**110. How Administrative Expense calculated?**

Sum of Cost of Stationery & printing, travelling, communication, business insurance, rent, repair & maintenance etc details are taken.

**111. How Selling & Distribution expense calculated?**

Sum of Advertising, Freight, Commission, Misc. expenses are taken.

**112. How Total Working Capital calculated?**

$\text{Total Working Capital Needed} = \text{Inventory cost of raw material stock} + \text{inventory cost of semi-finished goods stock} + \text{inventory cost of finished goods stock} + \text{Total Value of Goods/Services on Credit} + \text{Expenses of One month.}$

**113. How Total Project Cost calculated?**

$\text{Total Project Cost} = \text{Preoperative and preliminary Exp.} + \text{Land and Building Exp.} + \text{Plant/Machinery/Equipment} + \text{Furniture Ex} + \text{Working Capital}$

**114. How to calculate per Annum raw material cost according to service enterprise type?**

$\text{Per annum raw material cost} = \text{Cost of purchase of raw materials per month} * 12$

**115. How to calculate Total sales per month according to service enterprise type?**

$\text{Total sales per month} = \text{No. of active days of services in a month} * \text{average Sales in a active days}$

**116. How to calculate Total sales price per annum according to service enterprise type?**

$\text{Total sales price per annum} = \text{Total sales price per month} * 12$

**117. How to calculate Materials procured per annum(Monthly) according to training sales planning?**

$\text{Cost price amount per duration} * 12$

**118. How to calculate Materials procured per annum(Weekly) according to training sales planning?**

$\text{Cost price amount per duration} * 52$

**119. What is Means of Finance in Business Plan?**

Means of Finance is equal to the details of amount that the how much amount entrepreneur will invest , how much he/she will taken from bank/CEF and from friends and relatives .

**120. What is Profitability Projection?**

Here all calculated values like total project cost, Cost of Production, Depreciation and gross profit/loss amount is shown.

**121. How BDSP can request for CEF loan?**

In Business Plan preparation BDSP needs to click on 4.2 Need CEF Loan option then Loan Application form is opened and BDSP has to fill details in it and submit it if that entrepreneur needs CEF loan.

**122. Whether the Business Plan submitted if the Total Project cost is Zero (0)?**

No Application will not allow to submit business plan if total project is zero so it is necessary that BDSP enters all the valid details.

**123. If BDSP prepare a Business Plan in pending tab and not submitted what will happen?**

If BDSP not submitted the prepared Business Plan in Pending tab then it can't be visible to CBO bodies (SHG/VO/CLF).

**124. After Business Plan submission who will take action to approve or reject it?**

After business plan is submitted it goes for the approval by CBO users and then the Business plan is forwarded to OSF-MC for next verification either approve or reject the plan.

**125. If any of the user like CBO/ NRETP-Mentor/Functional-Expert/OSF-MC/DTE-EP reject the Business Plan; BDSP can edit the Business Plan or Not?**

Yes BDSP can again edit the Business Plan.

**126. How the CBO users approve/reject the Business Plan?**

In BDSP login CBO users can approve or reject the Business Plan after submission of Business Plan by BDSP.

**127. If SHG/VO/CLF rejects the Business Plan, in which tab/category the Business Plan will reflect in the Mobile app?**

In Rejected tab

**128. How BDSP can do PTS data entry or Enterprise Tracking?**

- In mobile application there is a menu item "Enterprise Tracking".
- In which BDSP has to select village first and after clicking next he will get a list of name of enterprise which are grounded.
- BDSP can add enterprise by clicking on "Enterprise Grounding".
- On click on enterprise name, BDSP can enter day bookkeeping details
- Daybook update – BDSP has to go to enterprise and do day book entries.
- In mobile application, on click on enterprise name Daybook keeping screen opens.
- Daybook keeping page has buttons for following registers.
- At first BDSP has to select date range for which he is doing entry.
- Every register/book has option "add more" for doing more entries.
  - Cash credit Book
  - Fixed Assets Register
  - Enterprise Reports
- All PTS reports are visible in web application for BTC-EP, OSF-MC and DTE-EP to view and evaluate performance of entrepreneur.

**129. In which tab/category BDSP can re-edit the rejected Business Plan?**

- In Rejected tab/category of Business Plan section BDSP can re-edit the rejected Business Plan.

**130. Who are responsible for approve or reject the Business Plan?**

CBO bodies and OSF-MC are the key users responsible for approve/reject the Business Plan.

**131. In Activity Tracking section, can BDSP can view all month's activity status or not?**

No BDSP can only view current month and next month's Activity status in Activity Tracking section.

**132. How BDSP change his/her Password?**

- BDSP can change his/her password after login into the Mobile app using the given username and default password "test".
- BDSP should click on "**Change Password**" option from the side menu bar.
- Input Current Password "test", then enter New Password & re-enter New Password then click on Change Password button.
- While doing "Change Password" BDSP's Mobile data connection must be on because the server should know who changing the password otherwise password can't be changed.

**133. If BDSP loss or damaged his/her Android mobile phone what should do?**

- If BDSP loss/damaged his/her phone then should inform to BTC-EP.
- BTC-EP needs to reset the BDSP user's device from their login in web app.
- If BDSP not sync the mobile app before loss/damaged phone then data also loss. He/she needs to re-enter the data in new device/mobile phone.

**134. If BDSP found in the mobile app any of the data like SHG, SHG member is missing then what should do?**

If BDSP found in the mobile app any of the data like SHG, SHG member is missing then immediately inform to BTC-EP with brief details like:

S/no	District code	District Name	Block Code	Block Name	Grampanchayat Code	Grampanchayat Name	Village Code	Village Name	SHG Code	SHG Name

**135. For using the mobile app; what are the steps needs to follow-up by BDSP?**

- BDSP needs to use a good Android Mobile phone whose version 4.2 and up.
- Allow all permissions like Location, Camera, Phone, Device ID & call information, Photos / Media / Files, Storage and other like receive data from Internet, view network connections, full network access, prevent device from sleeping.

**136. After submission of Business Plan if BDSP not found SHG/VO/CLF users user id then what should do?**

- If BDSP not found SHG/VO/CLF users user id after submission of Business Plan then needs to sync the mobile app.
- The default password for SHG/VO/CLF user is "test"