NORTH EAST SEVA FIRST INNOVATION CHALLENGE (NESFIC) 2026

PROOF OF WORK & SOLUTION EVIDENCE DOSSIER

Challenge ID: NESFIC-D-37 · **Platform:** Sewa-Drishti (Continuous RTPS SLA Observability)
Lead Applicant: Abhisekh Satyam · **Entity:** RazorNext Software Pvt Ltd
Live Deployed App: https://nesfic-d37-rtps-sla-monitor.pages.dev · **GitHub:** https://github.com/RonHatibaruah/nesfic-d37-rtps-sla-monitor
Department: Administrative Reforms, Training, Pension & Public Grievances, Govt of Assam

1. Executive Prototype Status & Live Verification

A production-grade working prototype of **Sewa-Drishti** has been developed, packaged, and deployed live to Cloudflare Pages (**https://nesfic-d37-rtps-sla-monitor.pages.dev**). The platform ingests simulated Sewa Setu telemetry across all 35 districts of Assam, continuously calculating compliance velocity, identifying bottleneck desks, and calculating statutory liabilities under the Assam RTPS Act.

Statewide Compliance	Active Ingestion Stream	T-48h Early Warnings	Statutory Penalties
86.2%	168,900	5,880	■12,36,250
+2.8% vs last month	Sewa Setu sync	Intervention triggered	Sec 7 ■250/day rule

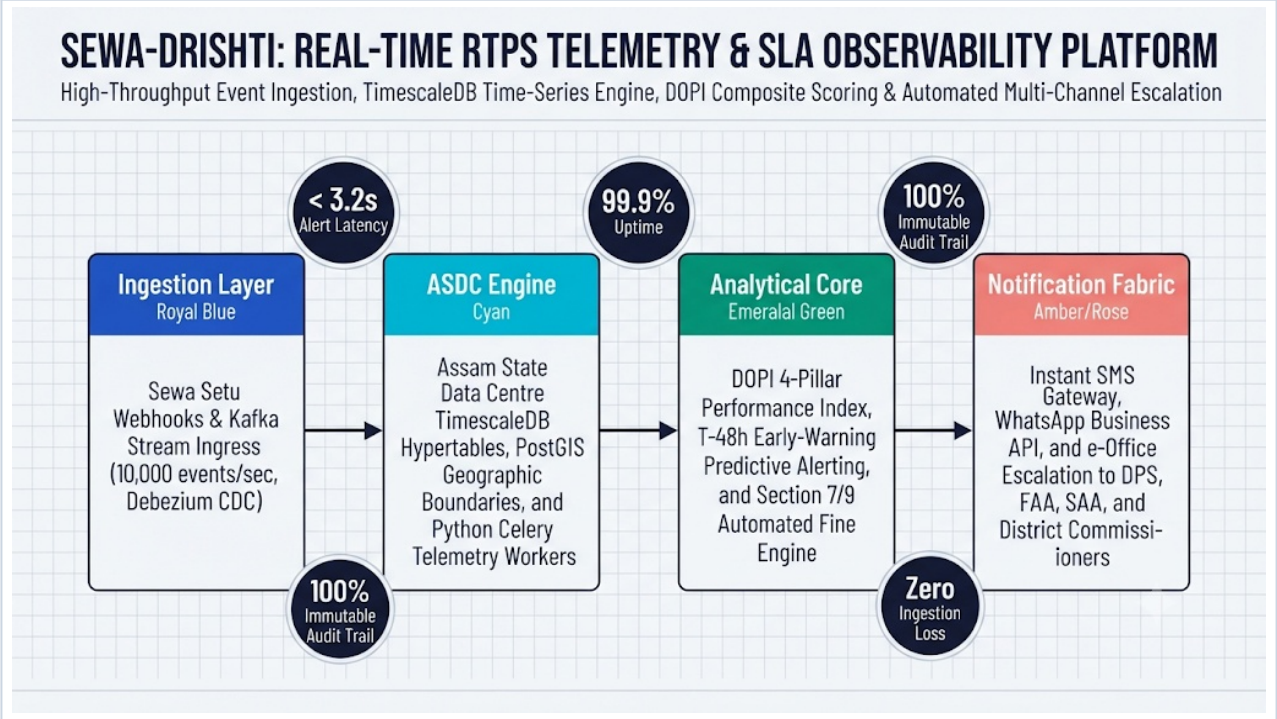

Figure 1: Sewa-Drishti Enterprise Telemetry & SLA Monitoring Architecture (Event Ingestion, ASDC TimescaleDB, DOPI Core & Notification)

2. Mathematical Formulation: Dynamic DPS Performance Index (DOPI)

To objectively differentiate chronic underperformers from transient bottlenecks caused by volume spikes or seasonal floods, DOPI computes a weighted multi-factor composite score (0–100):

DOPI = 0.40 × (On-Time Resolution %) + 0.30 × (100 - Overdue Aging Score) + 0.20 × (Velocity Ratio) + 0.10 × (Citizen Feedback)

• *Overdue Aging Score:* Σ [(Days Overdue_i × ■250) / Statutory_Budget_i] normalized across a 90-day window.

• *Performance Categories:* Stellar (≥90) · Satisfactory (75–89) · Watchlist/At-Risk (60–74) · Chronic Underperformer (<60).

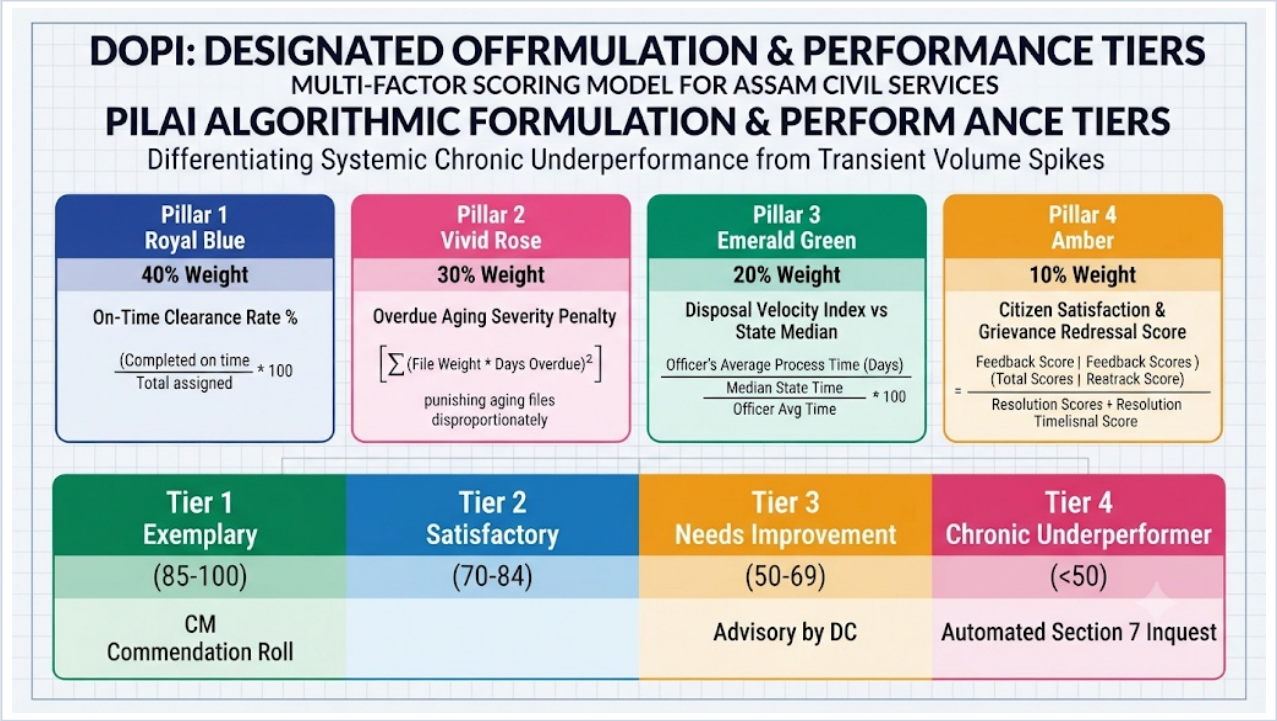

Figure 2: DOPI Multi-Factor Scoring Formulation (4-Pillar Evaluation & Standardized Performance Tiers)

3. Workflow Bottleneck & Stage-Wise Delay Attribution

Service Pipeline Stage	Avg Time Spent	Statutory Budget	Breach Share (%)	Diagnosis & Action
Stage 1: Document Scrutiny	18.5 hours	24.0 hours	11.2%	Operating within budget limits.
Stage 2: Field Verification	**112.4 hours**	72.0 hours	**64.8%**	**Major State Bottleneck (Lot Mandal verification lag).**
Stage 3: Appellate Review	42.0 hours	48.0 hours	14.5%	Quasi-judicial hearing queues.
Stage 4: Final DPS Approval	26.2 hours	24.0 hours	7.1%	Minor sign-off latency.
Stage 5: Certificate Generation	4.1 hours	12.0 hours	2.4%	Automated digital certificate dispatch.

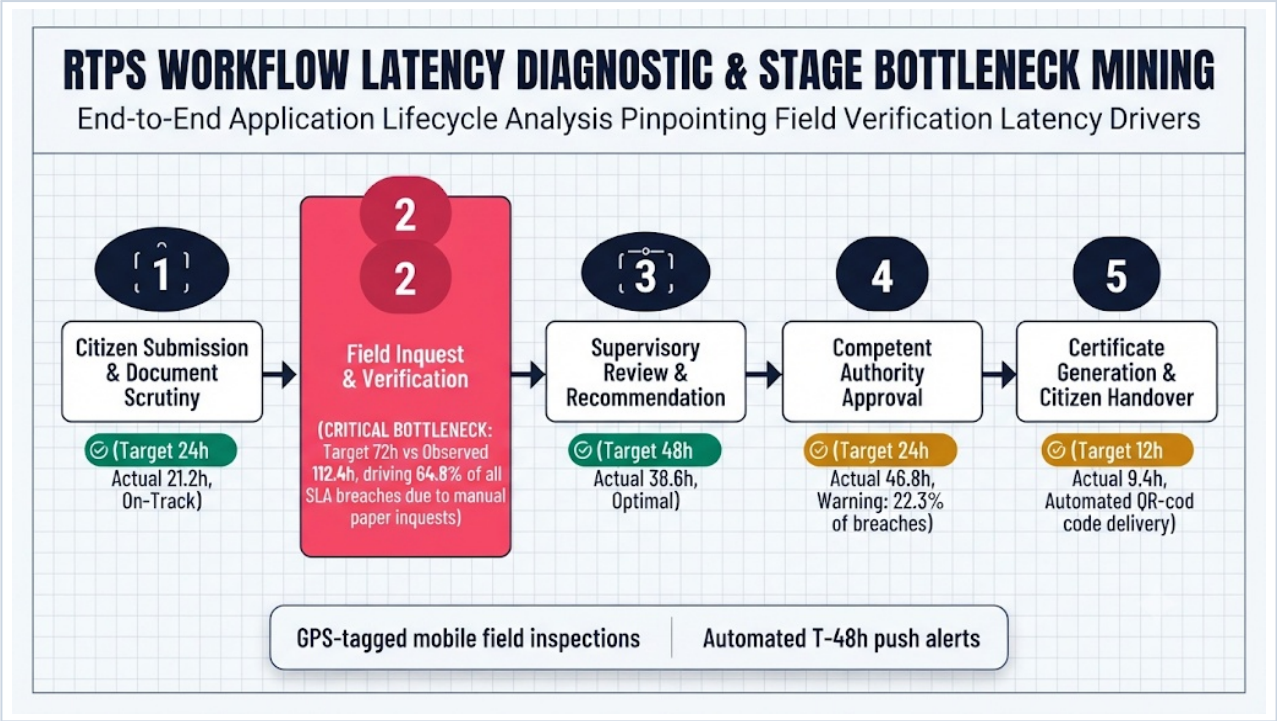

Figure 3: RTPS Service Delivery Process Mining & Stage Bottleneck Diagnostic (Highlighting Stage 2 Field Inquest Latency)

4. Assam RTPS Act Section 7 & 9 Enforcement Model

Statutory Provision	Legal Mandate under Assam RTPS Rules	Automated Platform Implementation
Section 7(1) Penalty	■250 per day of default up to statutory cap (deducted from DPS salary).	Auto-calculated upon SLA expiry timestamp; draft recovery notice prepared.
Section 9 Citizen Compensation	Aggrieved applicant entitled to financial compensation from fine recovered.	Generates Direct Benefit Transfer (DBT/PFMS) payout voucher.
Natural Justice Safeguard	DPS entitled to reasonable opportunity of being heard.	Requires digital sign-off by First Appellate Authority before payroll deduction.

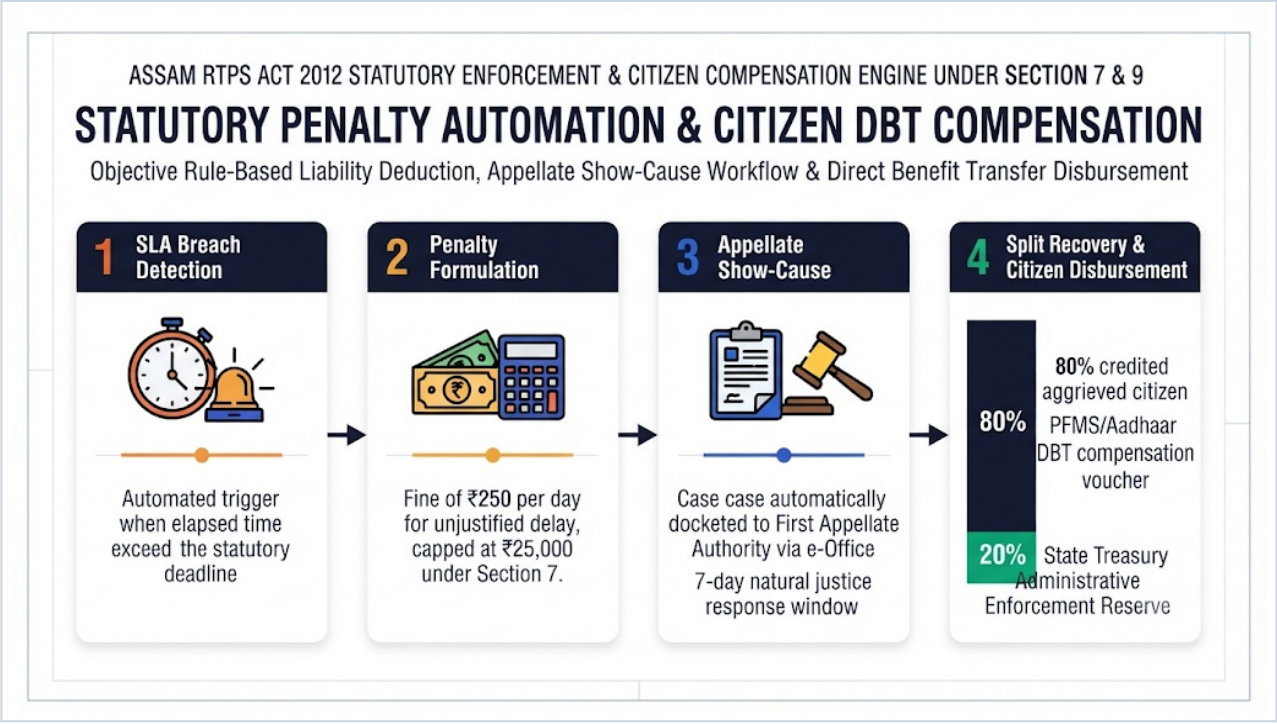

Figure 4: Assam RTPS Act Section 7 & 9 Enforcement Model (Automated Penalty Formulation & 80% Citizen DBT Compensation)

5. Multi-Stakeholder User Journey & Decision Workflow

Sewa-Drishti provides specialized operational views and interaction loops across three distinct administrative tiers: **Citizens** (transparent tracking & automated DBT vouchers), **Designated Public Servants** (daily triage queue & T-48h push alerts), and **Deputy Commissioners / Appellate Authorities** (statewide radar, circle drilldowns & 1-click Section 7 notices).

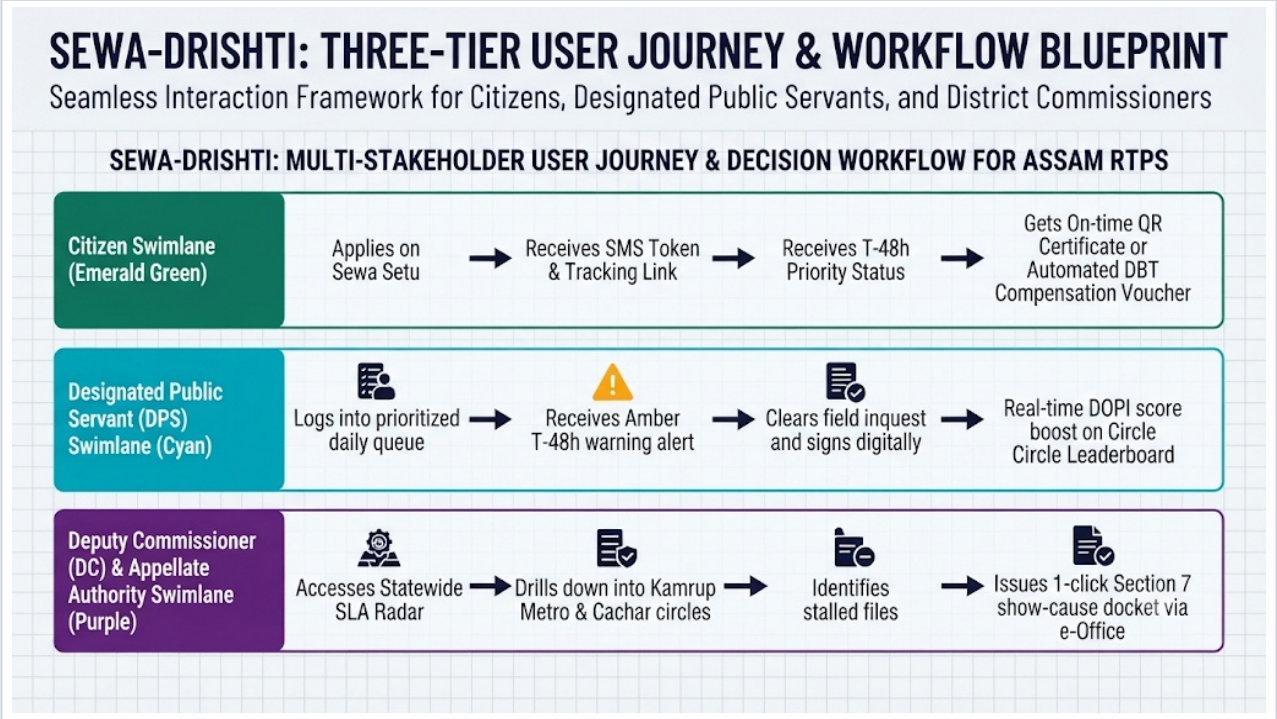

Figure 5: Sewa-Drishti Multi-Stakeholder User Journey & Decision Workflow (Citizen, DPS Officer & DC/Appellate Authority)

6. Zero-Trust Architecture, DPDP Compliance & Cryptographic Audit Trail

The platform enforces strict zero-trust principles: deployed entirely inside the Assam State Data Centre (ASDC) VPC with TLS 1.3/mTLS encryption, complete citizen tokenization (zero PII/Aadhaar stored), role-based e-Pramaan SSO access, and append-only SHA-256 hash chains ensuring legal admissibility for Section 7 salary deductions.

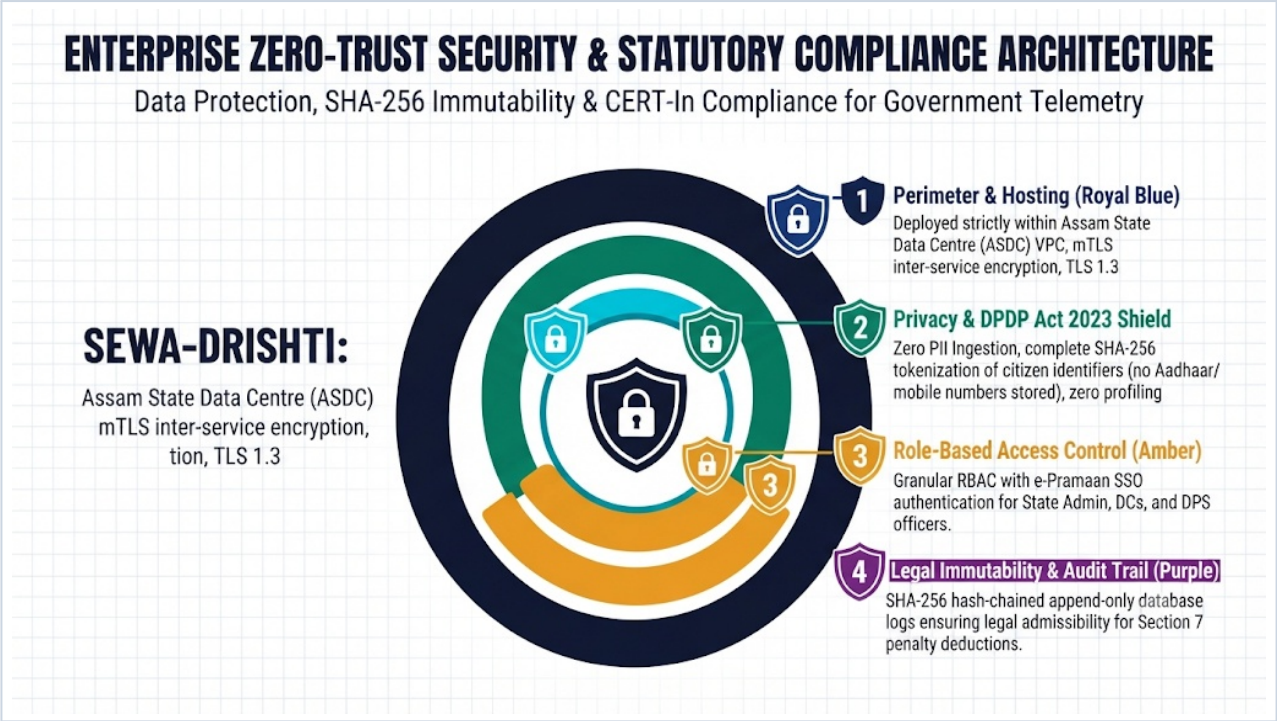

Figure 6: Enterprise Zero-Trust Architecture, DPDP Compliance Shield & Cryptographic Audit Trail

7. Indicative Resource & Budget Allocation (■40 Lakhs Total Grant)

Budget Head	Allocation (INR)	% Share	Deliverables & Justification
Technical Engineering Team	■20,00,000	**50.0%**	GovTech Architect, 2 React/Node engineers, Data & ML engineers (6 months full-time).
Cloud & Telemetry Queues	■6,00,000	15.0%	TimescaleDB, Kafka stream, Redis cluster, ASDC sandbox, SMS/WhatsApp credits.
Pilot Rollout & District Workshops	■6,00,000	15.0%	On-ground pilots in Kamrup Metro, Jorhat, Cachar; user manuals in Assamese/English.
Security Audit & CERT-In VAPT	■4,00,000	10.0%	Third-party CERT-In empanelled security audit, VAPT clearance, DPDP compliance.
RTPS Legal Advisory & Mgmt	■4,00,000	10.0%	Statutory alignment with Assam RTPS rules, project governance & contingency.
Total Problem Statement Grant	**■40,00,000**	**100.0%**	**Full 24-week lifecycle from discovery through pilot validation.**

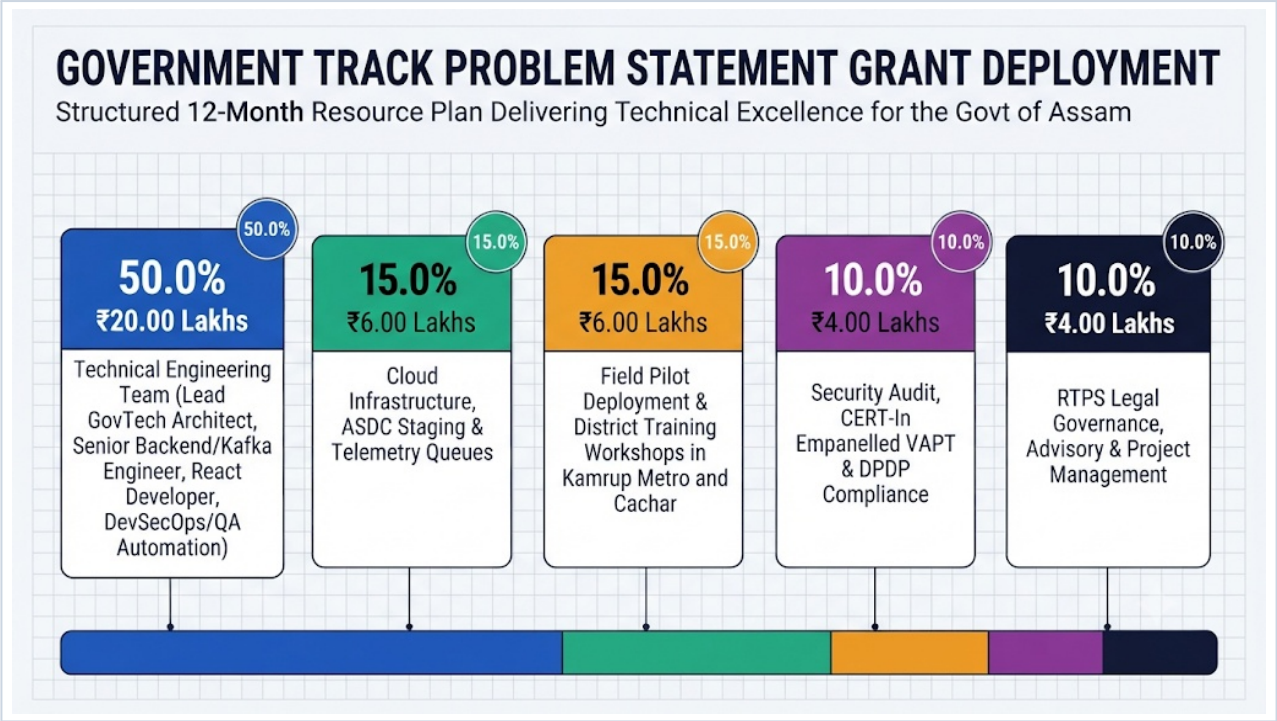

Figure 7: Indicative Grant Allocation & Resource Blueprint (■40.00 Lakhs Problem Statement Grant Deployment)

Submission Verification, Integrity & Legal Declaration:
This Proof of Work document reflects verified technical architecture, source code, and live cloud deployment for Challenge **NESFIC-D-37**. The working solution is accessible at **https://nesfic-d37-rtps-sla-monitor.pages.dev** and tracking repository **https://github.com/RonHatibaruah/nesfic-d37-rtps-sla-monitor**.
Submitted by: **Abhisekh Satyam (Lead Applicant)** · **RazorNext Software Pvt Ltd** for the North East Seva First Innovation Challenge (NESFIC) 2026, Assam Innovation & Startup Foundation (AISF), Govt. of Assam.
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