



सत्यमेव जयते

Government  
of Rajasthan

# IT PLATFORMS & BUILDING BLOCKS

Users' Handbook

# eGovernance in Rajasthan



## eGovernance Vision

Information & Communication Technology (ICT) is constantly changing the manner in which information flows to citizens. It is a need of the hour that good governance harnesses the energy of ICT and puts in place tools that allow improved delivery of service and bridge the digital divide. This is our vision for Digital Rajasthan.

The three pillars of modern governance – transparency, efficiency and ease of access for a better quality of life – are also the prime objectives of the Rajasthan eGovernance road map. However, this can only be ensured if all organs of the government undertake coordinated efforts to IT-enable all processes of governance and service delivery.

I hope all stakeholders will leverage the IT infrastructure put in place by the State Government as well as the platforms developed as common resources in order to fast track the spread and scaling up of eGovernance initiatives.



**Vasundhara Raje**  
Chief Minister, Rajasthan



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## Rajasthan eGovernance Architecture

Notes



## Bhamashah Yojana



### A project to empower women and reform direct benefit delivery mechanism in Rajasthan

- Resident Data Hub:
  - Comprehensive family/resident profile, including entitlements pertaining to all the departmental schemes
  - To be mandatorily used by all departments for deciding entitlements
- Unique ID for both family and individual; lady of the house as 'Head of the Family'
- All cash and non-cash benefits for a family available at one place
- Built in DBT engine, configurable for any new service
- Financial inclusion and banking service near the doorsteps of the residents
- Points of service:
  - eMitra
  - Mobile App
  - Web Portal
  - Departmental Outlets



#### Contact Persons

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| 2. Mr. Anil Singh    | 5. Mr. Sitaram Swaroop  |
| 3. Mr. Amit Sharma   |                         |



## eMitra



### Ensuring service delivery till the last mile, a multi-modal service delivery platform offering wide range of services to the residents close to their doorsteps

- Integrated, unified and centralised service delivery platform of Rajasthan providing services through:
  - Web Portal
  - Mobile App
  - 35,000+ kiosks
- Facility for payment gateways of all major banks and mobile payment like m-pesa, Paytm & Oxigen available
- More than 200 government services being delivered
- Kiosks providing banking facilities (Micro ATMs/BCs)
- Linkages with third party web applications through APIs and web services in a centralised fashion using Enterprise Service Bus. Any new service can be integrated in 7 days.



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| 3. Mr. Yuvraj Singh        | 6. Ms. Shilpi Patni   |



## Rajasthan Sampark

(Public Grievance Redressal)



### Ensuring a single, unified and integrated grievance redressal mechanism for entire State

- Integrated portal ([www.sampark.rajasthan.gov.in](http://www.sampark.rajasthan.gov.in)) with grievance redressal workflow
- Grievance registration through:
  - Web Portal
  - Mobile App
  - eMitra Kiosk
  - Call Centre
- Application includes SMS integration, GIS linked inspections/visits, reality check functionality for disposed cases, provision to collect feedbacks and extensive monitoring of public grievances
- Integrated with the State Call Centre 1800 180 6127
- Accessible through mobile application as well



#### Contact Persons

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2. Mr. Yogendra Kumar Jain
3. Mr. G.K. Sharma
4. Mr. Dheeraj Gaur
5. Mr. Pawan Jangid
6. Mr. Harshad Sariyot



ePDS



### Targeted delivery of PDS benefits with biometric beneficiary validation

- Delivery through lightweight hand held Point of Sale (PoS) devices, using GPRS connectivity, at all fair price shop (around 26,500 in numbers)
- Identification/validation of the beneficiary through Aadhaar biometric
- Complete stopping/avoiding proxy withdrawals and addressing diversions & leakages
- PoS can be used for other departmental interfaces as well



#### Contact Persons

1. Mr. Tapan Kumar
2. Mr. Rajdeep Pal



## Bhamashah Health Insurance Scheme

### IT solution for Health Insurance Scheme for the State of Rajasthan

- Web-based application for implementation of Health Insurance Scheme including processing claim and payment for the insurance
- Single platform to facilitate implementation of Health Insurance Scheme under the broad umbrella of Bhamashah Yojana, having authentication with UIDAI and Bhamasha card/number
- Integrated with important applications across the State like: (i) Bhamashah Database Hub (ii) UIDAI Database Hub (iii) Arogya Online (iv) eAushadhi and (v) eMitra
- Increased efficiency and effectiveness of the scheme with transparency and reduced complexity with 24x7 availability of the system to the patients for filing claim
- Can be used for government pensioners/employees as well

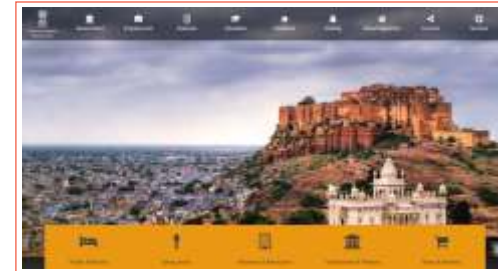


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## State Portal



### Electronic face of Government of Rajasthan

- Single source of information for all Government matters for citizens and government users
- Single window interface for all informational/transactional Government services for citizens, businesses and overseas people
- Will link up dynamically with departmental web portals. This will ensure real time information updation through departmental websites



### Contact Persons

1. Ms. Sonia Chaturvedi



## Integrated Government Portals



### User-Centric Web Interface for residents, overseas people & business

- Standardisation of websites/portals/web applications ensuring availability, accessibility and responsiveness
- Enterprise web content management and centralised deployment
- All portals compliant on all devices, mobile applications for all portals



### Contact Persons

1. Ms. Deepshikha Saxena
2. Mr. Manu Shukla



## eSanchar and iFact



### Direct communication with residents through S.M.S./Voice Message/Structure queries

- eSanchar can be linked with any departmental application for sending event based notifications to applicants/beneficiaries as well as officials
- iFact can be used by any department through Rajasthan Sampark as well as departmental application for Reality Check



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## Rajasthan State Geo-Spatial Data Infrastructure & Unified GIS Portal



### Unified GIS platform and decision support system of geospatial data for Rajasthan

- Unified Platform for depicting various layers and hosting GIS based applications
- Collect spatial and non-spatial attribute data for various State infrastructure, public/private assets and point of interest
- LiDAR scanning and 3D modeling of selected heritage monuments/ structures like Hawa Mahal, Jantar Mantar, Albert Hall, City Palace-Jaipur and City Place-Udaipur, 7 Gates of Walled City, etc.
- Departments can build their layers on the platform and also share the layers created by other departments for decision making
- The resulting map can also be embedded in departmental website/application



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3. Mr. Phani A. Rajsekhar

4. Ms. Rajshree Sankhla
5. Ms. Shweta Srivastava



## Raj eVault



### Secure and authorised eSpace with electronic self attestation and eVerification

- Individual, family, governmental and organisational secure eSpace to residents and organisations, enabling them to store documents along with meta data for validations
- Safe document storage, sharing, eSign and approval protocol to avoid requirement of seeking copies of documents
- Documents getting generated through departmental applications can directly be sent to respective eVault for storage and future use
- Service delivery through all government departments centrally in a paperless fashion
- Mobile App available



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2. Mr. Manu Shukla



## Raj eSign



### Secure and authorised electronic signature – hassle free digital signing for electronic self attestation and eVerification

- Free of cost electronic signature available for all government officials and residents alike
- One click easy electronic signature of all permissible file types, with option of bulk signing of documents
- Secure, Aadhaar OTP enabled electronic signature, no need of DSC dongle
- Functionality to integrate with different applications on the fly
- Easy self-attestation and approval of documents, to ensure paperless processes. No need of photocopies or attestation of documents



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राज-काज

## RajKaj



### Enhanced office productivity and streamlined internal process

- Integrated office automation platform
- Smart system with Decision Support System and workflow, not merely post-facto data entry and reporting system
- One-stop-place for all employees, for their functions & roles
- Office on-the-move, focus on simplicity & usability across devices

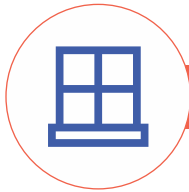
#### Major Functions

- Personnel Information
- File & Dak Management
- Knowledge Management
- Messaging & Collaboration
- Project Management
- Smart Office Assistant



#### Contact Persons

1. Mr. Suneel Chhabra
2. Ms. Preeti Surolia



## Single Window

(Ease of Doing Business)



**Integrated platform for applications pertaining to all the departments concerned with commercial/industrial enterprises**

- Unique identity for any organisation (Government Department/PSU/ Commercial Unit/Industrial Unit/Not-for-profit Unit)
- Applications pertaining to Labour, RREC, RSPCB, Factories & Boilers and eMitra already integrated
- Applications pertaining to mining, forest, RIICO under integration
- Other departments can get their applications plugged in
- Facility for tracking progress available to all the stakeholders



### Contact Persons

1. Mr. Tapan Kumar
2. Mr. Rajeev Gujral



## Raj Bioscope

(Your own online video portal)



**Online video portal of Government of Rajasthan**

- Portal contains useful videos of various Government schemes and programmes
- Users can make and upload engaging videos from their mobiles on new ideas & knowledge on interesting topics



### Contact Persons

1. Ms. Deepshikha Saxena
2. Mr. Rajeev Gujral



## Suraaj Portal



**A platform for the residents to learn about useful schemes and projects of the state government**

- Progress under each scheme, entitlement criteria etc for each scheme
- Videos and images
- New initiatives in various sectors across the state



### Contact Persons

1. Dr. Neetish Sharma
2. Dr. Sudesh Kumar



## Raj App Center & Raj Game Center



RajApp Center



RajGame Center

**Various mobile applications and games of the state government**

- Citizens can download these from Android’s Google Play Store or iPhone’s Apple Store
- Over 30 applications to make government services available at your fingertips
- Available Apps
  - Bhamashah App
  - Vasundhara Raje App
  - Rajasthan Sampark App
  - eMitra App
  - RajMandi App
  - RajNet App
  - Raj eVault App
  - Raj Mahila Suraksha App and other apps



### Contact Persons

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2. Mr. Rajeev Gujral
3. Mr. Phani A. Rajsekhar



## Education Portals



### eLearning solution for schools and higher education with web based content repository for students

- Option for both online viewing and downloading, storing and viewing offline
- Facility for teachers to create, review and publish content on solution with good quality content including option for development, aggregation and management of content
- Group collaboration features for students and teachers. Centralised University/College Automation System shall have functionalities like online registration, fee submission, counselling, merit generation and seat allocation, examination management from creation of papers to declaration of results, student management including semester, attendance, courses, academic, marks, etc.
- The portal is accessible on different client devices like PC, laptop, smartphones, tabs, etc.
- Can be used by departments for providing their content as study/reference material
- Can also be used for departmental training requirements



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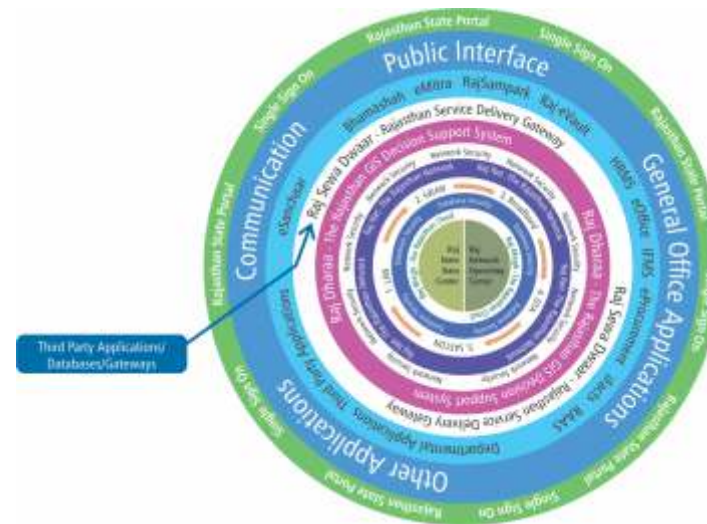
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All services mentioned in this booklet shall be available for usage by government departments/external developers/agencies/organisations through the Raj Sewadwar (Enterprise Service Bus Platform) in form of APIs/web services. The details for the same are available at the API store of Rajasthan i.e. [www.sewadwar.rajasthan.gov.in](http://www.sewadwar.rajasthan.gov.in)

# Rajasthan e-Governance Architecture



- 1. Rajasthan State Data Centre & Network Operating Centre:**
  - 100 mbps Dedicated Connectivity
  - Hosting more than 500 Websites, Portals and Applications
- 2. Raj Megh:** The Rajasthan Cloud
  - End-to-end Cloud enablement on SaaS, PaaS basis for Rajasthan
- 3. Raj Net:** The Rajasthan Network
  - Seamless connectivity till Gram Panchayat Level through LAN/SWAN/Broadband/Over-The-Air/Satellite
- 4. Rajdharaa:** The Rajasthan GIS-DSS
  - A seamless Geographic Information System for Rajasthan, shared by all Government Departments, Organisations and utilised for systematic decision support
- 5. Raj Sewa Dwaar:** The Rajasthan Service Delivery Gateway
  - Providing unique door of connectivity, unification and integration for all State, National and Private Applications/Gateways – The true Intelligent Middleware
- 6. Public Interface:**
  1. Fully automated & mobile ready solutions for
    - Public Interface (Bhamashah/eMitra/RajSampark)
    - Government officials (HRMS/eOffice/IFMS/eProcurement/ifacts)
    - Communication (eSanchar)
  2. Raj eVault - fully automated electronic verification, no need of hard copy documents/affidavits/notary attestation for service delivery
  3. RAAS (Rajasthan Accountability Assurance System): End-to-End monitoring and accountability of government officials
  4. Mobile Apps for all Government portals & application on all platforms
- 7. Rajasthan Single Sign On and State Portal:**
  - One Person, One Identity – with all mapped datasets and documents for every State resident









