

**Minutes of 107<sup>th</sup> meeting of SeMT dated 20-06-2025**

The 107<sup>th</sup> meeting of the State e-Governance Mission Team (SeMT) was convened under the Chairpersonship of Secretary & Commissioner, IT&C on 20<sup>th</sup> June, 2025 in Committee Room, 2<sup>nd</sup> Floor, IT Building, Yojana Bhawan Campus, C-Scheme, Jaipur. List of participants is enclosed at **Annexure -"A"**.

Agenda Item(s) discussed during 107<sup>th</sup> meeting of SeMT are indexed as follows:

(Rs. in Lakh)

Sr. No.	Project Proposal Name	Department/ Organization	Estimated Cost
1	IT-PMU extension for 01 year (01-04-2025 to 31-03-2026) for Mukhyamantri Ayushman Durghatana Bima Yojana (MADBY)	Finance (Insurance) Department	279.06
2	KARMIK (Key Aspects and Resource Management Interface for Karmyogis)	Department of Personnel (DoP)	1500.00
3	Project Support Unit for various e-Governance Initiatives (e-Mitra)	DoIT&C/ RISL	80.00
4	Raj e-Vault	DoIT&C/ RISL	2339.06
5	Extension of existing 04 IT expert services for IT-PMU through NICS.	RSHAA	201.45

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The following project proposals were discussed in the meeting:

**1. Project : IT-PMU extension for 01 year (01-04-2025 to 31-03-2026) for Mukhyamantri Ayushman Durghatana Bima Yojana (MADBY) (Finance (Insurance) Department)**

The Rajasthan Government launched the Mukhyamantri Chiranjeevi Durghatana Bima Yojana (MCDBY) on May 1, 2022, to provide free accidental insurance coverage of up to ₹5 lakh for families insured under the Mukhyamantri Chiranjeevi Swasthya Bima Yojna. The State Insurance and Provident Fund (SIPF) Department was entrusted with the responsibility of developing an application platform and a comprehensive software solution for the implementation of MCDBY.

With necessary Government approvals, the SIPF Department, under the Department of Finance, GoR, established an IT Project Management Unit (IT-PMU). This unit was tasked with supporting the development of the MCDBY application, designing and developing new modules, and creating use cases utilizing emerging technologies. The objective was to align with the vision of a common web portal to deliver effective services and provide requisite accidental insurance coverage to insured families.

After successfully completing its first year and extension of one more year, the IT-PMU is now being extended under the provisions of the MOU executed between NICSi and SIPF with mutual consent. SIPF serves as the nodal unit for project governance and the implementation of the scheme across the state, in coordination with various stakeholders.

- Citizens (beneficiaries under the scheme)
- SIPF (State Insurance and Provident Fund)
- CPA (Claim Processing Agency)
- Department of Police, Rajasthan
- Department of Finance, Rajasthan
- Rajasthan State Health Assurance Agency (RSHAA)
- Janaadhaar

**Beneficiaries of the scheme:**

- All active insured families under Mukhya Mantri Chiranjeevi Swasthya Bima Yojana (MMCSBY), under any of the entitled category
- Under the Mukhya Mantri Chiranjeevi Durghatana Bima Yojana, all those members of the insured family whose names are mentioned in the Janaadhar card will be included as the insured members.

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- The child of the insured family will also be considered as the insured member whose name is not mentioned in the Janaadhar card.
- RGHS families
- Vidyutkarmi of the power companies of the State

**Scope of work:**

**Application Support and Maintenance**

- Support and Maintenance of MADBY Application which will include Customization/ Configuration/ Bug Fixing
- Technical support and maintenance of the developed modules
- Testing- UAT based on test cases, bug fixing, Go-Live for enhancements.
- Tracking mechanism of issues for technical support
- Technical/ Functional/ support
- Basic functional training

**Enhancement and Optimization - MADBY Portal & GPA Portal**

Improving a web application for claim processing can significantly enhance user experience, streamline operations, and reduce errors. Here are some key pointers to consider for enhancing such an application:

- User Experience (UX) Improvements
- Performance Optimization
- Data Accuracy and Validation
- Security Enhancements as Data Encryption and Authentication and Authorization
- Automation and Efficiency as Automated Workflows, automate repetitive tasks like document verification and claim status updates to speed up processing.
- User Support and Guidance Help Resources: Provide access to help documents, FAQs, and tutorials to assist users in navigating the claim process.
- Enhancement and optimisation of User Dashboards.
- Feedback Mechanism- continuous improvement through user feedback
- Audit Trails: Maintain detailed audit trails for all claim-related actions to support compliance and address disputes.
- Device access optimization- Responsive Design and adding more mobile Features, Consider adding features like camera integration for document uploads and push notifications for updates.
- Payment system revamping in view of the IFMS 3.0 implementation
- Reverse Integration of CCTNS for identification of prospective claimants based on Marg and FIR data.
- Other Items as per requirement of the Department.

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**Roles and Responsibilities of proposed Manpower:**

**A. Consulting and Project Management:** Project Manager/ Consultant (1)/ (Experience 6 years to 10 Years):

- Overall project management and monitoring
- Preparation of roadmap for overall project implementation
- Solution architecture design
- Coordination with user departments and various stakeholders
- Suggest policy and process related changes for effective project implementation
- Identification of BPR changes and implementation
- Ensure timely delivery of all modules to be developed in the application(s)
- Identification of training and change management requirements
- Highlight various risks associated during project implementation
- Documentation of physical and financial progress for monitoring by senior officials
- Identify and suggest mitigation of risks parameters for the project
- Assist in UAT of the various modules developed in the application
- Domain Expert in Payment processing.
- Design and development of payment facilities through UPI for various transactions
- Identify and suggest mitigation of risks parameters for the project
- Assist in UAT of the various payment related modules developed in the application

**B. Technical Development, implementation, Support, enhancements and Maintenance**

- Application Design and Development, configuration, etc.
- Debugging, modification, tuning, defect rectification, monitoring and updating in the mobile Application as and when required by the user department for smooth functioning of the application
- Ensure that the application works properly
- Proper version control and configuration management of the source code
- Provide first level of support (L1) for logging and resolution of the compliant and bug fixing of the application
- Onsite support for Database Management
- Supervision and training to the personnel of user department on new features added to the implemented application
- Provide technical support team as may be deemed to be required by the bidder at user department

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- Download definitions/ patches/ updates/ service packs of the deployed third-party tools/ middle ware Software/ Implementation support/ assistance
- Make necessary changes in the layout, colour schema, MIS reports format, input forms layout
- Apart from above, any other functional/ technical assistance required as related to the application(s)
- Any other work related to software development/ implementation/ maintenance as directed by the department
- Design and Develop various Analytics Reports and Dashboards

**C. Business Analyst and Quality Assurance**

- Requirements Gathering, Analysis, Prioritization, Modelling and Solution Design
- Documentation and Communication
- Testing and Quality Assurance: Test Case Development, User Acceptance Testing (UAT)
- Change Management: Impact Analysis and change requests
- Project Support: Project Planning and Status Reporting
- Training and Support: User Training and Support
- Continuous Improvement: Feedback Collection and Process Optimization:
- Risk Management: Risk Identification and to Development Mitigation Strategies
- Defect Management: Defect Identification, Defect Tracking and Re-testing
- Test Documentation: Test Plans, Test Cases and Test Reports

**Financial Implication:**

**From 1<sup>st</sup> April 2025 to 31<sup>st</sup> March 2026**

SN	Position	Resource Category	Man Month rate (Rs.)	No. of Resources	Cost in Rupees
1	Project Manager	Consultant with 6-10 Years of Experience - Technology Category	3,18,347	1	38,20,164.00
2	Business Analyst	Consultant with 3-6 Years of Experience - Management Category	2,72,042	1	32,64,504.00
3	App Development Expert	Consultant with 6-10 Years of Experience - Technology Category	3,18,347	2	76,40,328.00
4	App Development	Consultant with 3-6 Years of Experience - Technology	2,72,042	2	65,29,008.00

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Expert	Category		
<b>Sub-Total</b>		<b>6</b>	<b>2,12,54,004.00</b>
The reason behind NICSI increasing its advisor fees by 5% in October			4,42,792.00
<b>Sub-Total (A)</b>			<b>2,16,96,796.00</b>
Add NICSI Charges 9%			19,52,712.00
<b>Sub-Total (B)</b>			<b>2,36,49,507.00</b>
Add IGST @18%			42,56,911.00
<b>Total</b>			<b>2,79,06,419.00</b>

**Fund Management:**

Expenditure would be met from the fund available with Finance (Insurance) Department.

**The Committee accords post-facto technical approval on the project proposal from 1<sup>st</sup> April 2025 to 31<sup>st</sup> March 2026 having estimated costs of Rs. 279.06 Lakh.**

**2. Project : KARMIK (Key Aspects and Resource Management Interface for Karmyogis) (Department of Personnel (DoP))**

In the age of Digital India, the necessity for an integrated system to streamline government operations has become paramount. Recognizing the challenges posed by fragmented processes and inefficiencies across various departments, the Department of Personnel (DoP), Government of Rajasthan (GoR), envisions the creation of Karmik (Key Aspects and Resource Management Interface for Karmyogis), a unified, all-encompassing solution designed to enhance operational efficiency, ensure data consistency, improve decision-making processes, and deliver a seamless and enhanced user experience across the Government.

'Karmik' is structured to automate repetitive administrative tasks, allowing government personnel to focus on strategic initiatives that enhance departmental performance. By integrating advanced technology with user-centric design, the system establishes an efficient and scalable framework to address future challenges. Effective administrative management plays a critical role in improving public service delivery, and the implementation of this solution ensures streamlined operations, improved data accuracy, and adherence to regulatory standards.

**Need for 'Karmik':**

Prior to starting this initiative department has studied various HRMS systems running in different state governments like Maharashtra, Haryana, Gujarat etc. and e-HRMS 2.0 of Government of India. However, all these systems needed further enhancements to meet all the functionalities for end-to-end solution envisioned by the department. So to achieve this, the Department has conceptualized the development of a comprehensive solution 'Karmik' that

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consolidates systems operating in silos across various departments of state, covering every stage of an employee's lifecycle from recruitment through superannuation in a unified manner across the Government. It also covers other administrative/office automation functions as services in this solution.

The new system is expected to boost efficiency, reduce administrative workload, and promote cost savings through automated workflows and a paperless approach. Incorporating cutting-edge technologies such as Artificial Intelligence, Machine Learning, micro services, and cloud computing further amplifies its effectiveness. The integration of predictive analytics empowers government departments to make informed, data-driven decisions, optimize operational strategies, and anticipate future needs.

The new solution redefines administrative processes by simplifying complex workflows such as document verification, financial processing, leave tracking, approvals, auditing, meetings, and appointments, transforming them into streamlined, automated and unified processes across all the Government departments. It integrates and upgrades key digital systems like e-File for structured documentation and approvals, e-Dak for correspondence tracking and response management, APAR for performance appraisals, IPR for compliance monitoring, and a fully digital leave management system to ensure efficiency across all departments.

By leveraging automation, cloud computing, and AI-driven analytics, Karmik is poised to revolutionize even the most intricate government operations. These advancements enhance transparency, efficiency, and accuracy while fostering a cohesive, future-ready administrative framework across government departments.

**Objectives of Karmik:**

- **One stop solution for employees of GoR:** To make a system which caters to service related details of employee to improve departmental efficiency and effectively implement employee supervision.
- **Digital Transformation:** Integration of technology in government administrative processes, including automated workflows and online services, enhancing efficiency and reducing paperwork.
- Integration to various services related to employees as there is no single system in existence today that caters to all the service needs of employees. This system will also be integrated with the existing applications like IFMS, CCTNS, LITES, RPSC/RSSB, Pension, SIPF, RGHS, JanAadhaar etc.
- Creation of centralized database of all the employees of GoR to minimize errors and redundancy and improve data accuracy.
- **Streamline Recruitment and Staffing:** Automate and simplify the recruitment process to ensure timely and efficient document verification, joining etc. of selected candidates for various government positions.

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- **Transfer/Posting against Sanction/vacant posts:** Service Rules related to transfer on different ground needs to be configured onto system as it may vary based on multiple factors like posting location, vacancy, sanctioned posts etc.
- **Enhance Employee Management:** Manage employee records effectively, including personal information, service history, and performance metrics, to ensure transparency and accountability.
- **Ensure Compliance with Service Rules:** Adhere to GoR service rules ensuring all employees and administrative processes comply with them.
- **Facilitate Training and Development:** Implement training programs to enhance the skills of government employees, fostering professional development and improving service delivery to citizens.
- **Improve Workforce Planning and Allocation:** Utilize data analytics to assess workforce needs, manage staffing levels, and ensure optimal allocation of human resources across various departments.
- **Enhance Communication and Collaboration:** Foster effective communication channels between establishment and employees, as well as among departments, to improve collaboration and information sharing.
- Automate manual administrative processes to reduce administrative burden and improve department efficiency.
- **Support Decision-Making:** Provide analytics and reporting tools for data-driven decisions to Government decision-making authority like Hos, HoDs, and Secretaries etc.
- **Increase Employee Engagement:** Offer self-service options for employees to manage their own data, seeking Government rules, policies, order etc.
- Integration of technology in Government processes of establishment, including automated workflows and online services, enhancing efficiency and reducing paperwork.
- Maintain Data Security and Privacy. Ensure the confidentiality and security of employee information through robust data management and protection practices like encryption of data during transit and at rest, Role-Based Access Controls (RBAC), audit trails & logging, aligning with various government data protection policies and acts (eg. DPDP Act, Aadhaar Act etc.).

**Scope of Work:**

The project activities will be taken up in phased manner in overall project duration starting from the transfer of funds to NICS or approval of project proposal by DoP, whichever is later. The system is designed to streamline administrative processes and personnel management across all the departments of Government of Rajasthan. Various modules will be developed and integrated to accomplish the envisioned system of DoP. These modules include:

- **Karmik portal** home page, Centralized DB creation.

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- **Human Resource & office Management System** can be divided in below subsystems
  - **Recruitment System:** Vacancy Determination, Requisition, Advertisement, OMR Scanning, Exam Centre, Objection Handling, Result, Promotion, Posting/Transfer/Deputation, Training, APAR, IPR, Declarations, Digital Service Book, Leave, NOC, Retirement.
  - **Service & Financials:** Functional Dashboard, Vacancy & Roster, Vigilance, Rule, Disciplinary Processes, ACB/Police Cases, Compassionate Appointments, Payroll, Pension, Suspension, Online Hearing.
- **Office Management System** includes general modules like e-File, e-Dak, Budget/CM Announcement, Assembly Questions, Mail management, CLEARS/PLS, Letter & Meeting Management, Issues (RIMS), Audit, Calendar, RTI, Typing Test, Work Management (WMS).
  - **Facility Modules** includes Visitor, Record Room, Contact, Room Allotment, Vehicle, Accommodation and Material Management.
- **Integration with existing systems** like IFMS, CMIS, CCTNS, LITES, RTI, ACB, RPSC/SSB, Assembly, CLEARS etc.

Note: Additional modules may be introduced following a comprehensive system study of the relevant government processes requiring automation and integration.

**Expected Outcomes:**

- **Recruitment and Appointment related process:** Recruitment and Appointment related data may be pushed from concerned agency like RPSC, RSSB or Other Department which will help new employees to onboard onto the system.
- **Document Verification:** Facilitates online verification of employee credentials with structured approval workflows and E valet Integration.
- **DPC/ Workflow System of Promotion:** Facilitates promotion decisions through structured workflows, eligibility checks, document verification & decision tracking.
- **Cadre Review:** Supports workforce planning through analysis of cadre structure, promotions, and future requirements. Post Allotment and availability can be provided with the help of IFMS.
- **Transfer/Posting against Sanction/vacant posts:** Service Rules related to transfer on different ground needs to be configured onto system as it may vary based on multiple factors like posting location, vacancy, sanctioned posts etc.
- **Departmental Inquiry:** Process flows developed in the system to manage disciplinary proceedings with case tracking, evidence handling, reporting, and compliance monitoring.

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- **Complaint Monitoring System:** Enables online filing, tracking, and resolution of employee/HO/DDO grievances with automated escalation/monitoring workflows.
- **Compassionate Appointment:** Work Flow to processes applications for appointments on compassionate grounds, ensuring document validation and decision logging.
- **Digital Service Book:** System Enables department to maintain an employee's complete service history digitally, including transfers, promotions, leaves, and retirement details. Including all document attached and verified by E valet.
- **Service Rules:** Provides digital access to government service rules, updates, and compliance checks for employees.
- **NOC (No Objection Certificate):** Processes applications for NOCs, automating approvals and document validation.
- **Meeting Management:** Facilitates scheduling, agenda management, approvals, and follow-ups for official meetings. Alert management through Email/SMS.
- **Appointments:** Manages appointment bookings, tracking attendees, approvals, and notifications.
- **Letter Module:** Enables digital creation, approval, dispatch, and tracking of official letters within departments.
- **Event Calendar:** Provides an integrated scheduling system for government activities, ensuring structured event management and notifications.
- **Inventory Management:** Handles procurement requests, stock tracking, vendor management, and approval workflows.
- **Annual Performance Appraisal Report (APAR) System:** Reporting structure need to be defined onto the system.
- **Superannuation related System works:** Employee pension related data may be pushed and pulled from the existing pension system.
- Integration with existing systems related to employee services.
- Role-based AI enabled dashboards
- AI enabled Analytical and MIS reports for decision making and monitoring.

**Financials & Budget Estimation:**

S.No	Activity	Estimated Cost in Rupees ( in Lakh)
		2 Years
1.	Project Manpower for study, design, development, deployment, implementation, capacity building and documentation.	1159.73
2.	Miscellaneous & Contingency (Consumables, Transport, communication etc.)	06.50
A	<b>Project Total</b>	<b>1166.23</b>
B	NICSI Operating Margin (As Applicable)	104.96

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C	Project Total with NICSI OM (C=A+B)	1271.19
D	GST (as applicable)	228.81
E	<b>Grand Total (E = C + D)</b>	<b>1500.00</b>

**Note:**

- These are estimated cost of manpower, may be changed as per NICSI norms or manpower may be changed as per user department requirements.
- Security audit will be managed by DoP, As per BSDC rules & regulations.
- Backup of Data & Application and Disaster Recovery management will be managed by DoP, As per BSDC rules & regulations.
- The man power would be deployed by NICSI through its empanelled agencies. All cost estimates indicated in the proposal are tentative and may change at the time of actual execution of the project.
- The payment (100% Advance) should be released in advance for every year to NICSI in the form of a demand draft drawn in favor of NICSI payable at New Delhi or through online payment in the bank account of NICSI.
- Required software and licenses for the development and rollout the project will be provided by the department.
- Depending upon the requirement of the project, the project fund can be re-allocated within the overall Project Cost. Every version of the Application has been published at Production Server only after getting Safe to Host certificate from Third Party Security Audit.

**NIC will bear expenditure on deployment of NIC Officers, Approx.Rs. 300.00 Lakh as Notional Cost to the project during the project period, not to be charged from Project Cost.**

**Year Wise Cost Summary:**

S. No.	Activity	Estimated Cost in ( in Lakh) 1st Year	Estimated Cost in ( in Lakh) 2nd Year
1.	Project Manpower for study, design, development, deployment, implementation, capacity building and documentation.	900.17	259.55
2.	Miscellaneous & Contingency (Consumables, Transport, communication etc.)	4.35	2.15
A	<b>Project Total</b>	<b>904.52</b>	<b>261.70</b>
B	NICSI Operating Margin (As Applicable)	81.40	23.55
C	Project Total with NICSI OM (C=A+B)	985.92	285.25

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D	GST (as applicable)	177.46	51.34
E	<b>Grand Total (E = C + D)</b>	<b>1163.40</b>	<b>336.60</b>

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**Manpower Breakdown**

S.No	Description	Unit Rates	First Year			Second Year		
			Units	Months	Total	Units	Months	Total
1	Project Manager	347288	1	12	4167456	1	6	2083728
2	Database Admin	318347	1	12	3820164	1	6	1910082
3	Solution Architect	318347	1	12	3820164			
4	DevOps & Deployment Engineer	272042	1	12	3264504	1	6	1632252
5	Data Architect	272042	1	12	3264504			
6	Data Analyst	272042	1	12	3264504	1	6	1632252
7	Business analyst	272042	1	12	3264504			
8	Senior UI/UX Designer	250000	1	12	3000000			
9	Junior UI/UX Designer	190000	1	12	2280000	1	6	1140000
10	Sr. Back End Developer	250000	2	12	6000000	1	6	1500000
11	Back End Developer	243102	3	12	8751672	2	6	2917224
12	Front End Senior Developer	250000	3	12	9000000	2	6	3000000
13	Front End Junior Developer	210000	6	12	15120000	2	6	2520000
14	Web Developer	160000	3	12	5760000	1	6	960000
15	UI/UX Developer	160000	2	12	3840000	1	6	960000
16	Senior Mobile Developer	250000	1	12	3000000	1	6	1500000
17	Junior Mobile Developer	190000	1	12	2280000	1	6	1140000
18	Application Tester	170000	1	12	2040000	1	6	1020000
19	Document Writer	100000	1	12	1200000	1	6	600000
20	Help Desk and Training	70000	2	12	1680000	2	6	840000
21	Support Staff	50000	2	12	1200000	2	6	600000
22	Miscellaneous, Contingency, Consumables, Tour & Travel etc.				435000			214597
	Project Total		36		90452472	22		26170135
	With NICS Margin (9%)				98593195			28525448
	With GST (18%)				116339971			33660029
	Project Estimates (Year Wise)				116339971			33660029
	Total							150000

29

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**Fund Management:**

Expenditure would be met from the fund available with Department of Personnel.

The Department stated that the same Data Centre/ Oracle stake will be used which is being used by IFMS project of Finance Department.

**The committee advised that the functionalities available or in scope of RAJKAJ, Recruitment portal and IFMS may be examined during implementation of the project and duplication of any kind be avoided.**

**Also, project be implemented with similar technology stack as used in development of IFMS.**

**The committee accords in principle approval of the scope of work and technical approval of the project proposal having estimated cost of Rs 1500 Lakhs**

**3. Project : Project Support Unit for various e-Governance Initiatives (e-Mitra)  
(DoIT&C/ RISL)**

In compliance of budget announcement 2017-18 and 2018-19, total a total of 14891 e-Mitra Plus machines are set up in the state, including 9891 machines (with LED screen) in rural areas at Bharat Nirman Rajiv Gandhi Seva Kendras, Gram Panchayat level and 5000 machines (without LED screen) in urban areas. As on date 80 citizen centric services are being offered to the citizens at these self-service Kiosks. Services include utility & telecom bill payments, annual verification of Social Security Pensioners, video conferencing, QR implementation, eDL and eRC service, CM Kisan Samman Nidhi Yojana, all kind of Certificate Printing like Birth, Death, Marriage, Disability, Minority, Caste, Domicile etc.

**e-Mitra Plus machines are also used in:**

- Organizing meetings/ training/ seminars/ webinars/ workshops/ mass media etc.
- Live Webcast of Hon'ble Chief Minister's programs and Jan Samwaad.
- Live Webcast of State-level programs and election results etc.
- Information dissemination of various Government Schemes
- Scheme eligibility check.

Currently, maintenance of e-Mitra Plus machines is handled by District-Level Offices of DoIT&C. Given the citizen-centric nature of e-Mitra Plus project, centralized support services for software integration, development, enhancement, live webcast, and video conferencing are essential for operations of the project.

**Also, the e-Mitra Plus machines is used in:**

- Organizing meetings / training / seminars / webinars / workshops / mass media etc.
- Live Webcast of Hon'ble Chief Minister's programs and Jan Samwaad.
- Live Webcast of State-level programs and election results etc.

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**Financial Inclusion:** To promote equal access to financial services for everyone—particularly in rural areas—efforts are underway to integrate a variety of financial products and services, such as banking, loans, equity, and insurance, into the e-Mitra platform through partnerships with banks and fintech companies. The onboarding of diverse financial and banking services onto the e-Mitra platform, including cash deposits, withdrawals, fund transfers, loan applications, and insurance premium collections, involves the following activities that will be supported by this Project Support Unit (PSU):

- Regular coordination, interaction & follow-up with Banks and Fintech's for on-boarding their services on e-Mitra.
- Prepare service guidelines and training material.
- Conduct training sessions to sensitize LSPs and kiosks on the new service.
- Monitor the transactions of new services to resolve any challenges and to improve quality.

In addition to above, Project Support Unit (PSU) will also extend the transactional support for:

- **Atal State eGovernance Awards** – Organized annually, this involves working closely with the Project Officer-in-Charge (OIC) and the Selection Jury for inviting nominations, overseeing the selection process, and facilitating the distribution of awards.
- **National e-Service Delivery Assessment (NeSDA)** – Work closely with the Project OIC to ensure compliance with the NeSDA 'Way Forward' guidelines, including integration of mandatory services on the unified portal, reporting of best practices, and tracking the status of eServices. The Department of Administrative Reforms and Public Grievances (DARPG), Government of India, has developed the NeSDA Framework to benchmark the performance of States/UTs and Central Ministries in delivering e-services. DARPG also conducts regular monthly meetings to review and discuss progress under the NeSDA initiative.

**SCOPE OF WORK:**

- Integration, development, and enhancement of existing applications.
- Data management and analytics
- Bug fixes and security compliances
- Close collaboration with banks and Fintech's for on-boarding their services on e-Mitra.
- Engagement with other government portals for requirement gathering, data collection, and related activities.
- Coordination with District Offices and relevant departments for:
  - Facilitating video conferencing with DLOs/BLOs/FLOs down to the Gram Panchayat and Block levels.
  - Webcasting of live events.
  - Addressing and responding to queries.
- Conducting Information, Education, and Communication (IEC) activities for various government schemes.

**Signature valid**

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**GOVERNMENT OF RAJASTHAN**  
**Department of Information Technology & Communication**

- Supporting project operations through regular reporting, monitoring, and documentation.

**Envisaged Requirement Of Resources:**

The following technical and functional resources are required to ensure continuity, support ongoing projects and tasks, and meet evolving project requirements.

S. No.	Role	Profile	Experience	Qty.	Estimated MMR (Excl. of GST)–In Rs	Estimated Annual Cost (Excl. of GST)–In Rs
1	Operations Manager cum Team Lead	BE / B Tech / MCA	10 Years	1	1,25,000	15,00,000
2	Project Coordinator cum Business Analyst	MBA in any discipline with relevant experience	6 Years	1	1,10,000	13,20,000
3	Database Expert	BE / B Tech / MCA	4 Years	1	90,000	10,80,000
4	Sr. Developer	BE / B Tech / MCA	3 Years	1	90,000	10,80,000
5	Developer Application	BE / B Tech / MCA	2 Years	1	78,000	9,36,000
6	Helpdesk	Graduate in any discipline with relevant experience	3 Years	2	35,000	8,40,000
<b>Total Cost exclusive of GST</b>						<b>67,56,000</b>
Total Cost Inclusive of GST @ 18%						79,72,080
<b>Rounded Value in INR</b>						<b>80,00,000</b>

**Fund Management:**

Expenditure would be met from the fund available under e-Mitra budget head of Department of IT&C.

**The Committee advised to finalize the mode of procurement of the project, either Project Mode or Manpower mode and take necessary approval at competent level.**

**The Committee accords technical approval on the proposal having estimated cost of Rs. 80.00 Lakh.**

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#### **4. Project : Raj e-Vault (DoIT&C/ RISL)**

The project "Raj eVault" was started to provide a smart and dynamic solution for digital content repository to deal huge amount of digital content (documents/ certificates) of citizens and integrate the application with various departmental applications to provide the unified and secured access of content for various authorization purpose to achieve the vision of digitization for the state government.

Raj eVault is a digital briefcase which has been integrated with major departmental applications like Jan Aadhaar, PEHCHAN, Emitra, AG Office, and also DigiLocker. Raj eVault manages documents of these departments and empowers citizens by providing a digital platform to access their government-issued documents like Birth Certificate, Caste Certificates as well as all the DigiLocker documents in a much secure SSO based channel.

The highlights of the project are as per the below: -

- Providing services to 14 departments/portals.
- Total number of document types: 110+
- Average daily document upload: 2,50,000
- Number of Users: 9.5+ Lacs (Citizen and Departmental users)
- Total occupied storage till date: 160 TB
- Total number of Documents/Files stored till Date: 81 Cr

The Raj eVault application was developed in the year 2015 and Raj eVault 2.0 was launched in the year 2023.

#### **Major Stakeholders of Raj eVault system are: -**

S. No.	Name of Department	Documents
1.	Rajasthan Jan Aadhaar Authority	Various Citizen Docs
2	Directorate of Economics and Statistics (Pehchan)	Birth, Death, Marriage certificate, etc.
3.	Revenue Department	Bonafide, Cast, EWS certificate, etc.
4.	Rajasthan State Health Assurance Agency (Mukhyamantri Ayushman Arogya Yojana)	Citizen Medical Reports
5.	Board of Secondary Education Rajasthan	10 <sup>th</sup> , 12 <sup>th</sup> Marksheets
6.	Social Justice & Empowerment Department	Pension Order
7.	Education Department (Shala Darpan)	Accessing BSER Marksheet
8.	NeGD – GoI (DigiLocker)	Accessing System generated Citizen Document
9.	SIPF	Employee GPF, SI passbook, etc.
10.	AG Office	Treasury Voucher
11.	DoIT&C (Raj Master)	Raj Master
12.	Department of Administrative Reforms (Rajasthan Sampark Portal)	Grievance, Service documents

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**Department of Information Technology & Communication**

S. No.	Name of Department	Documents
13.	Legal & Meteorology Department	E-Tulaman
14.	Department of Mines & Geology	E-Rawanna

**Technology: -**

Software: - IBM Business Automation Workflow (Filenet), HTTP Server, WebSphere

Operating System: - Red Hat Enterprise Linux

Database: - Oracle

**Enhancements under the Project: -**

Further, for making the system more efficient and handle the growing load on the Raj eVault application from existing and new portal/schemes which are to be integrated, enhancements under the project are required.

New Document types to be on boarded on Raj eVault: -

Following are the new citizen documents which are to be integrated with Raj eVault. These documents will be made available to DigiLocker via Raj eVault: -

S. No.	Name of Department	Documents
1.	Local Self Government	Fire NOC, Sewer Connection, Building Permission, Mobile Tower Connection, Property Lease Deed
2.	DISCOM	Electricity Bill
3.	Revenue Department	Solvency Certificate
4.	Registration & Stamps Department	Registry Document
5.	Various Universities in Rajasthan	Student's Mark sheet

In view of above, Raj eVault 2.0 system is to be enhanced with following scope of work:-

- Procurement of Annual Technical Support of IBM BAW (Filenet): - Currently total 112 Licenses of IBM BAW are being used in the project Raj eVault. Annual Technical Support (ATS) of these licenses is to be procured for 3 years.
- Operation Support and Maintenance of Raj-eVault System: - The following key activities are to be performed during this phase-
  - Onboarding of Universities for student's marksheet data
  - Removing data duplication and redundancy
  - Onboarding documents of Govt. departments as and when required.
  - Regular support activities for existing and new Raj eVault System

**Financial Estimation**

(Amount in Lakh)

Description	2025-26	2026-27	2027-28
Procurement of ATS of IBM BAW	431.00	431.00	431.00
Raj eVault Application Support	160.00	172.00	185.00

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Capacity Building and Other Miscellaneous Expenses	25.00	5.00	5.00
<b>Sub Total</b>	<b>616.00</b>	<b>608.00</b>	<b>621.00</b>
Total With GST @18%	665.00	657.00	671.00
RISL Service Charges @ 10%	66.53	65.66	67.06
GST on RISL Charges @ 18%	11.98	11.82	12.07
<b>Total Cost</b>	<b>743.78</b>	<b>734.12</b>	<b>749.77</b>
Contingency expenses (@5 %)		111.38	
<b>Total Project Cost (3 Years)</b>		<b>2339.06</b>	

The estimated cost for the project is Rs. 23.40 Cr. for 3 years. The project was earlier approved with financial estimate of Rs. 4381.39 Lacs (excl. GST) in the 93<sup>rd</sup> SeMT meeting held on 25-07-2022.

**Fund Management:**

The budget for the project was received under E-office budget head of DoIT&C. The funds for the project may be provided by Dept. of IT&C.

This project proposal was submitted to the SeMT as table agenda without evaluation of Technical Committee (T.C.) of Department of IT&C.

**The committee directed to resubmit the project after technical evaluation by Technical committee.**

**5. Project : Extension of existing 04 IT expert services for IT-PMU through NICSI.**

RSHAA currently has an IT-PMU comprising 04 resources: one Business Analyst, one Database Expert, and two Java Developers. These professionals are responsible for the maintenance and enhancement of the existing platform of Mukhyamantri Ayushman Arogya Yojana (MAA-Y). Following are the key point of the project:

- RSHAA has successfully deployed IT-PMU Team for maintenance and support of State TMS, HEM, Service Ticket software, Beneficiary Registration, Hospital dashboard, custom reports, ABDM compliances and IT related operations.
- Finance Department has acceded its approval wide ID No. 152501384 Date 02.06.2025.
- Consequently, RSHAA's IT division has proposed to hire existing 4 expert Manpower services (as mentioned below in table) to fulfil these specific requirements.
- Operations and maintenance of existing portal i.e. Transaction Management System, Beneficiary Identification System, Patient admission and Discharge, Claims Processing Modules, Review & Appeal Module, Hospital Empanelment System, Service Request Module and Registration Module.

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- Also, following new IT related activities are in backlog, that need to be concluded in time bound manner:-
  - Integrated Health Management System (iHMS) integration
  - Janaadhar new API (encrypted) integration
  - Bulk data related exercises related to eKYC/Card Printing
  - API integration with NHA systems.
  - Outbound portability related integrations with NHA systems.
  - Hospital master API integration with NIA
  - ABDM integration (Milestone 2/3)
  - New TMS Review & Appeal Module
  - Mukhymantri Ayushman Durgatna Beema Yojana (MADBY) API integration.

The tenure of these resources will be completed on 30th June 2025, hence an extension is required.

S.No.	Particulars	Description/ Details
1.	Previous year's SeMT	The 99 <sup>th</sup> meeting of SeMT was held on 06-05-2024, during which the engagement of six resources for a tenure of one year was approved.
2.	FD Approval of the previous year	Following the approval in the 99 <sup>th</sup> SeMT meeting, the proposal was submitted to the FD, which approved four resources up to 30 <sup>th</sup> June 2025, vide ID No. 152401209 dated 24-06-2024.
3.	FD approval of current proposal	RSHAA has obtained approval from the FD vide ID No. 152501384 dated 05-06-2025 for the extension to hire the four existing resources until 30th June 2026.
4.	PeMT approval for the current proposal	The PeMT meeting held on 11 <sup>th</sup> June 2025, chaired by the Principal Secretary, Medical & Health, approved the extension for hiring four resources.

The current approved tenure of these resources is valid until 30<sup>th</sup> June 2025. In light of the approvals obtained from the Finance Department and PeMT for the extended period from 01-July-2025 to 30-June-2026. The present IT experts possess a comprehensive understanding of the MAA Yojana application, which is directly linked to public health services. In view of this, and to ensure continuity and efficiency in ongoing operations, it is proposed to continue the engagement of these four IT experts through NICSII under the IT-PMU, without any changes, for application development, maintenance, and other related technical activities at RSHAA. PeMT for the same also has been done on 11-06-2025 with same agenda.

Services for proposed manpower in IT-PMU shall be hired as per RTPP Rules 2013, after approval of SeMT, Government of Rajasthan.

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**Financial Implication:**

The Estimated expenditure for the project is approx. Rs. 201.00 Lakh (for 01-07-2025 to 31-06-2026 as mentioned in below table).

(Rs. In Lakhs)

S.N.	Profile	Experience	No. of Resources	NICSI Person Month Rate	Estimated Total Cost for 01-07-2025 to 30-06-2026
1.	Technology Profile	Consultant with experience of 6-10 Yrs.	4	3,26,305	1,56,62,640
		Total	4		1,56,62,640
		Add (NICSI Processing Fee @9%)			14,09,638
		Add (GST @18%)			30,73,010
		<b>Total (For 01-07-2025 to 30-06-2026 expenditure inclusive all taxes)</b>			<b>2,01,45,288</b>

**Fund Management:**

Expenditure would be met from the funds available with RSHAA/ Medical & Health Department.

**The Committee accords technical approval on the proposal having estimated cost of Rs. 201.45 Lakh for a period of 01-07-2025 to 30-06-2026.**

Meeting ended with the vote of thanks to the chair.

This bears the approval from competent level.

**(Akhilesh Mittal)**  
Technical Director

**Copy for information and necessary action to:**

1. PS to Additional Chief Secretary, Finance Dept., Rajasthan, Jaipur
2. PS to Principal Secretary, Planning Dept., Rajasthan, Jaipur
3. PS to Secretary, Finance (Expenditure) Department, Jaipur
4. PS to Secretary, Department Of Personnel, Rajasthan, Jaipur
5. Sr. PS to Secretary and Commissioner, Dept. of IT&C, Jaipur
6. PS to CEO, Rajasthan State Health Assurance Agency (RSHAA), Jaipur

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**GOVERNMENT OF RAJASTHAN**  
**Department of Information Technology & Communication**

7. PS to Joint Secretary, Finance (Taxation) Department, Rajasthan, Jaipur
8. PA to Additional CEO, Rajasthan State Health Assurance Agency (RSHAA), Jaipur
9. PA to Deputy Secretary, Department Of Personnel, Rajasthan, Jaipur
10. PA to Joint Secretary, Finance (Expenditure-III) Dept., Raj., Jaipur
11. PA to Joint Secretary (Insurance), Finance Department, Jaipur
12. PA to Director (Technical), RajCOMP Info Services Ltd., and Chairman, Technical Committee, Dept. of IT&C, Jaipur
13. Shri R.L. Solanki, Technical Director, RISL, Jaipur
14. Shri Sanjay Singhal, Technical Director, DoIT&C, Jaipur
15. PA to DDG & SIO, NIC, Rajasthan, Jaipur
16. PA to Director, LNMIIT, Jaipur
17. Smt. Poonam Choudhary, Chief Accounts Officer, Dept. of IT&C, Jaipur
18. Shri Suresh Kumar Meena, Project Director, MADBY, Jaipur
19. Shri Umesh Chand Joshi,, S.A. (Joint Director), DoIT&C, Jaipur
20. Shri Shripal Khawal, S.A. (Joint Director), SI&PF Dept., Jaipur
21. Smt. Sudha Singh, S.A. (Joint Director), Department Of Personnel, Rajasthan, Jaipur
22. OIC- Website, DoIT&C to upload the MoM on departmental website.

Technical Director

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Digitally signed by Akhlesh Mittal  
Designation: Technical Director  
Date: 2025.06.21 15:40:48 IST  
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**107<sup>th</sup> Meeting of SeMT held on 20-06-2025 - List of Attendees**

<b>S. No.</b>	<b>Name of officer</b>	<b>Designation</b>
1.	Smt. Archana Singh	Secretary & Commissioner, Dept. of IT&C/ Chairperson, SeMT
2.	Shri Shaheen Ali Khan	Additional Chief Executive Officer, RSHAA
3.	Shri Rashtradeep Yadav	Deputy Secretary, Department of Personnel, Rajasthan
4.	Shri Akhilesh Mittal	Technical Director, Dept. of IT&C, Jaipur
5.	Shri Sanjay Singhal	Technical Director, Dept. of IT&C, Jaipur
6.	Shri Jitendra Verma	SIO, NIC, Rajasthan, Jaipur
7.	Shri Ramesh Singh	Additional Director, Planning Department, Rajasthan, Jaipur
8.	Smt. Poonam Choudhary	Chief Accounts Officer, Dept. of IT&C, Jaipur
9.	Shri Mukesh Kumar Jha	ASIO, NIC, Rajasthan
10.	Smt. Pruja Bhadwaj	Senior Director (IT), NIC
11.	Shri Om Prakash Jatawat	S.A. (Joint Director), Dept. of IT&C, Jaipur
12.	Shri Umesh Joshi	S.A. (Joint Director), Dept. of IT&C, Jaipur
13.	Shri Satish Chand Gupta	AO, Finance Department (Exp.-III), Rajasthan, Jaipur
14.	Shri Sumer Singh Meena	A.C.P. (Dy. Director), RSHAA
15.	Shri Rohit Bansal	A.C.P. (Dy. Director), Dept. of IT&C, Jaipur
16.	Shri Gajendra Sharma	Assistant Programmer, Department of Personnel

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