

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

Department of Information Technology & Communication is leveraging IT as a tool for improving governance by facilitating the electronic delivery of public services as a part of its e-Governance initiatives. The ultimate objective is to bring public services closer home to citizens in an effective, convenient and cost effective manner.

To speed up e-Governance implementation across the various arms of Government a programme approach has been adopted, guided by common vision and strategy. This approach has been selected to facilitate quick development, deployment and operationalization of e-governance applications, ensure savings in costs through sharing of core and support infrastructure, enabling interoperability through standards, and for presenting a seamless view of Government to citizens.

In alignment with the program and approach for realising the vision, a set of policies for sharing of core and support IT infrastructure for all Departments under Government of Rajasthan has been prepared.

Sharing of core and support infrastructure encompasses the following themes: A) Sharing of Hardware resources & B) Sharing of Software resources. They are described in the following 5 annexures. The policy for sharing of databases shall be addressed subsequently. All government departments / organisations are directed to follow the policies articulated herein.

  
(S. Ahmad)  
Chief Secretary

Copy for information and necessary action to:

1. Principal Secretary to H.E., the Governor of Rajasthan
2. Principal Secretary to Chief Minister, Rajasthan
3. P.S. to Chief Secretary, Government of Rajasthan
4. All Additional Chief Secretaries, Government of Rajasthan
5. All Principal Secretaries, Government of Rajasthan
6. All Secretaries, Government of Rajasthan
7. All Head of Departments, Government of Rajasthan
8. All District Collectors, Government of Rajasthan
9. Guard file

27-2-77  
Secretary & Commissioner, IT&C

**Core Infrastructure: Common Service Centre (CSC)**

Common Service Centers (CSCs) have been conceptualized as the front end service delivery outlets enabling smooth and transparent governance at village level which will provide all, government, private and social sector services through a single window in rural areas. Over 1 lakh internet enabled kiosks are being setup under this scheme in rural areas across 6,00,000 villages in the country. One kiosk will serve a cluster of 5-6 villages. A total of 6626 kiosks are to be setup under the scheme in the state of Rajasthan of which about 2000 CSCs have already been set up in the rural areas in the state in a PPP mode through a private partner called, which is paid on a per transaction basis. Similar internet enabled kiosks (more than 625) called e-Mitra centres have been set up in urban areas of the state.

These Centres are providing various e-Governance services like collection of utility bill payments, Housing Board payments, receipt of application forms for G2C services like residence / caste / income / solvency / birth / death certificates, delivery of these certificates, electronic application for recruitment by RPSC and various Government Department for various government posts, downloading of Admit Card for appearing in the recruitment examinations, besides various B2C services like payments of all major public and private telecom operators telephone/cellphone bills and insurance premium of various Insurance companies, etc.

The Common Service Centres are envisaged as a one-stop-shop for all G2C services. It is, therefore, necessary that no government department or public sector organization sets up similar centres and consequently all government departments/organizations are prohibited to do so. Government department/organizations can only set up specialized centres with the concurrence of this Department.

Many Government Departments/organizations are taking steps for electronic provision of government services. Many of these services require payment of fees and receipt of documents along with the applications. It will be convenient for the citizens to avail of these services through the CSC/e-Mitra network. All Government Departments/organizations, from the time of

conceptualizing, planning and procuring their e-Governance applications should keep a provision for receipt of application and/or application fees through this network.

In addition to G2C services, departments/organizations are encouraged to use the CSC/e-Mitra network for taking various services like data entry. Some District Collectors, District Treasuries and Block Development Officers are already using this network for various jobs like filling formats under e-gram, data entry work of pensioners, MIS of MNREGA, etc.

**Core Infrastructure: Rajasthan State Data Centre (RSDC)**

Rajasthan State Data Centre has been envisaged to enable the State to consolidate services, applications and infrastructure to ensure secure and efficient 24x7 electronic delivery of G2G, G2C and G2B services. The RSDC has been envisioned as a managed infrastructure providing features such as disaster recovery, remote management and service integration in a stable and predictable physical environment.

The Department of IT&C shall provide the following shared data centre related infrastructure, namely,

- Physical Infrastructure
  - Power & Power Backup
  - Cooling
  - Fire Prevention
  - Physical Security & Surveillance
- Network Infrastructure
  - Core Switch
  - Intrusion Prevention/Detection System
  - Firewall
- Server Management Infrastructure
  - Network Management server software
  - Backup Server (hardware) - 25TB per 10 hour capacity,
  - Backup server (software)
  - Anti-Virus server software
- Servers Infrastructure
  - Rack Space
  - Staging servers
  - Web Servers
  - Application Servers
  - Database Servers
  - DNS Servers

- Storage Area Network having Capacity of 45 TB with additional 100TB being procured by DoIT&C.
- Internet Network Infrastructure
  - Internet Bandwidth of 8+8 mbps
  - Telecom Rack
  - Facilities Management Services

For quick deployment of web sites & application software as well as for economical reasons, all Departments/organisations are mandated to use the shared infrastructure setup as part of RSDC. No government department/organization will thus be allowed to set up its own data centre or to use data centres of private organisations/companies. Departments who are using private data centres should switch to RSDC on expiry of their contract with the private party providing data centre services. This will not prohibit them to use the data centre of National Informatics Centre. On case-to-case basis, Departments/organizations can procure additional infrastructure only to enhance overall capacity of RSDC.

**Core Infrastructure: Rajasthan State Wide Area Network (RSWAN)**

Wide Area Network (WAN) is an advanced telecommunication infrastructure, which is used for exchange of data and other types of information between two or more locations, separated by significant geographical distances. The medium of connectivity can be copper, optical fibre cable or wireless, as may be found feasible. Such wide area networks, in a way, create a highway for electronic transfer of information in the form of voice, video and data. Rajasthan State Wide Area Network (RSWAN) Scheme envisages to provide connectivity in the state to bring speed, efficiency, reliability and accountability in overall system of Government-to-Government (G2G) functioning. This connectivity will provide the backbone for exchange of data and other types of information between two or more Government Office locations.

As part of Vertical integration of Government offices to the Wide Area Network, RSWAN project will connect state capital (SHQ) with all the 33 District Head Quarters (DHQs) through a 4mbps bandwidth and all the DHQs will be connected with Sub-Division Head Quarters / Blocks / Tehsils (BHQs) through 2mbps bandwidth.

As part of the horizontal integration of Government Departments to the Wide Area Network, RSWAN will connect 3381 offices across the state through variable 64kbps to 2mbps connectivity and more offices can be connected as and when required. 18 Government Offices at each of the DHQ location (Annexure A) will be connected to respective DHQ Access Point (POP) except Jaipur. All offices at Jaipur are already covered under SecLAN project. 11 Offices (Annexure B) at each of the BHQ locations will be connected to respective BHQ Access Point (POP). 33 Collectorate Offices will be connected with respective DHQ PoP. Four Government offices located at New Delhi will also be connected to SHQ.

RSWAN is planned to become operational in the next financial year.

All departments are to make use of RSWAN as soon as it becomes operational. It is therefore necessary that no government department sets up a similar network and consequently all government departments are prohibited to do so. All departments with existing or planned departmental or project specific WAN shall be required to migrate to RSWAN. Any specialized needs of a

department will be handled on case-to-case basis to ensure that it results in enhancement of WAN capabilities & capacity and does not break the generic WAN sharing and usage guidelines.

As per licensing condition for Telecom Services, the bandwidth has to be provided to the end customer and no bandwidth can be provided through third party as it amounts to resale of bandwidth which is not allowed as per the licensing policy. No telecom operator can provide hardware / software as they are licensed for telecom services only and on the other side no hardware / software agency can provide bandwidth, as they are not licensed for telecom services. In view of this, in case a department is allowed to set up its own network, the bids should be invited in two parts i.e., supply of hardware / software solutions and provision of bandwidth requirement or consortium of both services be allowed, wherein the billing of bandwidth shall be to the end consumer / user.

RSWAN will facilitate Email, Internet and IP Telephony services. The connected departments are encouraged to discontinue any existing arrangements for such services as and when RSWAN becomes operational and leverage these services riding on RSWAN.



**Generic Application Software**

The Department has identified generic applications already deployed or in the process of being developed and deployed by different government departments that may be reused with little or no context-specific customization by other government departments. Generic application examples include Payroll, Budget, Finance, File Tracking, e-Office, Public Grievances, etc.

The following generic applications are already in use by one or more departments. They have to be used by all the departments.

- e-Sugam by Administrative Reforms for public grievance redressal
- IFMS by Finance Department for Financial Management System and Budget Monitoring
- LITES by Justice Department for Court cases Monitoring
- IFMS by Finance Department for Budget Monitoring System
- Payroll system developed NIC
- Vidhan Sabha Question Monitoring system develop by NIC
- e-Library deployed by DoIT&C

The following generic applications are in the process of development / deployment and will be available for use in coming time:

- HRMS for Personnel Information System being developed by NIC
- e-Office developed by NIC and being deployed shortly
- e-Procurement developed by NIC and being deployed shortly

Departments should not try to procure or develop their own applications for the above purpose. Development or use of departmental or project-specific service or application in lieu of a suitable & available generic application shall not be encouraged unless permitted otherwise as an exception. All departments are encouraged to use the generic applications on shared-basis.

**Integration with State Service Delivery Gateway**

The State e-Governance Service Delivery Gateway (SSDG) / State Portal, a core component in e-Governance infrastructure under the NeGP, will provide the framework for cooperation, collaboration and integration of information across different departments in the Centre, States and Local Government systems. It will provide a standards-based messaging and provide seamless interoperability and exchange of data across applications. SSDG will reduce point to point connections between departments and provide standardized interfacing, messaging and routing through which various departments and service access providers make their applications and data inter-operable.

SSDG will use PKI infrastructure to secure transactions. It will encrypt data to ensure confidentiality of department data. SSDG will provide digital signature and certificates to all stakeholders interacting with the gateway for identification, authentication and authorization. Transaction logs and Audit logs will help track government data. SMS gateway and electronic payment services will also be provided.

SSDG / state portal has the objective to enable service delivery through channels like CSC, mobile handset & self-service from home. It will provide single point of access to citizens for all G2C services. It is also proposed to provide Single Sign On for all stakeholders including government users which will enable them to access all applications using one username and password. For example, a Tehsildar will have one Username & Password for e-sugam (Public Grievances), Apna Khata, e-District, SIPF online etc. The long term goal of SSDG is to enable applications to talk to each other, meaning that database of one application can be used by another application. For example s/w application for providing Caste Certificate can communicate with Apna Khata software and/or Electoral Roll database to check caste of applicant.

Government of Rajasthan is implementing SSDG/Portal as part of NeGP e-Governance initiative. In the first phase 38 services from 6 departments will be provided on SSDG platform. It is expected to become operational by the end of this financial year.

All departments are expected to develop new departmental applications on SSDG framework and migrate the existing departmental applications to SSDG platform in next couple of years. Departments with no departmental application and / or no plan to develop a new application can avail of the central application being built as part of SSDG/Portal program to provide services to citizens. It may also be ensured that all applications being developed are UID compliant.

**Annexure to Annexure 5 of Policy for using shared IT infrastructure**

**Annexure- A**

**18 Government Offices at each of the DHQ location**

1	Agriculture
2	Tourism
3	Co-Operative
4	CTD
5	ICDS
6	Registration & Stamps
7	Industries
8	Medical & Health (CMHO, PMO)
9	Transport
10	Forest
11	Social Justice
12	PHED & Ground Water Development
13	Police
14	PWD
15	Irrigation (Water Resources)
16	Education (Pri, Sec)
17	Collectorate
18	Zila Parishad

**Annexure- B**

**11 Offices at each of the BHQ locations**

1	Agriculture
2	ICDS
3	Medical & Health (CMHO, PMO)
4	Forest
5	PHED & Ground Water Development
6	Police
7	PWD
8	Irrigation (Water Resources)
9	Education (Pri, Sec)
10	SDM / Tehsildar / Registration & Stamps
11	BDO