



राजस्थान सरकार

Government of Rajasthan

**Circular no. F8(98)/DoIT/Gen/05/207
dated 28th January, 2010**

**in continuation of the circular dated 16.11.2009 titled
“Guidelines for utilization of 3% Plan
Budget by Government Departments for
e-Governance Initiatives”**

Department of Information Technology & Communication

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**Identification of
a minimum of 2 (TWO)
Government-to-Citizen services
by
all Government Departments
for
e-service delivery through kiosks
on an end-to-end basis**

TABLE OF CONTENTS

Sr.	Content	Page
1.	Circular to Identify a minimum of 2 (TWO) Government-to-Citizen services for e-service delivery on end-to-end basis	1
2.	Circular no. प.15/1(32)/गृह-9/61 पार्ट-2 dated 18.12.2009 for issuing bonafide resident certificate through CSCs	3
3.	Indicative list of services	
	i. Group 1 - List of services (High Criticality-High Feasibility)	4
	ii. Group 2 - List of services (High Criticality-Low Feasibility)	10
	iii. Group 3 - List of services (Low Criticality-High Feasibility)	13
	iv. Group 4 - List of services (Low Criticality – Low feasibility)	14
	v. List of services to be delivered through State Service Delivery Gateway (SSDG)	17

GOVERNMENT OF RAJSTHAN
Department of Information Technology & Communication
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No. F 8(98)/DoIT/Gen/05

Dated:

CIRCULAR

This is in continuation of the circular dated 16.11.2009 titled "Guidelines for utilization of 3% Plan Budget by Government Departments for e-Governance Initiatives" to operationalization Para 166 of the Budget Speech 2009-2010 (Modified Budget).

As per Cabinet Decision no. 113/09, citizen-centric services of Government Departments are to be e-delivered on end-to-end basis through e-Mitra kiosks in urban areas and through the Common Service Centers (CSCs) in rural areas.

To give effect to the aforesaid directions, the departments having a public interface are expected to take the following steps on an urgent basis to deliver citizen-centric services on an end-to-end basis. It is clarified that service on end-to-end basis would include IT enablement of activities from request by a Citizen for a Government service by filling up on-line form through web-enabled system to on-line delivery of certificate / information through a kiosk close to the doorstep of the citizen on affordable cost. This would help achieve the vision of the National e-Governance Plan – **"Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man"**.

1. Hon'ble Chief Minister has made it mandatory for departments with citizen interface to Identify a minimum of **2 (TWO) Government-to-Citizen services for e-service delivery on end-to-end basis. An indicative list of such services is enclosed for ready reference.** The list is not exhaustive and the departments are expected to include any other services which they deem appropriate.
2. The G2C services so chosen must be the ones that provide relief to the citizens and are critical for the Departments.
3. Departments must carry out Business Process Reengineering (BPR) and bring in all necessary changes in rules / regulations/ guidelines / circulars to ensure that the electronic services are provided on a substantial basis. A sample of the notification issued by the Home Department in consultation with Department of Information Technology & Communication vide no. प.15/1(32)/गृह-9/61 पार्ट-2

dated 18.12.2009 for issuing bonafide resident certificate through CSCs is enclosed.

4. BPR is mandatory before rolling-out any e-Governance initiative so that it becomes viable and sustainable in the long run.
5. Departments must utilize the funds permissible under circular dated 16.11.2009 titled "Guidelines for utilization of 3% Plan Budget by Government Departments for e-Governance Initiatives" to roll out e-service delivery on end-to-end basis of its identified G2C services through e-Mitra and CSCs.
6. In order to be able to provide G-2-C services on end-to-end basis, departments may have to go for computerization of its internal activities and procedures for which detailed guidelines have already been issued in form of circular dated 16.11.2009 titled "Guidelines for utilization of 3% Plan Budget by Government Departments for e-Governance Initiatives". If required, DoIT&C would be willing to provide technical assistance to the extent feasible.

All Government Departments must ensure that minimum 2 (TWO) G2C services are identified and rolled-out for service delivery through CSCs within the next 6 (SIX) months.


(T. SRINIVASAN)
Chief Secretary

Copy for information and necessary action to:

1. All Additional Chief Secretaries, Government of Rajasthan
2. All Principal Secretaries / Secretaries to Government of Rajasthan
3. All Heads of Departments/Divisional Commissioners/District Collectors, Government of Rajasthan
4. All Superintendents of Police, Government of Rajasthan

Copy also for information to:

1. P.S. to Additional Chief Secretary to H.E. the Governor, Government of Rajasthan
2. P.S. to Principal Secretary to Hon'ble Chief Minister, Government of Rajasthan
3. P.S. to Chief Secretary, Government of Rajasthan


Commissioner & Secretary, IT&C

राजस्थान सरकार
गृह (गुप-9) विभाग

क्रमांक: प45/1(32)/गृह-9/61 पार्ट-2

जयपुर, दिनांक : 17-12-2009

अधिसूचना

18

विषय: डिजिटली हस्ताक्षरित मूल निवास प्रमाण-पत्र को अनुमान्य किये जाने बाबत।

नेशनल ई-गवर्नेन्स प्लान के अन्तर्गत राज्य की विभिन्न प्रकार की सेवाओं को नागरिक सेवा केन्द्रों पर इलेक्ट्रॉनिक डिविजरी के माध्यम से जन सामान्य को चरणबद्ध रूप से उपलब्ध करवाया जाना है। इस सन्दर्भ में प्रथम चरण में राज्य सरकार द्वारा जन सामान्य को इस प्रयोजनार्थ पूर्व मुद्रित (Pre-Printed) स्टेशनरी जिसमें सुरक्षा के दृष्टि से उपयोगी सभी प्रकार के मानक तरीकों (Hologram, Water Mark, Bar Code, etc.) का उपयोग करते हुए तैयार किये गए एवं डिजिटल हस्ताक्षरित (Digital Signature) मूल निवास प्रमाण-पत्र उपलब्ध करवाये जाने का निर्णय लिया गया है।

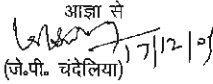
भारत सरकार द्वारा जारी राजपत्र Information Technology Act 2000 अध्याय 2 बिन्दु संख्या 3 एवं संशोधित आई.टी. एक्ट 2009 (Amended of Section 2 Act 2008) बिन्दु संख्या ई पर प्रदत्त शक्तियों के अनुरूप मूल निवास डिजिटल सिग्नेचर को मान्यता प्रदान की गयी है।

इन प्रावधानों के अन्तर्गत राज्य सरकार द्वारा मूल निवास प्रमाण-पत्र जारी करने हेतु डिजिटल हस्ताक्षर एवं पूर्व मुद्रित (Pre-Printed) स्टेशनरी जिसमें सुरक्षा के दृष्टि से उपयोगी सभी प्रकार के मानक तरीकों (Hologram, Water Mark, Bar Code, etc.) के उपयोग को मान्यता (Recognition) प्रदान की जाती है।

इस आदेश को तहत उक्त सेवा को सम्पूर्ण राज्य में लागू करने की राज्य सरकार की सहमति एवं उक्त प्रक्रिया हेतु विभिन्न स्तर पर प्रयोग किये जाने वाले डिजिटल सिग्नेचर एवं इससे संबंधित प्रक्रिया को मान्यता (Recognition) प्रदान की जाती है।

मूल निवास प्रमाण-पत्र जारी करने के लिए सम्पूर्ण राज्य में कार्यरत ई-मित्र केन्द्रों (एकीकृत नागरिक सेवा केन्द्र) एवं जिले में प्रस्तावित नेशनल ई-गवर्नेन्स प्लान के तहत स्थापित किये जाने वाले CSC केन्द्रों (नागरिक सेवा केन्द्र) को अधिकृत किया जाता है।

उक्त सेवा को प्राप्त करने के लिए प्रार्थी द्वारा प्रस्तुत किये गये मूल आवेदन पत्र एवं संबंधित दस्तावेज जिले के संबंधित अधिकारी जिनके हस्ताक्षर से यह जारी किया जायेगा के कार्यालय में निरीक्षण/परीक्षण के लिए उपलब्ध होंगे।

आज्ञा से

(जे.पी. चंदेलिया)
शासन सचिव, गृह

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है:-

1. सचिव, सूचना प्रौद्योगिकी विभाग, भारत सरकार, नई दिल्ली।
2. प्रमुख सचिव, राज्यपाल महोदय, राजस्थान सरकार, जयपुर।
3. प्रमुख सचिव, मुख्यमंत्री महोदय, राजस्थान सरकार, जयपुर।
4. संभागीय आयुक्त, राजस्थान सरकार, जयपुर।
5. जिला कलेक्टर, राजस्थान सरकार, जयपुर।
6. विशिष्ट सहायक, माननीय मंत्री (गृह विभाग), राजस्थान सरकार, जयपुर।
7. निजी सचिव, प्रमुख शासन सचिव, गृह विभाग, राजस्थान सरकार, जयपुर।
8. निजी सचिव, शासन सचिव, सूचना प्रौद्योगिकी और संचार विभाग, राजस्थान सरकार, जयपुर।

ए.व.
उप शासन सचिव,
गृह (सुरक्षा) विभाग

Service Matrix for major departments for the service delivery through CSCs

Group I - List of services (High Criticality- High Feasibility)

Sr.	Service	Delivery Channels	Department
1.	Web portal for citizens (G2C portal)	Web portal, CSC, Kiosks	All departments
2.	Web portal for businesses (G2B portal)	Web portal, CSC, Kiosks	All departments
3.	Web portal for employees	Web portal, CSC, Kiosks	All departments
4.	Information on benefits available to an applicant under various developmental/ subsidy schemes of different departments	Web portal, CSC, Kiosk	All related departments
5.	Downloadable forms for demanding services and procedures and time lines for availing services	Web portal for employees and the results could be made accessible through the web portal, CSC and kiosk for increased transparency	All departments
6.	Grievance redressal for all departments	Web portal, CSC, Kiosks	All citizen interfacing departments
7.	Implementation of Right to Information	Web Portal, CSC, Kiosks	All departments
8.	Issue and renewal of learner's license under the Motor Vehicles Act, 1988.	Departmental counter through PPP partnership	Transport
9.	Issue and renewal of fresh/duplicate driving license under the Motor Vehicles Act, 1988.	Departmental counter through PPP partnership	Transport
10.	Reservation of registration numbers under the Motor Vehicles Act, 1988	Web portal, CSC, Kiosks	Transport
11.	Issuance of Time Table of buses	Web portal, CSC, Kiosks, Telephone	RSRTC

Sr.	Service	Delivery Channels	Department
12.	Provision of booking facility for Interstate transport	Web portal, CSC, Kiosks, Telephone	RSRTC
13.	House Tax Assessment, Billing and Collection	Web portal, CSC, Kiosks	Municipal Administration
14.	Maintain records of Land & property	Department computerization	Municipal Administration
15.	Issue of Birth Certificates	Web portal, CSC, Kiosks	Municipal Administration
16.	Issue of Death Certificates	Web portal, CSC, Kiosks	Municipal Administration
17.	Agriculture Extension Services & Transfer of Technology --a. Trainings ,b. Demonstrations, c. Exposure Visits ,d. Organising Rythusadassus, Exhibitions, e. Mass Media support, Literature	Web portal, CSC, Kiosks	Agriculture
18.	Implementation of soil & water conservation programme	Web portal, CSC, Kiosks	Agriculture
19.	Issue of New Ration Card and other services like change of address, inclusion of names, deletion of names etc.	Web portal, CSC, Kiosks	Food, Civil Supplies and Consumer Affairs
20.	Information about various distribution points for various commodities like kerosene etc.	Web portal, CSC, Kiosks	Food, Civil Supplies and Consumer Affairs
21.	Information on prices of essential commodities.	Web portal, CSC, Kiosks	Food, Civil Supplies and Consumer Affairs
22.	To bring awareness among the consumers and redressal of their grievances under The Consumer Protection Act, 1986.	Web portal, CSC, Kiosks	Food, Civil Supplies and Consumer Affairs
23.	Issue of Birth/Death certificate	Web portal, CSC, Kiosks	Panchayati Raj
24.	Application for inclusion of name in Voter list	Web portal, CSC, Kiosks	Panchayati Raj
25.	Issue of computerized cadastral plans	Web portal, CSC, Kiosks	Settlement & Land Records

Sr.	Service	Delivery Channels	Department
26.	Issue of Village Maps	Web portal, CSC, Kiosks	Settlement & Land Records
27.	Registration of Shops & Commercial Establishments under the Rajasthan Shops & Commercial Establishments Act, 1987.	Web portal, CSC, Kiosks	Labour
28.	Registration of the employers / licensing of contractors (if they employ 20 or more employees) under the Contract Labour (Regulation & Abolition) Act, 1970 to regulate the working conditions of contract labour and abolition of contract labour in certain cases.	Web portal, CSC, Kiosks	Labour
29.	Registration of employers and licensing of contractors under the Building & Other Constructions Workers (Regulation of Employment & Conditions of Service) Act, 1996	Web portal, CSC, Kiosks	Labour
30.	Registration of trade unions under the Trade Union Act, 1926.	Web portal, CSC, Kiosks	Labour
31.	Registrations of unemployed candidates.	Web portal, CSC,	Employment
32.	Renewal of registrations, maintenance of records.	Web portal, CSC, Kiosks and department computerization	Employment
33.	Employment Market Information.	Web portal, CSC,	Employment
34.	Registration of all Documents Movable or Immovable as per the Registration Act 1908.	Department centers	Registration and Stamps
35.	Issue of EC (Encumbrance Certificates).	Department centers	Registration and Stamps
36.	Issue of Market Values Certificates.	Banks, Department centers	Registration and Stamps

Sr.	Service	Delivery Channels	Department
37.	Sale of Stamp Papers.	Department centers	Registration and Stamps
38.	Registration under Hindu Marriage Act.	CSC, Kiosks	Registration and Stamps
39.	Issue of Record of Rights	Department counter, CSC; Web portal and authorized kiosks	Revenue and Land Records
40.	Mutation of Land Ownership.	Department counter, CSC; Web portal and Kiosks (only tracking application)	Revenue and Land Records
41.	Copy of Land Map and Boundaries.	Department counter, CSC; Web portal and Kiosks (only tracking application)	Revenue and Land Records
42.	Issue of Pattadar Passbook.	Department counter, CSC; Web portal and Kiosks (only tracking application)	Revenue and Land Records
43.	Updations / Corrections to Land Records.	Department counter, CSC; Web portal and Kiosks (only tracking application)	Revenue and Land Records
44.	Application for Welfare Schemes under SGRY	Web portal, CSC and kiosks	Rural Development
45.	Issue of an FIR (First Information Report) under the Criminal Procedure Code.	Web portal, CSC and kiosks	Police
46.	Status of applications /requests for various services	Web portal, CSC and kiosks	Police
47.	Application for new/ renewal of arms license.	Web portal, CSC and kiosks	Police
48.	Information on missing persons / dead bodies under Criminal Procedure Act.	Kiosks	Police
49.	Verification of domestic servants, tenants, job seekers etc.	Web portal, CSC and kiosks	Police
50.	Application for jobs as part of recruitment.	Web portal, CSC and kiosks	Police

Sr.	Service	Delivery Channels	Department
51.	To hold examinations for school, publish the results of such examinations and grant certificates to persons who have passed these examinations.	Web portal, CSC and kiosks	Primary Education
52.	Registration of applications of all Diploma candidates.	Web portal, CSC and kiosks	Technical Education
53.	Permission to enhance the seats in different courses of Polytechnics and Engineering Colleges.	Web portal	Technical Education
54.	Issue of Marks memos to Students.	Web portal, CSC and kiosks	Technical Education
55.	General information about the department and its schemes/fee structures/forms/procedures etc.	Web portal, CSC and kiosks	PHED
56.	Application for new connections (drinking water etc.) for household/ business/industrial purpose.	Web portal, CSC and kiosks	PHED
57.	Collection of water and sewerage bills.	Web portal, CSC and kiosks	PHED
58.	Issue of registration certificates to the dealers.	Kiosks	Commercial Taxes
59.	Issue of statutory forms.	Web portal, CSC and kiosks	Commercial Taxes
60.	Issue of Tax Clearance Certificates.	Web portal, CSC and kiosks	Commercial Taxes
61.	Registration of a Society under the Rajasthan Co-operative Societies Act	Web portal, CSC and kiosks	Co-operatives
62.	Collection of MIS reports by all types of Societies on a periodic basis	Web portal, CSC and kiosks	Co-operatives
63.	Issue of IMFL permits.	Web portal, CSC and kiosks	Excise
64.	Issue of country liquor and Bhang permits.	Web portal, CSC and kiosks	Excise
65.	Issue of molasses permits.	Web portal, CSC and kiosks	Excise

Sr.	Service	Delivery Channels	Department
66.	Issue of liquor transport permits(TP's)	Web portal, CSC and kiosks	Excise
67.	Issue of permit for import /export of excise goods.	Web portal, CSC and kiosks	Excise
68.	Wholesaler -contractor invoicing.	Web portal, CSC and kiosks	Excise
69.	Revenue collection monitoring.	Internal departmental computerization	Excise
70.	Bank challan deposits.	Web portal, CSC and kiosks	Excise
71.	EPA fulfillment of contractors.	Web portal	Excise
72.	Stock levels at distilleries and wholesalers/contractors.	Web portal	Excise
73.	Implementation of Rajasthan Investment Policy Scheme 2003.	G2B portal; Internal departmental computerization	Industries
74.	Registration of small scale industries.	Web portal, CSC and kiosks	Industries
75.	Sales Tax Exemption and price preference to SSIs.	Web portal, CSC and kiosks	Industries
76.	Provision of OPD / General Health Care services.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
77.	Maternal/infant/child Health care services.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
78.	Counseling people on health education and hygiene.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
79.	Ambulance Services Information.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
80.	Vaccination Schedule.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
81.	Blood Bank locations & Availability.	Web portal, CSC and kiosks	Medical, Health and Family Welfare

Sr.	Service	Delivery Channels	Department
82.	Doctor's database.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
83.	Beds Availability in Government and Private Hospitals.	Kiosks	Medical, Health and Family Welfare
84.	Family planning services (vasectomy, tubectomy etc.).	Web portal, CSC and kiosks	Medical, Health and Family Welfare
85.	Spreading awareness regarding AIDS, Pulse Polio Immunization, Malaria, typhoid and other communicable diseases through media, advertisements, rallies etc.	Web portal, CSC and kiosks	Medical, Health and Family Welfare
86.	Issue of duplicate copy of Electoral Photo Identity Card (EPIC)	Web portal, CSC and kiosks	Elections
87.	Application for inclusion of name in the electoral rolls	Web portal, CSC and kiosks	Elections
88.	Issue of certified copies of electoral rolls	Web portal, CSC and kiosks	Elections
89.	"Shiksha se Swalamban" Yojana	Internal department computerization	Social Welfare
90.	Application for hostels for working women	Web portal, CSC and kiosks	Social Welfare
91.	Polio Correction Camps	Web portal, CSC and kiosks	Social Welfare
92.	Issue of Identity Cards to Senior Citizens for availing facilities in hospitals, libraries, buses etc.	Web portal, CSC and kiosks	Social Welfare
93.	Old age pension	Web portal, CSC and kiosks	Social Welfare
94.	Dissemination of information related to Rajasthan Tourism	Web portal, CSC and kiosks	Tourism
95.	Online booking facilities for accommodations and transport.	Web portal, CSC and kiosks	Tourism
96.	Portal for tourism	Web portal, CSC and kiosks, Call centre	Tourism

Sr.	Service	Delivery Channels	Department
97.	Application for new electricity connections for domestic, commercial, industrial, agriculture/irrigation purposes.	Web portal, CSC and kiosks	Energy
98.	Public grievance redressal on issues of billing, error in meter readings etc.	Web portal, CSC and kiosks	Energy
99.	Water availability in dams	Web portal, Kiosks, Call center	Water Resources
100.	Rainfall and floods information	Web portal, Kiosks, Call center	Water Resources
101.	Ongoing projects development and requirements info	Web portal, email	Water Resources
102.	Legal Aid Services	Web portal, email, Kiosks, Call center	Justice

Group 2 services (High Criticality- Low Feasibility)

Sr.	Service	Delivery Channels	Department
1	Issue of trade licenses	Web portal, CSC, Kiosks.	Municipal Administration
2	Urban Assessment/ lease, Billing and	Web portal, CSC, Kiosks.	Municipal Administration
3.	Monitoring the supply and quality of agricultural inputs like seeds, fertilizers, pesticides, irrigation water, and machinery and equipments, etc.	Web portal, CSC, Kiosks	Agriculture
4.	Soil Testing (Minor/Major nutrients)	Web portal, CSC, Kiosks	
5.	Availability of resources such as cold storage, farm implements etc.	Web portal, CSC, Kiosks	Agriculture
6.	Application for old age/widow/handicap/helpless pension	Web portal, CSC, Kiosks	Panchayati Raj
7.	Issue of Residence/ Nativity certificate	Web portal, CSC, Kiosks	Panchayati Raj

Sr.	Service	Delivery Channels	Department
8.	Partition/ Resurvey/Demarcation/ Conversion	Web portal, CSC, Kiosks	Settlement & Land Records
9.	Crop and Land Resource Statistics.	Web portal, CSC, Kiosks	Revenue and Land Records
10.	Issue of Title Deed.	Web portal, CSC, Kiosks	Revenue and Land Records
11.	Issue of land utilization certificate to the citizens.	Web portal, CSC, Kiosks	Revenue and Land Records
12.	Border Fixing	Web portal, CSC, Kiosks	Revenue and Land Records
13.	Application for certificate to avail pensions for widows and old people.	Web portal, CSC, Kiosks	Rural Development
14.	Application for loans.	Web portal, CSC, Kiosks	Rural Development
15.	Relief and rehabilitation activities.	Internal departmental Computerization	Rural Development
16.	Renewal of Visa.	Internal department computerization and interface with passport office.	Police
17.	Security of individuals / institutions.	Internal departmental Computerization	Police
18.	Recognition of schools, formulation of syllabi, granting of scholarships.	Internal departmental Computerization	Primary Education
19.	To provide training to teachers to impart quality education in the state.	Internal departmental Computerization	Primary Education
20.	To promote vocational efficiency and productivity.	Web portal, CSC, Kiosks	Primary Education
21.	Distribution of food grains under national program of nutritional support to all primary children.	Internal departmental Computerization	Primary Education
22.	Approval of correspondent ship to private aided colleges in the state.	Internal departmental Computerization	Higher Education

Sr.	Service	Delivery Channels	Department
23.	Sponsoring the students of all polytechnics in the state for one year Apprenticeship Training programmes.	Internal departmental Computerization	Technical Education
24.	Organizing career Guidance Programmes.	Web portal, CSC, Kiosks	Technical Education
25.	Award of Scholarships.	Web portal, CSC, Kiosks	Technical Education
26.	Issue of certified copies of Assessment	Web portal, CSC, Kiosks	Commercial Taxes
27.	Granting installments for tax arrears.	Web portal, CSC, Kiosks	Commercial Taxes
28.	Supervision of society accounts on a periodic basis	Internal departmental Computerization	Co-operatives
29	Training to women entrepreneurs under household industries programme.	Internal departmental computerization; Applications through web portal, kiosks and CSC	Industries
30.	Composite loans under SFC scheme upto Rs 50000 by the DIC.	Internal departmental Computerization	Industries
31.	Assistance for land in Industrial Areas as well as conversion from agricultural to industrial use.	Internal departmental computerization; Applications through web portal, kiosks and CSC	Industries
32.	Issue notifications, mining contracts, and certificates of approval.	Internal departmental computerization; Interface with departments like mining, revenue and forests required	Industries
33.	Issue of Medicare Relief Cards to people belonging to BPL category for free medical check ups and diagnosis.	Applications through web portal, kiosks and CSC	Medical, Health and Family Welfare

Sr.	Service	Delivery Channels	Department
34.	To extend the financial assistance to NGOs to take up schemes of the department	Applications through web portal, kiosks and CSC	Women and Child Development
35.	To provide facilities for economic relief for women by giving special training in gainful trades and skills, employment for supplementing their family income	Applications through web portal, kiosks and CSC	Women and Child Development
36.	Implementation of Kishori Shakti Yojana, Balika Samrudhi Yojana to girls.	Internal departmental computerization; Applications through web portal, kiosks and CSC	Women and Child Development
37.	Issue of Electoral Photo Identity Card (EPIC)	Web portal, kiosks and CSC	Elections
38.	Assistance to widows for marriage of their daughters	Applications through web portal, kiosks and CSC	Social Welfare

Group 3 services (Low Criticality- High Feasibility)

Sr.	Service	Delivery Channels	Department
1.	Issue of international driving permit under the Motor Vehicles Act, 1988	Web portal, CSC, Kiosks.	Transport
2.	Issue and renewal of fresh/duplicate conductor's license under the Motor Vehicles Act, 1988.	Department counter.	Transport
3.	Issue of No-Objection Certificate (N.O.C) / Clearance Certificate (C.C) under the Motor Vehicles Act, 1988	Internal Departmental computerization and interface with	Transport
4.	LPG supply to consumers through agencies maintained by the Corporation.	Web portal, CSC, Kiosks	Civil Supplies and Consumer Affairs
5.	Petrol-Diesel supplies to customers through Corporation outlets.	Web portal, CSC, Kiosks	Civil Supplies and Consumer Affairs

Sr.	Service	Delivery Channels	Department
6.	Solemnization of marriages under Special Marriage Act.	Web portal, CSC, Kiosks	Registration and Stamps
7.	Registration of Chits fund Companies.	Web portal, CSC, Kiosks	Registration and Stamps
8.	Registration of Partnership Firms.	Web portal, CSC, Kiosks	Registration and Stamps
9.	Registration of Societies.	Web portal, CSC, Kiosks	Registration and Stamps
10.	Permissions for processions etc. under Police Act.	Web portal, CSC, Kiosks	Police
11.	Proclaimed offenders / absconders list under Criminal Procedure Act.	Web portal, CSC, Kiosks	Police
12.	Registration of foreigners.	Web portal, CSC,	Police
13.	Release of grants to private aided management.	Web portal, CSC, Kiosks	Primary Education
14.	Issue of Duplicate Diploma Certificate.	Web portal, CSC, Kiosks	Technical Education
15.	Application for correction in the electoral rolls	Web portal, CSC, Kiosks	Elections
16.	Application for deletion of name in the electoral rolls	Web portal, CSC, Kiosks	Elections
17.	Permission for inspection of entries in the electoral rolls	Web portal, CSC, Kiosks	Elections
18.	Application for hostels facility	Web portal, CSC,	Social Welfare
19.	Application for scholarships(Pre Matric and Post Matric)	Web portal, CSC, Kiosks	Social Welfare
20.	Application for aged and infirm homes	Web portal, CSC, Kiosks	Social Welfare
21.	De-addiction cum rehabilitation	Web portal, CSC, Kiosks	Social Welfare

Group 4: Low Criticality, Low Feasibility Services:

Sr.	Service	Delivery Channels	Department
1.	Grant and renewal of licenses to motor driving schools under the Motor Vehicles Act	Department counter	Transport
2.	Reassignments / Alterations under the Motor Vehicles Act, 1988	Department counter	Transport

Sr.	Service	Delivery Channels	Department
3.	Issue and renewal of fitness certificate under the Motor Vehicles Act, 1988	Department counter	Transport
4.	Issue of fresh permits under the Motor Vehicles Act, 1988	Department counter	Transport
5.	Transfer of permits under the Motor Vehicles Act, 1988	Department counter	Transport
6.	Replacement of permits under the Motor Vehicles Act, 1988	Department counter	Transport
7.	Renewal of permits under the Motor Vehicles Act, 1988	Department counter	Transport
8.	Cancellation of permits under the Motor Vehicles Act, 1988	Department counter	Transport
9.	Variation of permits under the Motor Vehicles Act, 1988	Department counter	Transport
10.	Renewal of authorization card under the Motor Vehicles Act, 1988	Department counter	Transport
11.	Billing and Accounting of Rental Properties (Shops/Space for Hoardings)	Web portal, CSC, Kiosks	Municipal Administration
12.	Advertisement tax collection	Web portal, CSC,	Municipal Administration
13.	Process Applications for Building (clearance of maps, etc.)	Web portal, CSC, Kiosks	Municipal Administration
14.	Solid Waste Management	Departmental Computerization	Municipal Administration
15.	Store Inventory and Workshop Management	Departmental Computerization	Municipal Administration
16.	Assets Management	Departmental Computerization	Municipal Administration
17.	Maintenance and regulation of civic amenities such as parking lots, street lights, parks, Public Toilets etc.	Departmental Computerization	Municipal Administration
18.	Issue of licenses for kerosene dealership/ brick kilns etc.	Web portal, CSC, Kiosks	Civil Supplies and Consumer Affairs

Sr.	Service	Delivery Channels	Department
19.	To make food-grains available under PDS.	Departmental Computerization	Civil Supplies and Consumer Affairs
20.	Rice supplies to welfare hostels and for Mid Day Meal Scheme.	Departmental Computerization	Civil Supplies and Consumer Affairs
21.	Registration of employers and licensing of contractors(if they employ 5 or more than 5 migrant employees) under the Inter State Migrant Workers (Regulation of Employment & Conditions of Service) Act, 1979 to regulate the conditions of employment of migrant workers.	Web portal, CSC, Kiosks	Labour
22.	Registration of Motor Transport workers under the Motor Transport Workers Act, 1961.	Web portal, CSC, Kiosks	Labour
23.	Bidi/ Cigar worker Act 1966 - Licenses	Web portal, CSC, Kiosks	Labour
24.	Certification of standing orders under the Industrial Employment Standing Orders Act, 1946.	Departmental Computerization	Labour
25.	Fixation/ Revision of minimum wages under Minimum Wages Act, 1948.	Departmental Computerization	Labour
26.	Grants permission for layoff/retrenchment of workers in industrial establishments employing hundred or more workers.	Web portal, CSC, Kiosks	Labour
27.	Grants permission for closure of industrial establishments employing hundred or more workers.	Web portal, CSC, Kiosks	Labour
28.	Decision on appeals under payment of Gratuity	Web portal, CSC,	Labour
29.	Application for Apprenticeship to ITI.	Web portal, CSC, Kiosks	Employment
30.	Imparting training in Vocational Trade.	Web portal, CSC, Kiosks	Employment

Sr.	Service	Delivery Channels	Department
31.	Correction of date of birth of SSC candidates.	Web portal, CSC, Kiosks	Primary Education
32.	Release of grants to private aided managements.	Web portal, CSC, Kiosks	Higher Education
33.	polytechnics/engineering colleges.	Web portal, CSC, Kiosks	Technical Education
34.	Permission to shift the Institute from one place to another.	Web portal, CSC, Kiosks	Technical Education
35.	Permission in case of change of management of the institute. (Papers will be forwarded to AICTE)	Web portal, CSC, Kiosks	Technical Education
36.	Issue of Migration Certificate.	Web portal, CSC, Kiosks	Technical Education
37.	Issue of Genuinity Certificate.	Web portal, CSC, Kiosks	Technical Education
38.	Issue of Equivalency Certificate.	Web portal, CSC, Kiosks	Technical Education
39.	Sanction of Affiliation to Private Polytechnics.	Departmental Computerization	Technical Education
40.	Sanction of Affiliation to Private Computer Centers.	Web portal, CSC, Kiosks	Technical Education
41.	Sanction of Affiliation to various institutions like Craft Institutions, type writing institutions etc.	Web portal, CSC,	Technical Education
42.	Amendments to registration certificates issued.	Web portal, CSC, Kiosks	Commercial Taxes
43.	Disposal of applications for granting stay.	Web portal, CSC, Kiosks	Commercial Taxes
44.	Liquidation of a Society under the Rajasthan Cooperative Societies Act	Web portal, CSC, Kiosks	Co-operatives
45.	Integrated scheme for Gadia Lohar	Web portal, CSC, Kiosks	Social Welfare
46.	Financial assistance to victims of atrocities.	Web portal, CSC, Kiosks	Social Welfare

Sr.	Service	Delivery Channels	Department
47.	Financial assistance for inter-caste marriage	Web portal, CSC, Kiosks	Social Welfare
48.	Mahila Sadan (state rescue home for women)	Departmental Computerization	Social Welfare
49.	Assistance to voluntary agencies for after care services	Web portal, CSC, Kiosks	Social Welfare
50.	Balika Grih Assistance to voluntary agencies working in the field of child welfare	Departmental computerization	Social Welfare
51.	Home for mentally retarded children	Web portal, CSC, Kiosks	Social Welfare
52.	Aids, Appliances, Orthotic and Prosthetic Aids and Economic Assistance to handicapped.	Web portal, CSC, Kiosks	Social Welfare
53.	Application for scholarship to handicapped students	Web portal, CSC, Kiosks	Social Welfare
54.	State level training centre for teachers of disabled	Computer Aided Training Software	Social Welfare
55.	Loan facility scheme for disabled persons	Web portal, CSC, Kiosks	Social Welfare

Services to be delivered through State Service Delivery Gateway (SSDG)

Sr.	Name of the Department	List of Services
1	Agriculture	Application for Agricultural Advisory Services
		Application for soil maps, testing & classification
		Application for subsidy loans & grants
		Application for crop protection
		Application for irrigation work and dwelling units
2	Social Welfare (Scheduled Caste/Tribe/Back ward Classes)	Application for award of stipend
		Application in ANUPRATI scheme
		Application for Book Loan Facility
		Application for assistance for atrocity victims
		Application for Medical aid for chronic diseases
3	Medical Health & Family Welfare Department	Application for legal aid for court cases
		Application for handicap/disability certificate
4	Horticulture	Application for Jannani Suraksha Yojana (JSY)
		Application for availing financial assistance of National Horticulture Mission under high value
5	Rural Development	Application for farm subsidy, loans & grants
		Application for registration under NREGA
		Application for work allotment under NREGA
		Application for Indira Awaas Yojana
		Application for Sampurnam Gramin Rojgar Yojana (SGRY)
6	Employment	Application for Swarnjayanti Yojana
		Application for registration of employment
7	Education	Application for renewal of employment registration
		Application for re evaluation of marks
		Application for transfer to other schools
		Application for scholarships
		Application for loan/aid

Sr.	Name of the Department	List of Services
8	Jaipur Collectorate	Application for new arms license/renewal of arms
		Application for caste certificate
		Application for new ration card
		Application for renewal of ration card
		Application for duplicate ration card
		Application for handicapped certificate
		Application for pension for old age
		Application for pension for widow
		Application for pension for handicapped
		Application for domicile certificate
		Application for SC/ST certificate
		Application for conversion for agricultural land
		Application for financial assistance from PM relief fund
		Registration as a voter
Application for Marriage Certificate		