



सत्यमेव जयते

Government  
of Rajasthan

# IT PLATFORMS & BUILDING BLOCKS

## Users' Handbook



# eGovernance in Rajasthan



# eGovernance Vision

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

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

IT enablement of departments has to ensure linkages between various databases and avoid duplication of efforts. Thus, it is incumbent upon all departments to use standard IT solutions developed in the State. This results in saving of considerable time and resources & leads to ease of operations for all departments.

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



**Vasundhara Raje**

Chief Minister, Rajasthan



# Government of Rajasthan Department of Information Technology & Communication

No. F (913 )/DoIT/Tech/2015

Dated: 4th December, 2015

## Circular

Government of Rajasthan has taken many initiatives to IT enable delivery of services pertaining to various departments, to ensure greater efficiency, transparency and access. It is essential that databases and common components are standardised and are used in all the application softwares being deployed.

The standardisation and plugging of such modules will not only result in saving of time and money, but will also ensure interoperability, which, in turn, will take care of de-duplication, cross validation and ease of access.

Department of IT & C has built such common infrastructure/platform, details of which are given in the booklet enclosed herewith. Future developments would also be intimated by DoIT & C from time to time. It is enjoined upon all departments to mandatorily plug in these components, by way of building blocks in all legacy, as well as new applications.



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Chief Secretary

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2. All A.C.S./Pr. Secretary/Secretary
3. All Heads of Departments
4. All Divisional Commissioners/All Collectors
5. S.I.O., N.I.C.



Secretary, I.T. & C.

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## **Rajasthan eGovernance Architecture**



## eMitra



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

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

#### **Contact Persons**

- |                                   |                              |
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| <b>3. Mr. Yuvraj Singh</b>        | <b>6. Ms. Shilpi Patni</b>   |



## Rajasthan Sampark (Public Grievance Redressal)



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

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

#### Contact Persons

1. Mr. Arun Chauhan

2. Mr. Yogendra Kumar Jain

3. Mr. G.K. Sharma

4. Mr. Dheeraj Gaur

5. Mr. Pawan Jangid

6. Mr. Harshad Sariyot





## Bhamashah Yojana



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

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

#### **Contact Persons**

**1. Mr. Jai Singh**

**2. Mr. Hansraj Yadav**

**3. Mr. Anil Singh**

**4. Mr. Amit Sharma**

**5. Mr. Mukesh K. Sharma**

**6. Mr. Sitaram Swaroop**



ePDS



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

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

#### **Contact Persons**

- 1. Mr. Tapan Kumar**
- 2. Mr. Deepak Raj**
- 3. Mr. Rajdeep Pal**



## Bhamasha Health Insurance Scheme

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

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

#### **Contact Persons**

- 1. Mr. Tapan Kumar**
- 2. Dr. Avtar Singh Dua**



## State Portal



### **Electronic face of Government of Rajasthan**

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

### **Contact Persons**

- 1. Ms. Sonia Chaturvedi**
- 2. Ms. Monika Chaudhary**



## Integrated Government Portals



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

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

#### Contact Persons

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



## eSanchar and iFact

SNo	Department	Telephone Number	Date	Total	Successful	Returned	Failed	Success %
1	Hajj Promotion	082-26-08-124733	2015-01-09 12:47:33	1	0	0	0	0.00%
2	Hajj Promotion	082-26-08-124733	2015-01-09 12:47:33	1	0	0	0	0.00%
3	Hajj Promotion	082-26-08-124733	2015-01-09 12:47:33	1	0	0	0	0.00%
4	Hajj Promotion	082-26-08-124733	2015-01-09 12:47:33	1	0	0	0	0.00%
5	Hajj Promotion	082-26-08-124733	2015-01-09 12:47:33	1	0	0	0	0.00%

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

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

### Contact Persons

1. Mr. Arun Chauhan
2. Mr. Pawan K. Jangid



## **Integrated network solution for connectivity upto Gram Panchayats**

- Umbrella network connected with existing networks like RajSWAN, SecLAN, etc.
- Multi modal connectivity like VSAT, Captive OFC, RF and terrestrial connectivity, monitored through a Centralised Integrated Network Operating Centre
- Can provide connectivity even for remote departmental offices/ out-posts

### **Contact Persons**

- 1. Mr. Yogesh Kumar Maurya**
- 2. Mr. Kuldeep Yadav**
- 3. Mr. Ramesh Dewanda**



## Video Conference Facility in Rajasthan (RAJVC)

### **Room based video conference facility at District Collectorate and Block Level Offices**

- Multi Level VC (state, district and block) across the State
- Software based video conference at low bandwidth till Panchayat Samitis across the State
- Departments can avail of conferencing facilities upto block level. Also install software VC at their offices.

### **Contact Persons**

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## State Data Center

### **IT infrastructure on cloud and shared basis is available, apart from caging facilities for departmental servers**

- Rack space for hosting departmental servers
- Virtual machines for hosting departmental applications
- Heterogeneous environment, virtualisation and cloud, database clusters, backup, replication, etc.
- Hosting more than 500 web portals and apps
- More than 3,00,000 transactions being added on daily basis

#### **Contact Persons**

- 1. Mr. Anil Singh**
- 2. Mr. Darbari Lal**
- 3. Mr. Jaswant Singh Chaudhary**



## Wi-Fi network

### **Wi-Fi network in various Government building, public and tourist locations in Rajasthan**

- Wi-Fi network utilises the SecLAN-MAN and RajSWAN network as backbone to provide network connectivity and internet access to its user
- Seamless connectivity, Wi-Fi connectivity and internet access through user login ID and password to all the subscribers with central authentication mechanism
- Online log trails for any specific user
- Capable of managing automatically upgrade or degrades of end user's account after threshold usage (download/time limit) is reached
- Dedicated team for support at SDC, Jaipur with centralised administration of the network through NAS
- Can be established in government premises as well

#### **Contact Persons**

- 1. Mr. Yogesh Kumar Maurya**
- 2. Mr. Kuldeep Yadav**



## Raj Sewa Dwaar



**Intelligent Middleware Enterprise Service Bus of Rajasthan, ensuring easy, secure and transparent access of all Software Services in a centralised manner**

- In line with the Rajasthan eGovernance Architecture, ensuring access to all web services/APIs in a centralised fashion
- No need of P2P connectivity between applications or multiple sharing of web services/APIs
- Centralised monitoring, rationing of services, integrated plans combining bouquet of services with transaction/frequency control
- Centralised monitoring of all transactions in an integrated environment
- Language constraint free service sharing, i.e. any-to-any service type integration – JSON, REST, APIs, XML WSDL, etc.
- Centralised API store for Rajasthan. All services shall be available for usage by government departments, external developers/agencies/ organisations through this ESB platform in form of APIs/web services.

### **Contact Persons**

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



## Single Sign On (SSO)



### Single points user manager

- All the departmental applications would use single user manager
- This will enable all the functionaries to access multiple applications after signing only once
- All departmental applications can link SSO

### Contact Persons

1. Ms. Sonia Chaturvedi
2. Mr. Rajeev Gujral
3. Ms. Monika Chaudhary



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



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

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

#### **Contact Persons**

- 1. Mr. Yogendra Kumar Jain**
- 2. Mr. Apresh Dubey**
- 3. Mr. Phani A. Rajsekhar**

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



## Raj eOffice

### **Enhanced office productivity and streamlined internal processes**

- Generic office module with focus on integration
- Centralised and unified office management beyond simplistic approach of post-facto decision with dashboards, eForms, virtual drop box, etc.
- Departments can create dashboards from multiple applications on a single screen

### **Contact Persons**

- 1. Mr. Suneel Chhabra**
- 2. Mr. Rajesh Bhatnagar**
- 3. Mr. Manoj Sharma**



**Raj eVault**

## Raj eVault



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

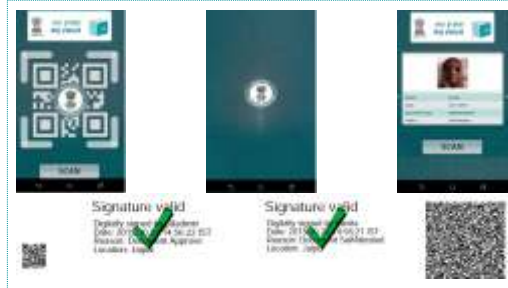
- Individual, family, governmental and organisational secure eSpace to residents and organisations, enabling them to store documents along with meta data for validations
- Safe document storage, sharing, eSign and approval protocol to avoid requirement of seeking copies of documents
- Documents getting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

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- 2. Mr. Manu Shukla**



# Raj eSign



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

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

### Contact Persons

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





## Mailing Solution



### **Government owned and operated secure electronic mail system**

- Electronic mail system for all government departments, organisations, corporations and affiliated organisations in a centralised mechanism
- Organisation specific domain name in electronic mail (multi tenant architecture) eg. xyz@rvpn.co.in/xyz@rvpn.rajasthan.gov.in
- Flexible sizing and implementation of mailboxes
- Easy to use platform

### **Contact Persons**

- 1. Ms. Sonia Chaturvedi**
- 2. Mr. Rajeev Gujral**



## Chief Minister Information System (CMIS)



### **Integrated and centralised information for Chief Minister, Rajasthan**

- Timely and accurate information to Hon'ble CM and senior most government officials on anywhere - any time basis
- Single Sign-on for the application modules and integration with GIS, with development of new modules in an integrated manner
- Can be linked to departmental applications for seamless information entry

#### **Contact Persons**

- 1. Mr. Yogendra Kumar Jain**
- 2. Mr. Vivek Verma**



## Integrated Financial Management System and eGRAS



### Centralised finance and treasury management, with real time online and offline transaction mechanism

- Centralised preparation and management of state and departmental budget
- Unified financial position of the state on real time basis
- End-to-end treasury, stamps and budget management
- Centralised pay manager and pension modules
- Detailed Works Accounts Monitoring System
- eGRAS fir collection of tax/non-tax revenue in both online as well as manual mode

#### Contact Persons

1. Ms. Amita Sharma
2. Mr. Akul Bhargava

3. Mr. Manoj Nagar
4. Mr. Ishwar Variyani



## State Master Centralised Data Hub

### To serve real time master data to all State Government applications

- Master data hub will provide all types of master data required by client applications of various departments
- The Master Data Hub contains varied data ranging from geographical hierarchies to various kind of master data being used in departmental applications
- The master data hub shall be accessible through services or APIs
- Two types of master data – generic and department specific- shall be available
- The departments shall have the facility to create their specific data hubs directly in the Master Data Hub
- Secure mechanism has been used to consume services. This solution is based on service oriented architecture.

#### Contact Persons

1. Mr. Anil Singh
2. Mr. Ranveer Singh



## Rajasthan Accountability Assurance System



### **Real time monitoring of Government vehicles, offices and officers**

- Real time tracking of vehicles and mobile phones on a common GIS platform
- Integrated GPS tracking of vehicles, mobile application for GPS Tracking, Integrated Security Application, Detailed Analytical Reporting of vehicle usage, etc.
- Integrated Biometric Attendance Management and Leave Management Platform for the State

### **Contact Persons**

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



## Mobile App Development Center



### **mGovernance across the state**

- Established platform for mobile application development, deployment and management
- Departments can use development stack for development of mobile apps responsive on all OS
- Department can consider development through Development Centre also

### **Contact Persons**

- 1. Mr. Yogendra Kumar Jain**
- 2. Mr. Phani A. Rajsekhar**



## Data Analytics & Big Data Cluster

### **Analytics for gap analysis, exception analysis and decision support**

- Business intelligence and data analytic platform for advance analysis and fraud framework
- Departments can store unstructured data (sound, images, videos, etc.) in Big Data cluster at DoIT & C
- Departments can plug in their data sets for analysis and related graphical presentation

#### **Contact Persons**

**1. Mr. Arun Chauhan**

**2. Mr. Yogendra Kumar Jain**

**3. Mr. Phani A. Rajsekhar**

**4. Mr. Pawan Jangid**



## Education Portals



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

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

#### Contact Persons

1. Ms. Jyoti Luhadiya
2. Mr. Vijay Kanungo





## End-to-End Examination Solution



### Standard framework for recruitments through RSMSSB

- Envisaged to have standard framework for conducting various recruitments for filling up government posts through Rajasthan Subordinate and Ministerial Services Selection Board (RSMSSB) and departments
- Main features are registration module for online registration of candidates, payment of fees using eMitra and other payment gateways, question bank module for preparing question bank and paper setting, download admit cards and centre allotment module, online examination module for conducting exams online, result module for publishing the result
- Integration done with various other citizens' portal like employment portal, Rajasthan State Portal, etc.

#### Contact Persons

1. Mr. Tapan Kumar
2. Ms. Munesh Lamba



## Rajasthan Skills and Livelihoods Development Corporation Application



### Integrated Platform for Skills and Livelihoods Development

- Integrated platform with customisable dashboard, registration module, payment and finance module, placement tracking module, assessment and certification module, integration/access to third party assessment agencies and online assessment of under training youth & certificates record keeping
- Provides facility for departments to select and sponsor beneficiaries online for trainings

#### Contact Person

1. Mr. Rajesh Saini



## Single Window (Ease of Doing Business)



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

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

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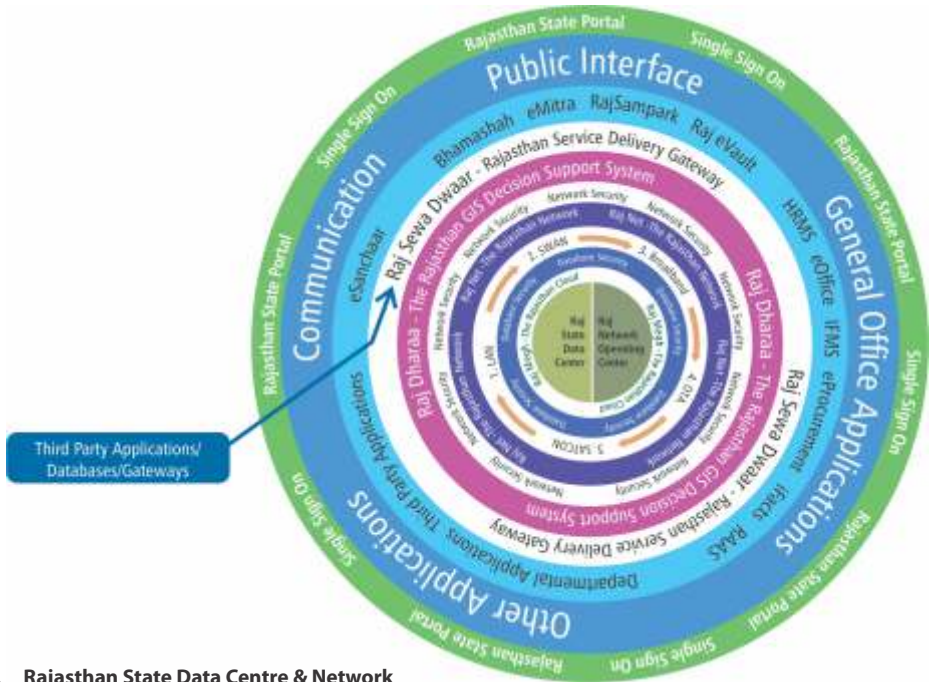
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All services mentioned in this booklet shall be available for usage by government departments/external developers/agencies/organisations through the Raj Sewadwar (Enterprise Service Bus Platform) in form of APIs/web services. The details for the same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

[www.sewadwar.rajasthan.gov.in](http://www.sewadwar.rajasthan.gov.in)

# Rajasthan e-Governance Architecture



## 1. Rajasthan State Data Centre & Network Operating Centre:

- 100 mbps Dedicated Connectivity
- Hosting more than 500 Websites, Portals and Applications

## 2. Raj Megh: The Rajasthan Cloud

- End-to-end Cloud enablement on SaaS, PaaS basis for Rajasthan

## 3. Raj Net: The Rajasthan Network

- Seamless connectivity till Gram Panchayat Level through LAN/SWAN/Broadband/Over-The-Air/Satellite

## 4. Rajdharara: The Rajasthan GIS-DSS

- A seamless Geographic Information System for Rajasthan, shared by all Government Departments, Organisations and utilised for systematic decision support

## 5. Raj Sewa Dwaar: The Rajasthan Service Delivery Gateway

- Providing unique door of connectivity, unification and integration for all State, National and Private Applications/Gateways – The true Intelligent Middleware

## 6. Public Interface:

- 1 Fully automated & mobile ready solutions for
  - Public Interface (Bhamashah/eMitra/RajSampark)
  - Government officials (HRMS/eOffice/IFMS/eProcurement/if acts)
  - Communication (eSanchar)
- 2 Raj eVault - fully automated electronic verification, no need of hard copy documents/affidavits/notary attestation for service delivery
- 3 RAAS (Rajasthan Accountability Assurance System): End-to-End monitoring and accountability of government officials
- 4 Mobile Apps for all Government portals & application on all platforms

## 7. Rajasthan Single Sign On and State Portal:

- One Person, One Identity – with all mapped datasets and documents for every State resident



