Chanda Devi walks into the eMitra kiosk in her village, Mahar Kalan to get her bonafide resident certificate.

Kishan at the eMitra counter gives her a printed form and enumerates to her the documents to be submitted. She returns in the evening with the filled form and all requisite documents. Kishan logs into the eMitra portal and fills in details in an online form, takes his stipulated processing fee and gives her a receipt for the payment. Later in the day, he scans and uploads her form and documents. Chanda Devi gets a system generated sms alert on her mobile. At the same time, the dealing authority too gets an alert for the application. The dealing assistant checks the form & submitted documents and forwards it with his comments to the Tehsildar for approval & issuance of the certificate. Both, Chanda Devi and the Tehsildar get another status alert. The latter logs in, checks the application once again and approves it. Chanda Devi gets another alert and goes to the eMitra kiosk.

She gets her certificate printed & walks out.
It’s 7:30 in the evening, Sangeeta wants to deposit the fee for her B.A. First Year programme. She opens the eMitra web portal. This is her first time.

Looking for assistance, Sangeeta finds the Citizen Call Centre number on the website.

Sangeeta calls this toll-free number. The officer helps her in creating an account on the eMitra portal. He guides her to choose the University fee payment service and fill the form. She completes the transaction by making the payment through her father’s debit card. A token number and challan are generated in authentication to the transaction made.

Next day, she goes to the University with the print of challan, submits it and gets herself registered for the academic year.

Ashok checks his consumer key number in the electricity bill & opens the eMitra app on his phone.

From the ‘Services’ menu, he chooses to pay Electricity Bill and punches in his consumer key (KNO). His consumer details show up on the screen. He chooses to pay by credit card, fills in his card verification details & the amount to be paid, and finally, makes the payment.

The bill is paid & he gets his e-payment receipt.
Government of Rajasthan’s eMitra

Committed to quick and convenient delivery of citizen services, Government of Rajasthan set up the eMitra platform of eGovernance way back in the year 2004. Currently, over 250 G2C and B2C services are being provided through this platform across all rural & urban areas in 33 districts of the State. And new services are being added to its fold regularly.

The eMitra service delivery points – centres & kiosks – are run on Public-Private Partnership model.

The name eMitra finds its origin in the Sanskrit word, Mitra (मित्र) meaning Friend.

Objectives

- Provide a wide range of services of various government & private organisations in a citizen-friendly manner under one roof, so that citizens can overcome the inconvenience faced in moving around various offices
- Empower women by providing them business opportunities
- Generate employment opportunities for people till the grassroot level
- Reduced footfall in government offices, with service delivery closer-to-home
- Service delivery on FIFO (first-in-first-out) basis
- Easy record keeping/online document management system
- Time-bound delivery of services
- Reduced time for availing services, hence more time for other activities
- Real-time, transparent online systems for better visibility to all
- Anytime-Anywhere-Service (different platforms available like web, mobile, kiosk) that reduces cost of travel and saves time

Implementation Structure

Dept. of Information Technology & Communication (DoIT & C) (Providing policy and regulatory support)

District eGovernance Cell (DeGCo) (Constituted under the chairmanship of District Collector, for district level project implementation)

Local Service Provider (Transactional support & logistical management of the kiosks/centres)

RajCOMP Infos Services Ltd. (RISL) (State level implementation agency)

Unmanned interface for clients by the way of Portal/Mobile App

Kiosks/Centres (Manned IT enabled-integrated points of service)

Outcomes

- Committed to quick and convenient delivery of citizen services, Government of Rajasthan set up the eMitra platform of eGovernance way back in the year 2004. Currently, over 250 G2C and B2C services are being provided through this platform across all rural & urban areas in 33 districts of the State. And new services are being added to its fold regularly.

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eMitra, Government of Rajasthan’s eGovernance platform, provides over 200 G2C and B2C services to its citizens across all 33 districts of the State. eMitra’s service delivery architecture connects the service providers with the citizens/residents. The service providers can be central & state government departments, PSU’s, academic institutions or private service providers. They also include banks and aggregators for online fund transfer between stakeholders for real-time commission payout.

Interface to these service providers is provided through the eMitra and Bhamashah platforms. eMitra provides interface for services like certificates, demand/bill payments, application services and grievance redressal. The Bhamashah interface, provides connect to the direct benefit transfer and banking services.

For ease of use, the eMitra service has multiple points of service & communication – centres & kiosks, web, mobile and SMS. Bhamashah interface enables banking facility at kiosks and banking outlets.

- Bill payment
- Fee deposition
- Application services for recruitments & admissions in Education Institutes
- Grievance Redressal
- Insurance Premium Payment
- Ticket Booking
- Recharge, etc.
- Banking Services

- Kiosk including Business Correspondents (BCs)/Pay Points
- ATM/Micro ATM/ PoS
- Net Banking
- Mobile Banking

Residents

**eMitra Service Delivery Architecture**
Over 1 crore families across the State have been enrolled under the Bhamashah Scheme. Direct Benefit Transfer into the accounts of these enrolled families has been initiated. The State Government intends to ensure effective disbursement of Government entitlements and complete financial inclusion in the State. The next step in this direction is to ensure disbursement of these cash benefits to the beneficiaries close to their doorsteps.

In order to facilitate this, the State Government is under the process of setting up eMitra Pay Points. eMitra Pay Point is an exclusive payment disbursement kiosk network that uses Point of Service/Sale (PoS) devices. These Pay Points will be set up by the local service providers (LSPs) to cover the unbanked areas and provide cash disbursement facility to the residents of these areas.

These eMitra Pay Points serve dual purpose of not only providing the facility of cash disbursement close to the residents door steps but also provide entrepreneurship opportunity to the youth in their own village.

Kanhaiya Lal remembers waiting for his old-age pension for weeks, often months. Last year, he got his Bhamashah enrollment done and got his bank account opened too for the first time in his life. His pension now gets transferred direct to his bank account.

Kanhaiya Lal walks into the eMitra center at the end of his lane. He swipes his Rupay Card at the eMitra center and enters the PIN for authentication. He gets his cash and a receipt and walks back home.

eMitra Pay Points

<table>
<thead>
<tr>
<th>Pay-Points (no. of kiosks)</th>
<th>2000</th>
<th>15000</th>
<th>25000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disbursement (in Crore/month)</td>
<td>25</td>
<td>250</td>
<td>500</td>
</tr>
<tr>
<td>Total no. of beneficiaries served (Thousand/month)</td>
<td>125</td>
<td>1250</td>
<td>12500</td>
</tr>
</tbody>
</table>

2015-16 2016-17 2017-18
Services being offered

G2C Services

- **Agriculture Department**: Application form filling for subsidy/licence, etc., such as subsidy on digging/farm ponds/pipelines/farm implements, application for commercial grant of licence to sell stock and use of restricted insecticides for pest control operations, etc.
- **Commercial Taxes Department**: Online submission & deposition of fees for RTI services; form filling for VAT registration/VAT amendment
- **DISCOM**: Utility bill submission, application form for new electricity connection
- **Election Department**: Application for addition/modification/transposition of name in the electoral roll, Registration of complaint, search services and printing of electoral roll
- **Finance Department**: Services of registration and entry of challan in eGRAS
- **Forest Department**: Online booking of tourist places and gypsy for Ranthambore, Sariska & Keoladeo National Parks
- **Home Department**: Application submission for bonafide
- **Industries Department**: Online filing of EM1 and EM2 forms
- **Jaipur Development Authority**: Online submission of application form & deposition of fees for various schemes
- **Labour Department**: Application form submission & fee deposition for various schemes
- **Medical & Health Sciences Directorate**: Food Business Operator (FBO) registration & licensing services
eMitra mobile based payment application facilitates ePayment using any net banking/credit card/debit card of various utility bills like electricity bill, water bill, BSNL mobile bill and landline bill for the residents of the State. The app also allows a resident to validate the status of an application/service receipt issued against any service by any eMitra kiosk across the State. eMitra Mobile App is available for Android, Windows & iOS platforms and can be downloaded from eMitra portal (www.emitra.gov.in) & respective app stores.

1. **MNREGA Services:** New registration of a house hold – issuance of job card, etc.
2. **Municipal Corporation:** Payment of various dues/fee
3. **Panchayati Raj:** Application submission & issuance of digitally signed “Lease of Residential Land”
4. **Pension Department:** Medical bill reimbursement for pensioners through eTreasury, medical bill reimbursement limit extension
5. **PhEID:** Utility bill submission, application form for new water connection
6. **Police Department:** Submission of online application for tenant/servant/character certificate verification (CCV). Issuance of digitally signed character certificate. Issuance of police clearance certificate.
7. **Rajasthan Housing Board:** Collection of dues and monthly installment
8. **Rajasthan State Pollution Control Board:** Registration, eForm filling and collection of payments
9. **Revenue Department:** Application submission for bonafide, caste certificate, minority certificate, solvency certificate, application form filling & fees deposition for mutation, sima gyan, consent for land division. Fee deposition for jama bandi.
10. **RSRTC:** Online booking of eTicketing for passenger/luxury busses, etc.
11. **RTI Services:** Online submission & deposition of fees for RTI services
12. **SMS Hospital, Jaipur:** OPD registrations, renewal of OPD registration and providing printout of investigation reports to the patients
13. **Transport Department:** Deposition of fees for learner’s driving licence, new driving licence, renewal of DL, duplicate licence, additional of new category, international driving permit and vehicle registration
14. **Application form filling for various schemes of Employment (Unemployment Allowances etc.), Rural Development (Nirmal Bharat Abhiyan, etc.) and Tribal Area Development (Free Scooty distribution to tribal girls, etc.)
15. **Transport Department:** Deposition of fees for learner’s driving licence, new driving licence, renewal of DL, duplicate licence, additional of new category, international driving permit and vehicle registration
16. **Application form filling for various schemes of Employment (Unemployment Allowances etc.), Rural Development (Nirmal Bharat Abhiyan, etc.) and Tribal Area Development (Free Scooty distribution to tribal girls, etc.)
18. **Registration & Stamps:** Deposition of “Registration & Other Fees” except Stamp Duty
19. **Examination/admission/affiliation fee collection for University of Rajasthan, Rajasthan University of Health Services, Maharishi Dayanand and Saraswati University, Maharaja Ganga Singh University, University of Kota, Vardhaman Mahaveer Open University, Board of Secondary Education Rajasthan (BSER), etc. Fee collection for various exams such as RPET, RPMT, RMOAT, CMAT, PTET, PIMMAT, ULET, etc. Online filing of application and fee for answer booklet copies to be shown to candidates (BSER) and scrutiny (re-totaling).
20. **Department of Food, Civil Supplies & Consumer Affairs:** Application for new/duplicate ration card, issuance of ration coupons, coupon encashment
21. **Jaipur Metro Rail Corporation Ltd. (JMRC):** Selling of Smart Cards
22. **Local Self Government:** Online submission & deposition of fees for RTI services
23. **Mines & Geology:** Collection of various Revenue & Non-Revenue fee
25. **Registration & Stamps:** Deposition of “Registration & Other Fees” except Stamp Duty
26. **Urban Improvement Trust, Kota:** Application for “one time lease fee certificate” and “NOC for loan from bank”
27. **Various Bhamashah services such as Bhamashah Enrollment, updation, correction, status request, seeding of bank account/NFSA (National Food Security Act) No. details in Bhamashah application
28. **Department of Social Justice & Empowerment:** Application for Panchal Panchayat, application for Anandhik scheme, annual verification of Social Security Pensioners

**B2C Services**
- Bill payment of Airtel, Idea, Vodafone, MTS
- Insurance services of ICICI Prudential Life Insurance
- LIC premium payment
- Prepaid mobile recharge services
- Prepaid mobile recharge services (BSNL, Vodafone, Airtel, Idea, Reliance, TATA, etc.)
- DTH Recharges (Tata Sky, Big TV, Dish TV, Aksh IPTV, etc.)
- Amazon as online market place
- Ask me doctor services
- Distribution of LED Bulbs Energy Efficiency Services Limited
- Oxygen: Wallet creation & top up
- Paytm: Wallet creation & top up
A) Key Features
- Common application form for all services
- FIFO based application processing
- SMS/notification at every stage

B) Technical Backbone
1. eForms:
   - AEM (Adobe Experience Manager) Form Server 6.0
   - Webserver: IBM Pure App
2. Enterprise Service Bus (E.B.M): IBM Integration Bus
3. DB: Oracle Exadata 12-C
   - DMS: IBM Filenet
   - Microsoft Single Sign-On

C) Payment Gateway
a) Banks: SBBJ/ICICI/Axis/HDFC/BOB/PNB
b) Aggregators:
   - Billdesk
   - PayUIndia
   - SBI ePay (in pipeline)
   - Kotak Mahindra (in pipeline)

D) Service Gateway: To ensure proper linkage of service parameters between eMitra & concerned departments/offices
Other IT-enabled Public Interfaces
Rajasthan Sampark IT Centres

A Unified Service Delivery Platform

Rajasthan Sampark IT Centres set up across Rajasthan ensure efficient delivery of services to people in an integrated and easily accessible manner. Coverage up to block level has been achieved and setting up of centres up to Panchayat level is in progress with Rajasthan Sampark IT Centres at each District Collectorate and in all Panchayat Samities – provides an easy approach to senior Government offices/officers for the common man. These centres shall enable the citizens to reach the departments of the State Government for availing services and also for raising their queries and concerns, with the help of ICT interventions. Housed within Atal Seva Kendras, Rajasthan Sampark IT Centres provide a centralised platform for following activities:

• Service delivery to citizens
• DBT through Bhamashah Scheme (banking correspondent services)
• Permanent Aadhar enrollment
• Work flow enabled grievance redressal system (Rajasthan Sampark Portal)
• Video conferencing facility for Jansunwais (public hearing) up to block level i.e. 33 districts & 248 Panchayat Samitis, review/monitoring of government programmes/schemes, etc.
Ensuring empowerment and independence of women

Financial inclusion for all sections of the society

End-to-end service delivery platform for cash and non-cash benefits with complete transparency and real-time delivery

Closer-to-home banking services for citizens

A unified platform for large number of schemes

Includes both family and individual beneficiary schemes

Points of Service

- Bhamashah card holders will be able to get services at many different service-points. Besides bank branches & ATMs, services will be available at various eMitra kiosks across the State. eMitra is a multi-service, single-window network for providing government information and services to the citizens.
- Additionally, integrated service delivery would be ensured at Rajasthan Sampark IT Centres being set up at all district, block and panchayat levels and eventually in all municipal areas across Rajasthan. There will be approximately 10,000 points of service at all panchayats in rural areas and wards in urban areas for cash and non-cash service delivery.

Benefits of the Scheme

- Ensuring empowerment and independence of women
- Financial inclusion for all sections of the society
- End-to-end service delivery platform for cash and non-cash benefits with complete transparency and real-time delivery
- Closer-to-home banking services for citizens
- A unified platform for large number of schemes
- Includes both family and individual beneficiary schemes

Bhamashah Scheme

Bhamashah Scheme is an end-to-end service delivery platform to transfer cash and non-cash benefits to the targeted beneficiaries in a transparent manner. The Scheme aims at including beneficiaries under various government programmes like ration cards, pension, NREGS and scholarships for higher and technical education and differently-abled.

The Scheme is a family based programme of financial inclusion, where each family is issued a ‘Bhamashah Card’. The card is linked to a bank account that is in the name of lady of the house as the head of the family.

The card leverages bio-metric identification and core banking. Multiple benefits are accessed through the Bhamashah Card and are directly transferred to bank accounts of the beneficiaries.

Under the Scheme, the family is being mapped correctly and single unique data-set for the residents of the State is being made. Thus, duplication will be checked. All demographics and social parameters have been included to work out entitlement by various State departments.

The Scheme implementation will be in a phased manner and eventually cover beneficiaries at all levels across the State.

Benefits of the Scheme

- Ensuring empowerment and independence of women
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- Closer-to-home banking services for citizens
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Components of the Scheme

- State Resident Data Hub
- Family Identification
- Resident Identity Card
- Electronic Benefit Transfer
- Financial Inclusion
- Women Empowerment
Video Conferencing

Video Conference Facility is an initiative of the State government with an objective to improve the efficiency and responsiveness in administration. All government departments are stakeholders in this project.

Benefits

- Enables Jansunwai
- Enables training of various LSPs and kiosks together
- Senior government officers can reach out the officers posted in remote districts of the State
- Helps monitoring of various schemes and projects being implemented by the state government, thus leading to good governance, accountability and transparency

Features

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

Rajasthan State Portal

The State Portal acts as the electronic face of the Government of Rajasthan. It is a single source of information for all government matters and provides a single window interface for all informational/transactional government services for citizens, businesses and overseas people.

The State Portal is an integrated information service delivery infrastructure that shall expand, integrate and enhance the functional needs of the government.

Imperatives of State Portal

- Consolidation of all information currently available at existing State department websites and portals
- Consolidation and prioritization of the services provided by the State
- Digitization of forms related to various government services
- Standardization of the content framework
- Standardization of citizen interface
- Integration of the State Portal with the National Portal
- Integration of State government services brought online through State MMPs & other State government initiatives

- Accessibility of services to all sections of the society
- Affordability of State services by its citizens and business community
- Uniform, reliable & secure information accessed through various delivery channels
- Collaborated and shared information between departments to provide improved services
Rajasthan’s 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 Bhog: The Rajasthan Cloud
   - End-to-end Cloud enablement on SaaS, PaaS basis for Rajasthan
3. RajNet: The Rajasthan Network
   - Seams connectivity till Gram Panchayat Level through LAN/SWAN/Broadband/Over-The-Air/Satellite
4. Rajasthan GIS-DSS
   - A seamless Geographic Information System for Rajasthan, shared by all Government Departments and Organizations & utilized for systematic decision support
5. Raj Sewa Dwar: The Rajasthan Service Delivery Gateway
   - Providing unique door of connectivity, unification and integration to all State, National and Private Applications/Gateways – The true Intelligent Middleware
6. Public Interface
   1. Fully automated & mobile ready Solutions for
      - Public Interface (Bhamashah/eMitra/RajSampark)
      - Government officials (HRMS/eOffice/IFMS/eProcurement/IFacts)
      - Communication (eSanchar)
   2. Raj eVault: Fully automated electronic verification, no need of hard copy documents/affidavits/notary attestation for service delivery
3. RAAS (Rajasthan Accountability Assurance System):
   - End-to-End monitoring and accountability of government officials
4. Mobile Apps for all Government portals & application on all platforms
7. Rajasthan Single Sign On and State Portal:
   - One Person, One Identity – with all mapped datasets and documents for every state resident

Awards & Recognitions

Rajasthan’s eMitra and its components have been recognised at numerous forums from time to time.

- Elets Digital India Knowledge Exchange Summit Awards 2016 (G2C Category): “eMitra: Transparent and Responsive Governance for All”; held in Kovalam on 19th Feb 2016.
- CSI-Nihilent eGovernance Awards, 2012-13: Award of Excellence
- eIndia 2013 (G2C Category): “Effective Governance, Better Citizen Services”
- eIndia 2012: Public Choice Award for Digitally Signed Certificate services
- Skoch Digital Inclusion Awards: Top 100 ICT Projects - 2012 for Digitally Signed Certificate services
- GoI Web Directory awarded eMitra portal as the “Website of the week” for second week of May 2011
- National Award for eGovernance for “Outstanding Performance in Citizen-Centric Service Delivery” by Department of Administrative Reforms & PG and DoIT, 10th National Conference on eGovernance, February 2007, Bhopal
Testimonials

**Local Service Provider**

“Streamlined processes, reduced time & ease in availing the services, eMitra has become the brand-name for eGovernance in Rajasthan.”

Ms. Lipesh Khadakwal
Avin Optibirs Ltd. (LSP)

**eMitra Kiosk Owner**

“Today I am a successful entrepreneur by owning and managing eMitra kiosk.”

Ms. Sitakumari Yadav
Gram Panchayat: Samod
District: Jaipur

“eMitra has helped me earn a better living for me and my family and made me self-reliant & independent.”

Mr. Balvant Singh Chauhan
Gram Panchayat: Lotiya, Panchayat Samiti: Jawaja
District: Ajmer

**Resident**

“eMitra kiosk has truly become the face of Government offices in my village.”

Mr. Rajendra Singh, Dudu

**eMitra Kiosk Owner**

“eMitra kiosk has truly become the face of Government offices in my village.”

Mr. Rajendra Singh, Dudu

**DBT**

“I can now withdraw monthly benefits easily through eMitra Pay Point in my village.”

Ms. Asha Devi, Chandwaji
District: Jaipur