

Government of Rajasthan
Department of Information Technology & Communication
 3rd floor, Tilak Marg, Jaipur-302005 (Raj)



CCC (Citizen Contact Center Number) (Toll Free) :- **1800 180 6127** **ccc.emitra@gmail.com**

Technical Support **0141-2221424** **helpdesk.emitra@rajasthan.gov.in**
0141-2221425 **helpdesk1.emitra@rajasthan.gov.in**
0141-6450126
0141-6450109

For SSO related issues such as role mapping , login etc.contact (SSO सम्बंधित समस्याओं जैसे कि पंजीकरण, लॉग इन आदि के लिए संपर्क करें)		
Sh. Gopi Ram	CSE	sso.emitra@rajasthan.gov.in
Sh. VaibhavPareek	CSE	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Sanjay Atreya	Consultant (Wipro)	sanjay.atreya@wipro.com

For Kiosk Creation / Activation / Deactivation, LSP Creationcontact (कियोस्क निर्माण/एक्टिवेट/डीएक्टिवेट, LSP निर्माण, नए तहसील/ गाँव को जोड़ने सम्बन्धित समस्याओं के लिए संपर्क करें)		
Sh. Gopi Ram	CSE	newkiosk.emitra@rajasthan.gov.in
Sh. Jitendra Sharma	CSE	operation.emitra@rajasthan.gov.in
If Problem is not resolved(अगर समस्या हल नहीं हुई है)		
Sh. Munish Kumar Matolia	Programmer	Mkmatolia.doit@rajasthan.gov.in

For Transaction Cancellation contact (ट्रांजेक्शन कैंसलेशन के लिए संपर्क करें)		
Sh. Prakash Lochib	IA, DoIT&C	duplicate.emitra@rajasthan.gov.in
Sh. Jitendra Sharma	CSE	
Sh. Gagan Chaudhary	IA, DoIT&C	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Gagandeep Singh	Programmer, DoIT&C	gagan.doitc@gmail.com

For Fund Transfer related issues such as credit limit, refund etc. contact (फण्ड ट्रान्सफर से सम्बंधित समस्याओं जैसे की क्रेडिट लिमिट, रिफंड आदि के लिए समपर्क करें)		
Ms. Heena	CSE	fundmanager.emitra@rajasthan.gov.in
Sh. Jitendra Sharma	CSE	
Sh. Divyanshu Singh	Developer	
Sh. Gaurav Ladhani	Helpdesk Engineer	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Gagandeep Singh	Programmer, DoIT&C	gagan.doitc@gmail.com
Sh. JitendraMaurya	Consultant (Wipro)	jitendra.maurya2@wipro.com

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For Utility (DISCOM/PHED/BSNL/Airtel/Vodafone/Idea/MTS etc.) issues such as bill addition, data upload, data not found etc. contact (यूटिलिटी सेवाओं (बिजली/पानी/BSNL टेलीफोन एवं मोबाइल/Airtel/Vodafone/Idea/MTS etc.) से सम्बंधित समस्याओं जैसे कि बिल जुड़ना, डाटा न मिलना इत्यादि के लिए संपर्क करें)		
Sh. Kushagra	CSE	utility.emitra@rajasthan.gov.in
Sh. Sunil Banjara	CSE	
Sh. Deepak Kattayan	Helpdesk Engineer	
Sh. Raghvendra Gupta	IA, DoIT&C	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Ishwar Singh	Project Coordinator	Report.emitra@gmail.com
Sh. Praveen Kr. Bhardwaj	ACP (DD), DoIT&C	pkbdoit@hotmail.com

For PoS (MicroATM) related issues contact (माइक्रो एटीएम से सम्बंधित समस्याओं के लिए संपर्क करें)		
Sh. Manoj (Mapping / Demapping of terminals)	CSE	microatm.emitra@rajasthan.gov.in
Ms. Sangeeta (Payment, Acct. reconciliation etc.)	CA Team	
Sh. Raghvendra Gupta	IA, DoIT&C	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Yatesh Mehta	Consultant (Wipro)	yatesh.doitc@gmail.com
Sh. Praveen Kr. Bhardwaj	ACP (DD), DoIT&C	pkb.doit@rajasthan.gov.in

For Services related technical issues contact (सेवाओं सम्बंधित तकनीकी समस्याओं के लिए संपर्क करें)		
Ms. Mamta Sharma	Helpdesk Engineer	service.emitra@rajasthan.gov.in
Sh. Khemkaran Kumawat (Service Configuration)	IA, RISL	
Sh. Vimal Kumar Khandelwal (Guidelines / Training)	IA, DoIT&C	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Parag Kachhawa	ACP (DD), DoIT&C	paragk.doit@rajasthan.gov.in

For Digital Signature related issues contact (डिजिटल सिग्नेचर डिवाइस से सम्बंधित समस्याओं के लिए संपर्क करें)		
Sh. Vinod Chaudhary	IA, DoIT&C	vinodchoudhary.doit@rajasthan.gov.in
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Pooranmal Gupta	Programmer, DoIT&C	poorangupta@hotmail.com

For Business Correspondent (BC) and CSC-SPV related issues contact (बैंकिंग पत्राचार एवं CSC-SPV से सम्बंधित समस्याओं के लिए संपर्क करें)		
Sh. Nikhil Arora	Project Executive	bc.rajasthan@rajasthan.gov.in
Sh. Chetan Singh	Project Executive	

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If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Ms. RichaBhatnagar	Consultant (Wipro)	richadoit@gmail.com
For new e-Mitra mobile app related Issues (नए इमित्र मोबाइल एप्लीकेशन से सम्बंधित समस्याओं के लिए संपर्क करें)		
Aaryan Jain	Developer	Aryanjain311031@gmail.com
Anurag Mittal	Sr. Developer	Anurag.mittal4@wipro.com
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Yusuf Panwar	Project Manager (Wipro)	yusuf.panwar@wipro.com

For MIS e-Mitra web portal (reports) related issues contact (MIS इमित्र वेब पोर्टल से सम्बंधित समस्याओं के लिए संपर्क करें)		
Sh. Yogesh Verma	Developer	yverma2010@gmail.com
Sh. Ved Prakash Dubey	Sr. Software Engineer	ved.dubey@wipro.com
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Vinod Kumawat	IA, RISL	vinod.kumawat1986@gmail.com

For Application Type Services contact (एप्लीकेशन टाइप सेवाओं से सम्बंधित समस्याओं के लिए संपर्क करें)		
Sh. Dinesh Kumar	IA, DoIT&C	dineshdoitc@gmail.com
Sh. Vijendra Sharma	Project Manager (Wipro)	ssdg.risl@rajasthan.gov.in
Ms. Anupama Chaturvedi	HelpDesk	
Sh. Gaurav Sharma	DBA	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Ms. Neha Chaudhary	Consultant (NISG)	neha.chaudhary@rajasthan.gov.in

For old e-Mitra portal technical issues contact (पुराने इमित्र पोर्टल से सम्बंधित तकनिकी समस्याओं के लिए संपर्क करें)		
Sh. Akshay Sharma	Developer	akshaysharma2991@live.com
Sh. Gaurav Jain	Developer	gaurav.emitraa@gmail.com
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Abhishek Shukla	IA, DoIT&C	shukla_aks@yahoo.co.in
Sh. ParagKachhawa	ACP (DD), DoIT&C	parag.doit@rajasthan.gov.in

For new e-Mitra web portal related suggestions (नए इमित्र वेब पोर्टल से सम्बंधित सुझावों के लिए संपर्क करें)		
Sh. Ved Prakash Dubey	Sr. Software Engineer	ved.dubey@wipro.com
Sh. ChetanYadav	Sr. Software Engineer	chetan.yadav@wipro.com
Sh. VijendraVerma	Helpdesk Engineer	
If Problem is not resolved (अगर समस्या हल नहीं हुई है)		
Sh. Yusuf Panwar	Project Manager (Wipro)	yusuf.panwar@wipro.com
Sh. Yuvraj Singh	ACP (DD), DoIT&C	yuvraj Singh.doit@rajasthan.gov.in

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For **General Admin Issues** contact

(जनरल व्यवस्थापक मुद्दों के लिए संपर्क करें)

Sh. Kamlesh Gattani	Consultant (Wipro)	Kamlesh.gattani@wipro.com
Ms. Shilpi Patni	Consultant (NISG)	shilpipatnidoit@gmail.com

Contact details for SBI PoS (MicroATM) Service:

Helplines for Prizm terminals: {MID start with '022'}:

For Technical Help:

Toll free 18004250727 and chargeable 18604250767

E-mail: care.pos@hitachi-payments.com

SMS-Type "POS" to 56677

For Banking Help:

Contact No. 0141-2745266

Mail Id: helpdeskjpr.sbipspl@sbi.co.in; rsejpr.sbipspl@sbi.co.in;

Overall Escalation only for SBI PoS (MicroATM) related issue, Contact

Sh. Daljeet Singh	Engineer	8094330005	daljeet_singh9951@yahoo.com
Sh. Vijay Nagpal	Coordinator	9672743210	vijay.nagpal@ptronicsservices.com

Contact details for PinelabsPoS (MicroATM) terminals (Timing: 10:00 AM to 10:00 PM)

Customer Help Desk Number & Email Id	0120-4033600	plutus.support@pinelabs.com
<u>1st Level Escalation:</u>	if not responded in 24 Hours	
Sh. Suraj Singh	+91 9717273450	suraj.singh@pinelabs.com
<u>2nd Level Escalation:</u>	if not responded in 24 Hours	
Sh. Sourabh Saini	+91 9711049349	sourabh.saini@pinelabs.com
<u>3rd Level Escalation:</u>	if not responded in 24 Hours	
Sh. Anshuman Mehta	+91 7023355551	anshuman.mehta@pinelabs.com

Contact details for PAN Card service:

1. Technical Development/Integration and Issues Resolution: 022-67931284.

Mr. Anant Joshi (8451053388, anant.joshi@utiitsl.com),

Ms. Shambhvi Singh (shambhvi.singh@utiitsl.com)

2. Project Control (Technical Support): 022-67931144.

Ms. RichaKochar (8451053385, richa.kochar@utiitsl.com),

Mr. Manoj Dash (8451057496, manoj.dash@utiitsl.com)

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3. Finance and Operations support: 022-67931316.
 Ms. MeenakshiMayekar (meenakshi.mayekar@utiitsl.com),
 Ms. VindaMahadik (vinda.mahadik@utiitsl.com)
4. Overall escalation on any Issues: 022-67931285.
 Mr. Sanjeev Tomar (9820045520/ 8454945520 sanjeev.tomar@utiitsl.com) for Technical,
 Ms. Daksha Thakur (daksha.thakur@utiitsl.com) for Operations.

Linked Projects Support			
Bhamashah Technical Support	Helpdesk	0141-4030695	Bhamashah.helpdesk@ilfstechologies.com
RPSC (https://rpsc.rajasthan.gov.in)		0145-5151212 9610024681	rpsc@rajasthan.gov.in
Digital Certificate of Jamabandi (AapnaKhata)	Sh. Rajesh Verma (NIC)	9829205599	rajesh.verma@nic.in
eGras Portal		0141-2744294	e-to-rj@nic.in
Ration Card (NIC)		08003274227	pds.rsc@gmail.com
OMT Help Desk		011-32316989 011-32315746 011-32315660	helpdesk@csclive.in
APNA CSC - Queries	Sh. Chetan Singh	9887244448	chetan.singh@csc.gov.in

3rd Party Contact Details			
Digital Stationery –	Sh. Ajay Kumar Pujari	9413332531	shivamcompuforms@yahoo.com
M/s Shivam Compu Forms			
Ration Card Holograms-	Naveen Ahuja		hi_delhi@holostik.com , mayank.kumar@holostik.com , delhi@holostik.com
M/s Holostik India Ltd.			