# Renaissance G2C

## Digital Platform for Citizen Services Delivery

Solution Brief

SRIT

# Renaissance G2C: Digital Platform for Govt. Services Delivery

- Aims at creating a citizen-centric environment for Governance. Federal Govt & State Govt Integrated Mission Mode Project (MMP) along with eight support components have been identified to enable and facilitate rapid introduction of E-Governance, with the focus on service delivery.

- Aims at providing support to the basic administrative unit i.e., “District Administration”, to enable content development of G2C services, which would optimally leverage and utilize the three infrastructure pillars, which are the State-wide Area Network (SWAN) for connectivity, State Data Centre (SDC) for secure and fail-safe data storage, and the Common Service Centers (CSCs), as the primary front-ends for service delivery to deliver services to the citizens at their doorstep.

- The Digital Delivery Platform (for Govt. to Citizen Services) involves the integrated and seamless delivery of citizen services by the district administration through the automation of workflow, back-end digitization, integration and process redesigning across participating sections/departments for providing services in a most efficient manner to the citizens.

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# SOLUTION OVERVIEW

# Digital Delivery Platform that connects Govt. to Citizens

- SRIT's Digital Delivery Platform (DDP) delivers more than 500 Govt.-to-Citizen Services(G2C) to millions of citizen homes.
- The DDP-G2C platform is architected to provide high volume integrated citizen centric services to citizens through CSCs, Mo Seba Kendra (MSKs) and direct online mode as the primary frontend for service delivery.
- DDP-G2C platform creates an integrated IT platform for the District Administration and its subordinate offices, to use IT primarily to increase information quality, improve overall efficiency and effectiveness in the Government processes, along with convenience in operations.
- IT enabling of internal processes of District Administration and its subordinate offices to increase functional efficiency.
- Automation of workflow and internal processes of District Administration.
- Seamless integration of various departments for providing services to the citizens - by integrating various District databases.
- Providing efficient individual department services through delivery channels like Common Service Centers (CSCs).
- Providing easy access to government services to common man.
- Developing capacities of the human resources of the Government to operate and maintain IT enabled systems and applications with confidence and provide services to the people effectively and efficiently.
- Utilizing IT to empower the common man in his dealings with the bureaucracy.
- Making it easy for the District Administrative Officials to discharge their functions efficiently, to enhance transparency, efficiency and provide quality & prompt services to its citizens.

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# Govt. Departments Integrated with Digital Delivery Platform

| | | |
|---|---|---|
| Agriculture | Animal Husbandry & Diary | Culture |
| Economics and Statistics | Fisheries | Local Administration |
| Forest and Climate Change | Technical Education | Home |
| Food and Medicine | Women and Child Development | Labour |
| Human Resources | Panchayat & Rural Development | Disaster Management |
| Public Health & Family Welfare | Revenue | School Education |
| Public Works | Sports & Youth Welfare | Social Welfare |
| Industries | Transport Department | Tribal |
| Town and Country Planning | Urban Administration | Jail |

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# Govt. Departments Integrated with Digital Delivery Platform

| | |
|---|---|
| **50+ Million** | **More than 50 Million applications processed** |
| **133** | **133 G2C Services** |
| **1000+** | **More than 1000 Tehsil offices connected** |
| **5000+** | **More than 5000 Revenue Inspectorate offices connected** |
| **10000 +** | **More than 10000 Govt. official users** |
| **15000 +** | **Users in more than 15000 CSC centers** |
| **800 +** | **More than 800 Loka- seva centers connected** |

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# Services Delivered through Digital Delivery Platform

| # | Department | Service |
|---|---|---|
| 1 | Urban Administration | Marriage Registration & Certificate |
| 2 | Revenue & Disaster management | Schedule Caste Certificate |
| 3 | Revenue & Disaster management | Schedule Tribe Certificate |
| 4 | Revenue & Disaster management | OBC Certificate |
| 5 | Revenue & Disaster management | SEBC Certificate |
| 6 | Revenue & Disaster management | Income Certificate |
| 7 | Revenue & Disaster management | Domicile/ Resident Certificate |
| 8 | Revenue & Disaster management | Guardianship Certificate |
| 9 | Revenue & Disaster management | Income and Asset Certificate |
| 10 | Revenue & Disaster management | Legal Heir Certificate |
| 11 | Revenue & Disaster management | Solvency Certificate |
| 12 | Revenue & Disaster management | Certified copy of RoR |
| 13 | Revenue | RTI filling at District Collectorate |
| 14 | Urban Administration | RTI filling at Municipalities/Panchayat |
| 15 | Urban Administration | Public Grievance Municipal Corporation /Municipality/Town Panchayat |
| 16 | Urban Administration | Public Grievance Collectorate |
| 17 | Social Welfare | Application for inclusion in Indira Gandhi Old age Pension |
| 18 | Social Welfare | Application for inclusion in Samajik Suraksha Pension Yojana |
| 19 | Social Welfare | Application for inclusion in Sukhad Sahara Yojana |
| 20 | Social Welfare | Application for inclusion in Widow Pension |
| 21 | Revenue | Application for Case listing (Revenue Court) |
| 22 | Revenue | Court Order Certificate (Revenue Court) |
| 23 | Urban Administration | Issuance of Ration card |
| 24 | Urban Administration | Property Tax Payment |
| 25 | Urban Administration | Water Bill/Tax Payment |
| 26 | Urban Administration | Issuance of Trade License |

| # | Department | Service |
|---|---|---|
| 27 | Labour | Shop and Establishment Registration |
| 28 | Food and Medicine administration | Food Registration (Application for Small Cottage) |
| 29 | Urban Administration | Water Tap Connection |
| 30 | Urban Administration | NoC For Building (Plan)construction |
| 31 | Urban Administration | Name transfer (Mutation)of Property Municipal area |
| 32 | Revenue | Request for Nakal of document From Bhuiyan |
| 33 | Manpower Planning | Registration for Employment |
| 34 | Transport | New Permanent Driving License for Motor Vehicle |
| 35 | Transport | New Learner License |
| 36 | Transport | Application for fitment certificate (vehicle) |
| 37 | Social Welfare | Application for Indira Gandhi Disability Pension Yojna |
| 38 | Food and Medicine administration | Food Registration(Application for Hawker Stall) |
| 39 | Economics and Statistic | Birth Certificate Correction |
| 40 | Revenue | Revenue Services (Agricultural Land/Diverted For Demarcation) |
| 41 | Revenue | Revenue Services (Nazul Land Patta Renewal) |
| 42 | Revenue | Revenue Services (Nazul Land Patta NOC) |
| 43 | Revenue | Revenue Service (Solvency Between 5 Lac To 25Lac) |
| 44 | Economics and Statistic | Death Registration & Certificate Correction |
| 45 | Urban Administration | Land Use Information |
| 46 | Economics and Statistic | Marriage Registration & Certificate Correction |
| 47 | Higher Education | Branch Change for Government Engineering/Poly Technical College |
| 48 | Higher Education | Institute Change for Government Engineering/ Polytechnical College |
| 49 | Higher Education | Fee Refund For Government Engineering/Polytechnical College |
| 50 | Higher Education | Fee Refund For Government Engineering / Polytechnical College Persons With Disability |

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# Services Delivered through Digital Delivery Platform

| # | Department | Service |
|---|---|---|
| 51 | Economics and Statistic | Choice Birth Correction |
| 52 | Economics and Statistic | Choice Death Correction |
| 53 | Higher Education | Transfer Certificate For Government Engineering/PolyTechnical College |
| 54 | Higher Education | Transfer Certificate For Government Engineering / Polytechnical College Persons With Disability |
| 55 | Higher Education | Complaint For Government Engineering /Polytechnical College Persons With Disability |
| 56 | Economics and Statistic | Choice Marriage Correction |
| 57 | Revenue | Revenue Service (Solvency Less Than 5 Lac) |
| 58 | School Education | Transfer Certificate For Government High School |
| 59 | Manpower Planning | Transfer Certificate For Janshakti Training |
| 60 | School Education | Character Certificate For Government High School |
| 61 | School Education | Marksheet For High School |
| 62 | Manpower Planning | Transfer Certificate For Janshakti Training For Person With Disability |
| 63 | Manpower Planning | Marksheet For Janshakti Training |
| 64 | Manpower Planning | Marksheet For Janshakti Training For Person With Disability |
| 65 | Revenue | Revenue Services (Nazul Land Patta Mutation) |
| 66 | Food and Medicine administration | Application for new license under Chhattisgarh Motor and High Speed Diesel Oil (License and Control) Order, 1980 |
| 67 | Food and Medicine administration | New Petrol Diesel Application-Renewal |
| 68 | Food and Medicine administration | Kerosene Entry-New |
| 69 | Food and Medicine administration | Kerosene-Renewal |
| 70 | Food and Medicine administration | From Mandatory Things Manual |
| 71 | Food and Medicine administration | From Mandatory Things for Renewal |
| 72 | Revenue | Revenue Court CG |
| 73 | Revenue | Revenue Services (Nazul Land Patta Demarcation) |

| # | Department | Service |
|---|---|---|
| 74 | Revenue | Revenue Services (Agricultural Land/Diverted For Mutation) |
| 75 | Village industry | Sericulture - aid under Mulberry plantation |
| 76 | Forest | Forest -Registration of Wood |
| 77 | Sports & Youth Welfare | Financial Aid for Sportsperson |
| 78 | Agriculture | Equipment loan |
| 79 | Revenue | Revenue Services (Agricultural Land/Diverted For Kisaan Kitaab) |
| 80 | Agriculture | Pesticide license |
| 81 | Agriculture | Horticulture -New Seed License |
| 82 | Agriculture | Seed Trading |
| 83 | Revenue | Revenue Services (Agricultural Land/ Diverted For RBC 6(4) - Relief Support (Natural Calamity)) |
| 84 | Agriculture | Seed Processing |
| 85 | Women and Child Development | Women and Child Development - Swavalamban scheme |
| 86 | Agriculture | Fertilizer License |
| 87 | School Education | Transfer Certificate for Government High School |
| 88 | School Education | Transfer Certificate for Government School |
| 89 | Culture | Culture- Request for record copy |
| 90 | School Education | Mark sheet For Government School |
| 91 | Revenue | Request for Nakal of document Non-Digitized (copy of land record etc.) |
| 92 | Village industry | Handicraft-Application for sanction of tools / workshop construction grant from C.G. Handicraft Development Board |
| 93 | Village industry | Handicraft-Registration of self-help groups / co-operative societies |
| 94 | Water Resources Department | Irrigation -Water Purify |

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# Services Delivered through Digital Delivery Platform

| # | Department | Service |
|---|---|---|
| 95 | Village industry | Handicraft-Registration of businessmen working in the field of handicrafts |
| 96 | Panchayat & Rural Development | Panchayat & Rural - Cleaning system |
| 97 | Panchayat & Rural Development | Panchayat & Rural - change of street light bulb |
| 98 | Village industry | Handicraft-Application form for participating in State Level Handicrafts Award Competition |
| 99 | Village industry | Handicraft-Application for registration for artisans |
| 100 | Public Works | PWD- registration of Unemployed Engineer |
| 101 | Village industry | Handicraft-Application for joining Janshree Group Insurance |
| 102 | Village industry | Handicraft-Application for giving monthly financial assistance/benefits to artisans |
| 103 | Public Health & Family Welfare | Ayush - Permanent Registration Form |
| 104 | Village industry | Handloom- Financial aid to weavers |
| 105 | Public Health & Family Welfare | Ayush -Temporary Registration Form |
| 106 | Public Health & Family Welfare | Ayush - Application for Qualification Registration |
| 107 | Fisheries | Insurance Fisheries |
| 108 | Jail | Jail- Request to meet Prisoner |
| 109 | Forest | Forest -Application for sanctioning license for running established Sawmill |
| 110 | Animal Husbandry | Animal Disease |
| 111 | Forest | Forest -Application for sanction of retail sale for forest produce |
| 112 | Fisheries | Application for loan for fisheries |
| 113 | Home | Police -No. of cases registered in the station |
| 114 | Home | Police - Application for Insurance Claim Compensation of Unnatural Death |
| 115 | Home | Police - Relief to the casualties in road accident |
| 116 | Home | Police - Road accident under motor vehicle act |

| # | Department | Service |
|---|---|---|
| 117 | Home | Application to get the information of proceedings of previous application |
| 118 | Home | Police - Case relief for SC/ST Discrimination |
| 119 | Home | Police - Application for assistance to families suffering from natural calamities |
| 120 | School Education | Fee Refund for Government High School |
| 121 | Agriculture | Horticulture -Renewal of Seed License |
| 122 | Agriculture | Horticulture - Inclusion of New variety seed license |
| 123 | Fisheries | Fisheries - Allocation of Reservoir on royalty basis |
| 124 | Fisheries | Fisheries Training |
| 125 | Fisheries | Fisheries - Allocation of reservoir for lease |
| 126 | Home | Permanent Cracker license |
| 127 | Home | Temporary Cracker license |
| 128 | Home | NOC Required for setting up Petrol Pump |
| 129 | Home | Cinema license under the cinematography Act |
| 130 | Home | NOC For Sale, Transport and Construction of Explosive Materials |
| 131 | Forest | Forest Department NOC |
| 132 | Forest | Distance from Forest Land |
| 133 | SUDA | Hotel Business License |
| 117 | Home | Application to get the information of proceedings of previous application |
| 118 | Home | Police - Case relief for SC/ST Discrimination |
| 119 | Home | Police - Application for assistance to families suffering from natural calamities |
| 120 | School Education | Fee Refund for Government High School |
| 121 | Agriculture | Horticulture -Renewal of Seed License |
| 122 | Agriculture | Horticulture - Inclusion of New variety seed license |
| 123 | Fisheries | Fisheries - Allocation of Reservoir on royalty basis |
| 124 | Fisheries | Fisheries Training |
| 125 | Fisheries | Fisheries - Allocation of reservoir for lease |

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# 2

# FUNCTIONAL HIGHLIGHTS

# Key Functionalities of Renaissance G2C Platform

| | | | |
|---|---|---|---|
| Document Management System | Change Request Management | Citizen Satisfaction Index | Enactment of LSG Act-2011 |
| Chatbot | Analytics Dashboard | District Webpage | Cloud Enabled Infrastructure |
| Graphical Reports | Grievance | Scheme Discovery on Portal and Citizen Login | Content Management System |

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# Key Functionalities Implemented

| Functionality | E-District 2.0 |
|---|---|
| Infrastructure | Cloud |
| Application Architecture | Micro service |
| Application Software | Open Source Software |
| Document Management System | Implemented |
| Document Size | Up to 1 MB |
| Data Base | Open Source Maria DB/ MySQL |
| Data Base Backup | Incremental and Full Weekly Backup |
| Mobile Application | Service Request and Workflow Processing |
| Digital Signature | e-Sign and Token Based |
| MIS Dashboard (textual and visual) | Textual and Graphical |
| Chatbot | Implemented |
| Escalation Mechanism | Implemented |
| District Web Page and Dashboard | Implemented |
| ORTPSA and LSG Act enablement | Implemented |
| Change Management | Implemented |
| Grievance Management | Implemented |
| DC-DR | Implemented |
| Analytical Dashboard | Implemented |
| Citizen Satisfaction Index | Implemented |
| Scheme Discovery | Implemented |

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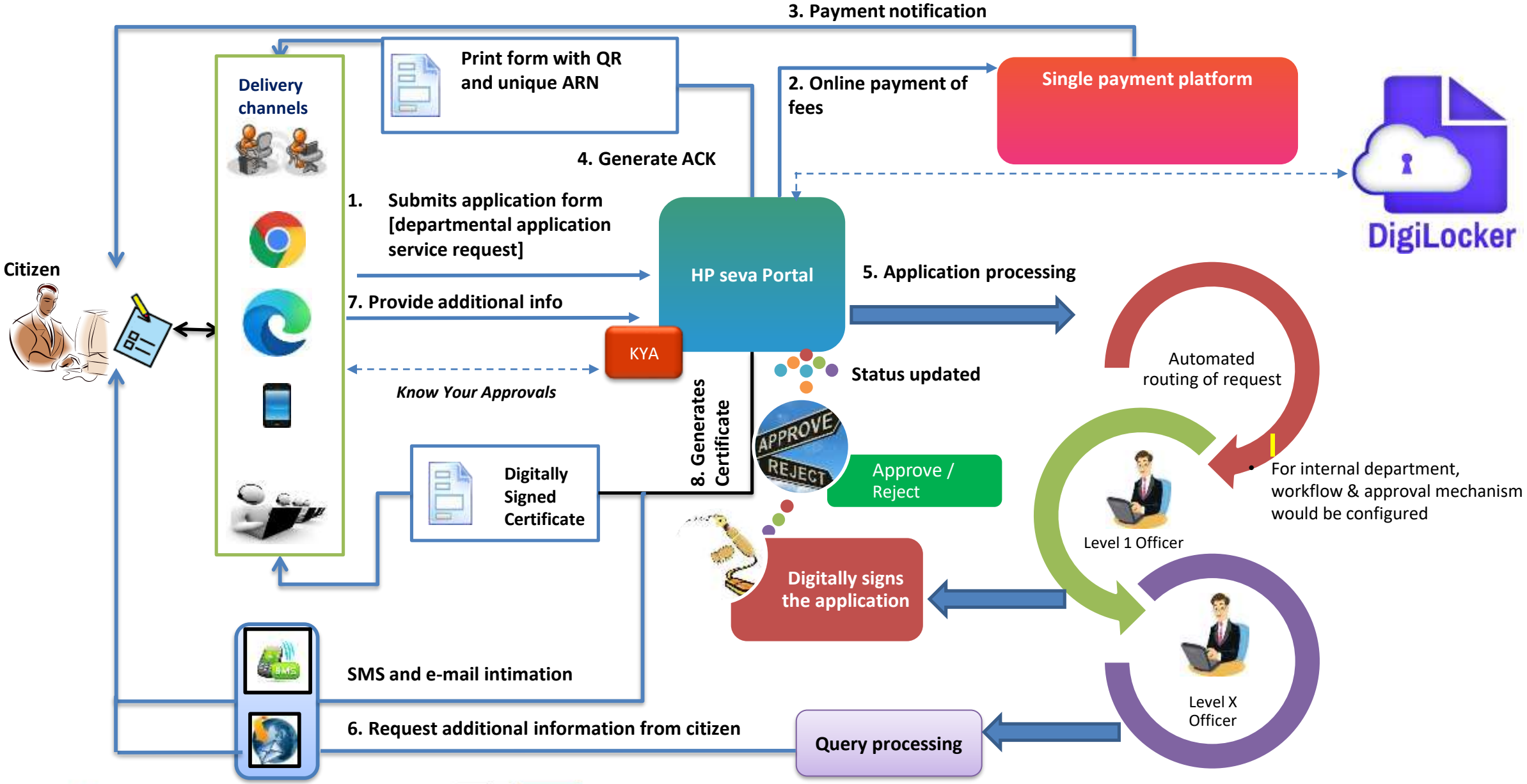
# Process flow of Citizen Services

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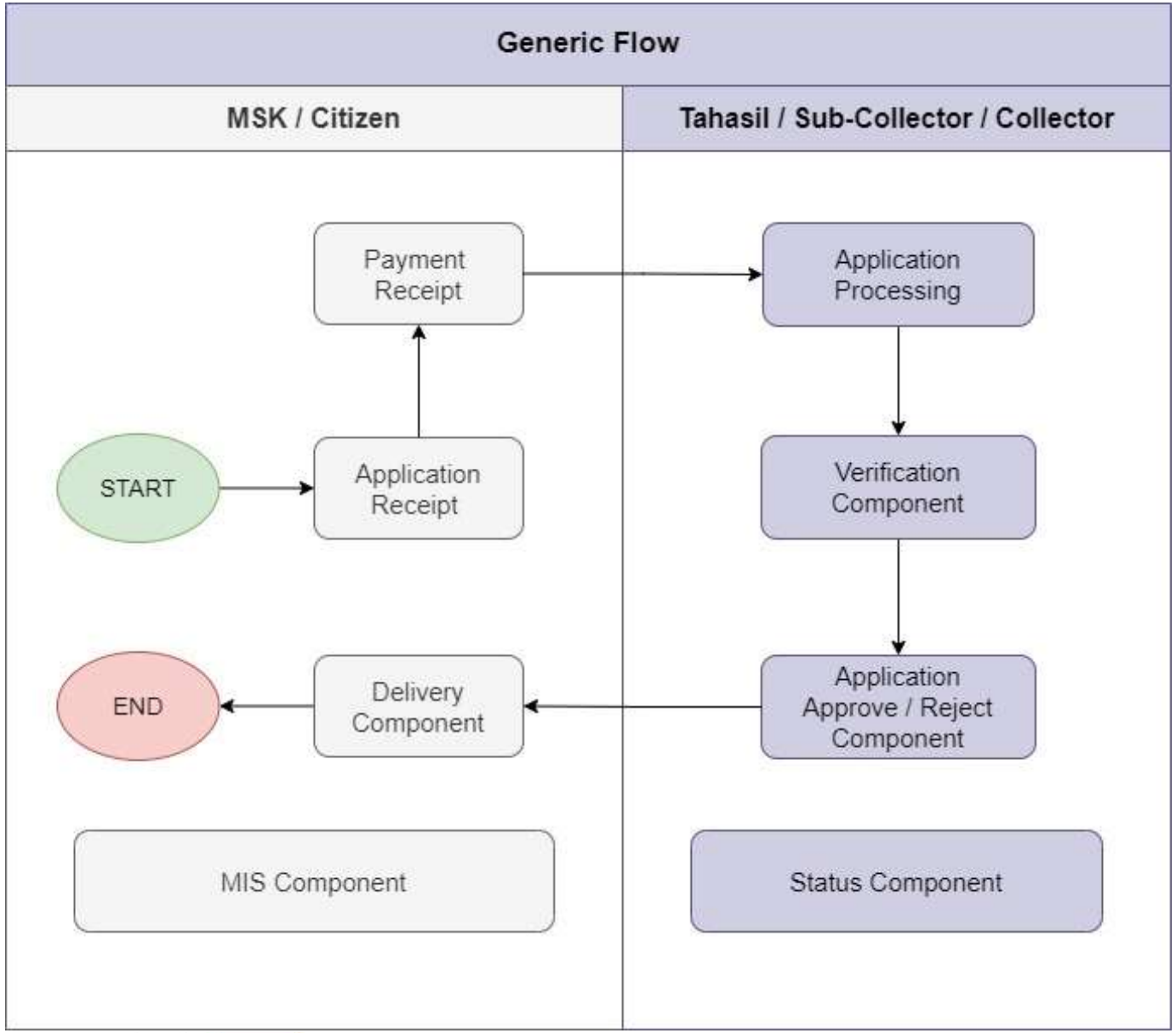
# Generic Process Flow in DDP Platform for G2C services

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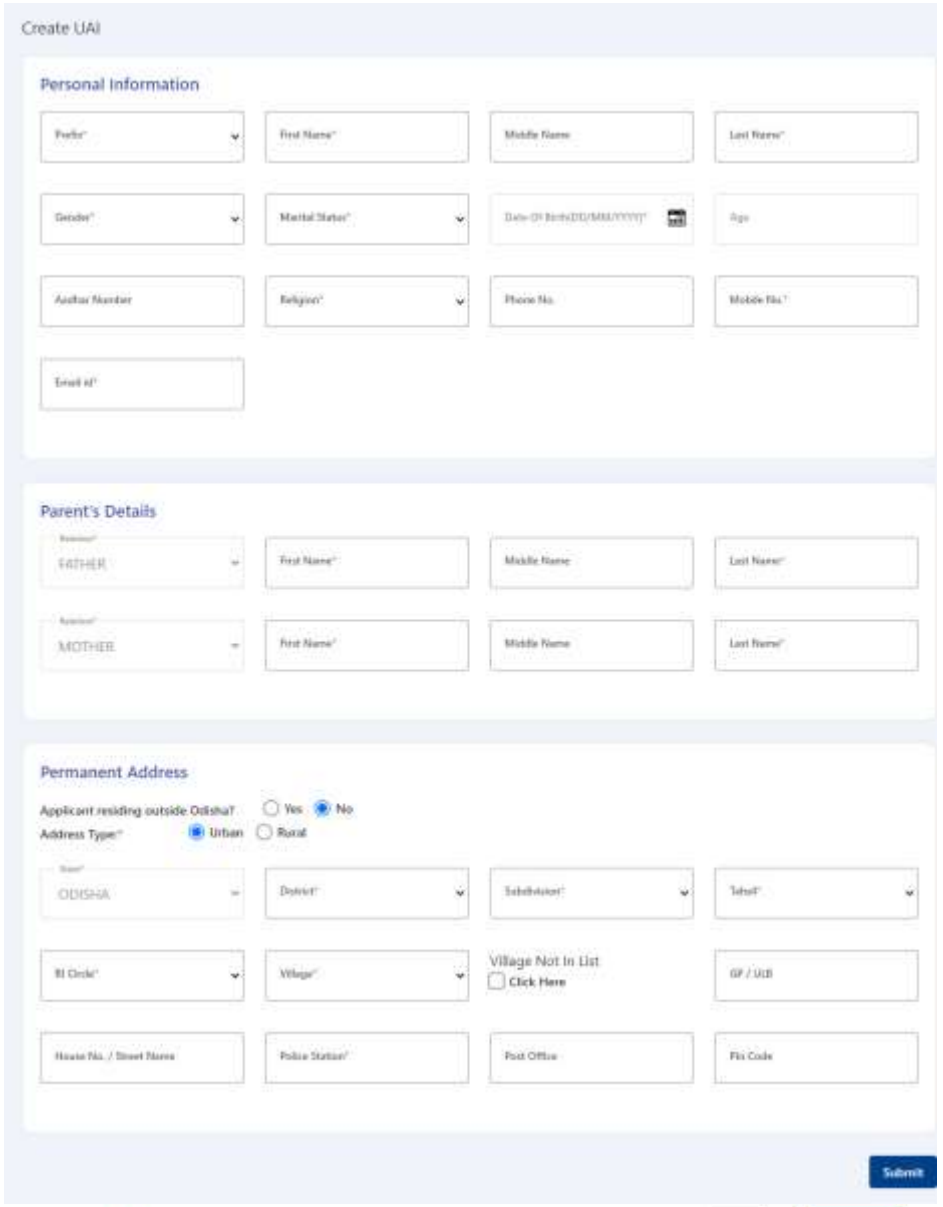
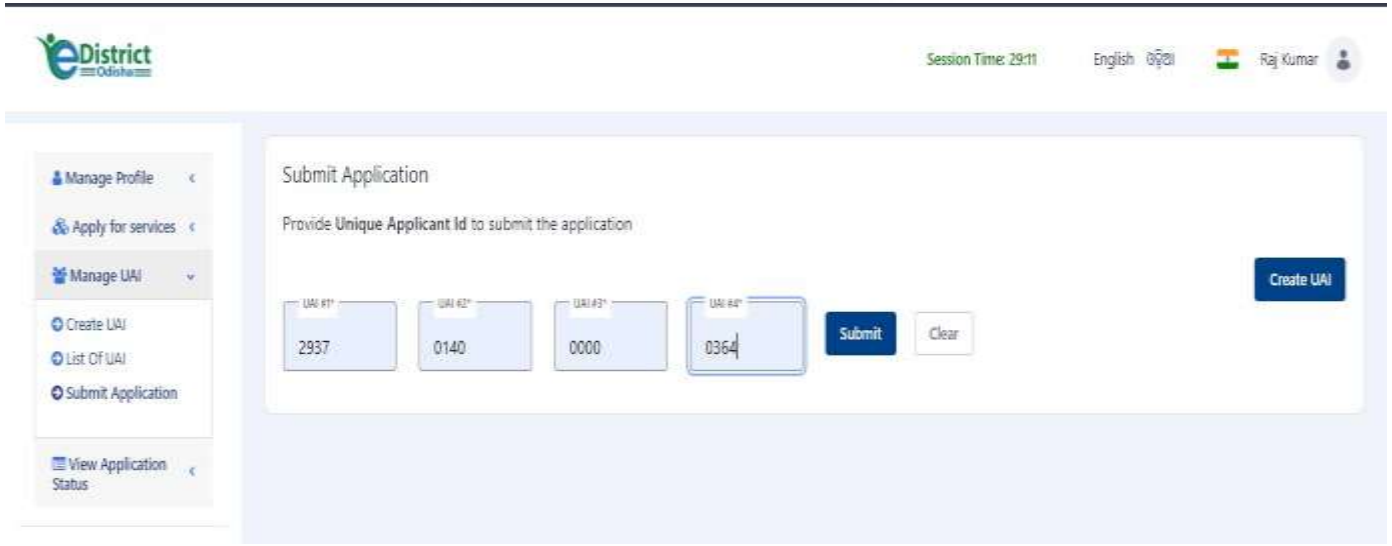
# SOFTWARE SNAPSHOTS

# Ready to Deploy Software



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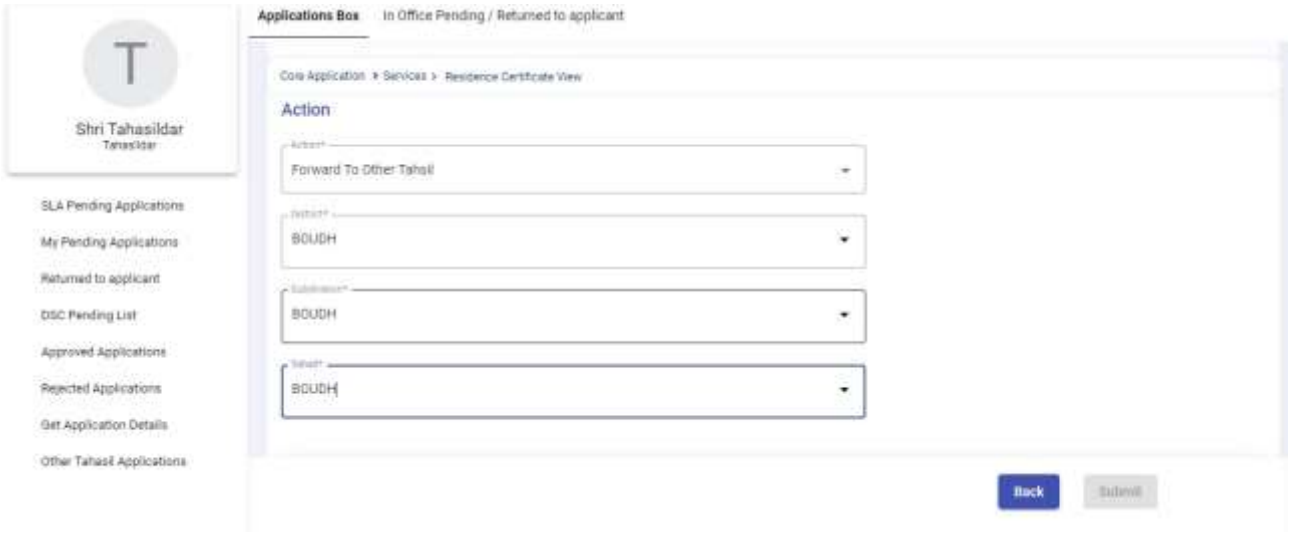
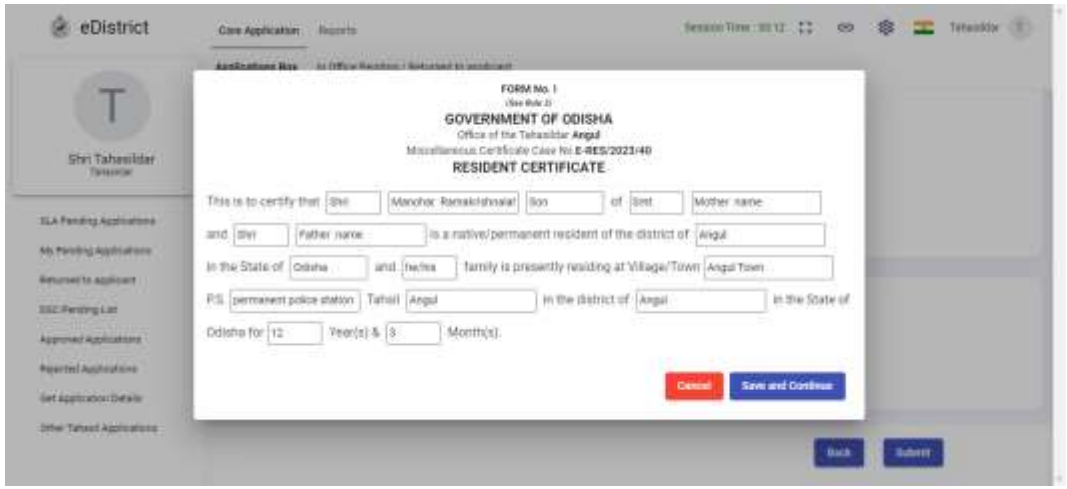
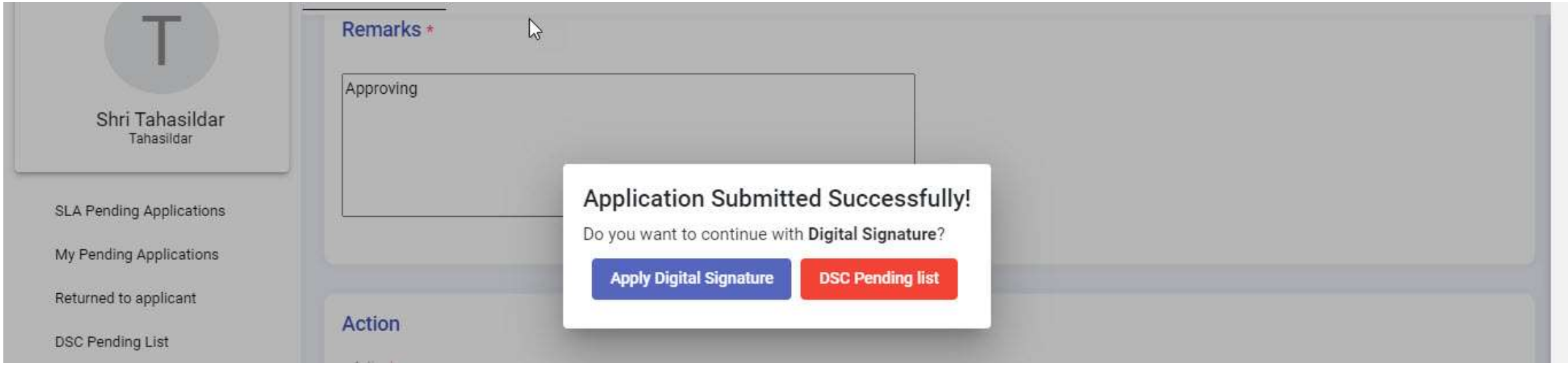
# Ready to Deploy Software

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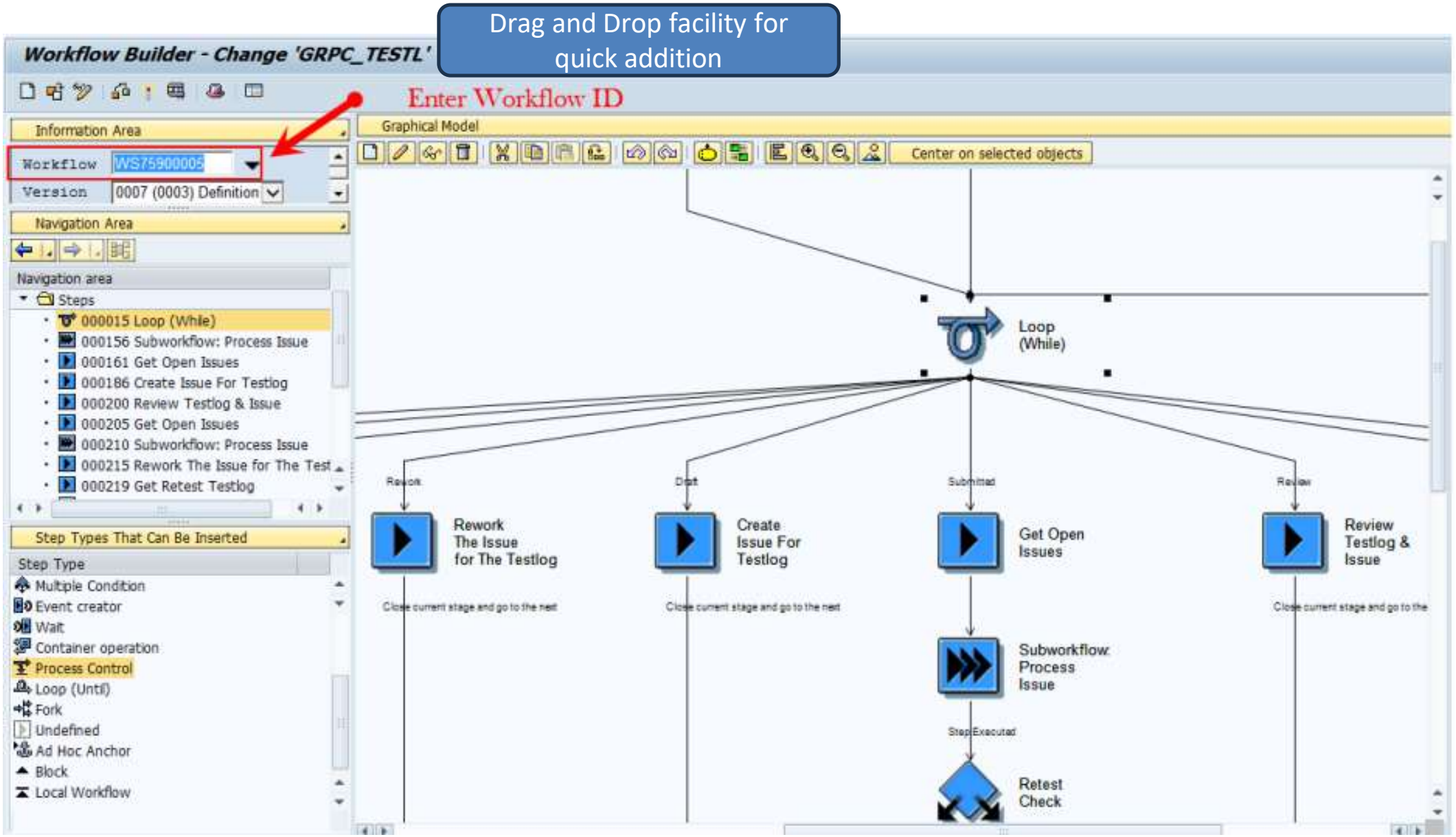
# Customized Workflow, Approval process

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# Monitoring mechanism as per LSG Act

- The law enacted by the State Government ensures the delivery of certain public services to the citizens by the state government, local bodies, public authorities or agencies within the stipulated time and to fix the liabilities of persons responsible for delivery.
- Every department shall designate a person or persons responsible for delivering public service from the date of commencement of this Act and the fact of such designation shall be displayed in some conspicuous part of the department for the information of the general public
- Appeal facility in case of breaching of timelines as per the act.
- Email/SMS alerts on breaching of service levels.
- System-generated digitally-signed Show Cause Notice (Pre-defined template with maker and checker) on breaching of service levels.
- System should notify the competent authority along with SCN template to be issued to the concerned officer.

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# Citizen Satisfaction Index

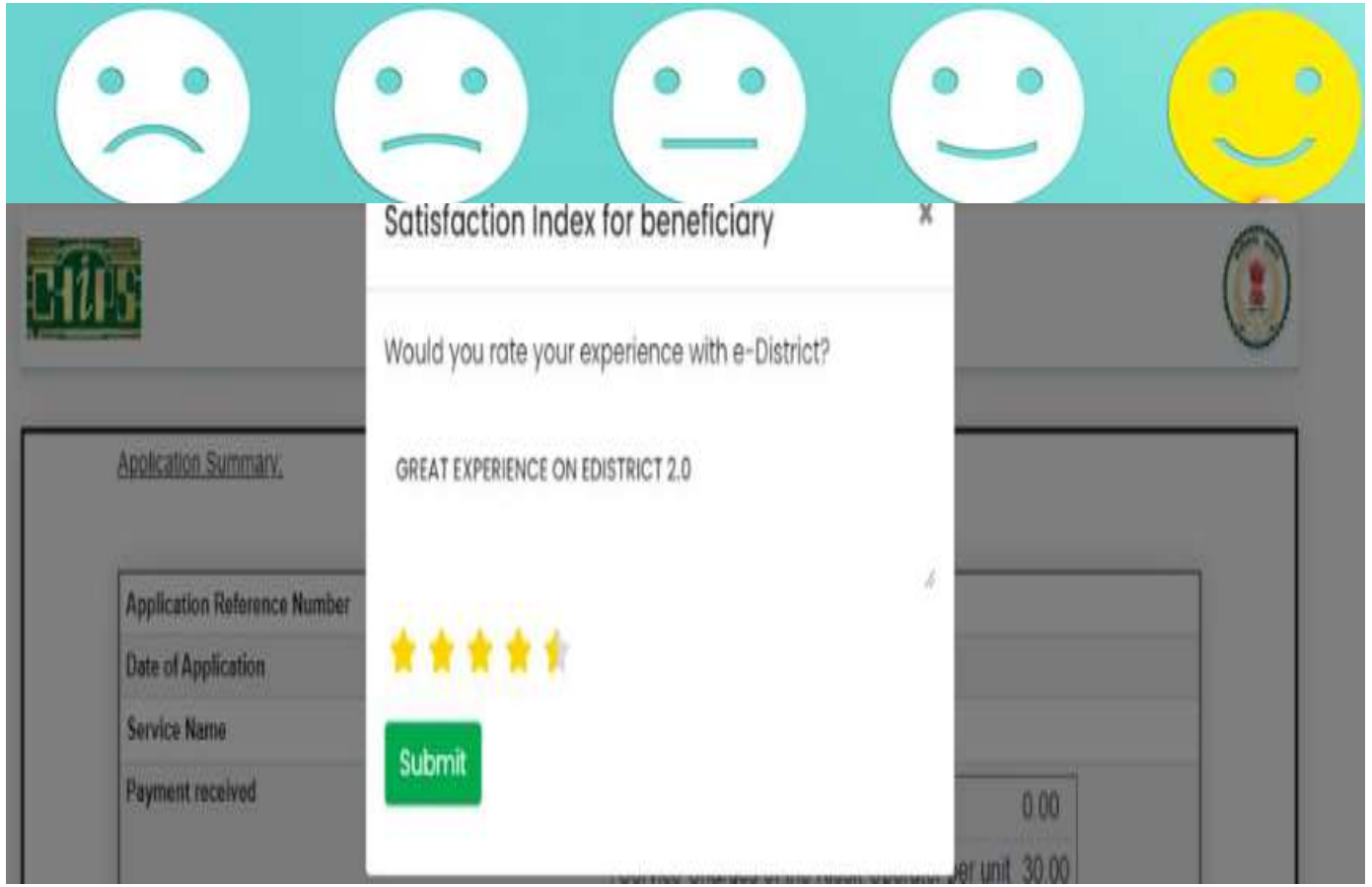
- Provide analytics for satisfaction of Service delivery by E-District portal on the basis of the satisfaction rating provided by User or portal

1) Kiosk Operator

2) Citizen

3) Government User

- System for capturing feedback from citizens in regard to services availed.
- Capture Feedback and Rating via online channel/SMS.
- Develop SMS Channel - asking for a rating (1 - Not Satisfied, 2 -Satisfied, 3 - Good, 4 - Very Good) when the transaction is closed.

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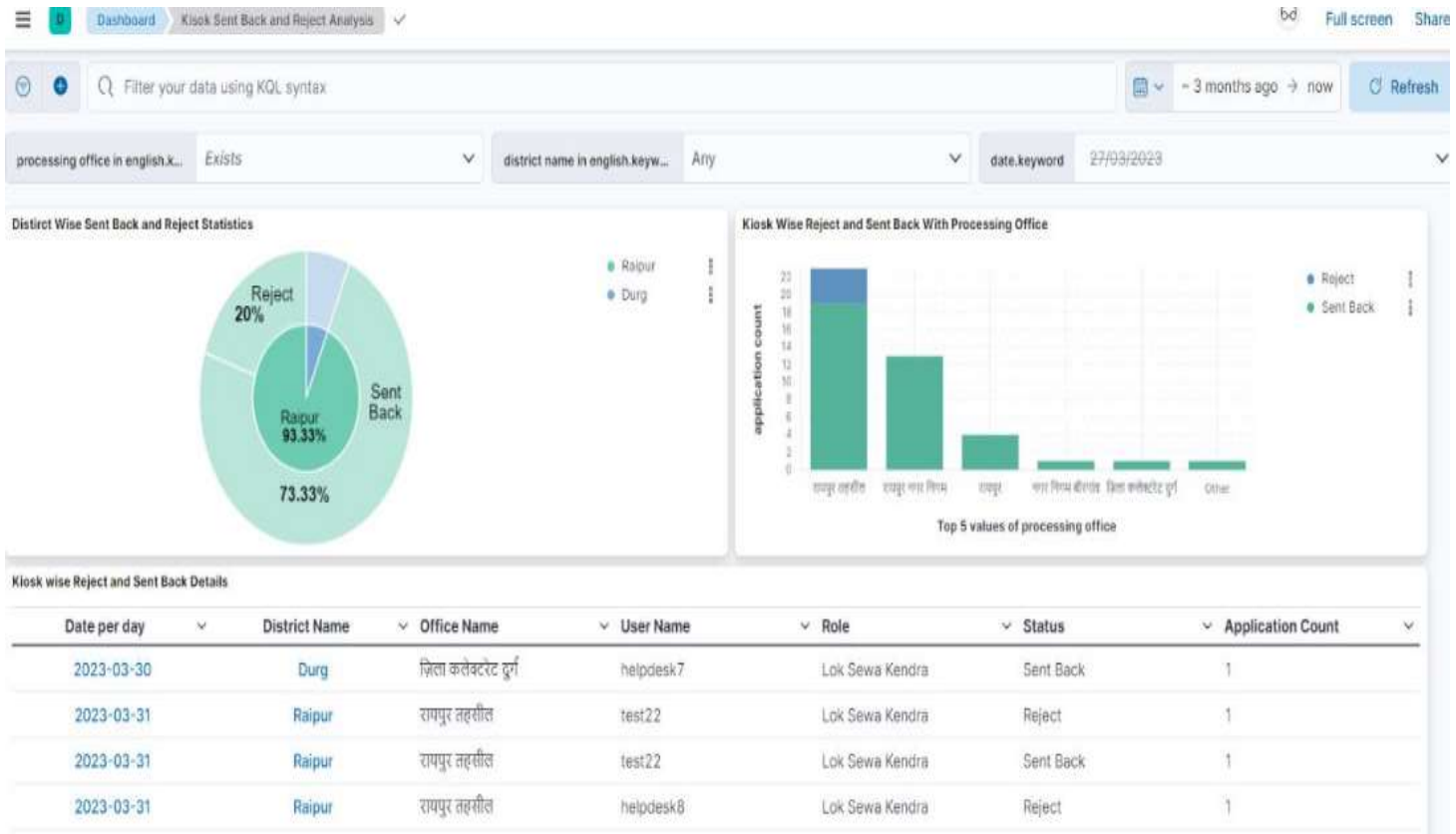
# Analytical Dashboard

- Analytical dashboard is a tool that provides a comprehensive overview of data.
- It enables you to efficiently handle and visualize complex information.
- As a result, we can easily perform analysis and uncover key business insights.
- Operator-wise data for send back and rejection analysis
- Govt-user-wise, office-wise within and beyond time approval
- Service usability by district month/year
- Most active and inactive services in a month/year
- Urgent application request for the Office month/quarter/year
- FIFO Disable office List
- Role Wise Service Count for month/quarter/year
- Department Active Services

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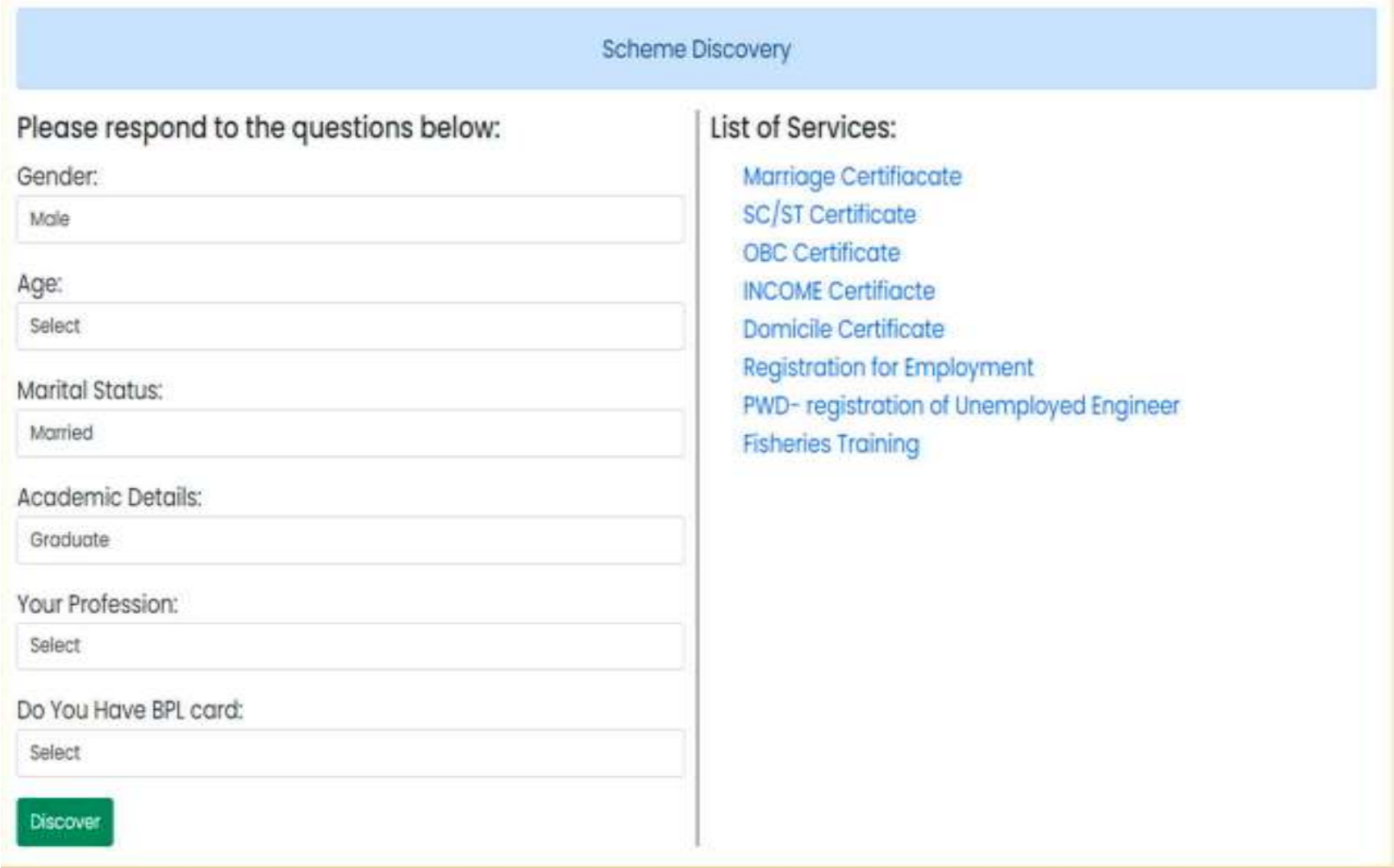
# Scheme Discovery

- Provides discovery services for citizen basis input given by citizen.

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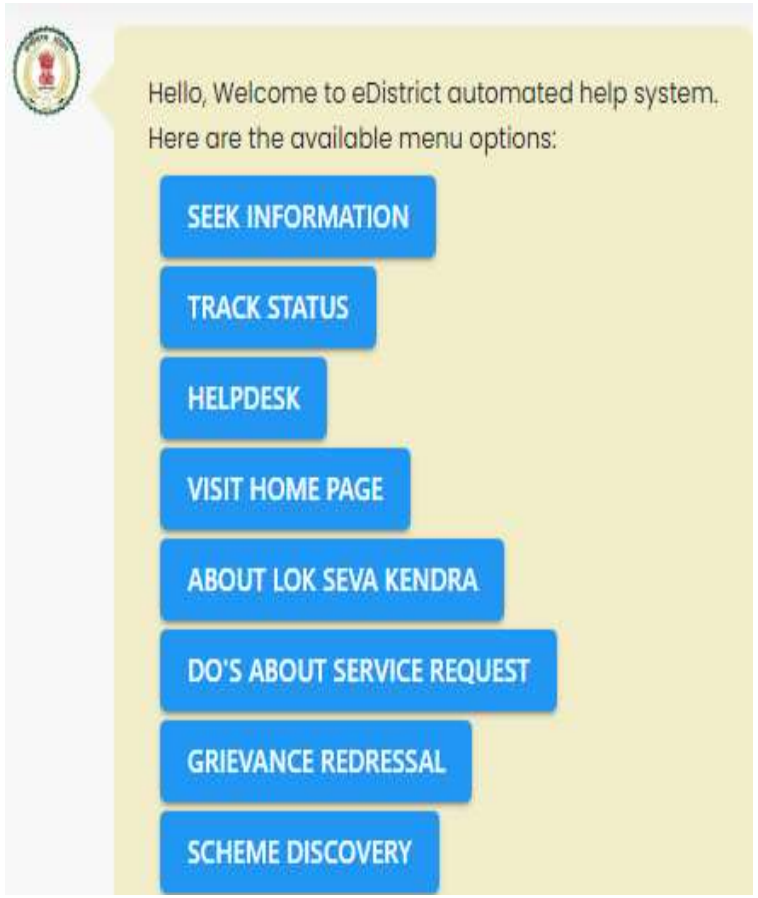
# ChatBot

- Chatbot is a software that simulates human-like conversations with users via chat. Its key task is to answer user questions with instant messages.
- Enhances citizen and user experience in availing and delivering of Public services.
- Provides virtual assistance in terms of natural dialogue-based access to services and system tasks
- E-District 2.0 portal provides functionalities like:
- Seek Information: provides information for services availability in various ULB, Corporations and Tehsils of the District of Chhattisgarh.
- Track Status: Provides current Status of Service.
- Helpdesk: provides helpdesk communication information for citizen queries.
- Grievance redressal:  for lodging grievances
- Scheme Discovery: Discover services for citizen basis the input given by citizen

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# Management Information System (MIS) - Reports

- District Wise Transactions and Pendency Report for Monitoring district Progress
- Provide ranking report of government user depending on number of approval / send back
- Pendency report of government users district wise
- Summary report of applications which are about to cross due-date in coming 2 days
- Government user work detail report
- Operator wise transaction report
- Summary report of applications disposed after time limit
- Population wise census report etc..
- Category of Reports which can be Generated for all Services:
- Disposal Reports
- Self Declaration Reports
- Average Time for Disposal Reports
- State-wide Performance Reports
- General Reports
- ORTPSA Reports
- Service-Wise, District-wise, Tehsil-wise and User-wise reports can also be generated

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# Workflow, Mobile App for Citizen & Government

- All services which are part of E-District 2.0 portal are available in Mobile App.
- Mobile app E-District 2.0 is available for both platforms (iOS and Android)
- Mobile app E-District 2.0 is available for both application submission, application processing and MIS Reports

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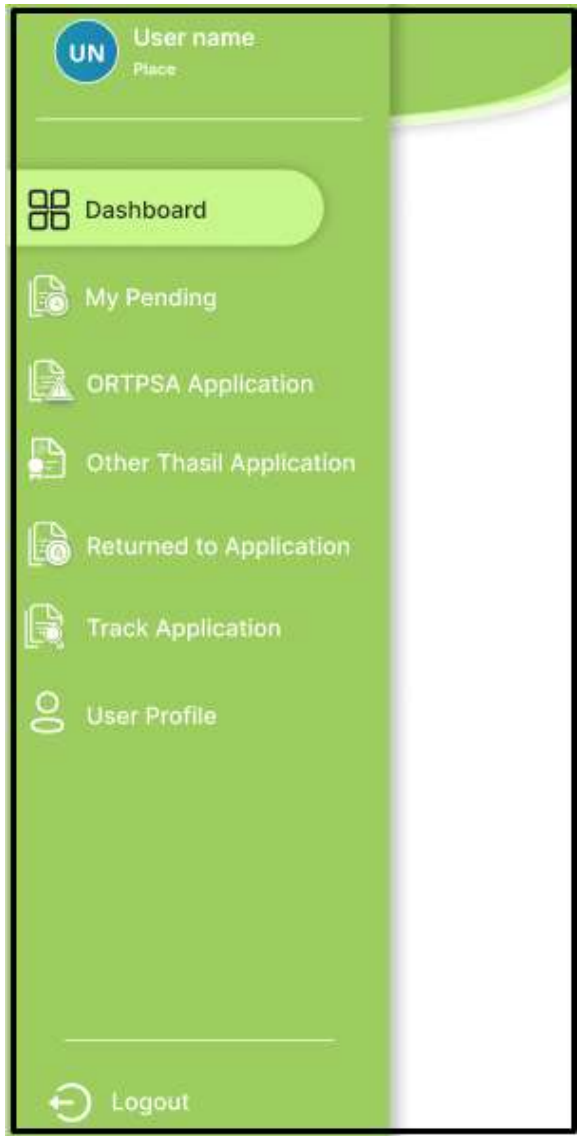
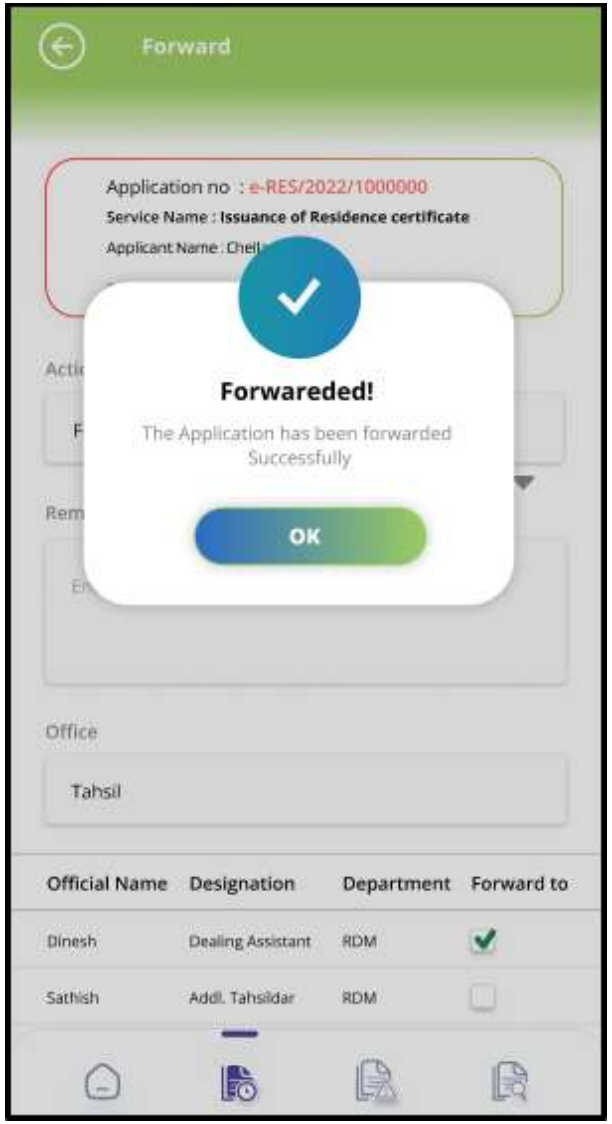
# Workflow, Mobile App for Citizen & Government



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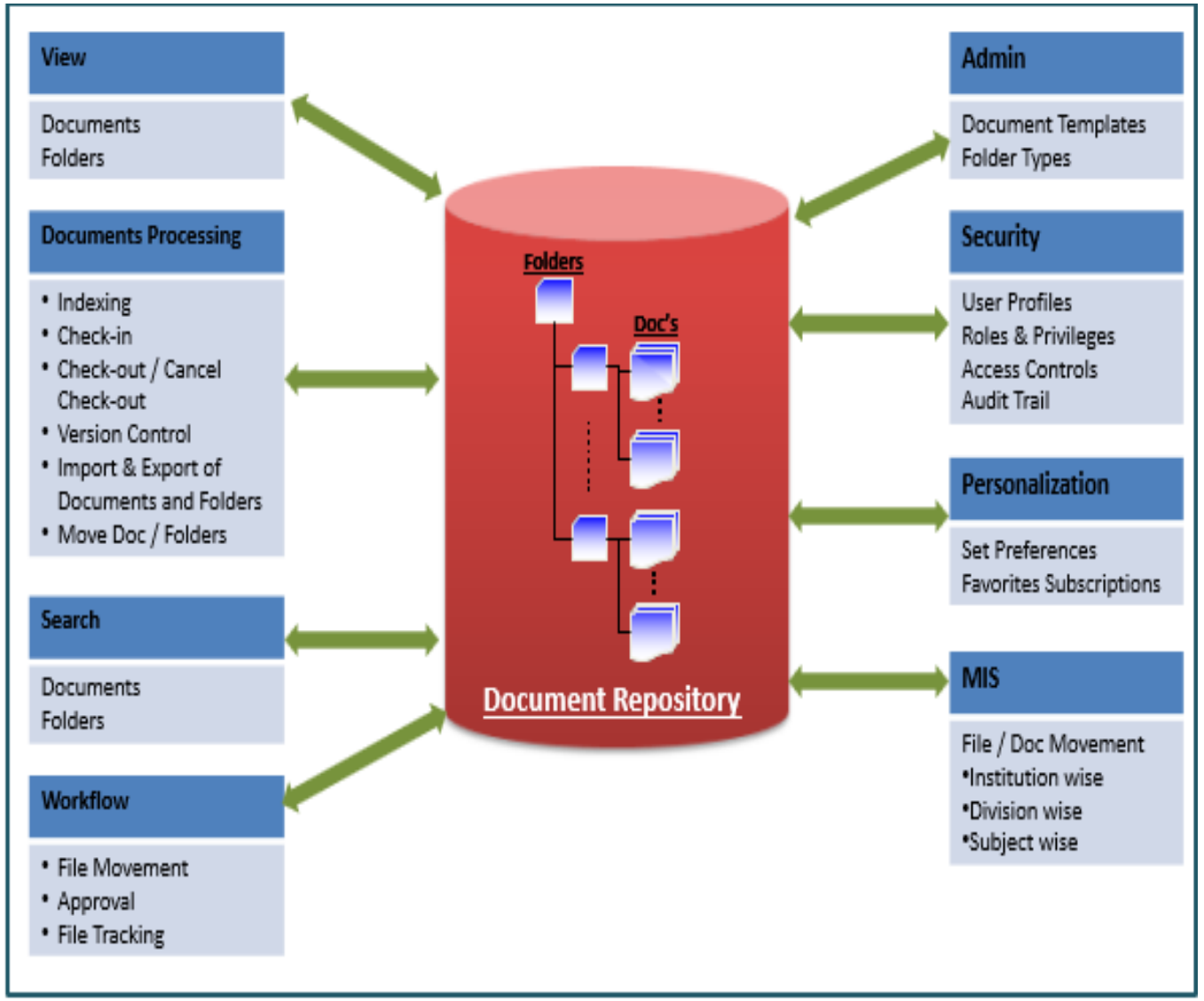
# Document Management System (DMS)

Document Management System (DMS), is the use of a computer system and software to store, manage and track electronic documents and electronic images of paper-based information captured through the use of a document scanner.

**Key Benefits are**:

- Version Control
- Reduce Data Base Size
- Reduce Database Backup Time
- Improves Workflow Process
- Improves Service request Process
- Reduces Storage Space
- Easier Retrieval
- Establish access control
- Manage a document repository

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# E-Sign addition to Digital Signature

- E-District 2.0 application support ‘E-Sign’ for certificate signing on E-District 2.0 mobile app.
- Government users can use their mobile devices for approving application and issuance of the certificate.
- Certificate with E-Sign will be available for E-District 2.0 applications processed through Mobile App

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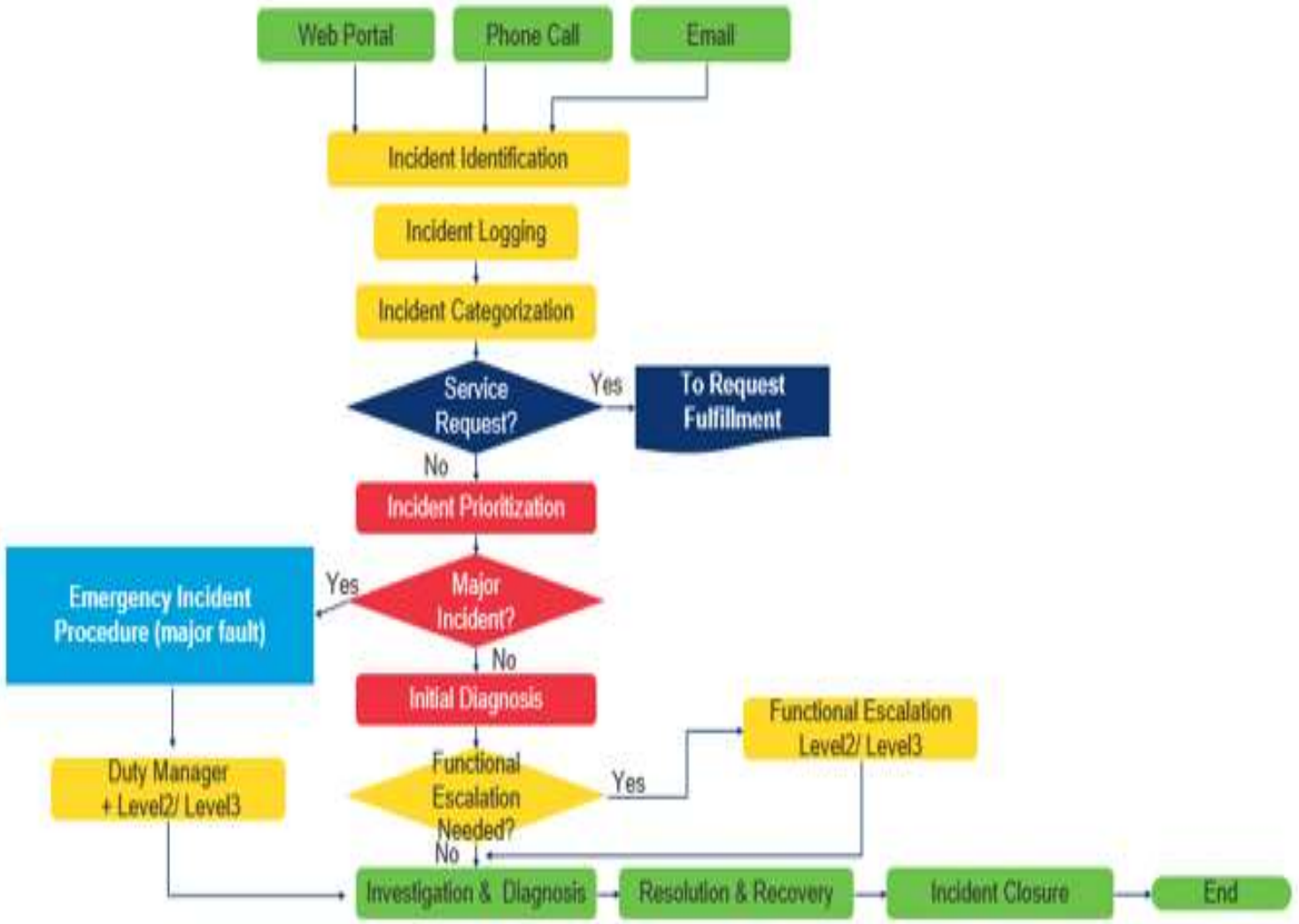
# Centralized Support Ticketing Tool

- A Centralized Ticketing Management tool built using Open-Source technologies helps to receive daily requests for the services through multiple channels, including web, email, phone and mobile.
- A centralized portal automates every step of the ticket life cycle and ensure timely resolutions by defining response and resolution.
- Keep end users informed at every step of the incident management process using automated notifications via SMS/email notifications.
- Improve turnaround times and resolution quality by maintaining a knowledge base of advanced technical solutions

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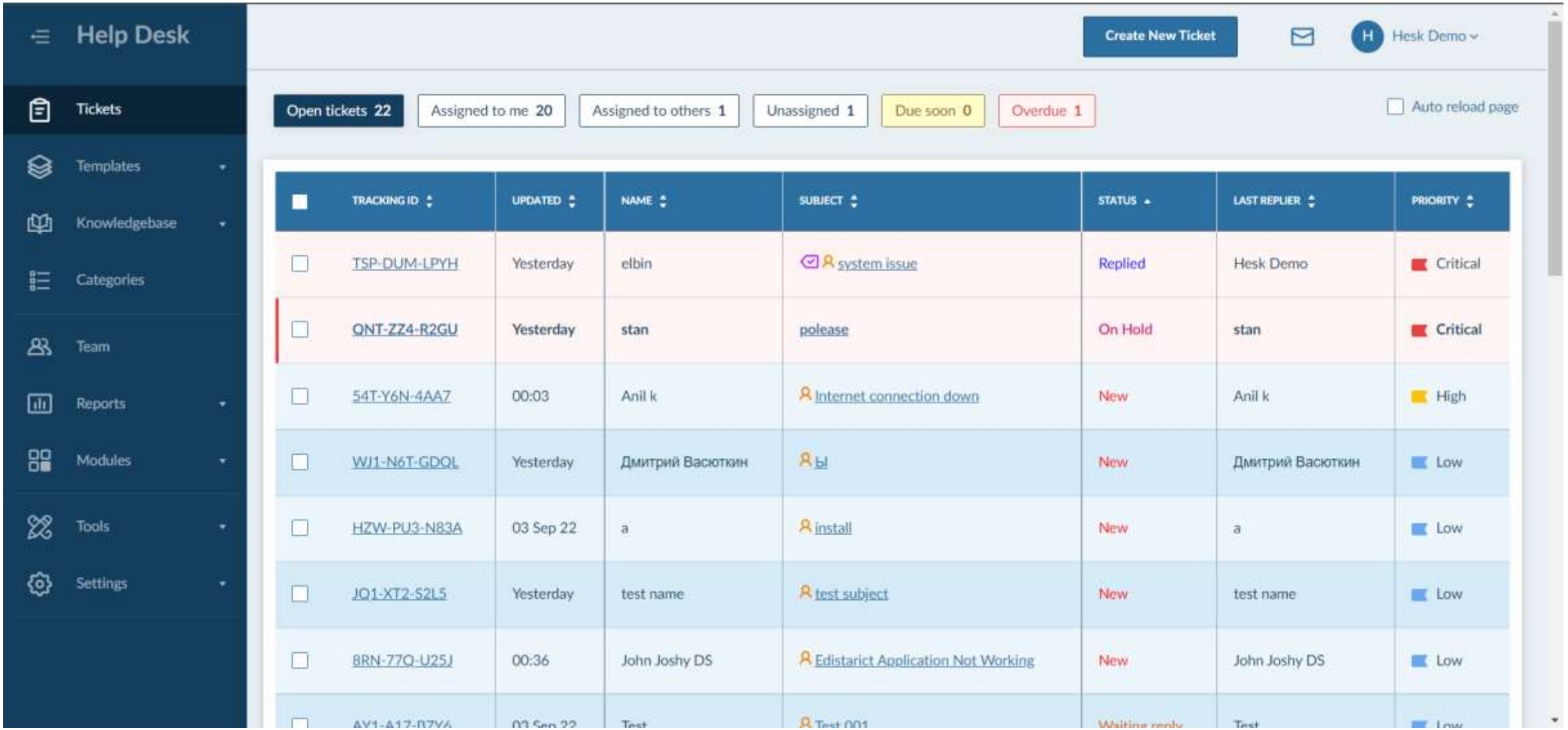
# Centralized Support Ticketing Tool

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# 4

# TECHNOLOGY & ARCHITECTURE

# Technology Stack

Client Side

Server Side

**Language**
- React, JSP

**Presentations**
- CSS and HTML5.0

**Validation**
- jQuery, Java Script and Ajax

- Docker, Kubernetes, VMs and Linux
- JAVA and Spring Framework
- MariaDB/MySQL Server

## Additional Applications

- Minio Object Storage for DMS
- EMudhra ( Digital Signature)

### Microservices

- Rest API's
- Business Intelligence and tool

#### Artificial Intelligence

- Jasper Soft ( Analytics tool )
- Chat-Bot

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# Technology Stack of e-District Portal

| | Software Stack | OEM |
|---|---|---|
| **Hardware** | Operating System | Linux |
| | Infrastructure Management Tool | |
| | Anti-virus | Symantec Endpoint Protection 14.3 |
| **Software** | Front End | JSP/React, jQuery, java Script, HTML, CSS |
| | Back end | Java 18, Spring Boot 2.7.2 |
| | Data Base | Maria DB 10.11 / MySQL Server |
| | Mobile Application | Flutter |
| **Utility Application** | PDF Certificate | Jasper Report |
| | Minio Object Storage | |
| | SMS gateway | for Notifications to Users |
| | Crypto-token for Digital Signature Certificate (DSC) | e-Mudhra |
| | Analytics | BIRT or Jasper Reports community edition |
| | Web Based Content Management System features | Custom portal |
| | Workflow | Custom solution |
| | Chatbot | Custom solution |
| **Deployment** | Web server | Nginx community edition |
| | Application server | Tomcat (inbuilt with SpringBoot) |
| | Containerization for microservices based architecture | Docker /Kubernetes community edition |

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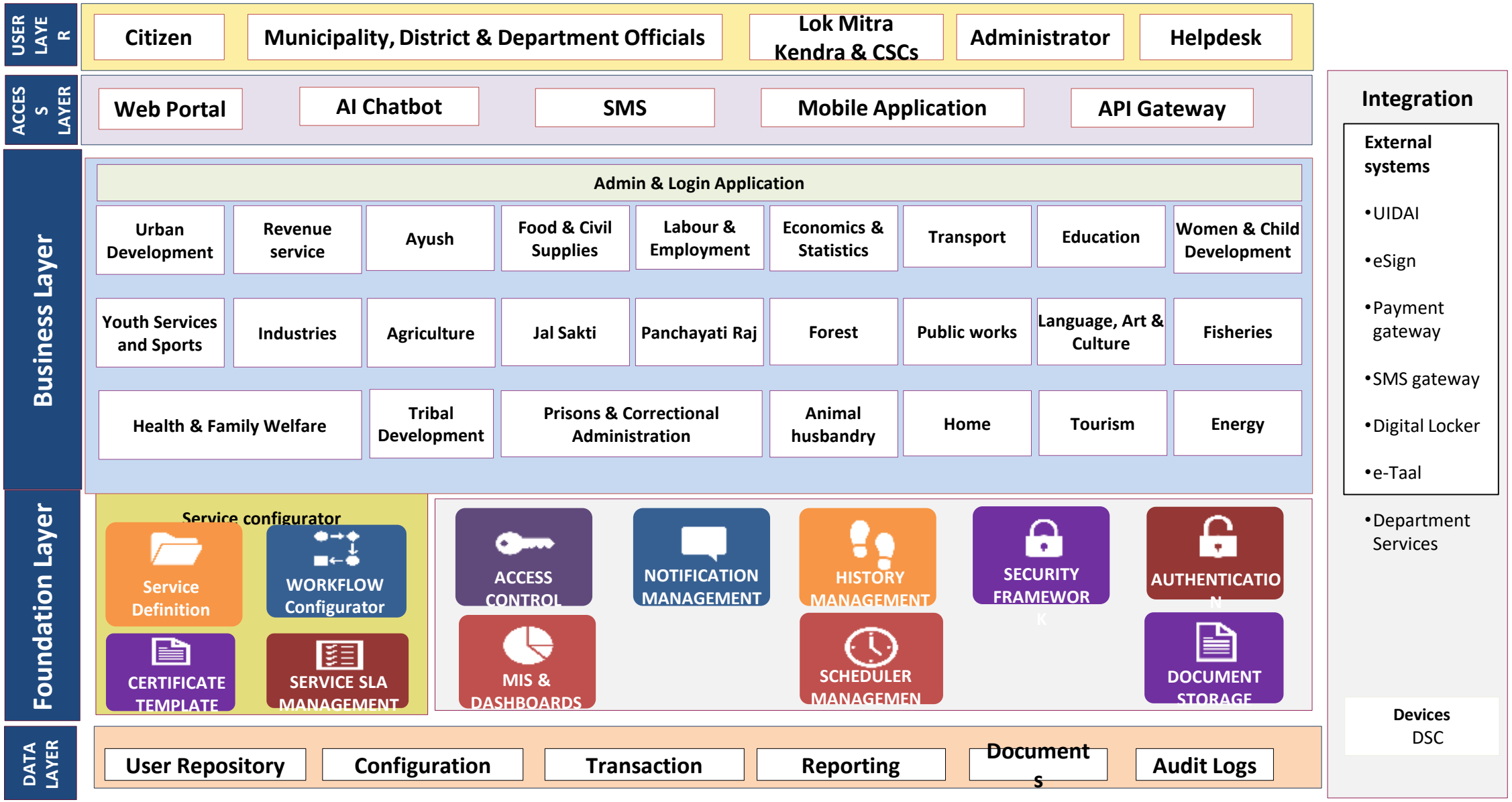
# Solution Architecture

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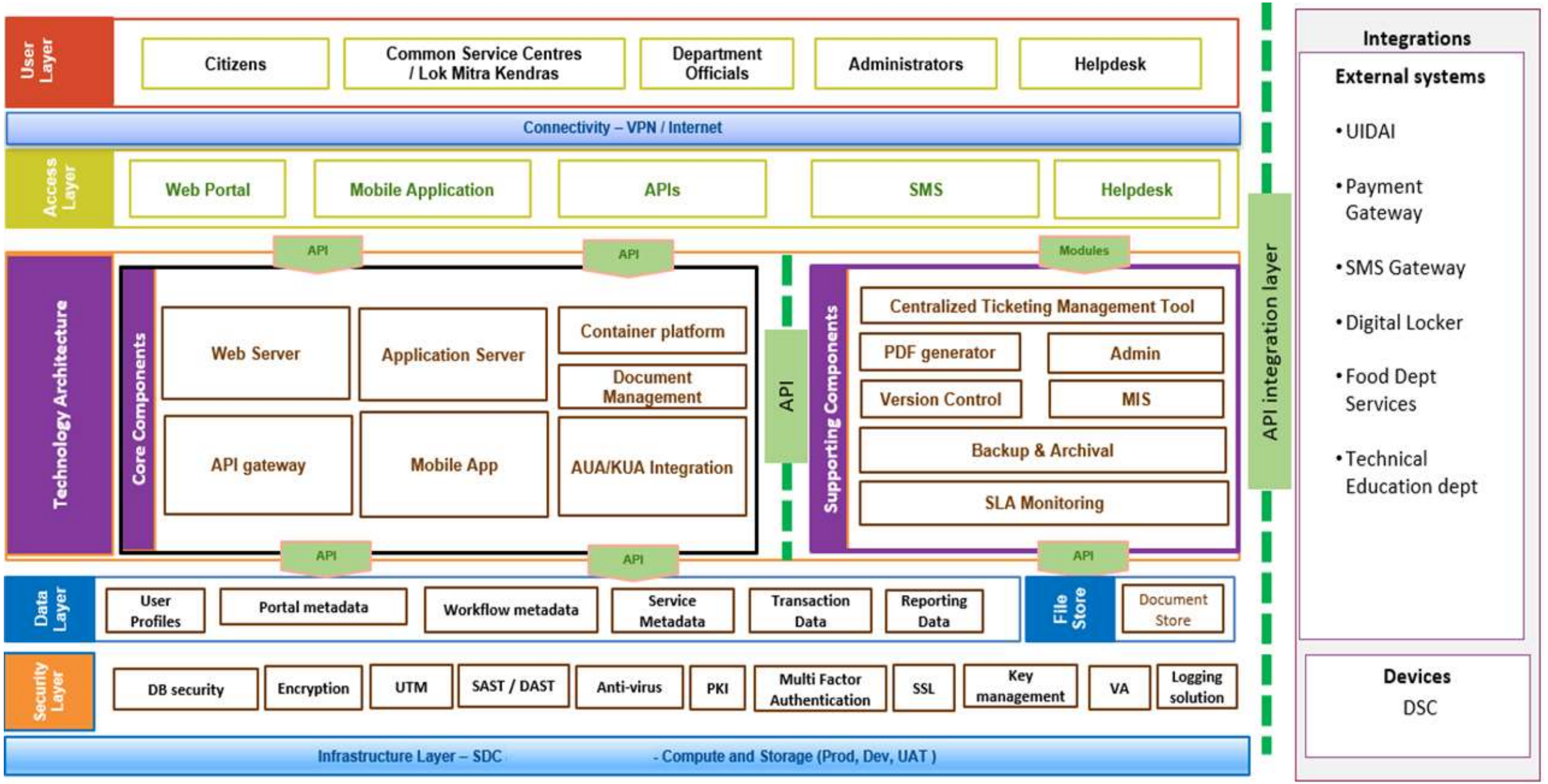
CMMI LEVEL 5 ❖ ISO 20000-1:2018 ❖ ISO 27001:2013 ❖ SSE-CMM LEVEL 5 ❖ ISO 9001:2015

# Technical Architecture

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# Microservices Architecture

Microservices architecture is a type of application architecture where the application is developed as a collection of services. e-District 2.0 Microservices are given below:

Application Management:

- Manages all the functionality of application Lifecycle like application submission and it’s processing.

User Management:

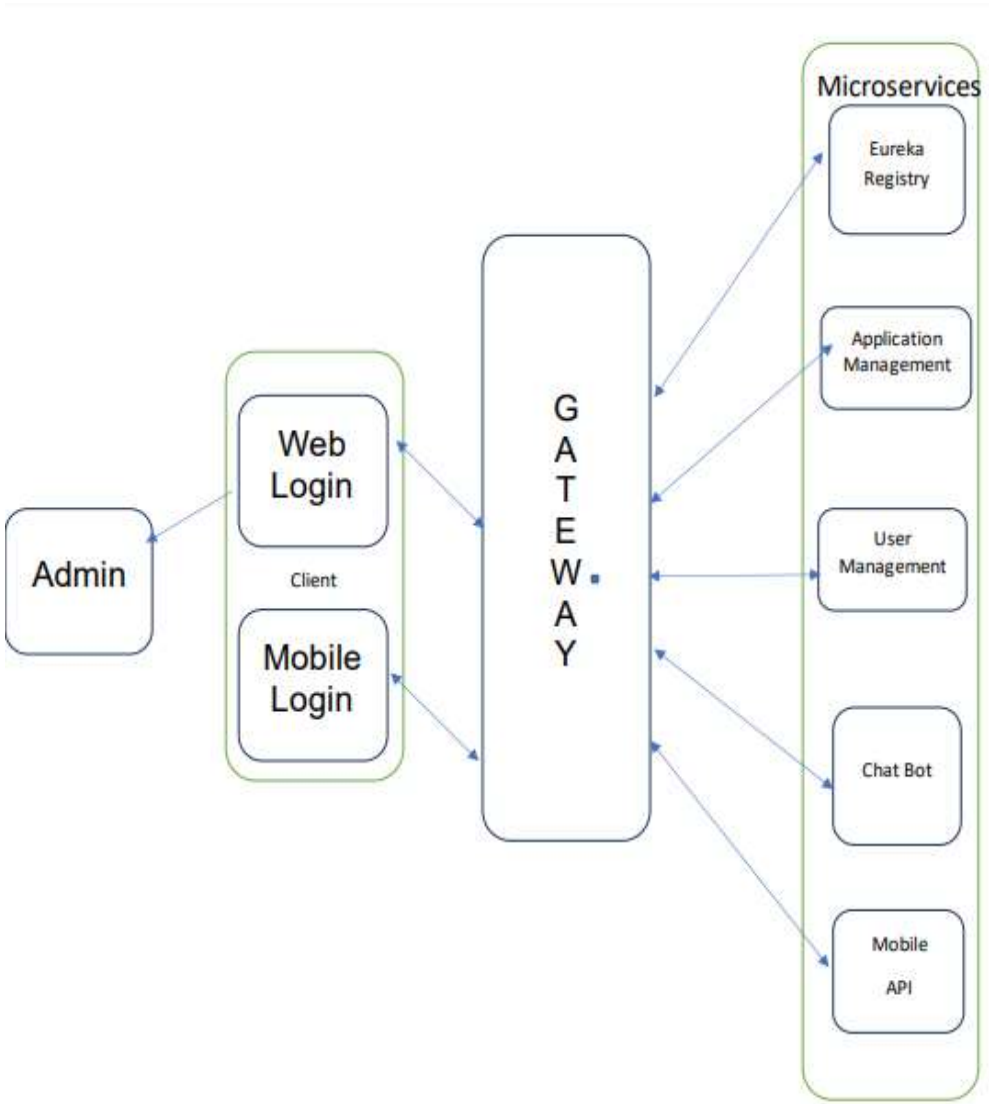
- Manages all the functionality related to user Profiles.

Admin:

- Manages all the functionality of Admin module like master data management ,workflow creation and user mapping etc..

Mobile :

- It provides functionalities of application lifecycle using mobile Application .

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# Integration Capabilities

**Integration Interface Framework**

- Web API (REST/SOAP)
- File Based (CSV, XML or Delimiter Separated)
- DB to DB Integration
- XML / JSON / SOAP / WSDL / XSLT

**Support for Hybrid Integration Model for API-Fication**

## Authentication

- SSO
- Captcha
- OTP

## legacy & Other Systems

- Legacy Applications

## Validation System

- Aadhar eKYC
- E-Praman

## National/State Services

- CM Dashboard
- Meri Pehchan

## Payment Systems

- e-wallet
- Payment Gateways

## Digital Signature

- Aadhar Based

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# AI Assistant and Intelligence

- Chatbots and Virtual Assistants: AI chatbots to answer citizens' queries, provide information on services, and guide users through processes like: Applying for permits or accessing citizen services, Interactive Customer Support Automation, Application Tracking, Find nearest Common Service Centre, Grievance lodging

- Personalized Service Recommendations: AI systems can analyze user data to suggest relevant services or programs to citizens based on their profiles, making it easier for them to find what they need. predict future trends based on historical data using Predictive Analytics & Forecasting

- Fraud Detection: AI systems monitor transactions in real-time to detect unusual patterns and prevent fraudulent activities, enhancing security. If any application is submitted multiple times from same mobile number, or PAN, or Aadhar

- Data Analysis for Policy Making: AI helps analyze large datasets to identify trends and needs within communities, enabling better-informed decisions and policies that address citizen concerns Scheme Discovery based on Citizen Data

- Accessibility Enhancements: AI tools improve access to services for people with disabilities, providing features like speech recognition, text-to-speech, and language translation

WORLD'S FIRST SSE-CMM LEVEL 5 COMPANY

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CMMI LEVEL 5 ❖ ISO 20000-1:2018 ❖ ISO 27001:2013 ❖ SSE-CMM LEVEL 5 ❖ ISO 9001:2015

# DDP Platform for G2C, Testing and Certifications

CERT-IN Security Testing successfully done

STQC, Govt. of India testing done for:

- Vulnerability Assessment of Servers and Network Elements
- Web Application Security Assessment Report
- Usability Report
- Functionality Test Report
- Load Testing.
- Process testing.
- Penetration testing
- Application hosted MeitY, Govt. of India empanelled AWS Cloud

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# Renaissance G2C

**Digital Platform for Citizen Services Delivery**

info@sritindia.com

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