AMT

Renaissance G2C

Digital Platform for Citizen Services Delivery

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.

1 | SOLUTION OVERVIEW

Renaissance G2C

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.

Renaissance G2C

Digital Delivery Platform that connects Govt. to Citizens

- 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.

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

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

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

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

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
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125	Fisheries	Fisheries - Allocation of reservoir for lease

2 | FUNCTIONAL HIGHLIGHTS

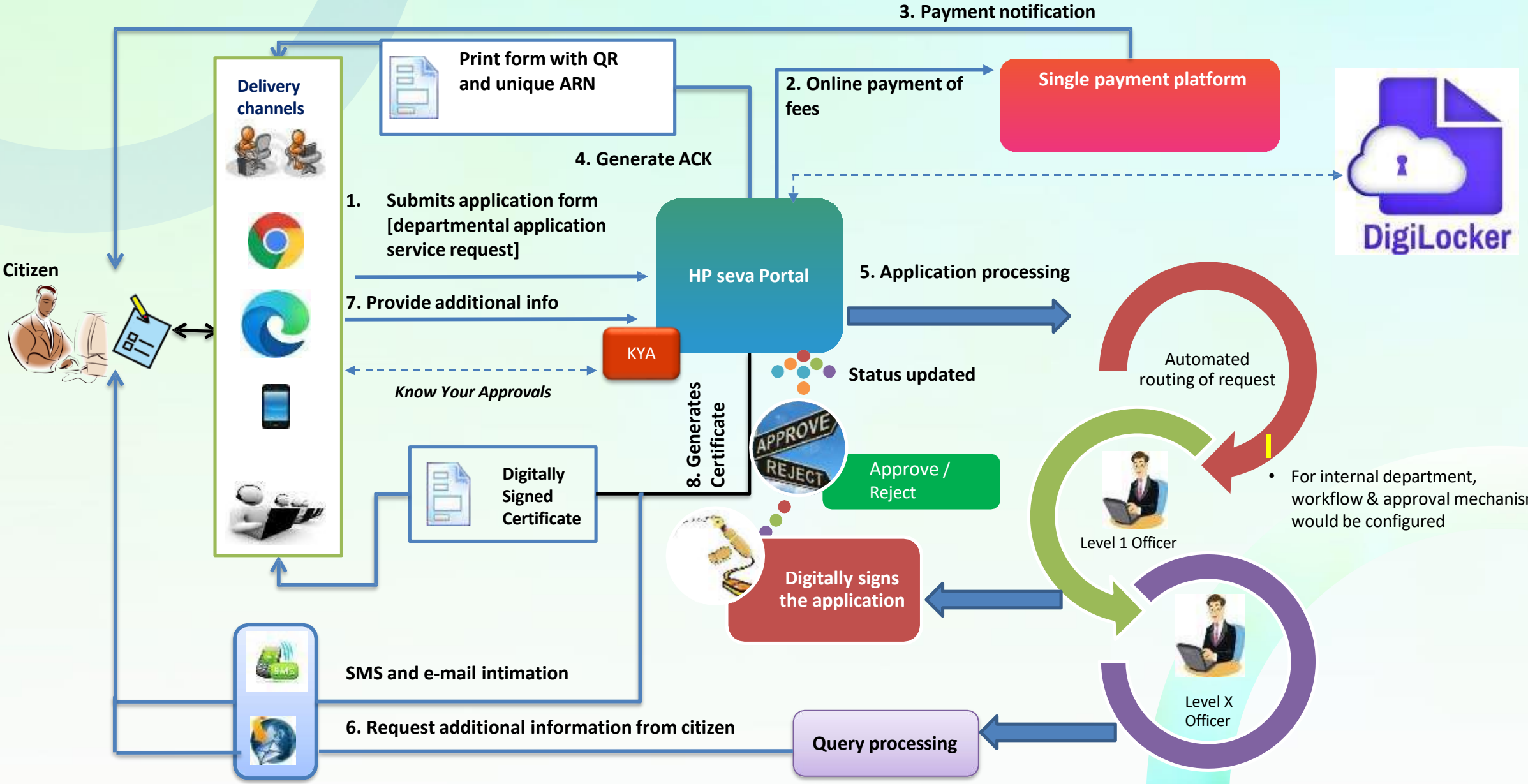
Key Functionalities of Renaissance G2C Platform

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

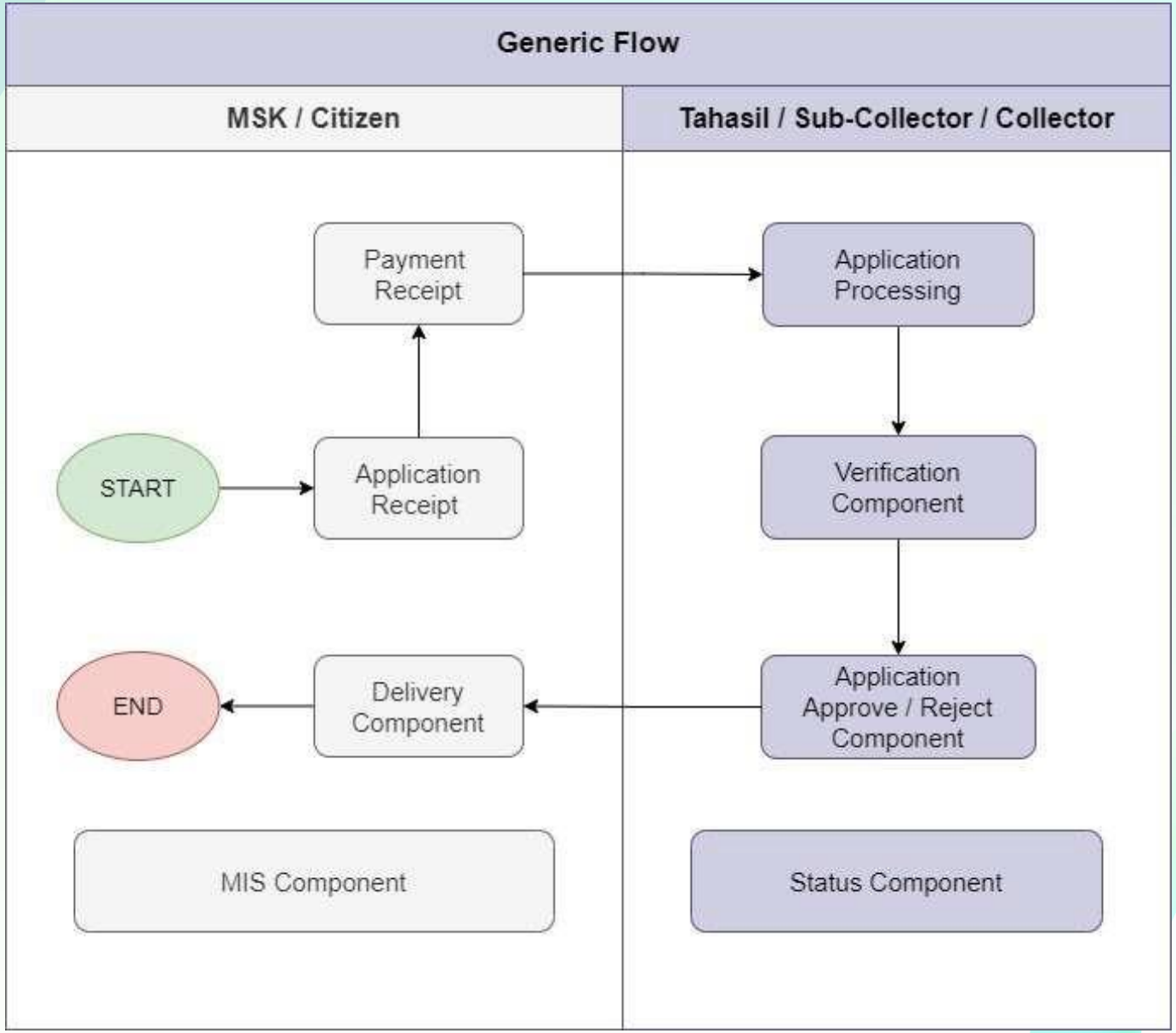
Key Functionalities Implemented

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

Process flow of Citizen Services

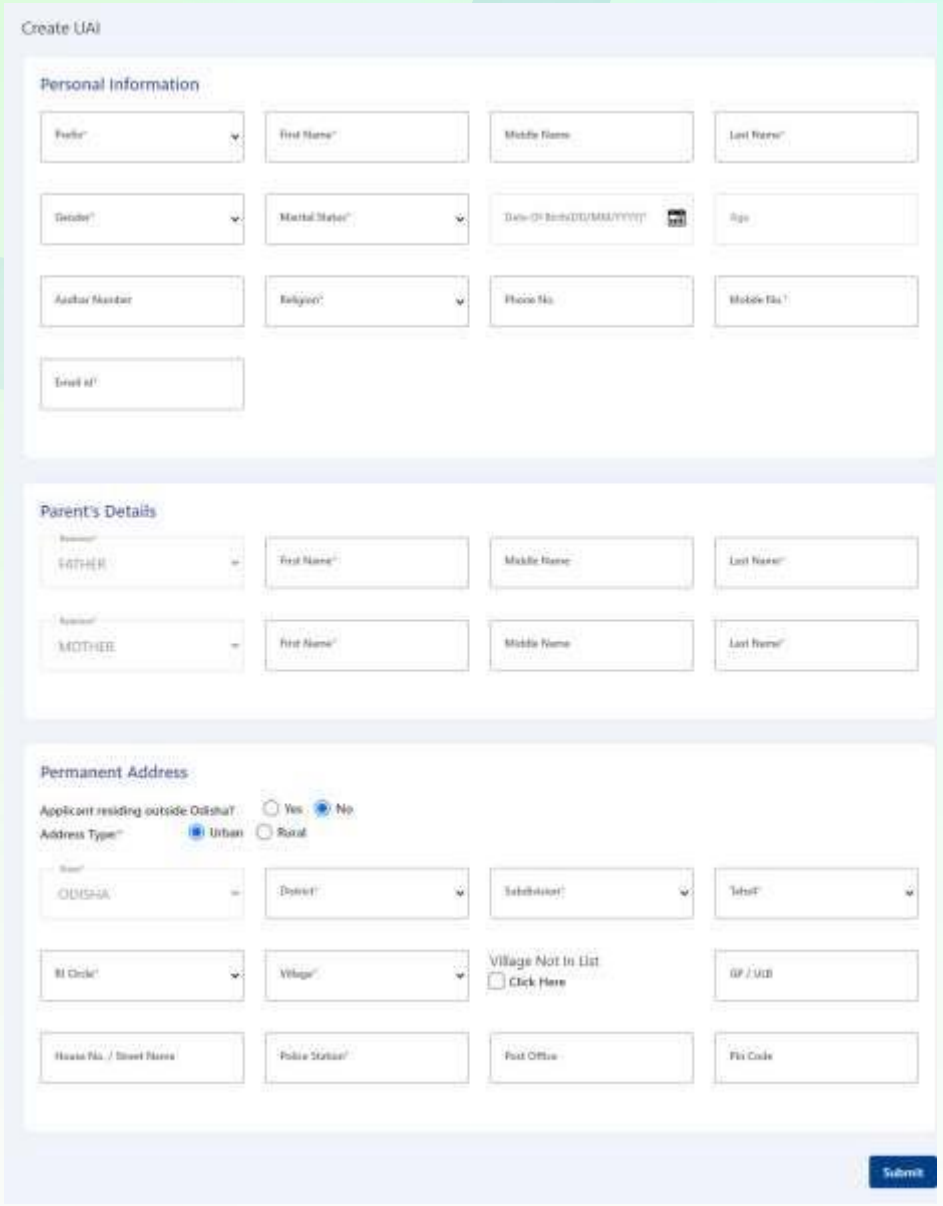


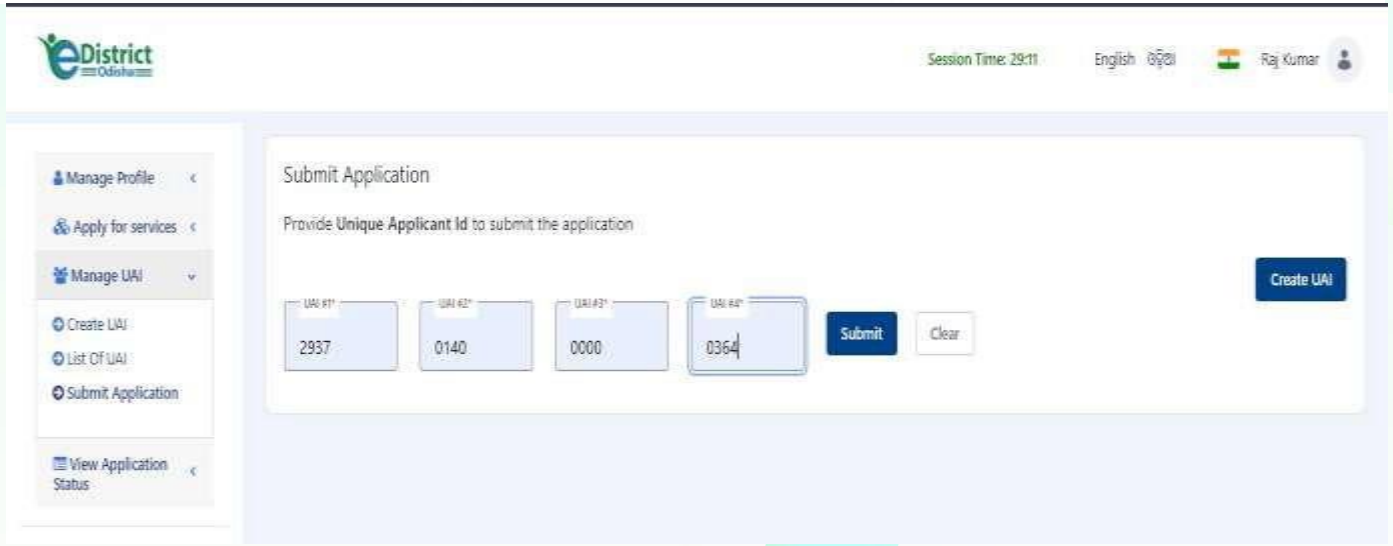
Process flow of Citizen Services



3 SOFTWARE SNAPSHOTS

Ready to Deploy Software





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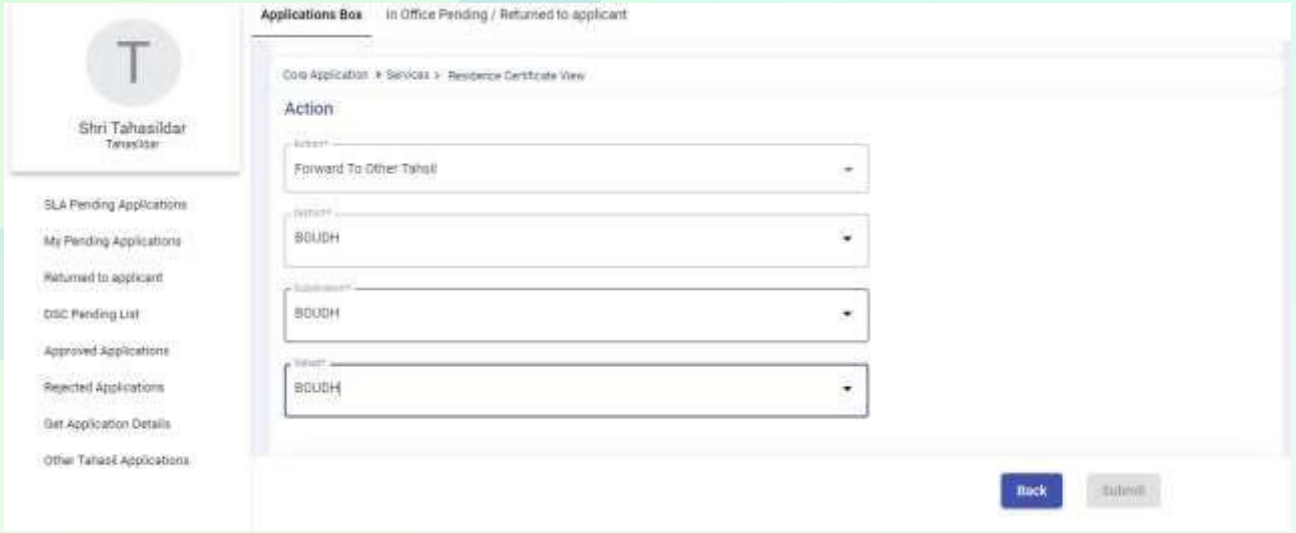

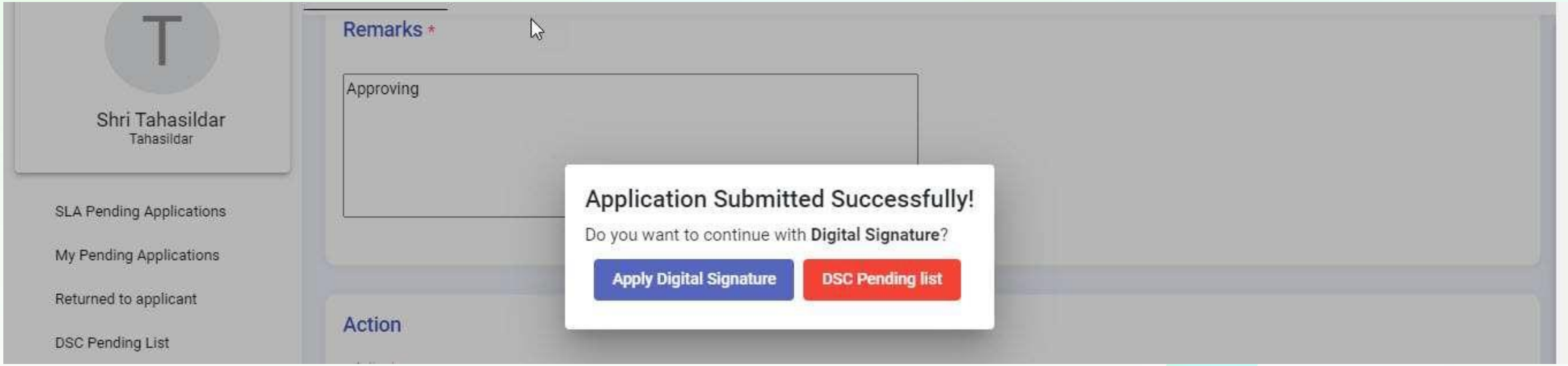

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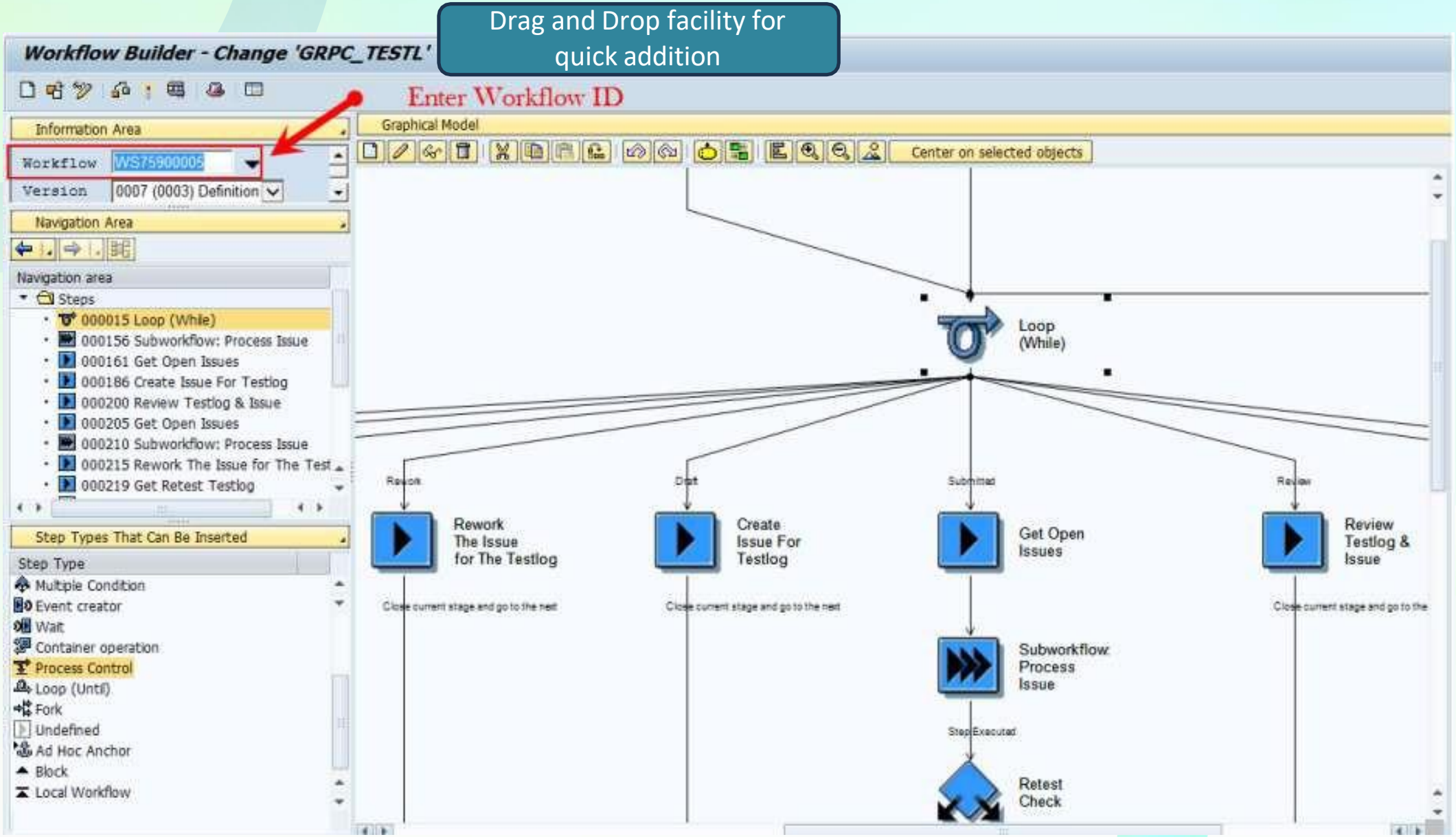


Monitoring Mechanism as per LSG Act

- 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.

Citizen Satisfaction Index

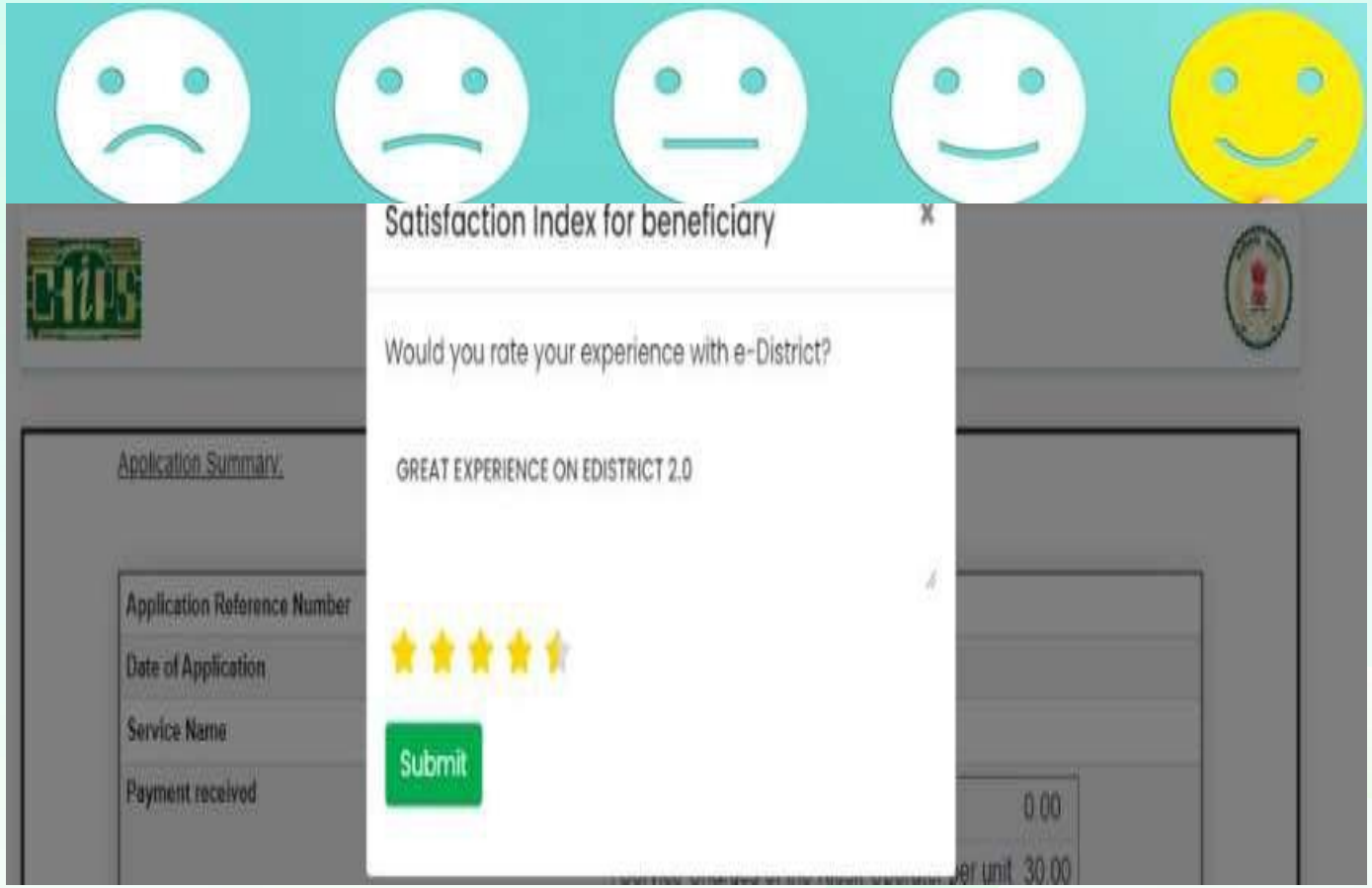
- Provide analytics for satisfaction of Service delivery by E-District portal on the basis of the satisfaction rating provided by User or portal

1) Kiosk Operator

2) Citizen

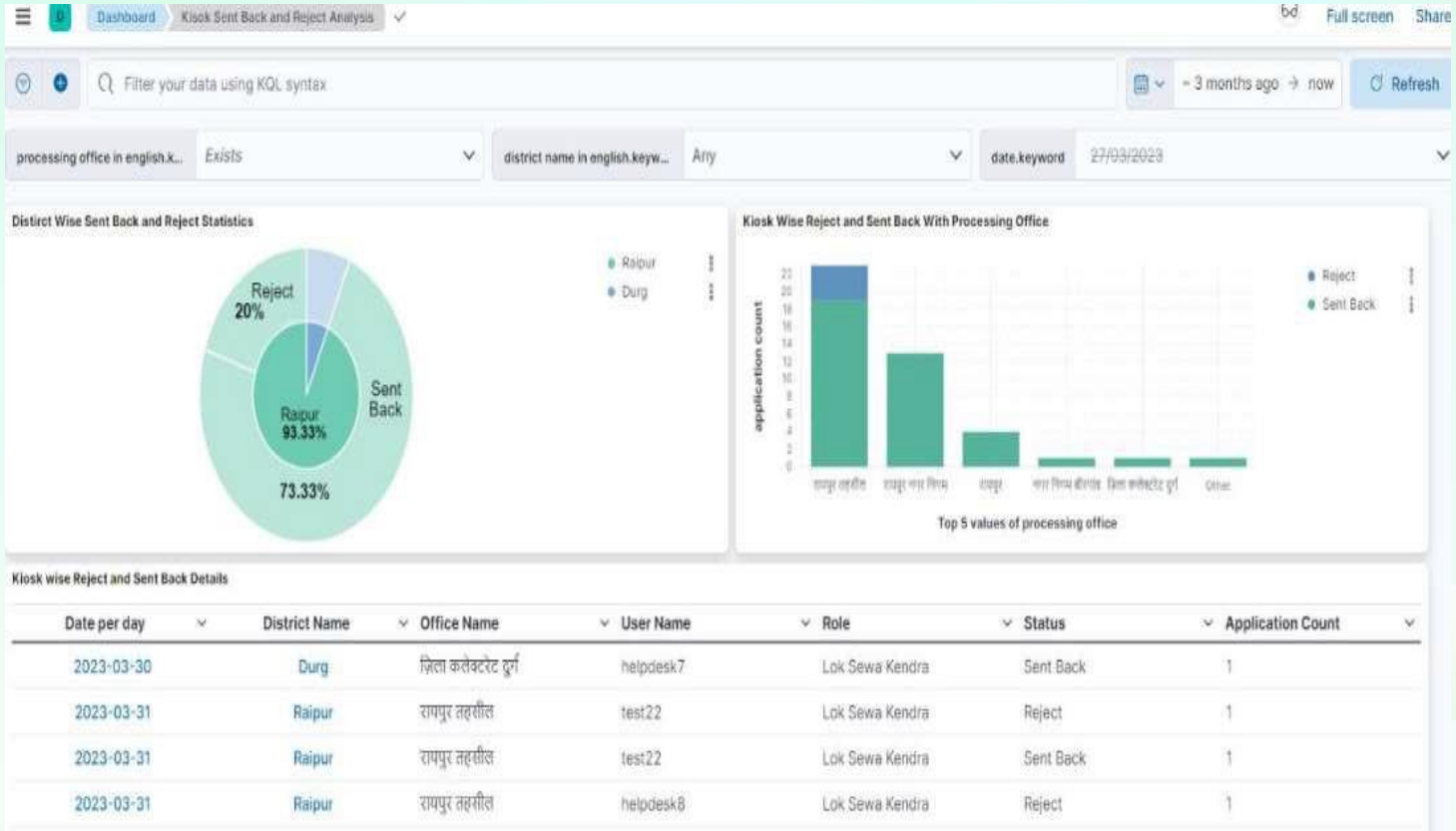
3) Government User

- 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.



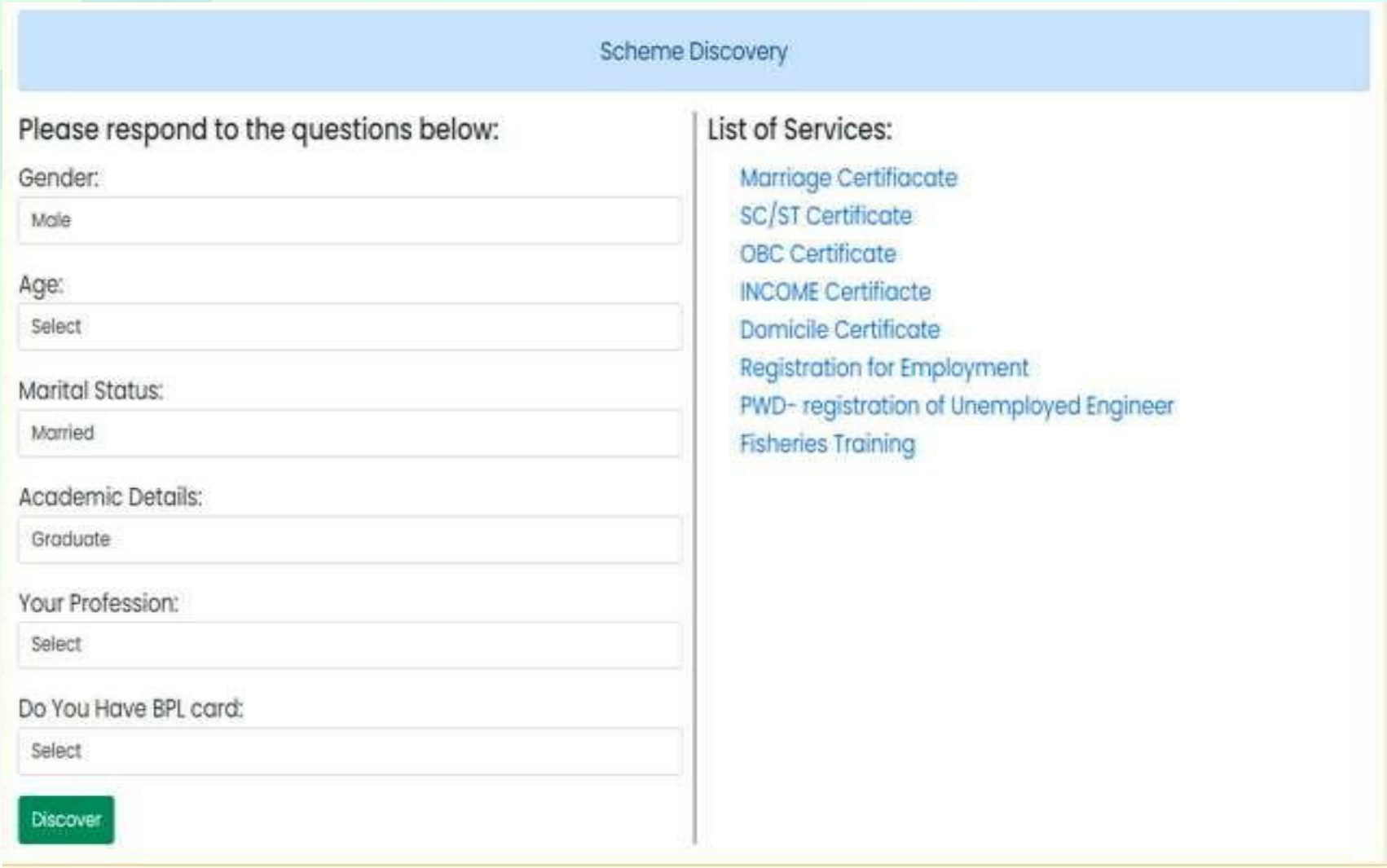
Analytical Dashboard

- 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



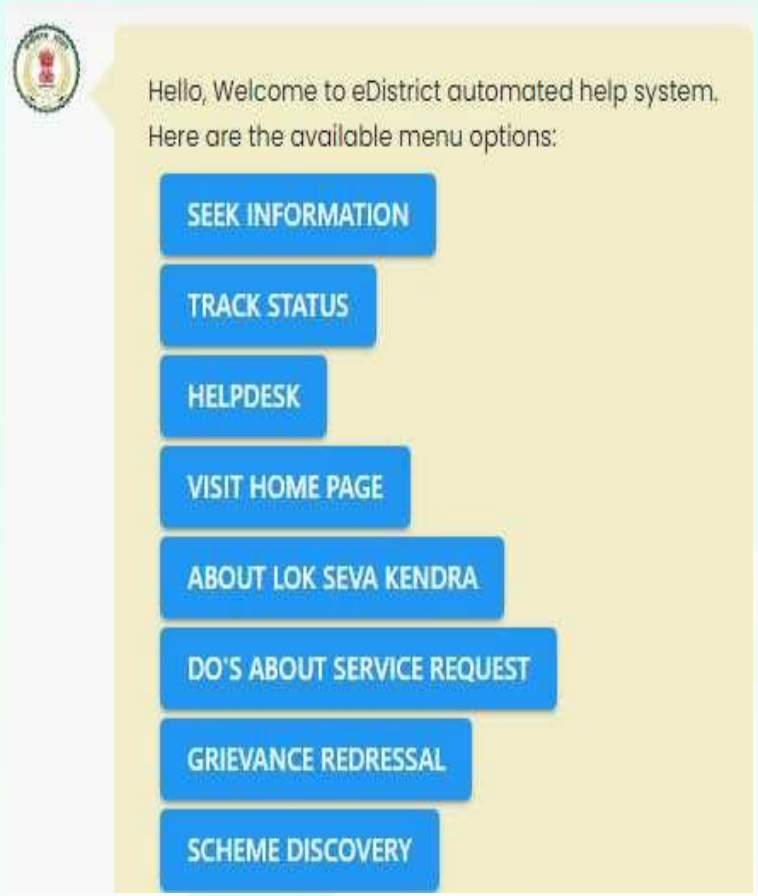
Scheme Discovery

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



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



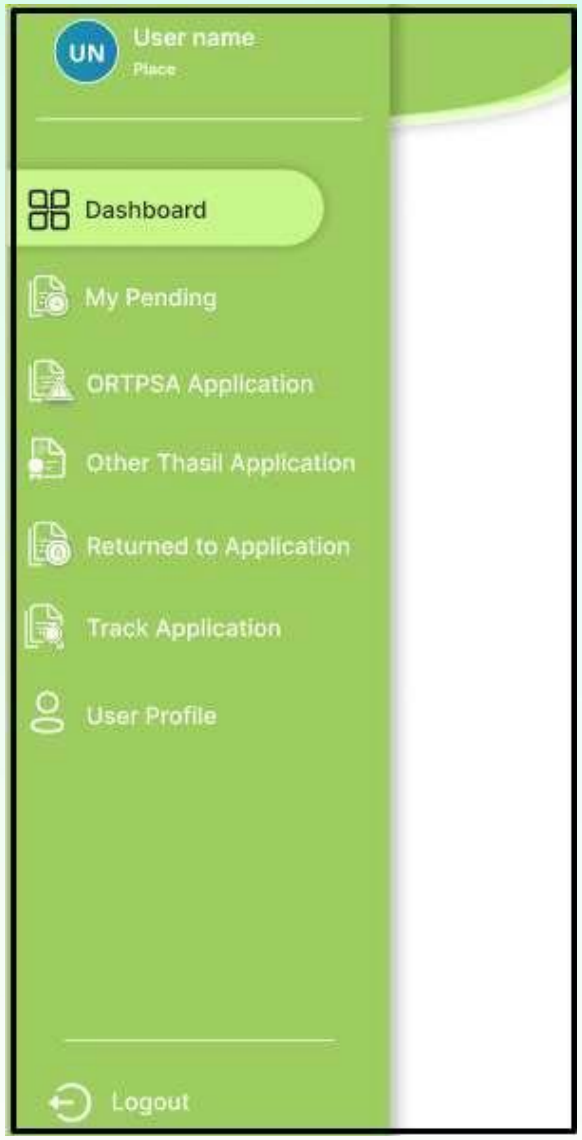
Management Information System (MIS) - Reports

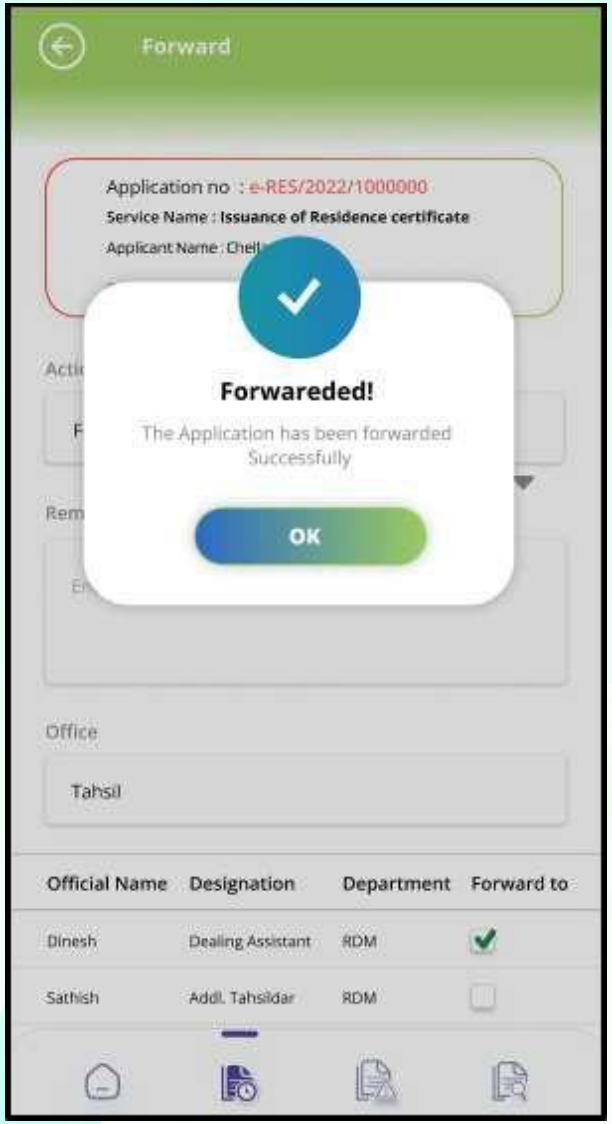
- District Wise Transactions and Pendency Report for Monitoring district Progress
- Provide ranking report of government user depending on number of approval / send back
- Pendency report of government users district wise
- Summary report of applications which are about to cross due-date in coming 2 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

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

Workflow, Mobile App for Citizen & Government



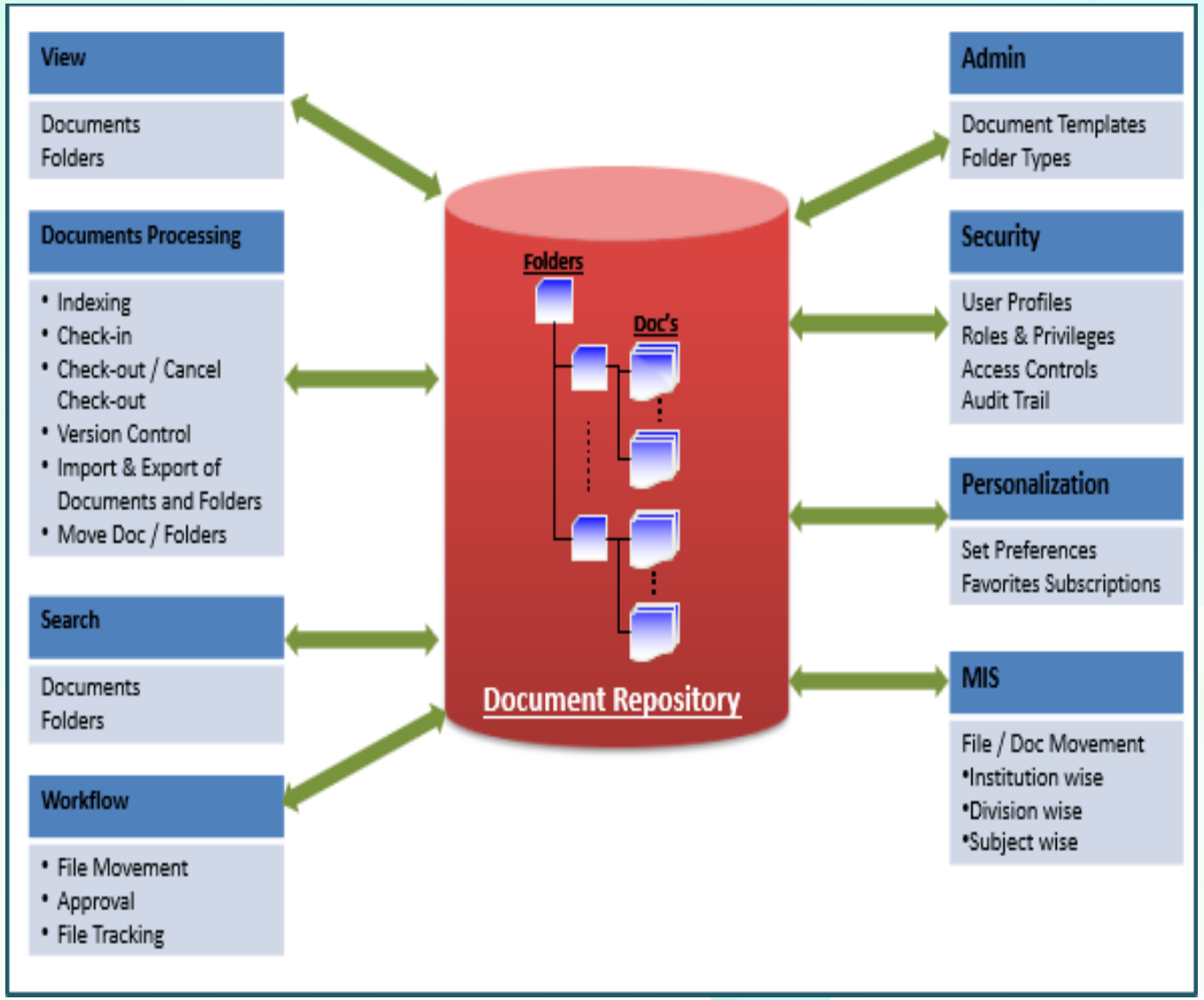


Document Management System (DMS)

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

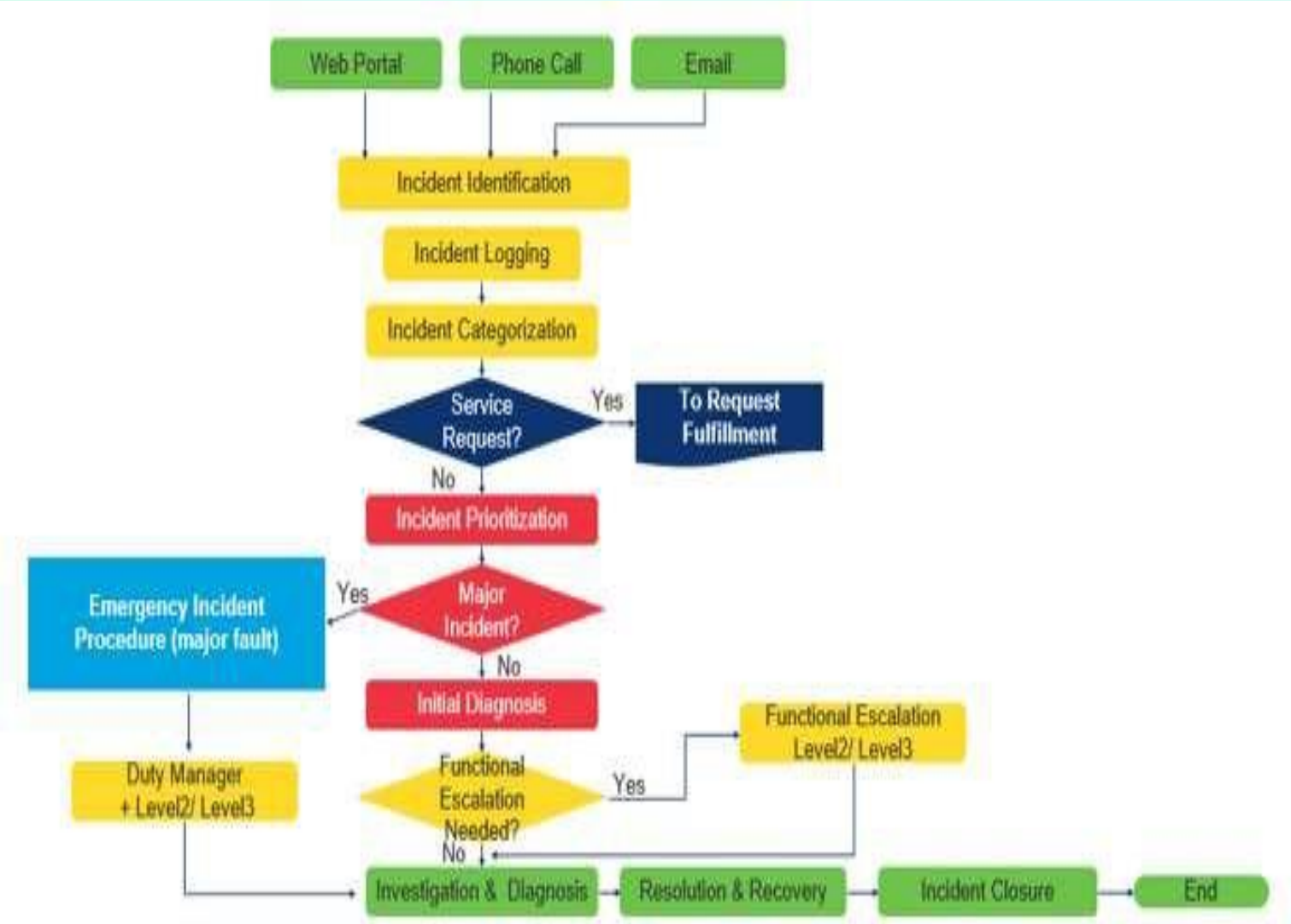


E-Sign addition to Digital Signature

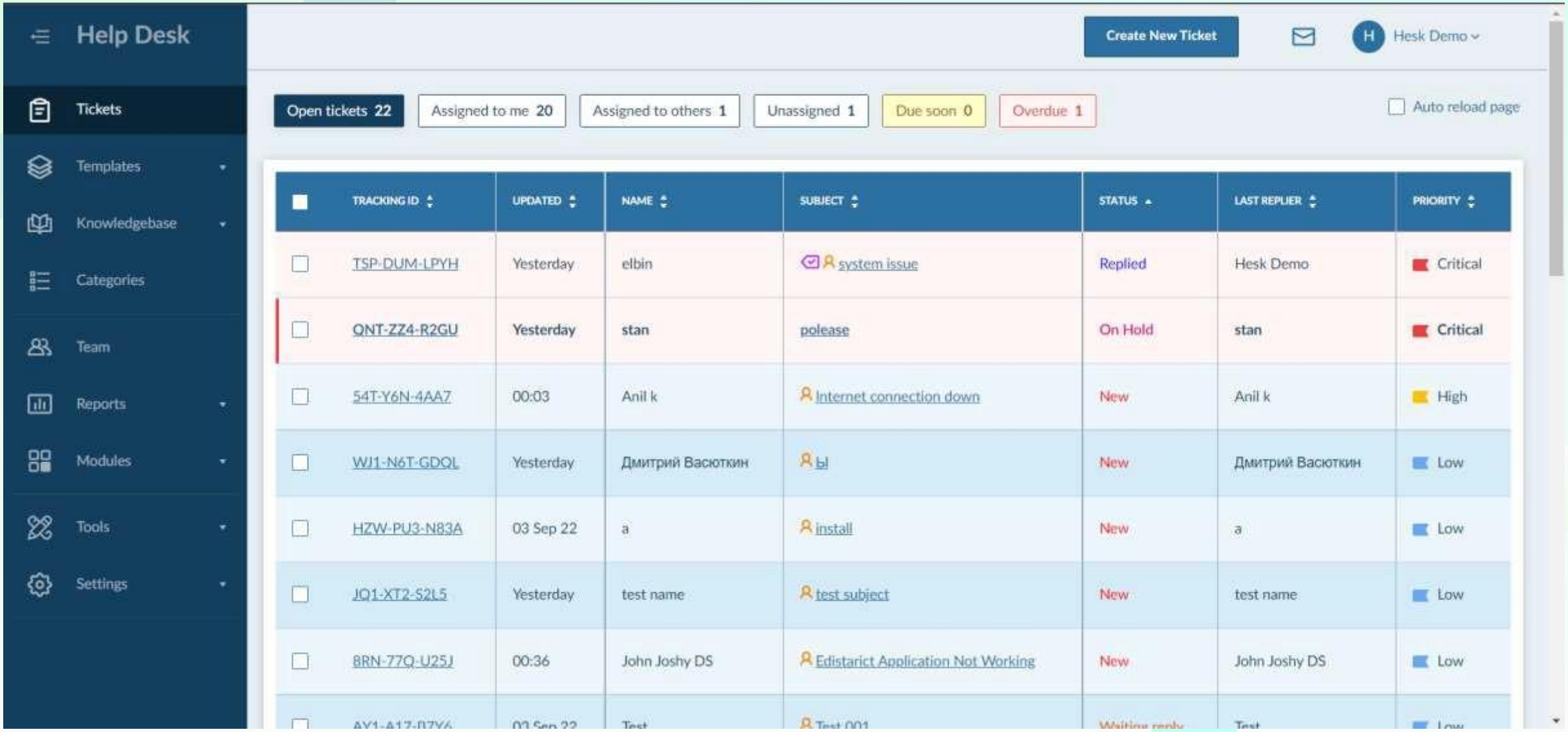
- E-District 2.0 application support ‘E-Sign’ for certificate signing on E-District 2.0 mobile app.
- Government users can use their mobile devices for approving application and issuance of the certificate.
- Certificate with E-Sign will be available for E-District 2.0 applications processed through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

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



Centralized Support Ticketing Tool



4 TECHNOLOGY & ARCHITECTURE

Technology Stack

Client Side

Language
- React, JSP

Presentations
- CSS and HTML5.0

Validation
- jQuery, Java Script and Ajax

Server Side

- 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

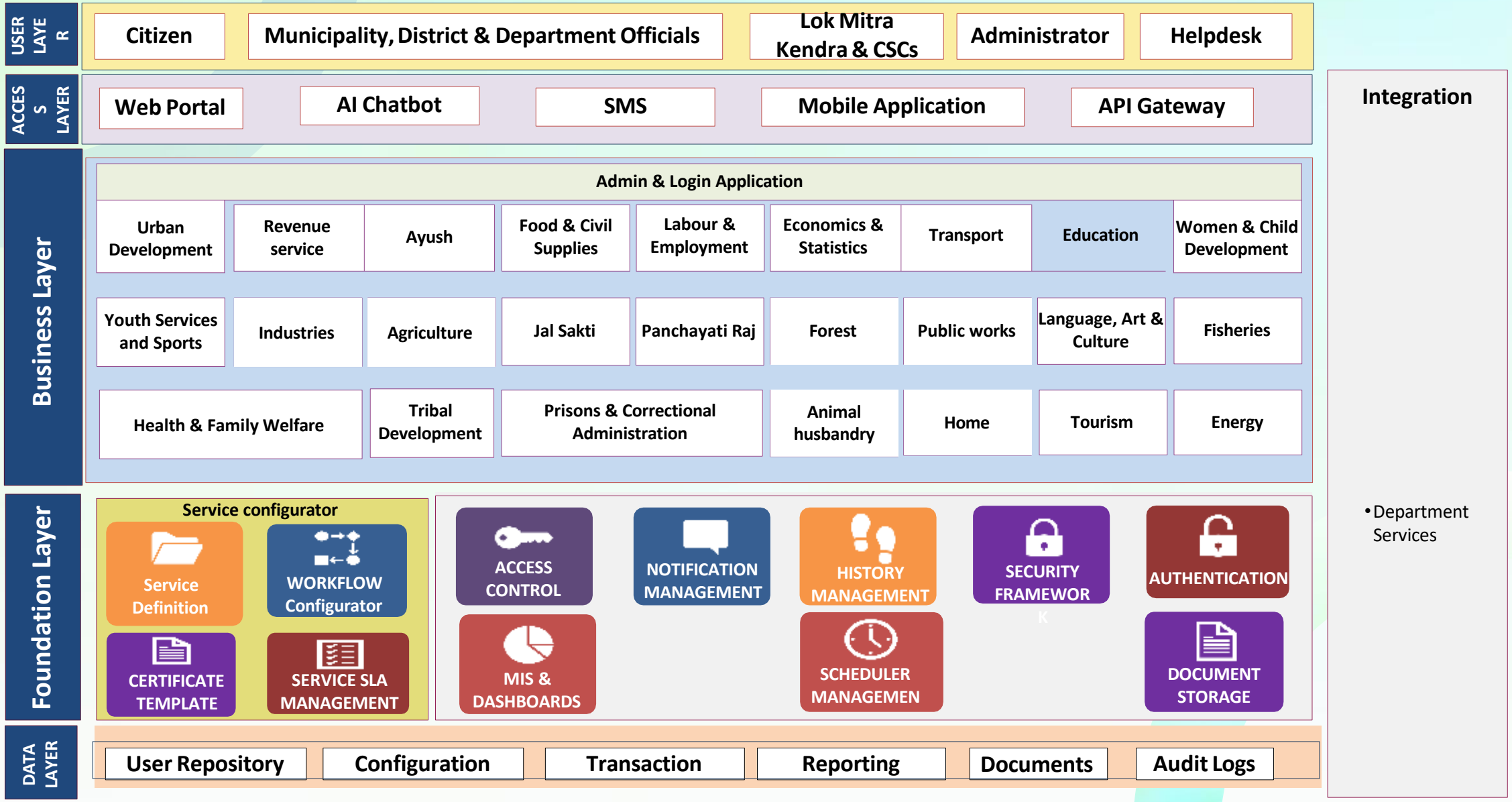
Artificial Intelligence

- Jasper Soft (Analytics tool)
- Chat-Bot

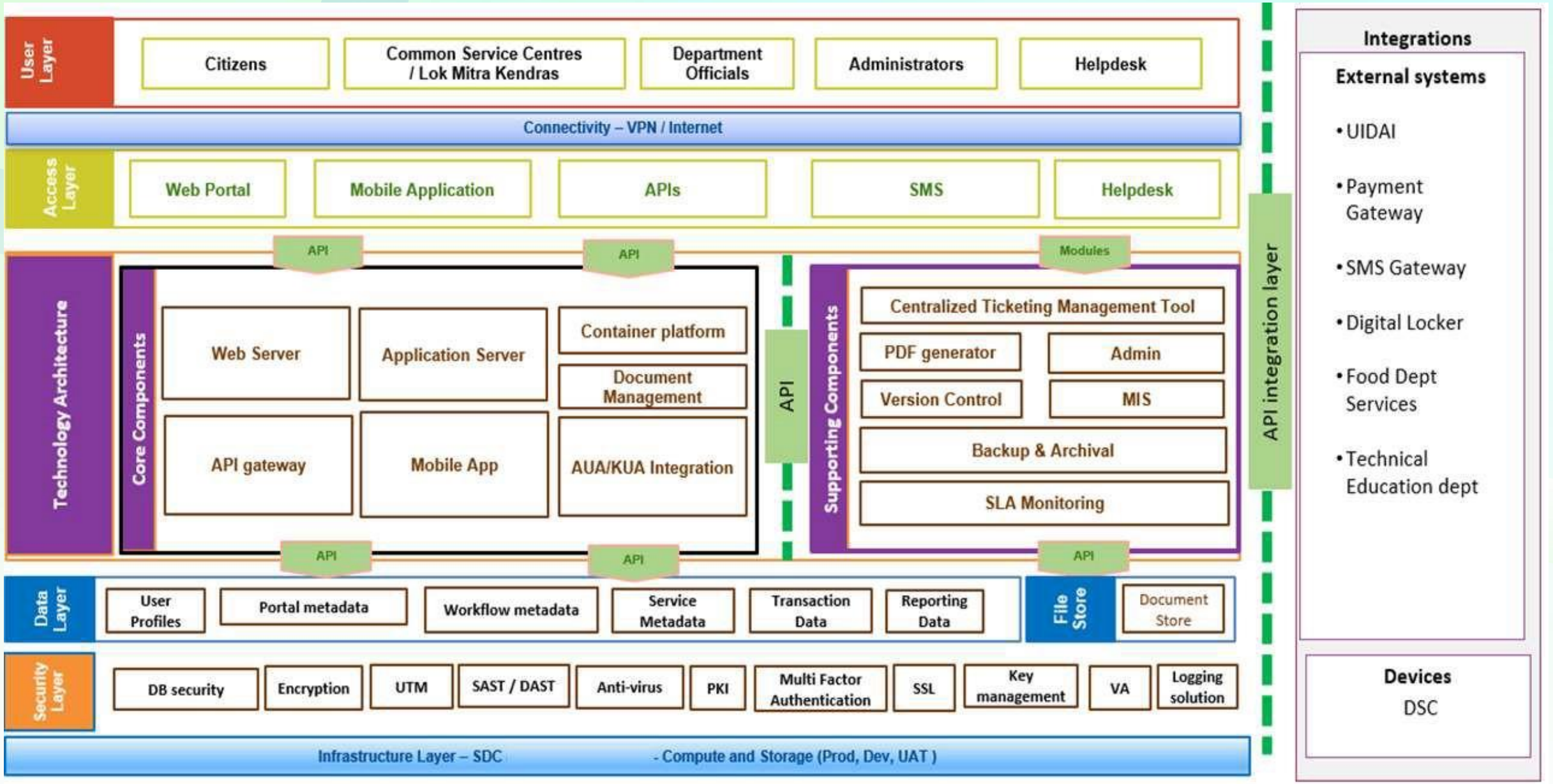
Technology Stack of e-District Portal

	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

Solution Architecture



Technical Architecture



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:

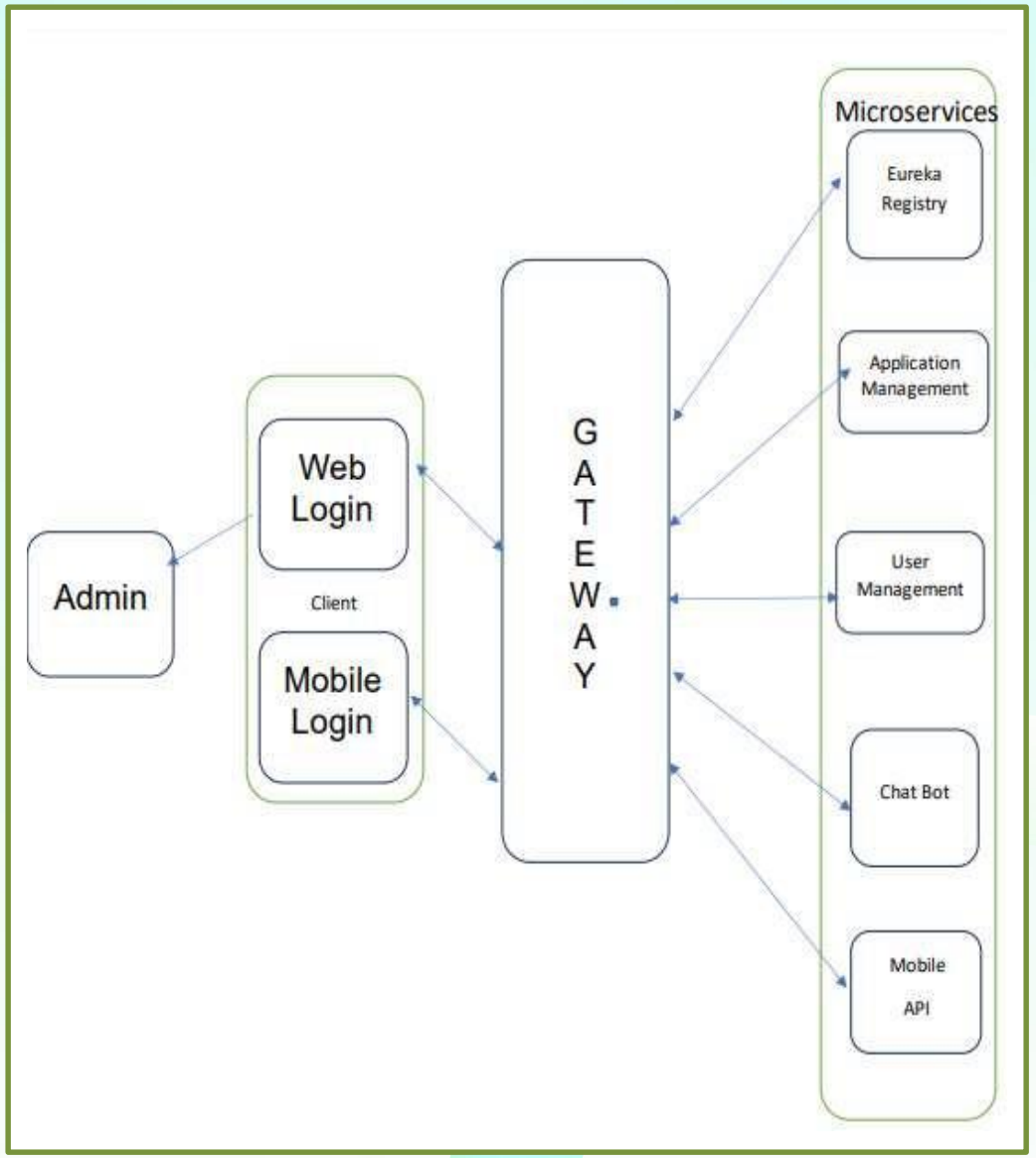
- Manages all the functionality related to user Profiles.

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 .



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

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

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

AMT

Renaissance G2C

Digital Platform for
Citizen Services Delivery

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