



AMT



Renaissance G2C

Digital Platform for
Citizen Services Delivery



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



- 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.

R e n a i s s a n c e G 2 C

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.

R e n a i s s a n c e G 2 C

Digital Delivery Platform that connects Govt. to 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
118	Home	Police - Case relief for SC/ST Discrimination
119	Home	Police - Application for assistance to families suffering from natural calamities
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124	Fisheries	Fisheries Training
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

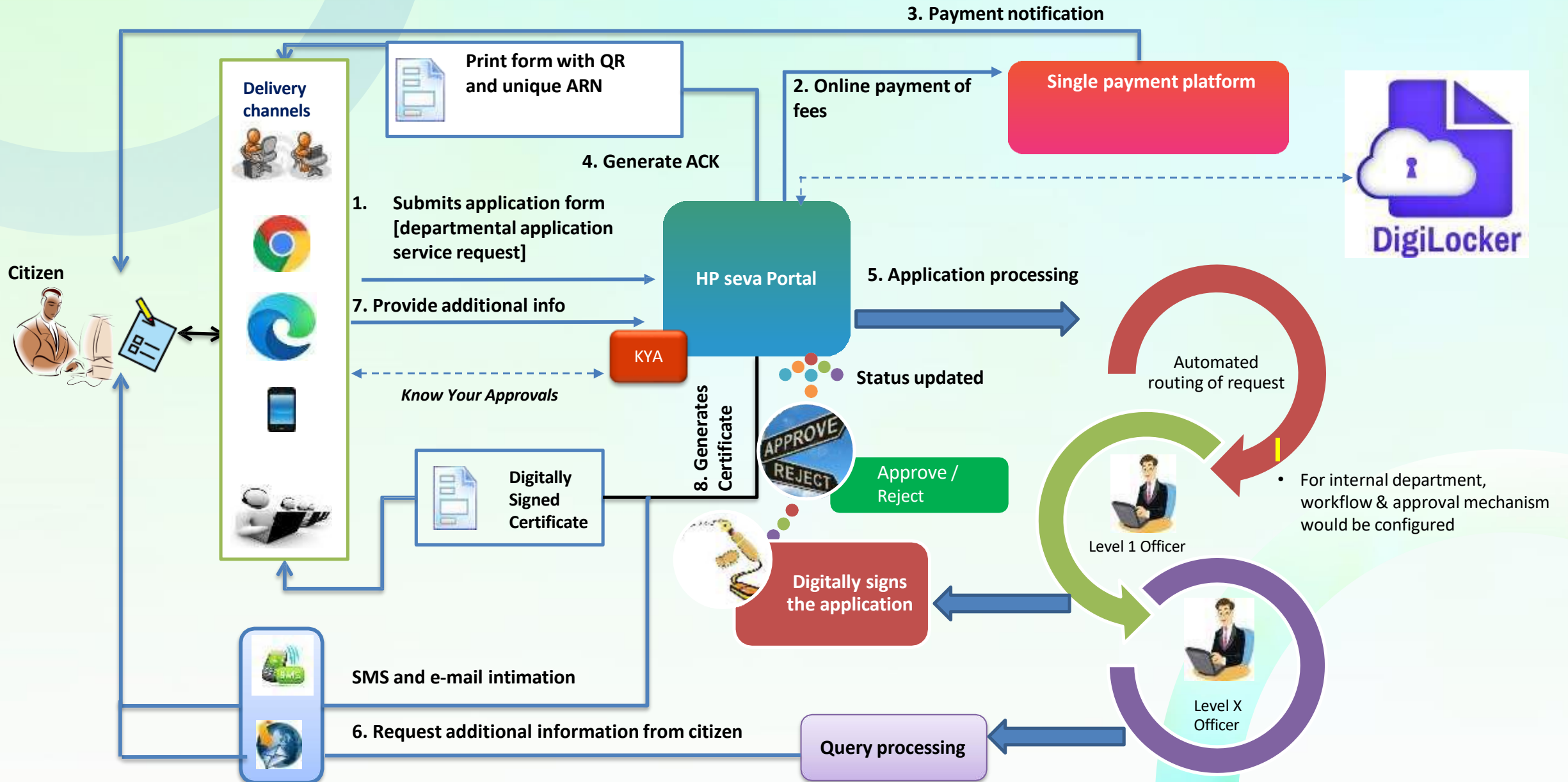
**Scheme Discovery
on Portal
and Citizen Login**

**Content
Management System**

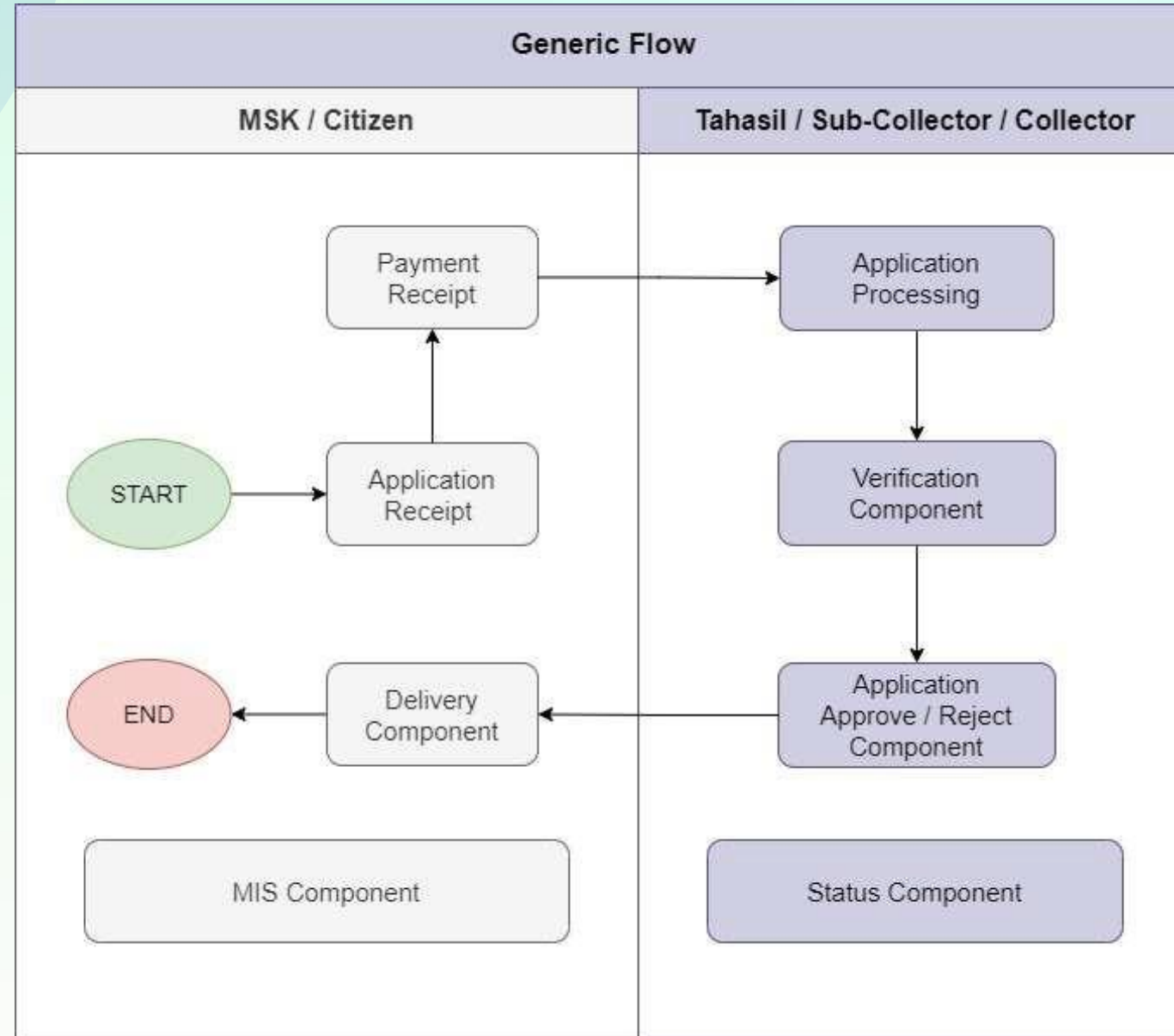
Key Functionalities Implemented

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

Create UAI

Personal Information

Gender*	First Name*	Middle Name	Last Name*
Gender*	Marital Status*	Date of Birth (DD/MM/YYYY)	Age
Aadhar Number	Religion*	Phone No.	Mobile No.*
Email id*			

Parent's Details

Relationship*	First Name*	Middle Name	Last Name*
FATHER			
Relationship*	First Name*	Middle Name	Last Name*
MOTHER			

Permanent Address

Applicant residing outside Odisha? ☐ Yes ☒ No

Address Type* ☒ Urban ☐ Rural

State*	District*	Subdivision*	Tehsil*
ODISHA			
Block*	Village*	Village Not In List <input type="checkbox"/> Click Here	GP / UD
House No. / Street Name	Police Station*	Post Office	Pin Code

Submit

Applicant UAI : 0202-0006-0000-0007

Applicant name : Manohar Ramakrishnaiah

Revenue & Disaster Management Department

Issuance of Residence Certificate

Issuance of Legal Heir Certificate

Issuance of Schedule Caste Certificate

Issuance of SEBC Certificate

Certify Copies of ROR

Issuance of Solvency Certificate

Issuance of Income Certificate

Issuance of OBC Certificate

Issuance of Scheduled Tribe Certificate

Issuance of Guardianship Certificate

Issuance of Income and Asset Certificate



Session Time: 29:11

English ଓଡ଼ିଆ



Raj Kumar

Manage Profile

Apply for services

Manage UAI

Create UAI

List Of UAI

Submit Application

View Application Status

Submit Application

Provide Unique Applicant Id to submit the application

UAI #1* 2937 UAI #2* 0140 UAI #3* 0000 UAI #4* 0364

Submit

Clear

Create UAI

Ready to Deploy Software

T

Shri Tahasildar
Tahasildar

SLA Pending Applications

My Pending Applications

Returned to applicant

DSC Pending List

Approved Applications

Rejected Applications

Get Application Details

Other Tahasild Applications

Applications Box

In Office Pending / Returned to applicant

Core Application > Services > Residence Certificate View

Action

Subject
Forward To Other Tahsil

District
BOUDH

Sub-District
BOUDH

Tahsil
BOUDH

Back

Submit

T

Shri Tahasildar
Tahasildar

SLA Pending Applications

My Pending Applications

Returned to applicant

DSC Pending List

Approved Applications

Rejected Applications

Get Application Details

Other Tahasild Applications

eDistrict

Core Application

Reports

Session Time : 30.12.2023

Logout

Applications Box

In Office Pending / Returned to applicant

FORM No. 1
(New Rule 33)
GOVERNMENT OF ODISHA
Office of the Tahasildar Angul
Miscellaneous Certificate Case No. E-RES/2023/46
RESIDENT CERTIFICATE

This is to certify that Shri Manohar Ramakrishna Son of Smt Mother name and Smt Father name is a native/permanent resident of the district of Angul in the State of Odisha and his/her family is presently residing at Village/Town Angul Town P.S. permanent police station Tahsil Angul in the district of Angul in the State of Odisha for 12 Year(s) & 3 Month(s).

Cancel

Save and Continue

Back

Submit

T

Shri Tahasildar
Tahasildar

SLA Pending Applications

My Pending Applications

Returned to applicant

DSC Pending List

Remarks *

Approving

Action

Application Submitted Successfully!

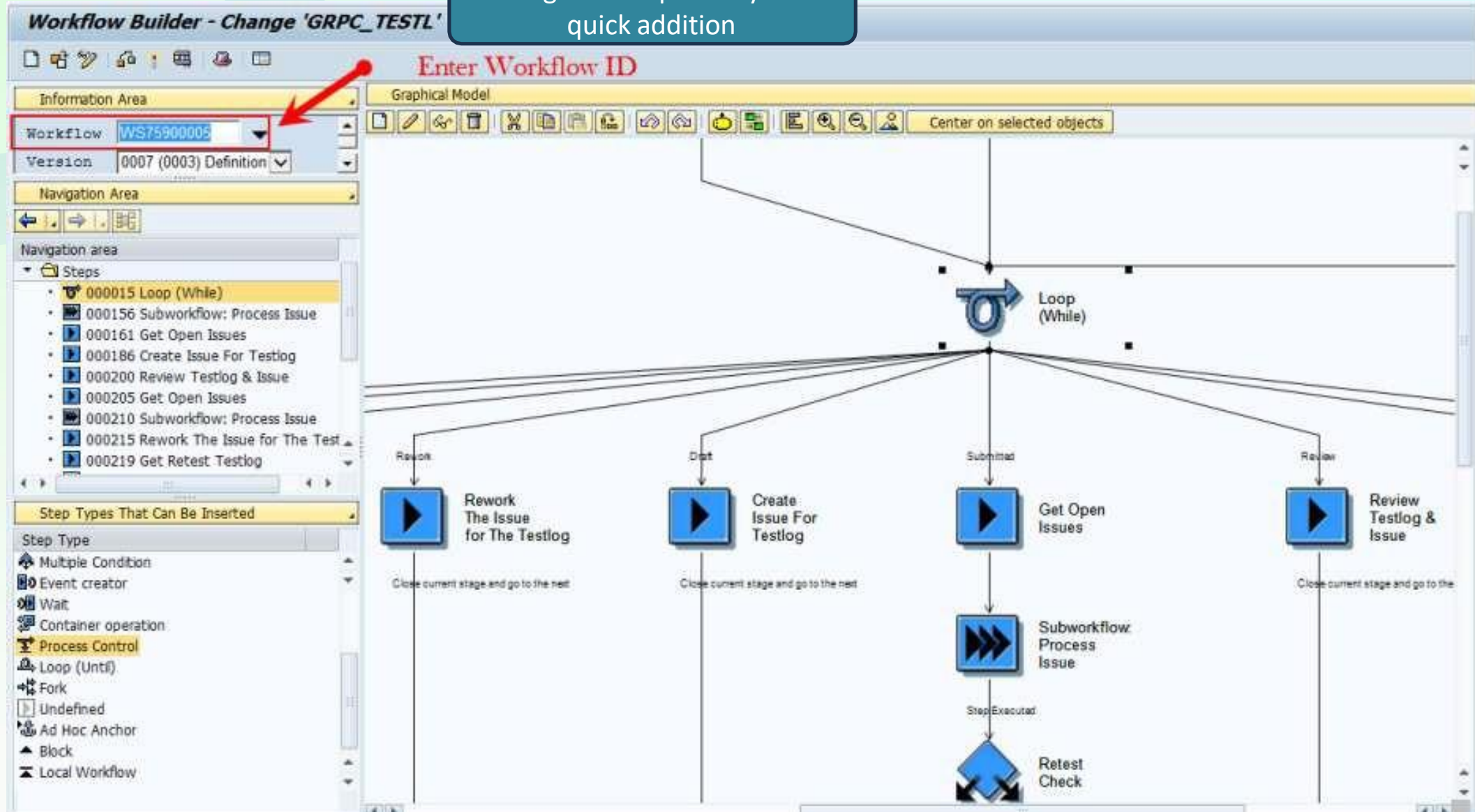
Do you want to continue with Digital Signature?

Apply Digital Signature

DSC Pending list

Ready to Deploy Software

Drag and Drop facility for quick addition



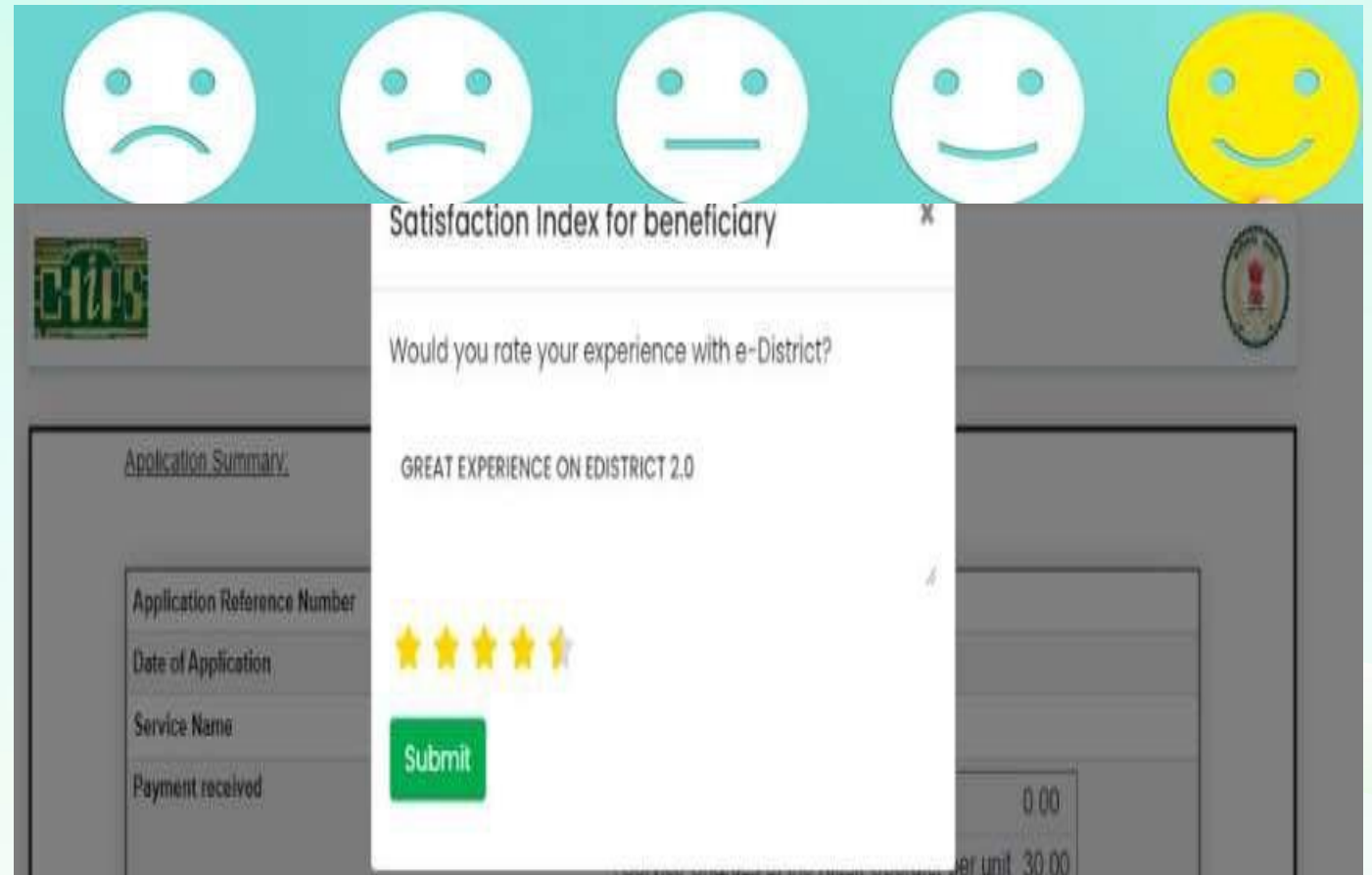
Monitoring Mechanism as per LSG Act

- 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

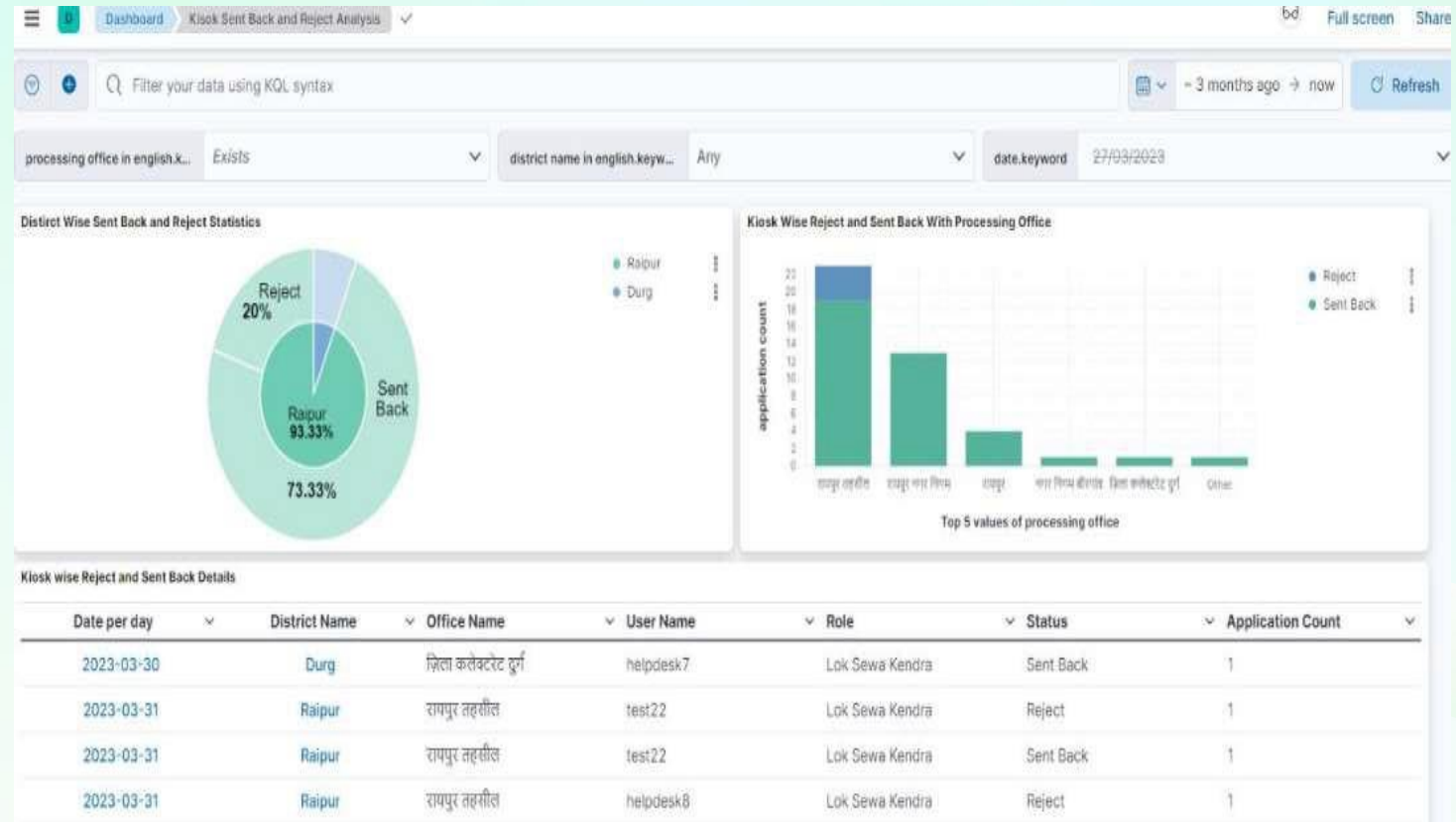
- Provide analytics for satisfaction of Service delivery by E-District portal on the basis of the satisfaction rating provided by User or portal
- 1) Kiosk Operator
 - 2) Citizen
 - 3) Government User
- System for capturing feedback from citizens in regard to services availed.
 - Capture Feedback and 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.



The screenshot displays a web interface for the 'Satisfaction Index for beneficiary'. At the top, there is a row of five circular icons representing different satisfaction levels: three sad faces (white with blue outlines) and two happy faces (one white with a blue outline, one yellow with a blue outline). Below this, the form asks 'Would you rate your experience with e-District?' and shows a feedback message: 'GREAT EXPERIENCE ON EDISTRICT 2.0'. A five-star rating system is visible, with all five stars highlighted in yellow. A green 'Submit' button is located below the stars. The background of the form is a blurred screenshot of the E-District portal, showing fields like 'Application Reference Number', 'Date of Application', 'Service Name', and 'Payment received', as well as a 'CHIPS' logo and a government emblem.

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.

Scheme Discovery

Please respond to the questions below:

Gender:

Male

Age:

Select

Marital Status:

Married

Academic Details:

Graduate

Your Profession:

Select

Do You Have BPL card:

Select

Discover

List of Services:

Marriage Certificate

SC/ST Certificate

OBC Certificate

INCOME Certificate

Domicile Certificate

Registration for Employment

PWD- registration of Unemployed Engineer

Fisheries Training

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



Hello, Welcome to eDistrict automated help system.
Here are the available menu options:

SEEK INFORMATION

TRACK STATUS

HELPDESK

VISIT HOME PAGE

ABOUT LOK SEVA KENDRA

DO'S ABOUT SERVICE REQUEST

GRIEVANCE REDRESSAL

SCHEME DISCOVERY

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

View Form

Applied — Form Viewed — Approved

 **eDistrict**
Government of Odisha

Application Number : e-RES/2023/14

Name Of The Service : ISSUANCE OF RESIDENCE CERTIFICATE

Applied By : Dinesh M

Application Due Date : 01-06-2023

Official Name / Office / Designation (From) : Revenue Inspector Rakesh / Sauntpur(Puintala Tahasil) / Revenue Inspector

Official Name / Office / Designation (To) : Rohita Bhai / Puintala / Tahasildar

Status : UPDATED 

Download

UN User name
Place

Dashboard

- My Pending
- ORTPSA Application
- Other Thasil Application
- Returned to Application
- Track Application
- User Profile

Logout

Pending Application List

Search Applications

11	20
Issuance of Resident Certificate	Issuance of Caste Certificate
30	15
Issuance of Tribe Certificate	Certify Copies of ROR
08	10
Issuance of Solvency Certificate	Issuance of Income Certificate
22	18



Forward

Application no : e-RES/2022/1000000
Service Name : Issuance of Residence certificate
Applicant Name : Chell

Forwarded!
The Application has been forwarded Successfully

OK

Office
Tahsil

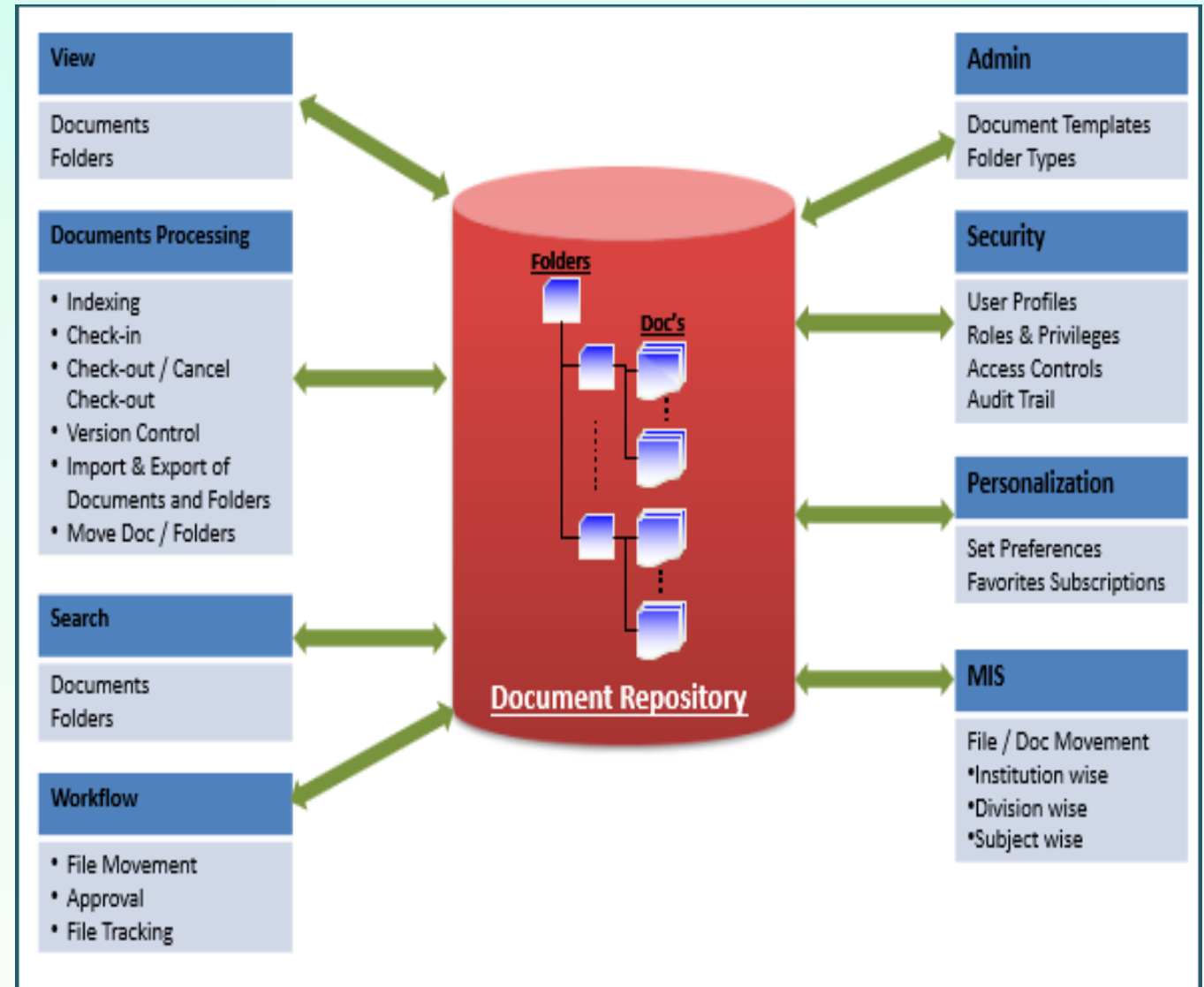
Official Name	Designation	Department	Forward to
Dinesh	Dealing Assistant	RDM	
Sathish	Addl. Tahsildar	RDM	

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



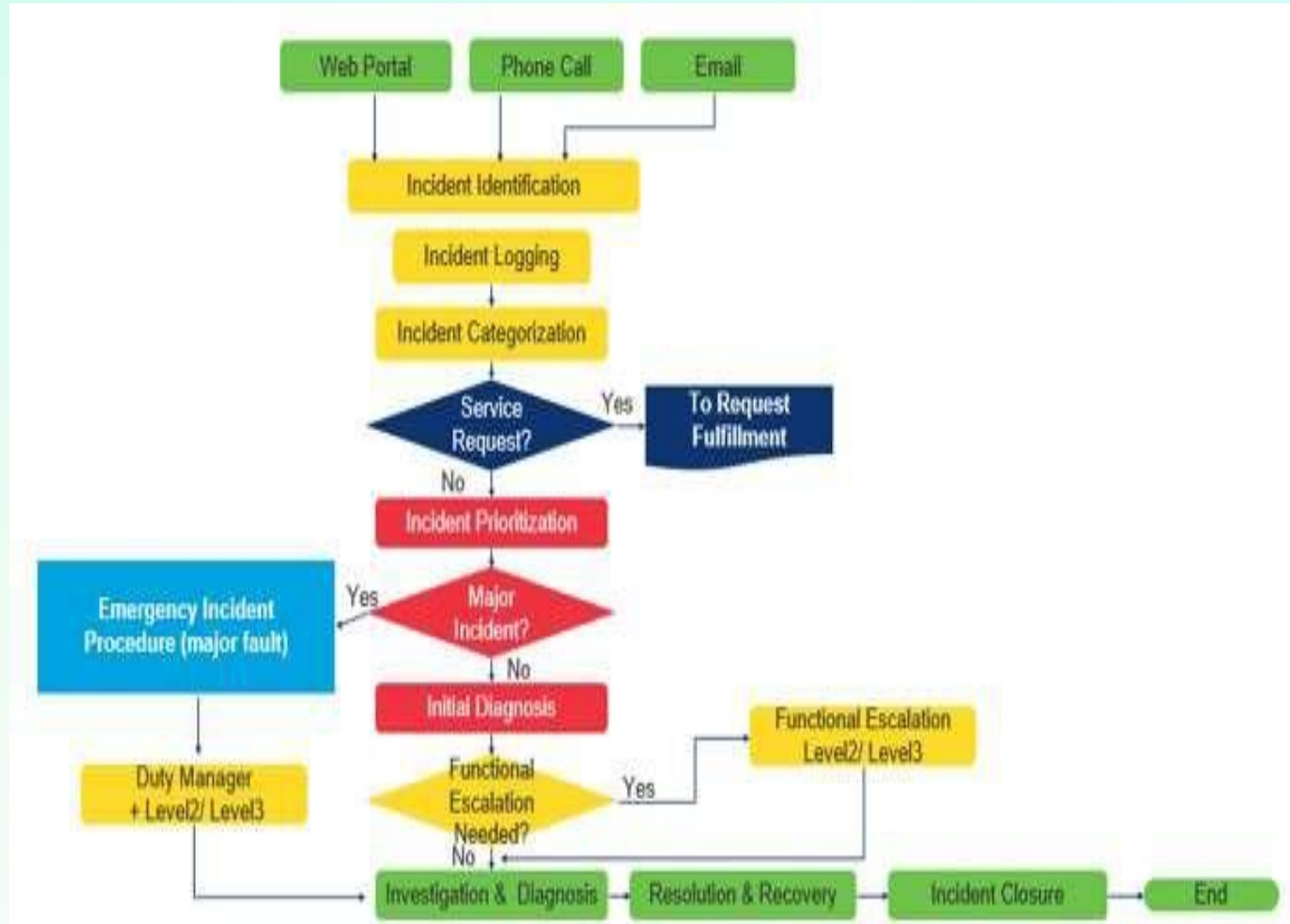
E-Sign addition to Digital Signature

- 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

≡ Help Desk

Tickets

Templates

Knowledgebase

Categories

Team

Reports

Modules

Tools

Settings

Create New Ticket

Hesk Demo

Open tickets 22Assigned to me 20Assigned to others 1Unassigned 1Due soon 0Overdue 1

☐ Auto reload page

	TRACKING ID	UPDATED	NAME	SUBJECT	STATUS	LAST REPLIER	PRIORITY
<input type="checkbox"/>	TSP-DUM-LPYH	Yesterday	elbin	system issue	Replied	Hesk Demo	Critical
<input type="checkbox"/>	QNT-ZZ4-R2GU	Yesterday	stan	polease	On Hold	stan	Critical
<input type="checkbox"/>	54T-Y6N-4AA7	00:03	Anil k	Internet connection down	New	Anil k	High
<input type="checkbox"/>	WJ1-N6T-GDQL	Yesterday	Дмитрий Васюткин	Ы	New	Дмитрий Васюткин	Low
<input type="checkbox"/>	HZW-PU3-N83A	03 Sep 22	a	install	New	a	Low
<input type="checkbox"/>	JQ1-XT2-S2L5	Yesterday	test name	test subject	New	test name	Low
<input type="checkbox"/>	8RN-77Q-U25J	00:36	John Joshy DS	Edistrict Application Not Working	New	John Joshy DS	Low
<input type="checkbox"/>	AY1-A17-R7Y6	03 Sep 22	Test	Test 001	Waiting reply	Test	Low

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

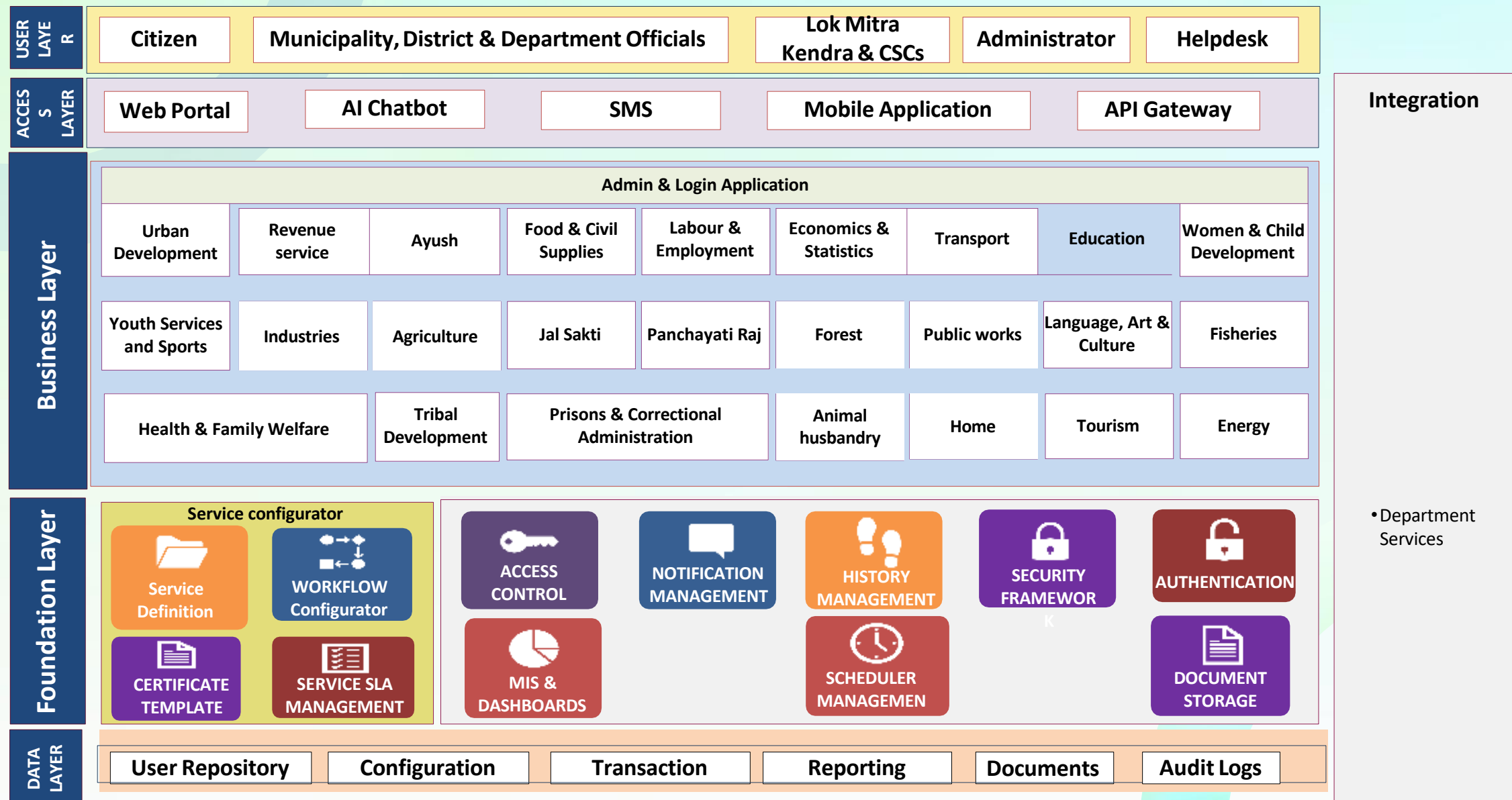
Jasper Soft (Analytics tool)

Chat-Bot

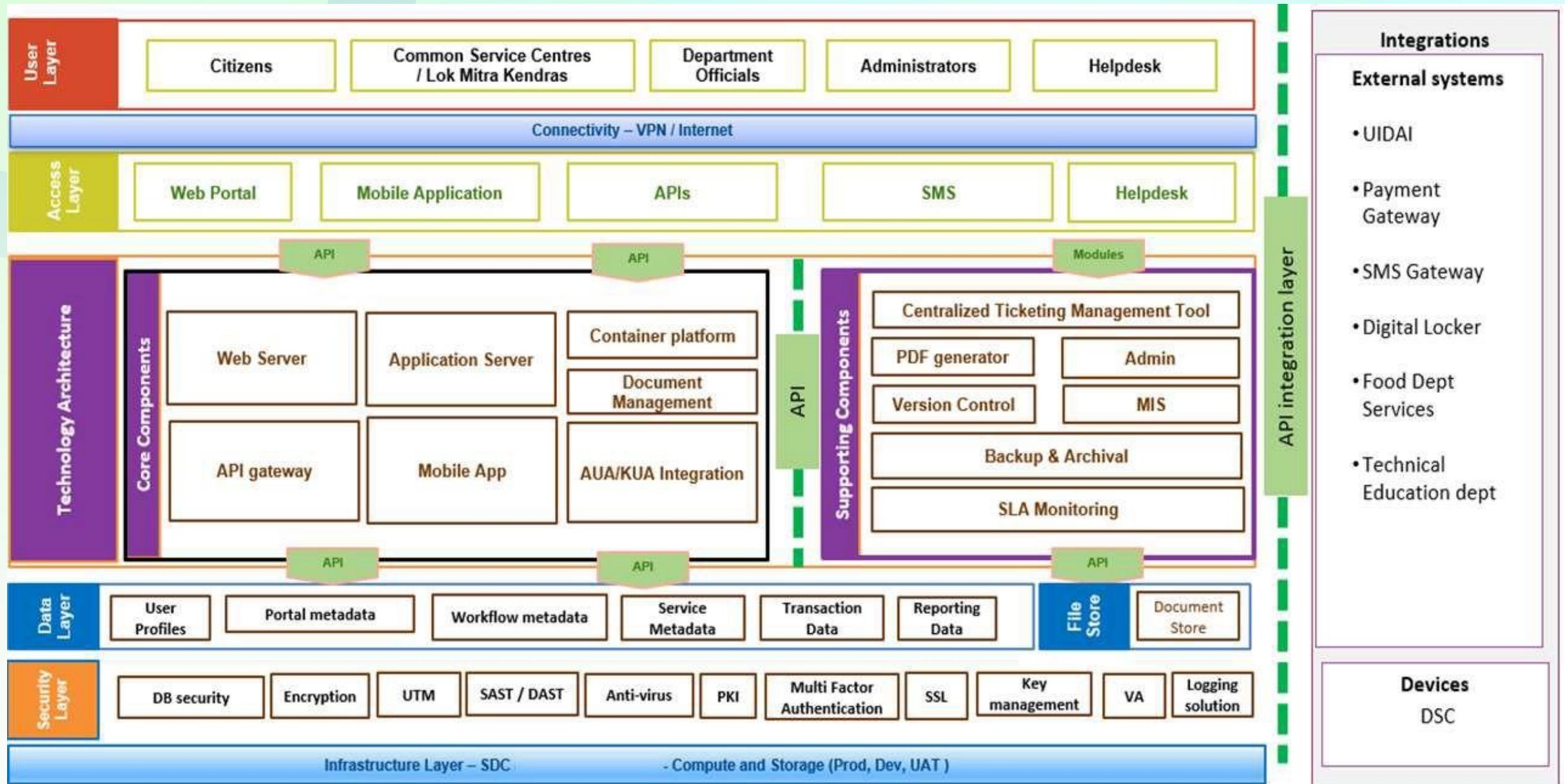
Technology Stack of e-District Portal

	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:

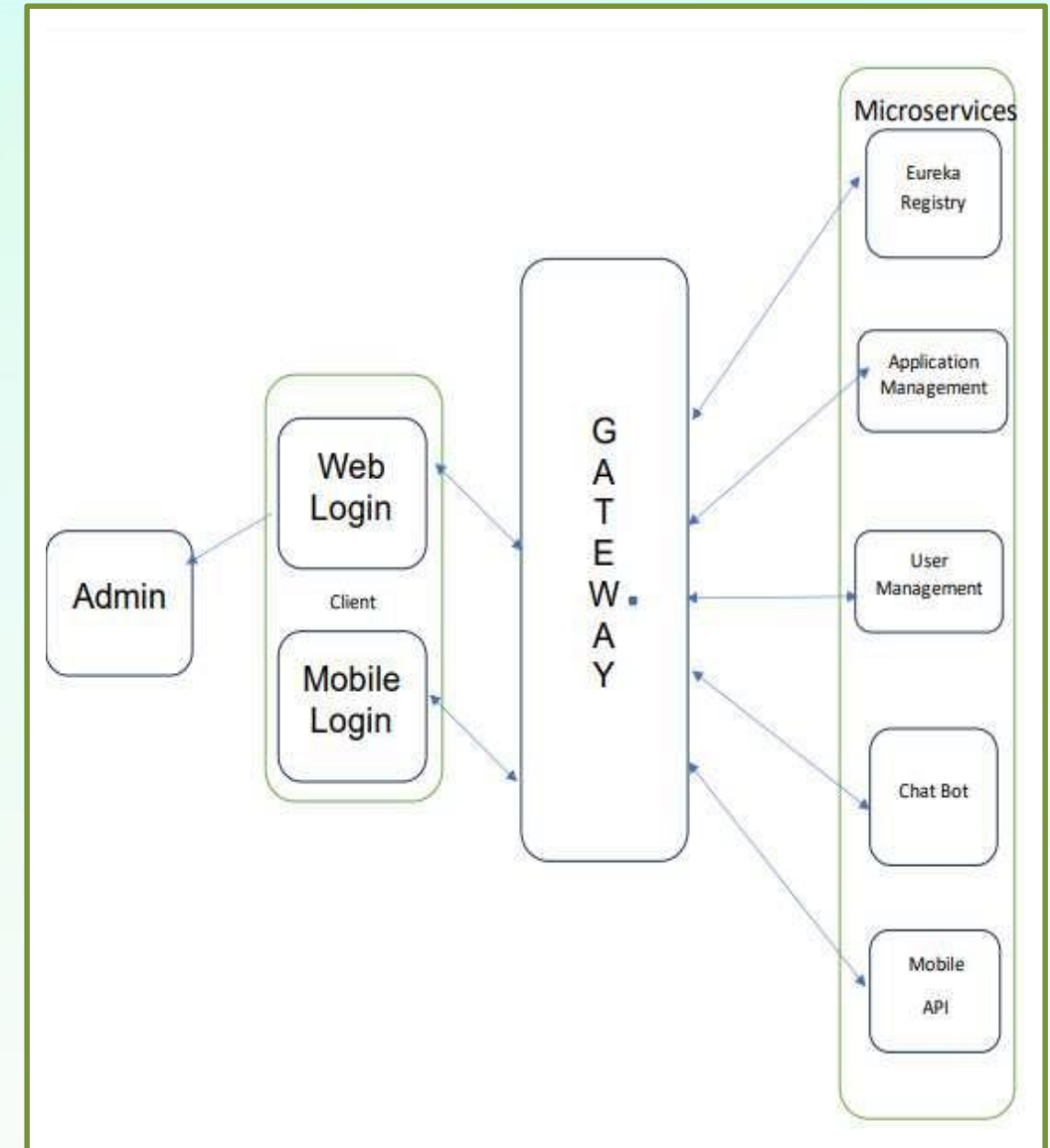
- Manages all the functionality related to user Profiles.

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

Renaissance G2C

Digital Platform for
Citizen Services Delivery

info@amtmedicals.com