IT/e-Governance under Digital India Initiatives in Uttar Pradesh
(Unified Portals (One UP))

Information Technology and Electronics Department , GoUP

e-Services, Uttar Pradesh

Total No. of Services Notified Under Janhit Guarantee Act, U.P

419 G2C Services

314 G2C Services

+

454 Services

=

768 Services

e-District Portal Services

Nivesh Mitra Portal Services

Total No. Of e-Services in U.P

Electronic Delivery of Citizen Centric Services

eDistrict UTTAR PRADESH

- ***e-District is a State Mission Mode Project***
- UP is the first State in country to successfully rollout e-District scheme in all the 75 Districts of the State.
- e-District labs has been established at District, Tehsil and Block levels.
- Presently, 314 Government to Citizen (G2C) services of 45 departments are available online.
- Till date, **more than 32.21 Crores** applications have been processed.
- Services also available on e-Sathi Mobile Application

- Government services accessible to the common man through Common Service Center (CSCs) & over the internet.
- CSC scheme is working on ***PPP model*** & functional from 16 Nov 2020.
- 02 District Service Providers (DSPs) have been working in each district.
- DSP's has mandate to open atleast 02 CSC in each Gram Panchayat & atleast 02 CSC in urban area covering population of 10K.
- Till date **More than 1.85K Common Service Centers(CSCs)** are operational across the state along with more than **50K Centers established at Gram Sachivalaya.**
- Average 1 lakh applications per day & Average 4-5 lakhs applications per day in peak hours.
- Some of high Volume Citizen Centric Services are ***Caste, Income, Domicile, Khatauni, Solvency*** etc.

Infrastructure Established (e-District)

| District Lab	Tehsil Lab	Block Lab	9 Line Department
Computer-14 , Printer- 8 With necessary software's, networking etc.	Computer-4 , Printer-1 With necessary software's, networking, table chair etc.	Computer-3 , Printer-1 With necessary software's, networking, table chair etc.	Computer-2 , Printer-1 With necessary software's, networking etc.

State Data Center

(Server, Storage, Switches, Routers etc)

Dashboard on <u>Unified Platform</u>

- Under e-District Portal, State/District Levels dashboard are available and the public domain dashboard is also available for citizens.
- Following are the Screenshots available below:-.

State/District Level Dashboard

Public Domain Dashboard
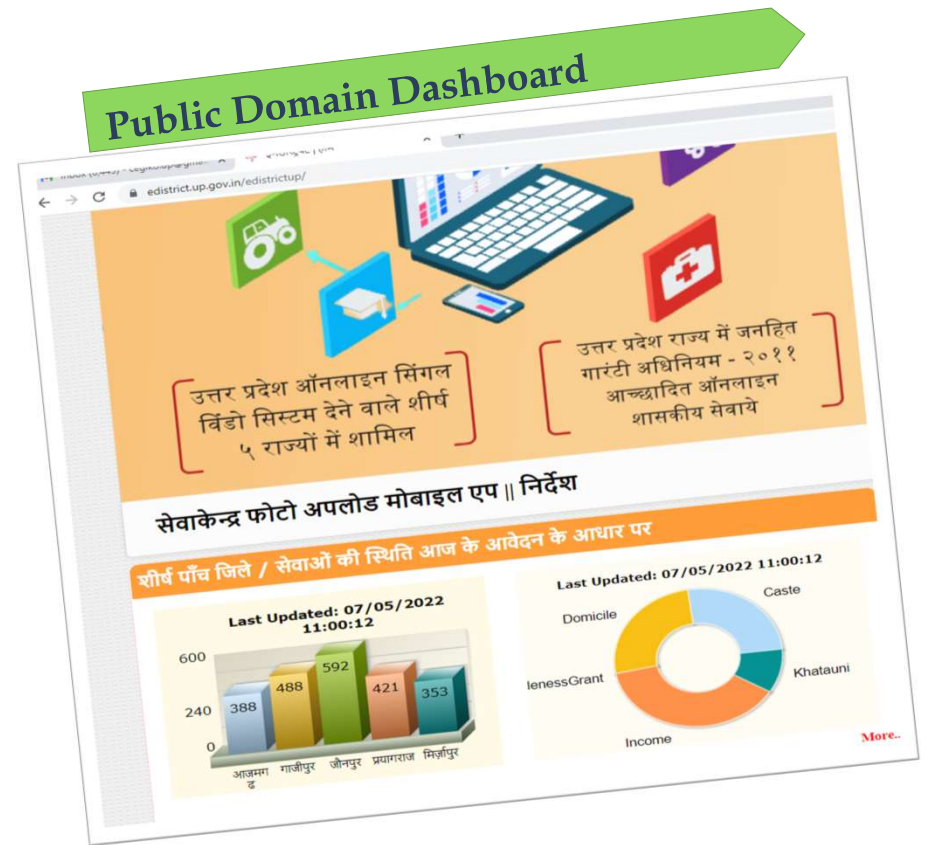
Feedback Mechanism

❖ Rapid Assessment System (RAS) is a mechanism to capture the citizens feedback after delivery of an e-Governance Services.

❖ The e-Services under e-District portal of Uttar Pradesh have already been integrated with RAS System in 2016.

❖ Under e-District Portal, A feed back mechanism are already available to the citizens to provide their valuable feedback.

❖ The following e-Services have been integrated with RAS System

S.N	Department Name	S.N	Service Name
1	Revenue	1	Caste certificate
		2	Income certificate
		3	Domicile certificate
		4	Application for Khatauni
2	Medical & Health	7	Handicap Certificate

Timelines for Delivery of Services

- The SLAs/Timelines for delivery of Services are clearly defined in Janhit Guarantee Act, UP
- Under e-District Portal ,Well defined timelines are clearly mentioned & available at Portal according to Government orders issued by the concerned departments.
- Following are the links/Screenshots available below:-.

Stake Holders

State Designated Agency(SDA)
Center for e-Governance (CeG)

Application Development Agency
National Informatics Center (NIC)
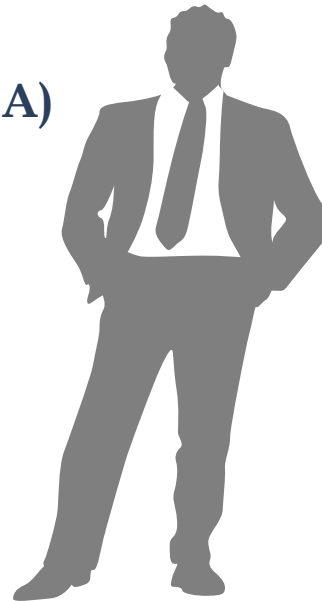
Concerned Departments
(Like Revenue , Food & Civil supply etc.)

District e-Governance Society
**(DeGS)**

District Service Provider
(DSP)

Citizen

District Service Provider (DSP) Details along with District Allotment

S.No	DSP Firm Name	Districts Allotted
1	SREI Infrastructure Finance Ltd	39
2	VAYAM Technologies Ltd	29
3	CSC e-Governance Services India Limited	24
4	India Power Corporation Limited	19
5	CSC WiFi Chaupal	16
6	BLS International Services Limited	12
7	CMS Computers Ltd	5
8	I-Net Secure Lab	1
9	ITI Limited	1
10	KND Engineers and Consultants(India) Pvt. Ltd	1
11	Center for Technology and Entrepreneurship Development	1
12	Nekton India Pvt. Ltd	1
13	SNR eDATA Pvt Ltd (Rampur)	1
	# two DSP firms in each district	150

Progressive chart (e-District Portal)
https://edistrict.up.gov.in/
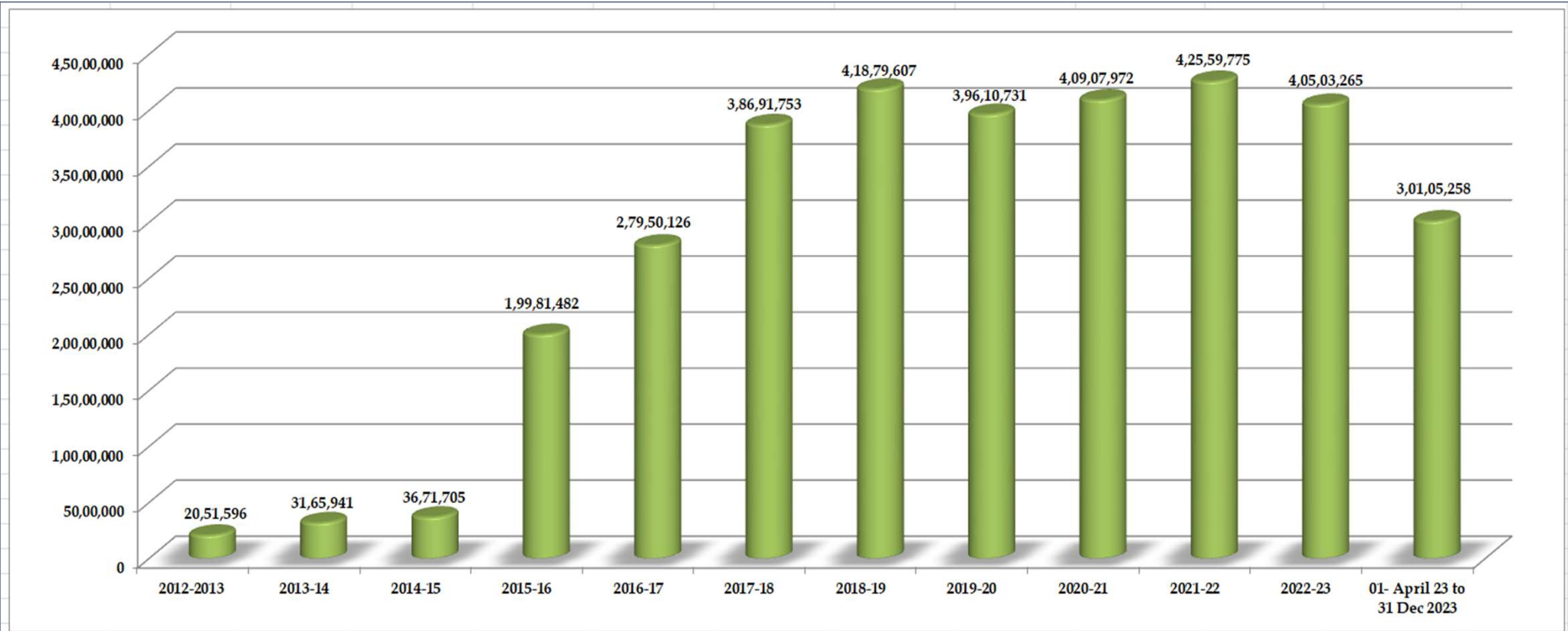
Period	2012-2013	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	01- April 23 to 31 Dec 2023
Applications	20,51,596	31,65,941	36,71,705	1,99,81,482	2,79,50,126	3,86,91,753	4,18,79,607	3,96,10,731	4,09,07,972	4,25,59,775	4,05,03,265	3,01,05,258

Integration of e-Services with Digital Locker in Uttar Pradesh

DigiLocker — Document Wallet to Empower Citizens

- Till Date, more than 26 Cr. documents from several State Departments are available on DigiLocker platform.

- Till Date, **more than 74 lakhs DigiLockers** have been opened in Uttar Pradesh.

- The following departments have been on-boarded on DigiLocker platform as Issuer:-

  1. Food & Civil Supplies Department (**Ration Card: 3.6 Cr.**)
  2. e-District Services (Caste, Income, Domicile etc.) (**Total issued Document: 6.64 Cr.**)
  3. Secondary Education (10th & 12th Mark sheets issued by UP Board) (**Total issued Document: 6.15 Cr.**))
  4. Board of Technical Education (Diploma Certificate)
  5. State Council of Vocational Training (ITIs Certificates)
  6. Joint Entrance Examination Council
  7. Transport Department
  8. Marriage & NEC certificate from Stamp & Registration Department

  9. Energisation Certificate & Electricity Bill from UPPCL
  10. Water Connection from Urban Development Department and many more

- **On-boarding in-progress with following Departments**

  1. Skill Certificate from Skill Development Department
  2. Four Hundred three (403) Certificates (G2B) from Nivesh Mitra Portal

Impact Assessment Of
e-District & Common Service Center (CSC) Project

The objective of the project is to assessing impact on outreach, cost of accessing services, quality of services and overall governance affect to the VLE & citizens of the Uttar Pradesh. To achieve this aim as per Work order selected agency have to perform following steps:-

Step- 1 - Visiting of 30% operational CSC Centres across the State.
Step- 2 - Development of Mobile App for online feedback & Dashboard for one year including hosting and other Utilities.
Step- 3 - Document Material for VLE,s DSP, and departmental level.
Step- 4 - Department Service verification
Step- 5 – Submission of Final Assessment Report along with feedback forms and analytical report.

Present Status:-

- Work order has been issued .
- **Mobile Application (eAanklanup)** & Online Dashboard has been developed for real time feedback from VLE & Citizens of the State.
- Training manuals and documents are distributed to VLE & Citizens of the State.
- Till date more 30K feedback/suggestions/comments are being recorded using **eAanklanup mobile App**

Browser window (left):

eaanklanup.in/dashboard

Center For e-Governance
Uttar Pradesh

Digital India
Power To Empower

Department of IT & Electronics
Government of uttar Pradesh

Logout

Impact Assessment Dashboard of CSC and eDistrict Project Uttar Pradesh

(Electronic Delivery of Citizen Centric Services)

सबका **साथ**
सबका **विकास**
सबका **विश्वास**
सबका **प्रयास**

आजादी का
अमृत महोत्सव

e-District Project	CSC Project.	Service List	DSP Details

Top 5 District list

Prayagraj	1320
Pratapgarh	1056
Ayodhya	1038
Barabanki	1036
Gonda	1003

View All

App store listing (right):
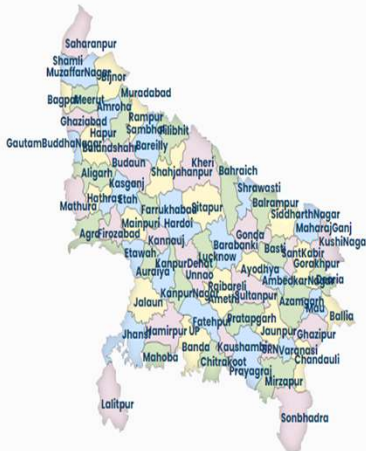
eAanklan UP
e-Aanklan UP

4.3 ★
30 reviews ⓘ

4.3 MB

3+
Rated for 3

Install

About this app →

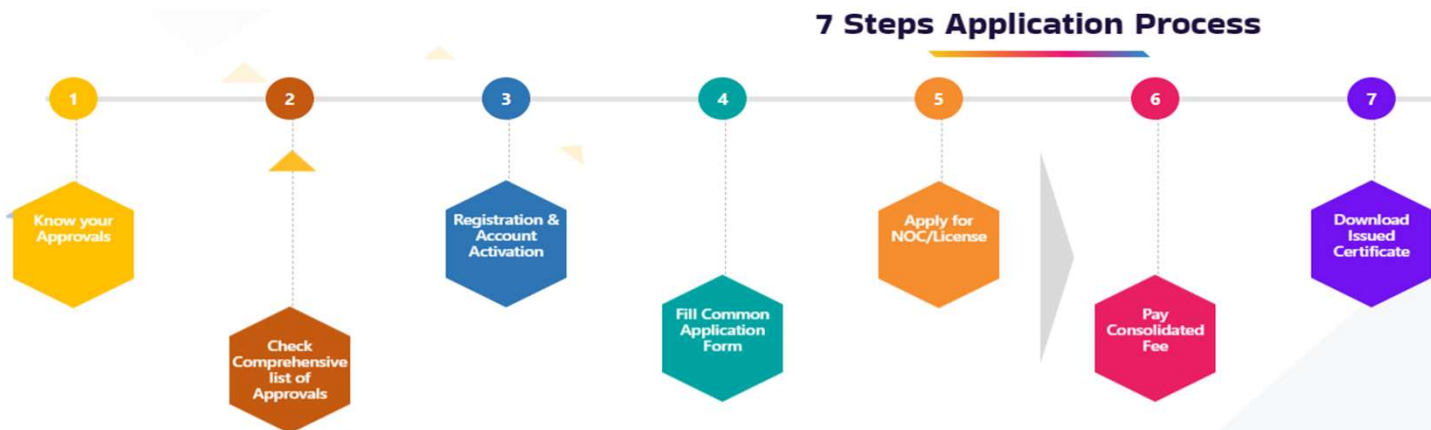eAanklan UP - impact assessment of eDistrict MMP

Social

Data safety →

Safety starts with understanding how developers collect and share your data. Data privacy and security practices may vary based on your use, region and age. The developer provided this information and may update it over

Real Time Survey Report

■ Total Survey ■ Total Vle

Analytical & Statistical Report

13.1%
19.7%
67.2%

● YES[ ] ● NO[ ] ● DON´T KNOW[ ]

Category Wise & Analytical Report

33.3%
33.3%
33.3%

● GOVERNANCE ● SOCIAL ● COST/FINANCE

User Feedback Report

27.3%
72.7%

● YES ● NO

Governance/ Social/ Cost/Finance Report

32643	32858	32835
Governance	Social	Cost/Finance

■ Governanve ■ Social ■ Cost/Finance

Gender Wise Report

25941	6909
Male	Female

■ Male ■ Female

Nivesh Mitra – Ease Of Doing Buisness EODB in Uttar Pradesh

- Nivesh Mitra is a single window clearance system for obtaining NOCs/Licenses/approvals and tracking application status online

- Provide all facilitations and handholding supports to the investors intending to start a business or operating a business in the State

- It is an integrated model using multiple departmental APIs

- **454 Services of 38 departments 2nd rank (BRAP-19-20)** & **Achievers State (BRAP-20-21)** in EoDB in the country

- Till 31st March 2023, more **than 11.68 lakhs Licenses/NOCs are issued**

User Feedback Summary

- Satisfied :(674717) 88.95%
- Moderate :(53468) 7.05%
- Unsatisfied :(30362) 4.00%

7 Steps Application Process

1. Know your Approvals
2. Check Comprehensive list of Approvals
3. Registration & Account Activation
4. Fill Common Application Form
5. Apply for NOC/License
6. Pay Consolidated Fee
7. Download Issued Certificate

Licenses/NOCs Statistics

- Licenses/NOCs Issued : (1168317) 87.68%
- Rejected :(123567) 9.27%
- Queries/Objections :(28963) 2.17%
- Requests Pending :(11648) 0.87%

DigiShakti - Swami Vivekananda Youth Empowerment Scheme

- Providing free tablets and smartphones to students of various colleges & institutions **Providing around 12000+ digital courses through "Infosys Spring Board"**

- Various educational contents and government schemes information have been digitally pushed to students through **"DigiShakti Adhyan" app.**

- **Providing information about classes, syllabus, educational programs etc.** to the students through flash messages by the concerned university/college/institution

- The tablets/smartphones will help in spreading awareness about the various developmental schemes and programs of the government among the students.

16.42 lakhs devices distributed in phase -1

10 lakhs Tablet PCs & 25 lakhs Smartphones Proposed in phase -2

About Family ID

Family ID – Ek Parivar eK Pehchan

A Unique Family ID for each family (GO issued on 21st July 2022)

Ration Card (12 digits) no. is the Family ID for all beneficiaries under NFSA

Provision to issue new Family ID on Family ID Portal (Non-Ration Card Holders)

योजना से लाभ

- शासकीय योजनाओं से लाभार्थियों का शत-प्रतिशत आच्छादन
- डुप्लीकेट एवं फर्जी लाभार्थियों को हटाया जाना
- परिवार को यूनिट मानते हुए योजना का आच्छादन
- आवेदन प्रक्रिया का सरलीकरण

योजना के लाभार्थी

राशनकार्ड धारक

लगभग 3.6 करोड़ परिवार (15 करोड़ लाभार्थियों) हेतु उनका राशनकार्ड नं0 ही फैमिली आई0 डी0 मान्य होगा।
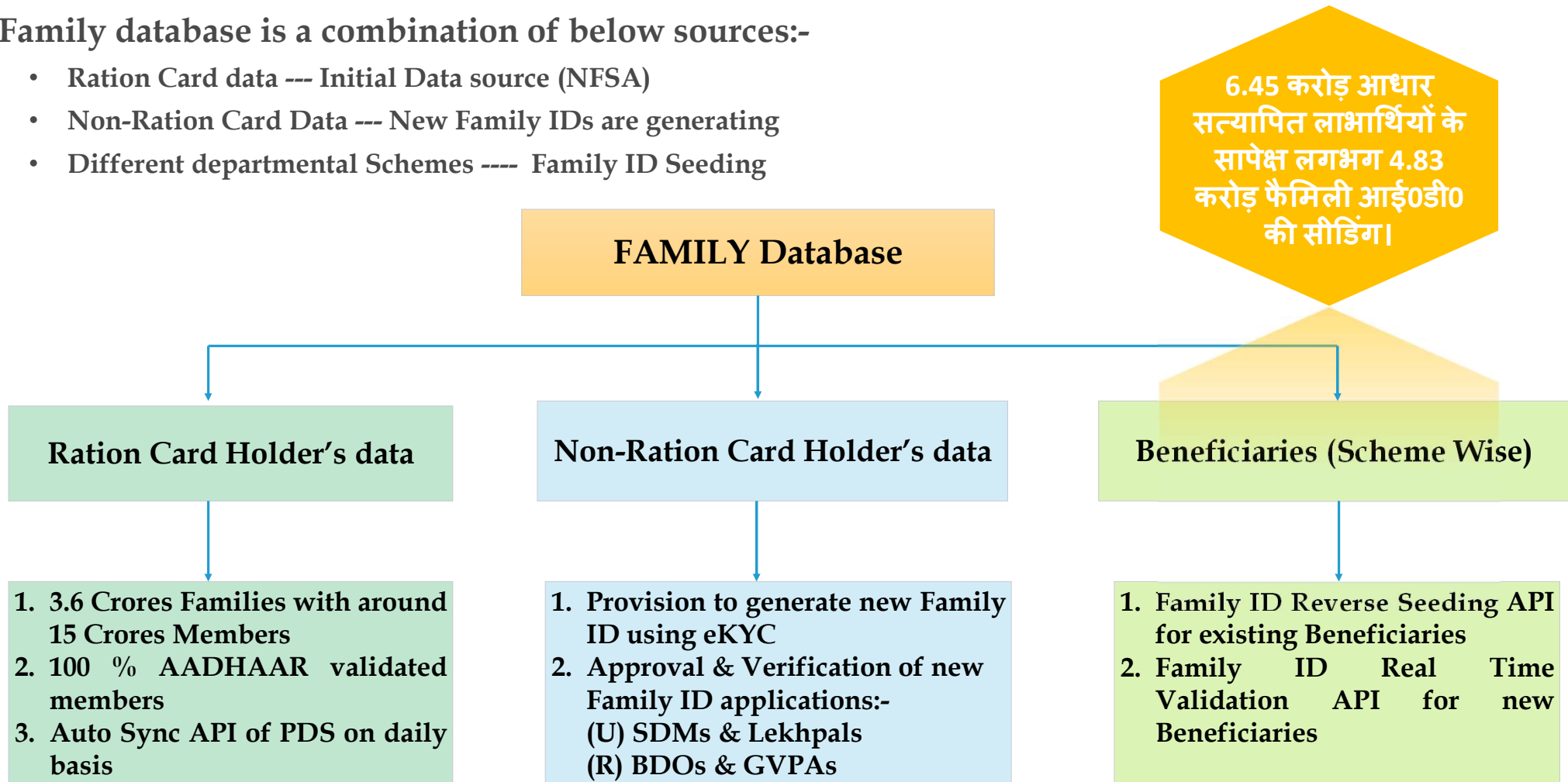
(शासनादेश दिनांक 21 जुलाई, 2022)

गैर-राशनकार्ड धारक

- राशनकार्ड से अनाच्छादित परिवारों हेतु फैमिली आई0डी0 पोर्टल का निर्माण।
- केन्द्र सरकार से अनुमति की प्रक्रिया पूर्ण।

Family ID Consolidated DB

Family database is a combination of below sources:-

- Ration Card data --- Initial Data source (NFSA)
- Non-Ration Card Data --- New Family IDs are generating
- Different departmental Schemes ---- Family ID Seeding

FAMILY Database

6.45 करोड़ आधार सत्यापित लाभार्थियों के सापेक्ष लगभग 4.83 करोड़ फैमिली आई0डी0 की सीडिंग।

Ration Card Holder's data	**Non-Ration Card Holder's data**	**Beneficiaries (Scheme Wise)**
1. 3.6 Crores Families with around 15 Crores Members 2. 100 % AADHAAR validated members 3. Auto Sync API of PDS on daily basis	1. Provision to generate new Family ID using eKYC 2. Approval & Verification of new Family ID applications:- (U) SDMs & Lekhpals (R) BDOs & GVPAs	1. Family ID Reverse Seeding API for existing Beneficiaries 2. Family ID Real Time Validation API for new Beneficiaries

About Family ID Portal

1. आधार बेस्ड ओ0टी0पी0 के माध्यम से आवेदक के पंजीकरण की व्यवस्था।

2. परिवार के सदस्यों को जोड़ने हेतु आधार बेस्ड ई-केवाईसी।

3. परिवार के सदस्यों का डेमोग्राफिक विवरण यूआईडीएआई से स्वतः प्राप्त।

4. सभी सदस्यों का पारिवारिक सम्बन्ध/व्यवसाय का विवरण।

5. ई-डिस्ट्रिक्ट पोर्टल से ए0पी0आई0 के माध्यम से इंटीग्रेशन।

6. नगरीय क्षेत्रों में उप-जिलाधिकारी एवं ग्रामीण क्षेत्रों में खण्ड विकास अधिकारियों द्वारा सत्यापन की व्यवस्था।

7. CERT-In मानकानुसार सिक्योरिटी ऑडिट सम्पन्न।

8. फैमिली आई0डी0 पोर्टल (Go-LIVE) GO dated 7th Feb 2023

 https://familyid.up.gov.in
पर यूजर मैनुअल की व्यवस्था।

https://familyid.up.gov.in/reportshq/Pages/Auth/login.aspx
प्रगति के अनुश्रवण हेतु पोर्टल।

Family ID Dashboard

राशन कार्ड से आच्छादित

35781484
राशन कार्ड से आच्छादित कुल परिवार

148876461
राशन कार्ड से आच्छादित कुल सदस्य

अन्य विवरण

758303
कुल की गयी e-KYC

376652
डाउनलोड की गयी फैमिली आईडी

752521
ऑनलाइन रजिस्ट्रेशन

नयी फैमिली आईडी

120231
कुल प्राप्त आवेदन

48840
कुल स्वीकृत आवेदन

37729
कुल अस्वीकृत आवेदन

33662
कुल लंबित आवेदन

132198
स्वीकृत आवेदनों में कुल सदस्य

♂72284 ♀59914 ⚧0
सदस्यों का लिंगवॉर विभाजन

स्वीकृत आवेदनों में शहरी/ग्रामीण क्षेत्र वॉर परिवार

■ शहरी   ■ ग्रामीण

ग्रामीण क्षेत्र से सम्बंधित: 41197 | शहरी क्षेत्र से सम्बंधित: 7643

Action Required-Central Services

- Integration and Monitoring of Central Government Services(PM Flagship services etc.) with State Unified Portal "e-District Portal".
- Single policy for CSC establishment in State for offering both Central and State Government Services.

THANK YOU