

SMART RAJ PROJECT

(Implementing E- governance in all ULBS of Rajasthan State)

Being Managed by

Department of LSG, DLB, RUDSICO, (Govt. of Rajasthan)



System Implementation Partner

Need for 'SmartRaj':

Urban Local Bodies (ULBs) manage a large volume and range of civic services. However, shortage of staff and other resources coupled with inability to raise capital, has been a challenge to meet growing expectations from the citizens. ULBs can improve service delivery through Information Communication Technology which is being implemented through Smart Raj project.

Scenario with Smart Raj:

- Use of Web Based-Improved technology
- Centrally hosted application at DoIT
- Services available on-line anywhere on earth
- Online Payment Gateway
- Services available anytime-24X7
- Uniformity across the State
- Shared information across ULB's
- Ease of Governance-possible to post circulars/orders; monitoring of projects, budgeting etc.

Scope of Work:

- ✓ Development of web based software for providing 22 services online
- ✓ Procurement, Supply, installation and commissioning of Hardware for State Data Centre (servers) and all ULBs (PCs, Printers, etc).
- ✓ Operation and Maintenance for a period of 2 years by providing necessary human resources for onsite support.
- ✓ Training of ULB staff.
- ✓ Property survey of 42 lacs house holds; 29 lacs in phase I

Goals and Objectives:

- ❖ The objective of this project to create a state-wide integrated system, called "SmartRaj", connecting all ULBs to provide all services on-line through single portal.
- ❖ Single Window Services to citizens on anytime, anywhere basis by increasing the efficiency and productivity of ULBs
- ❖ Provide timely & reliable management information for effective municipal administration.
- ❖ Improve citizen experience of the interactions with ULBs

Benefits of Smart Raj:

- Single-window access to various services of ULBs
- Better and faster delivery of services and information
- Improved communication including computers and mobile devices

- Opportunity for greater participation in decision-making
- Improved interaction with municipal government at different levels
- Transparency and accountability in ULB functioning
- Quick re-dressal of grievances

Benefits to ULBs:

- Ability to provide single window for indentified services using an integrated platform.
- Better co-ordination between departments.
- Simplification and streamlining of the processing and approval.
- Improved communications.
- Creation of effective management information system (MIS).
- Efficient citizen grievance redressal.
- Overall improvement in governance, delivery of services and citizen interface.
- Objectiveness in decision-making.

Services Modules:

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| 1) File Tracking System | 14) No Objection Certificates |
| 2) Registration of Birth and Death | 15) Lok Seva guarantee act |
| 3) Registration of Marriage | 16) Billing and Accounting of Rental |
| 4) Stores, Inventory and Workshop Module | 17) Demand generation(Challans) |
| 5) Accrual Based double Entry system | 18) Municipal Asset Management |
| 6) Grievance Management System | 19) Tender & works management |
| 7) Online Cash Collection Module | 20) Establishment & Payroll management,
Personnel Management |
| 8) Trade License Management | 21) House Tax/Urban Development Tax
Assessment, Billing & Collection |
| 9) Solid Waste Management | 22) Urban Assessment/Lease, Billing and
collection |
| 10) RTI | |
| 11) E-Auction of hoardings, lands, others | |
| 12) Legal Cases Tracking | |
| 13) Building Permission Module | |

Smart Raj Call Centre

Toll Free number

1800-180-6127