



Apuni Sarkar

Information Technology Development Agency,

Department of Information, Good Governance
and Science Technology,

Government of Uttarakhand

Home About Apuni Sarkar List of Services FAQs Resources

Shri. Pushkar Singh Dhama
Hon'ble Chief Minister, Uttarakhand

Apuni Sarkar
Our Government at Your Door

Essential Online Services for the
Citizens of Uttarakhand

Verify Certificate

Know Application Status

Download Certificates

CSC Location

Citizen Login

User ID
edmdemo

Password
.....

Don't have an account?

Need for Citizen Centric Service Portal

Before Initiative

As Uttarakhand is a **hilly state**, it was a **cumbersome task** for citizens to visit office physically



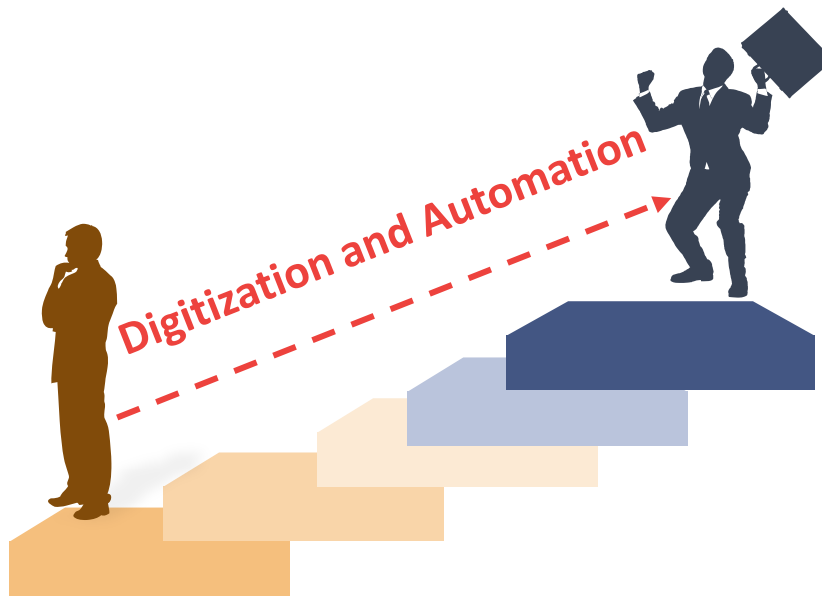
Documents mostly prevalent in **physical** form, leading to huge administrative overhead



No Mechanism for monitoring the progress of the Service delivery to the citizens.



Challenge of **verifying** and searching the documents, leading to delay in service delivery.



After Initiative

Online platform (**web, android & iOS Apps**) for 24X7 accessibility from any location



Automated and **Secured** document management system.



Customizable Dashboard provided to Citizens as well as officers for **tracking and monitoring** the application status



Reduced administrative burden and enhanced timely action.



About Apuni Sarkar



In house Development



Uttarakhand State-Wide Area Network



Uttarakhand State Data Centre

Services Delivery Points & Officer login



CSC VLE Centers
: 8181



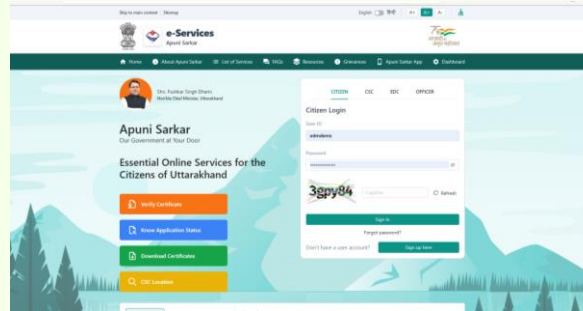
Individual Login:
1.20 lakhs



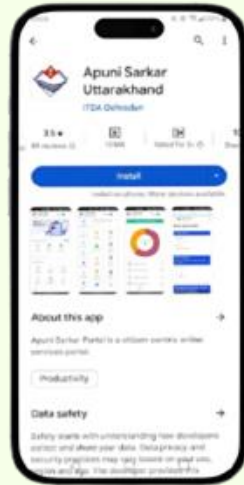
eDistrict Centers:
445



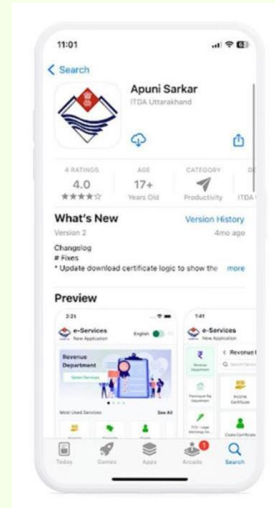
22000+ officer
login



Web Application

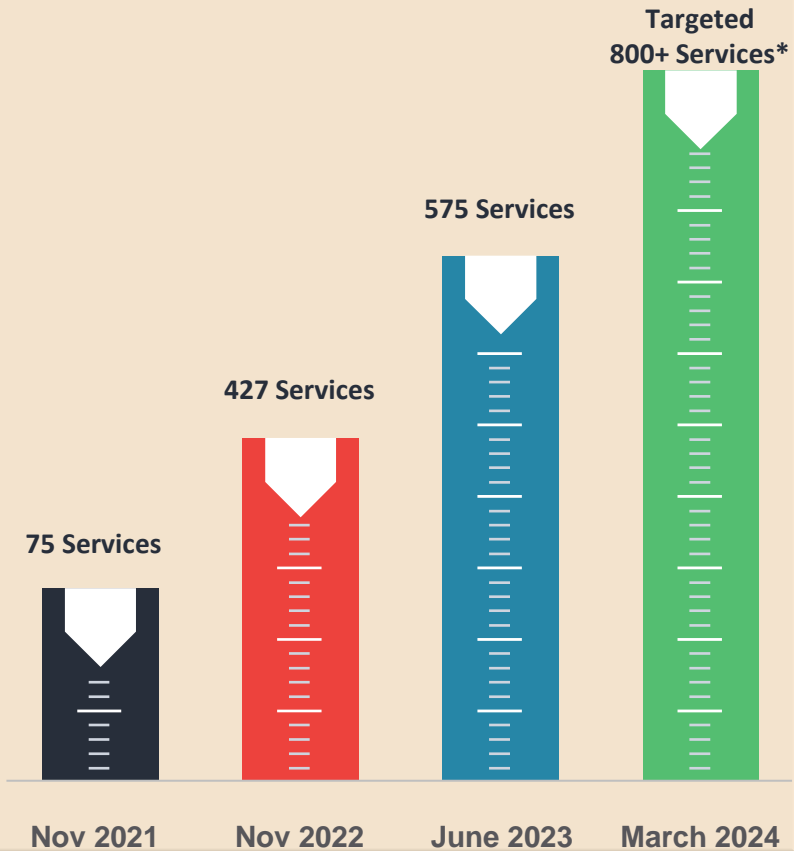


Android App



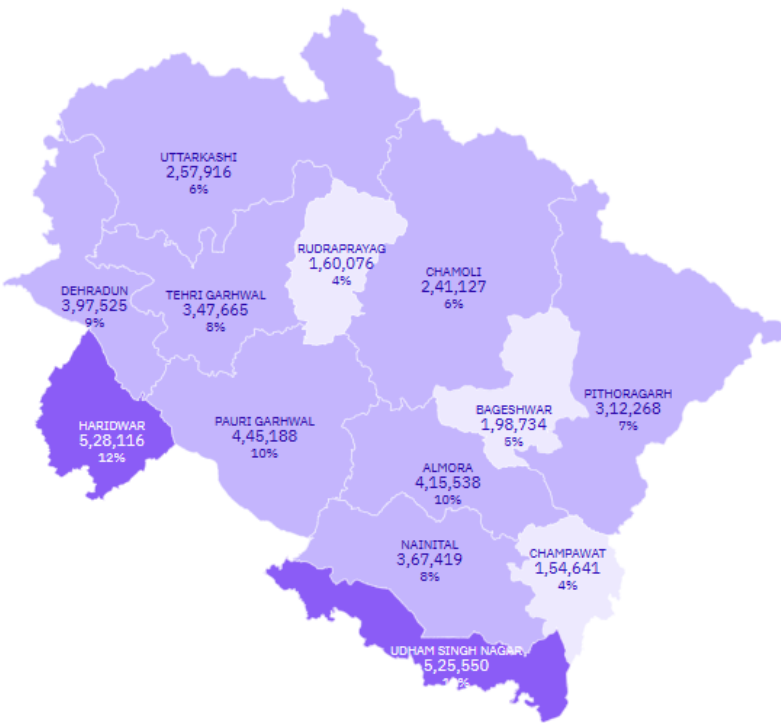
iOS App

Services onboarded

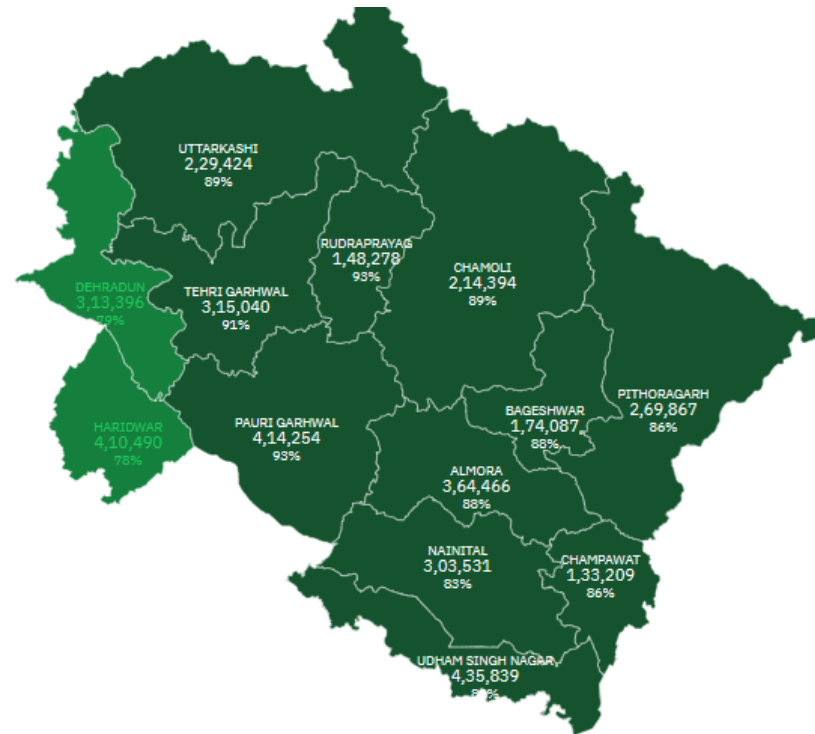


Demographic Reach

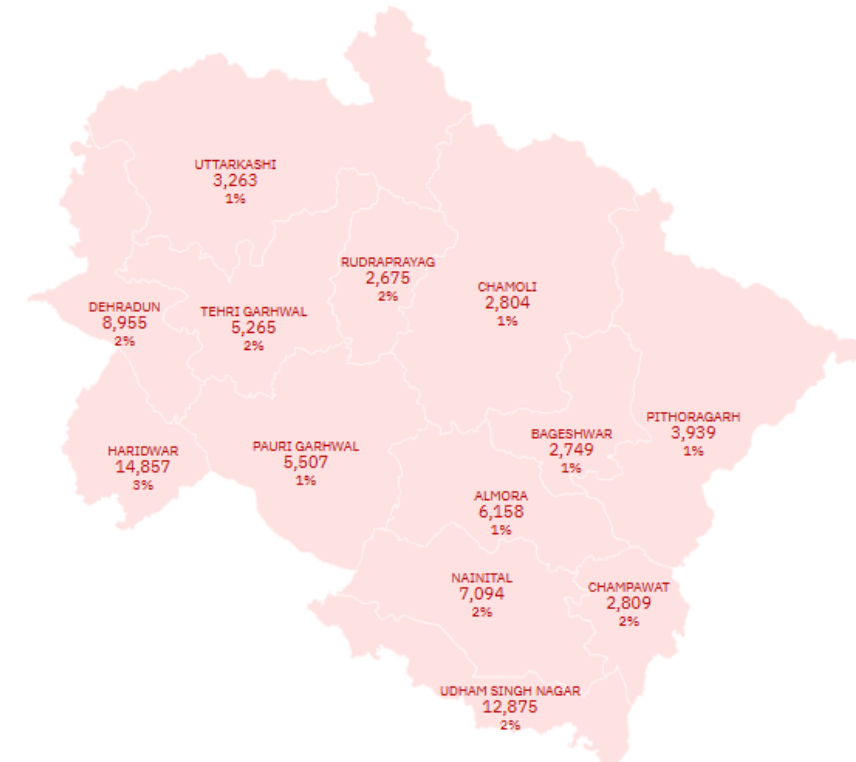
With a vision to provide online delivery of citizen centric services under one platform at Districts/Tehsils /Villages .



Application received: 43.67 lakhs

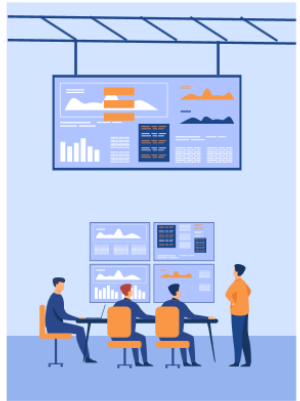


Application approved : 37.41 lakhs

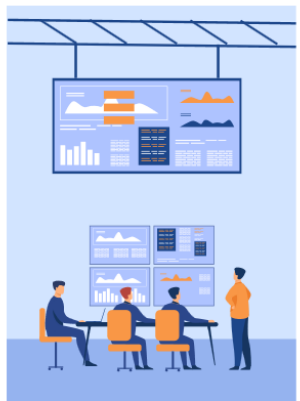


Application pending: 0.79 lakhs

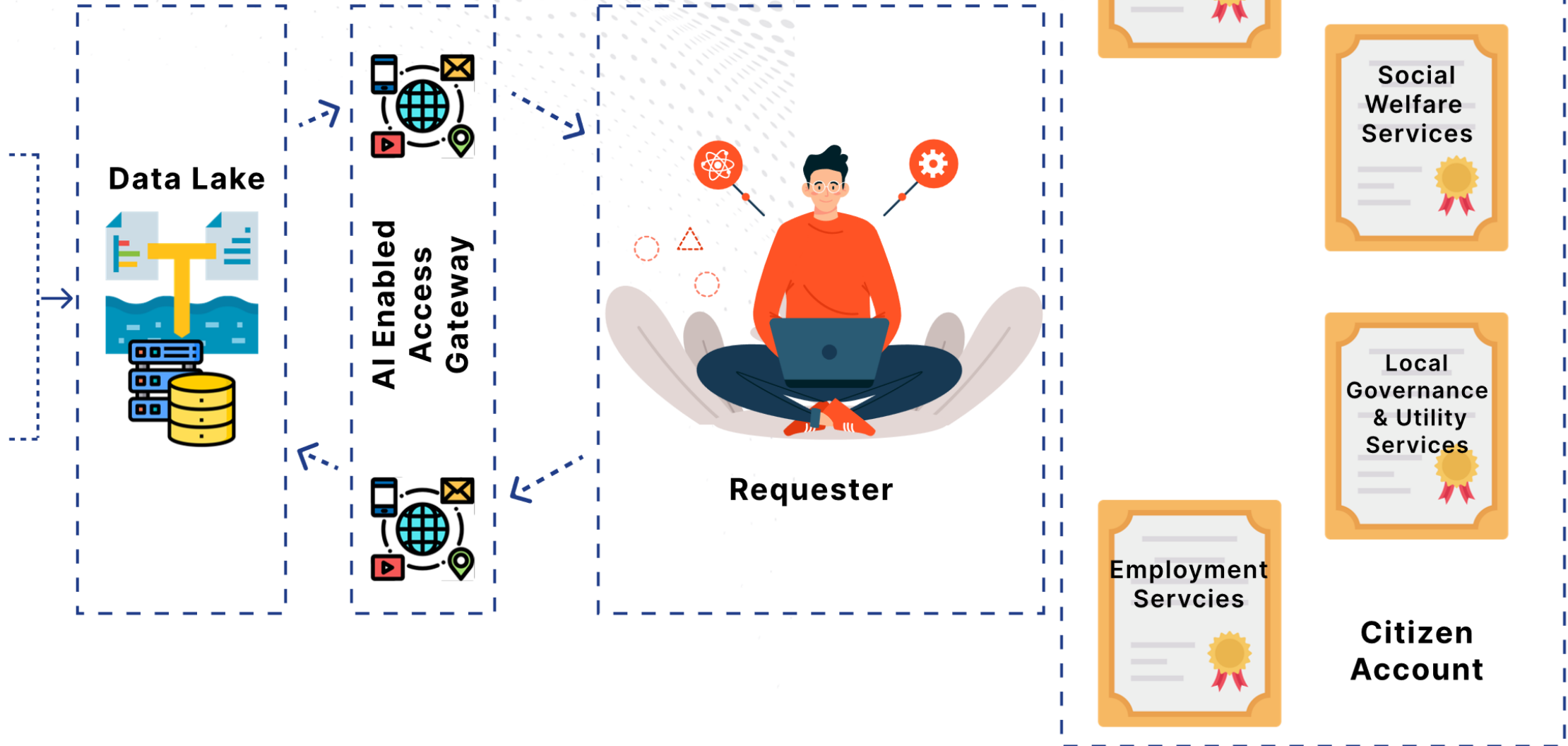
Concept of AI Enabled Document Management System



Issuer Department



Issuer Department



Outcomes



Paperless, Faceless and
Cashless



Enhanced accessibility and
effective Service delivery



Robust Monitoring leading
to Good Governance



Transparency and
Accountability

Credentials



Recognition by NeSDA in May 2023



CERT-in Certified Secure Portal (OWASP)



GIGW Compliance



Certified support ecosystem – ANSI/TIA-942-B Rating 3 Data Centre

Ongoing Initiatives / Way Forward

Ongoing Initiatives



Apuno Sarkar Apuno
Praman Patra



Doorstep Delivery of
Citizen Centric Services



Integration with
Digilocker

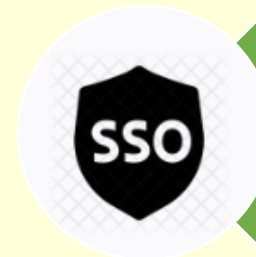
WAY FORWARD



Auto Appeal
System



WhatsApp
Integration



Single Sign On
(Janparichay)

Roles & Responsibilities in development of Services in Apuni Sarkar Portal

Technical Team



Developers Team

- Development and updates in web portal/Mobile App.
- Integration/ development of APIs
- Managing Database
- UI/UX development
- Optimization of the database

Business Analyst Team



Requirement Gathering:

- Understanding the requirement for services development of Deptt. and communicating the same to Jr Dev for documentation
- Coordination with Departments.
- Connecting our technical team with Deptt technical Team.



FRS Documentation:

- Drafting the gathered requirements from the department
- Signing off the FRS documentation for development process.

Uttarakhand Govt Department



- Department will be responsible for assisting Apuni Sarkar Business Analyst Team in Requirement Gathering Process
- Finalization and signing of FRS Document
- Signing of UAT

SERVICE DEVELOPMENT PROCESS



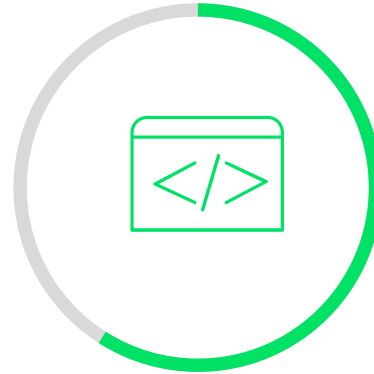
Requirement Gathering

- BA Team Visit the department and understand and collect the service details



FRS Documentation

- Accordingly, Functional Requirement Specification document prepared and shared with the department for verification.
- Signing of FRS document from Department.



Development Process

- After Signing of FRS document from the department, development process starts by technical team.
- After development, testing team test the services and send for User Accept Test.



User Acceptance Test (UAT)

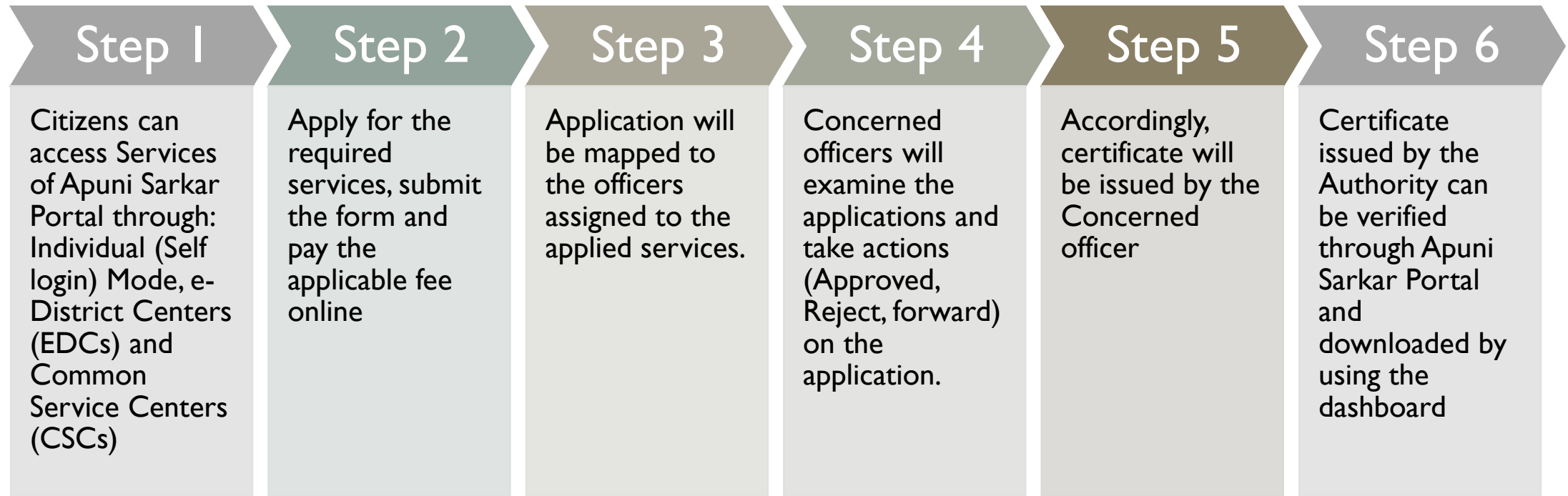
- After development of services, BA team demonstrate the service to the department officer get UAT done



GO- Live

- After UAT service will be live on Apuni Sarkar Portal

Apuni Sarkar- work process



VALUABLE SUGGESTIONS AND INPUTS

- Kindly Contact Apuni Sarkar Helpdesk
 - Dial 1905 and Press 4
 - Via email - e-helpdesk@uk.gov.in
- Uttarakhand Right to Service Commission
 - Website URL: urtsc.uk.gov.in
 - Email ID: secy-urtsc-uk@gov.in
- Nodal Officer @ ITDA
 - Sh. Sanjeevan Soontha |
Mobile: +91-8006406506
- Apuni Sarkar Team
 - Sawan Kapoor |
Mobile Number: +91-7814149798



Thank You
