

**Government of Rajasthan  
Office of the Chief Secretary**

Ref No.: F5 (1162)/DOIT/Tech/18 01026/2019

Dated: 25.03.2019

**Office Order**

As per the Office Order no. 5553 dated 27-09-2012, citizen centric services of Government Departments are to be delivered through e-Mitra kiosks wherein fees deposition for all government and PSU recruitments and admission to courses like R-PMT, R-PET, R-MAT etc. in all government institutions shall only be channelized through e-Mitra network.

E-Mitra is the flagship project of the Government of Rajasthan with more than **55000 e-Mitra kiosks** delivering **500 plus services** to approx. **60 lakhs consumers** across State in a month. E-Mitra is acting as Single Point of Public Service Delivery wherein the residents of the State are effectively linked to a basket of information and services through this platform.

Services of most of the Universities / academic institutions such as online filling of application forms and fees deposition are getting delivered through e-Mitra platform. However, in some Universities / academic institutions, fees deposition are through bank challans / online payment gateway only and the e-Mitra network is not used.

Therefore, it is decided that **all the Government Departments & Organization** including Universities / academic institutions shall leverage the large network of e-Mitra kiosks to extend their services of form filling and fees deposition on nominal rates, fixed by the State Level Committee, to the residents of the State.

Availability of these academic services close to their doorstep through e-Mitra will help the students, especially in far flung areas of the State, in availing hassle free services on nominal rates, thus, saving their time and money and removing the challenges that students face in filling forms / online payments through cyber cafes as these cafes are charging to students at their will.


  
(D B Gupta)  
Chief Secretary

Ref No.: F5 (1162)/DOIT/Tech/18 01026/2019

Dated : 25.03.2019

Copy to the following for information and necessary action:

1. PS to Chief secretary, GoR
2. Principal Secretary to Hon'ble Chief Minister
3. All Addl. Chief Secretaries
4. All Pr. Secretaries / Secretaries / All Divisional Commissioners
5. All Collectors / H.O.Ds / Head of Government PSUs
6. Registrar, University of Rajasthan
7. Registrar, Rajasthan University of Health Science
8. Registrar, Raj Rishi Bhartrihari Matsya University
9. Registrar, Board of Technical Education
10. Registrar , Rajasthan Technical University
11. ....

  
(Abhay Kumar)  
Principal Secretary, IT&C

**GOVERNMENT OF RAJASTHAN**  
Office of the Chief Secretary

No.: F5(373)/DoIT/Project/09/II / 5553

Dated: 27/09/2014

**Office Order**

As per the Cabinet Decision no. 113/09 dated 28/01/2010, citizen-centric services of Government Departments are to be delivered on an end-to-end basis through e-Mitra kiosks in urban areas and through Common Service Centres (CSCs) in rural areas.

CSC/e-Mitra are the flagship projects of the Government of Rajasthan based on public-private partnership model. About 2500 CSC and 900 e-Mitra kiosks are catering to about 20 lakh consumers across the State in a month. The vast network of CSC/e-Mitra kiosks are web-enabled front-end delivery system or access point, providing the last mile connectivity with the citizens and offering various Government to Citizen (G2C) services at their doorstep.

The following services are being provided currently: utility bill payments; digitally signed caste, solvency and bonafide certificates; digitally signed copies of land records; MGNREGA job entry; online filling of application forms and fee deposition for various recruitment exams etc.


For recruitment in some government departments/PSUs and admission to some professional courses such as R-PET, R-PMT, R-MAT, fee depositions are through bank *challans*/DD and the CSC/e-Mitra network is not used.

Therefore, it is decided that fee depositions shall only be channelized through the CSC/e-Mitra network for –

- all government and PSU recruitments; and
- admission to courses like R-PMT, R-PET, R-MAT etc. in all government institutions

This reduces the hassle of visiting a bank and saves the cost of making *challans*/DD at a nominal cost to be paid to the e-Mitra/CSC kiosks, which are envisioned to provide all services under one roof, as a one-stop shop. The applications can however be filled by the applicants either themselves or through any kiosk/cyber café.

Directions are issued for compliance of the above decision.

  
(C K Mathew)  
Chief Secretary

Ref. No.: F5(373)/DoIT/Project/09/II

Dated:

**Copy to the following:**

1. PS to Chief Secretary, GoR
2. Principal Secretary to Hon'ble Chief Minister
3. All Addl. Chief Secretaries
4. All Pr. Secretaries/Secretaries/All Divisional Commissioners
5. All Collectors/I.I.O.Ds/Heads of Government PSUs
6. Registrar, Rajasthan University of Health Sciences
7. Registrar, Board of Technical Education
8. Registrar, Rajasthan Technical University
9. ....

27/2/14  
(Sanjay Malhotra)  
Secretary & Commissioner, IT&C