

**Apuni Sarkar, Information Technology Development Agency,
Dehradun, Government of Uttarakhand**

Traditional manual processes, paperwork, and the absence of a centralized system led to time-consuming service delivery, geographic barriers, service delays, lack of transparency, and limited accessibility. In addressing these issues, the project introduces a transformative solution – a citizen-centric online portal.

'Apuni Sarkar' project intends to provide multiple services at a single point from various departments to citizens. Thus, it ensures easy access to citizen-centric services through a variety of service delivery points such as Individual users through Apuni Sakar Portal and mobile apps, e-District Centre, and Common Service Centre (CSC)

This portal offers a user-friendly interface and streamlined processes, eliminating the need for physical document handling and reducing administrative burdens. It leverages advanced technologies like Digilocker for secure document delivery. Notably, the application constantly evolves with cutting-edge technologies such as React, Nest.js, Typescript, and MongoDB, ensuring efficient operations and optimal user experiences.

By centralizing government services and departments, the project provides a holistic approach to service delivery. Users can access multiple services through a single portal, eliminating the need to navigate multiple platforms. Furthermore, this initiative aims to optimize processes, enhance the user experience, and achieve faster delivery times for certificates, ultimately improving the quality of life for citizens in Uttarakhand

Process Flow:

- **Application Submission:** Citizens can apply for services through individual, Common Service Centres (CSCs), and e-District modes. They submit their applications through the chosen mode.
- **Application Mapping:** After submission, the application is mapped to the respective concerned officer responsible for processing it.
- **Application Review:** The concerned officers examine the applications and take actions such as approval, rejection, or forwarding based on their assessment.

- **Service Delivery:** Once the application is processed and approved, the requested service is delivered to the citizen.
- **Certificate Access:** Citizens can view and download their issued certificates through the Apuni Sarkar Portal.
- **Integration and Accessibility:** To streamline service delivery, all relevant government departments were contacted, and their services were integrated into the Apuni Sarkar Portal. This integration allows citizens to access a wide range of services through a single point of access

Salient Features:

- **Contactless Service Delivery:** Ensures faceless, paperless, and cashless transactions, enhancing safety and convenience.
- **Time-Bound Delivery:** Promises time-bound service delivery to citizens, reducing delays.
- **Real-Time Tracking:** Empowers citizens with real-time tracking and monitoring through a dedicated dashboard.

- **Administrative Efficiency:** Relieves administrative burden through robust monitoring and streamlined processes.
- **Environmental Benefits:** Contributes to environmental sustainability by reducing paper usage and associated carbon emissions.
- **Enhanced Service Quality:** Provides real-time updates, notifications, and automated responses for improved service quality.
- **Efficiency and Speed:** Accelerates processing times through electronic applications, forms, and payments.
- **Accessibility:** Ensures accessibility for all citizens, including those with disabilities, 24/7.
- **Time and Cost Savings:** Saves citizens' time and reduces transportation costs associated with physical visits.
- **Expanded Service Offerings:** Expands the range of services accessible to citizens, enhancing their overall experience and convenience

Beneficiaries:

All Citizens: Approximately 37.79 lakh individual citizens benefit from the project by accessing government services conveniently and efficiently.

Uttarakhand Government Departments and Officials: Approximately 22,656 officers and officials benefit from streamlined and efficient service delivery processes