

ePrayuktiSewa

Online Portal for Mobile App & Bharat Map Service

Edited by **KAVITA BARKAKOTY**



ePrayuktiSewa, proudly offered by NIC Assam, is an exceptional online platform providing mobile app builder as a service for government departments / organizations. It provides highly configurable mobile apps along with Bharat Map service integration, catering to diverse needs. As an integral part of NIC Assam offerings, ePrayuktiSewa encompasses three key services: 1) Mobile Apps with Geotagging and Image Capturing, 2) Integration of NIC Bharat Map Services, and 3) AI Services. This platform empowers government departments/organizations with an extensive suite of features and functionalities to build custom mobile applications tailored to their unique requirements.

The ePrayuktiSewa Portal was soft launched on 31st May 2023 by Shri Paban Kumar Borthakur, IAS, Chief Secretary, Assam, in presence of Smt. Kabita Roy Das, SIO, Assam and senior NIC officials at Assam Sachivalaya, Dispur, Guwahati.



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e-PrayuktiSewa, created by NIC Assam, is a platform that helps government entities in Assam make better decisions, allocate resources wisely, and stay aware of their surroundings. It does this by offering tools like the Mobile App Builder, Bharat Map services, and AI algorithms, which allow government entities in Assam to provide improved services and better governance for the people of their state.



Features

- Integrated portal for registration, requirements gathering, and real-time service status tracking
- Comprehensive portal with various service templates and mobile responsive interface for enhanced user experience and cross browser compatibility
- Supports role-based authentication and authorization, enabling access control based on user roles for enhanced security and privacy
- email-based authentication for end-to-end security, ensuring a secure and reliable user authentication process
- Incorporates both physical and digital signatures for User Acceptance Testing (UAT), ensuring a secure and legally binding process for signing the UAT documentation
- Feedback system for requirements modification by the Department to ensure that the necessary requirements have been fulfilled
- Facilitates generation of application form and

other documents with the facility to view and download the documents

- Enables the creation of dynamic customizable forms for mobile applications. If required, departments can opt for multirole authentication, offering personalised dashboards and custom features based on user roles for an optimised mobile experience.

Technologies Used

ePrayuktiSewa portal is built using PHP Laravel Framework, which is responsible for accepting user requests. The app builder interface to process the request has been developed using Django and the app is built using Flutter. This minimises recurring licence fees and other costs involved in purchasing a secure and reliable mobile app service from other sources. Various open source technologies and tools such as PostgreSQL, JavaScript, HTML5, CSS3 and Bootstrap are used to ensure scalability, availability, concurrency, reliability, maintainability and performance.

Services Provided

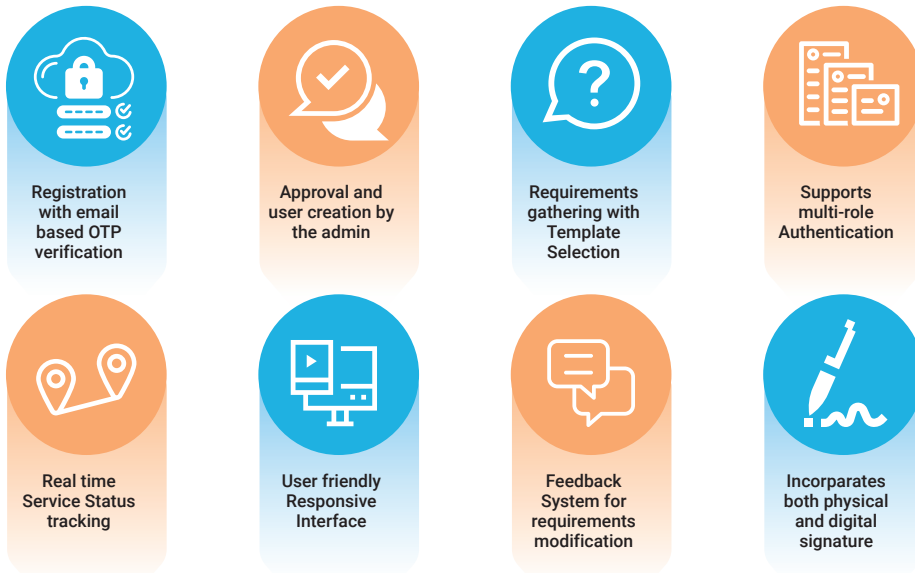
Government Departments / Organizations in Assam can easily apply for services through e-PrayuktiSewa portal. Simply fill out the required information and select from a variety of templates to fit their specific needs. Once the user department has submitted the requirements, the system processes the request and delivers the requested service within a specified time-frame. This holistic approach ensures that the platform remains at the forefront of technology. Following are the services which can be availed through the e-PrayuktiSewa portal.

Mobile / Monitoring App Service

Allows non-technical users to effortlessly submit their requirements about the mobile app. The app allows users to monitor and track existing data, providing insights and facilitating data analysis for informed decision-making.

Bharat Map Service

Offers an advanced geospatial data management system, enabling precise mapping, spatial analysis and visualization of crucial information. Region-wise data representation with GIS inte-



▲ Fig 7.1

Features of e-PrayuktiSewa

NIC Assam has been an integral part of the digitalisation of Assam. In most spheres of IT activities of the Government of Assam, NIC's Projects have played a major role. In the rising demand of latest technology services for various government initiatives, NIC Assam always provides exceptional support with secure and efficient digital solution. Assam Government almost always opts for services offered by NIC Assam which has always been a part of the IT ecosystem in the State. We look forward to the continuing IT partnership with NIC Assam. This is an age of mobile technology as mobiles can reach almost every citizen. This ePrayuktiSewa will enable all departments to build a mobile app as per their requirements in a very short time without much technical input.



Paban Kumar Borthakur, IAS
Chief Secretary
Government of Assam

gration allows for the visual representation of data based on regions, enhancing data analysis and understanding.

AI Service

Tools assist in automating processes, analysing large datasets, and generating valuable insights for efficient decision-making. By harnessing the power of AI, Government Departments/Organizations in Assam can unlock new avenues of innovation, improve service delivery, and create a data-driven ecosystem.

Benefits

- Provides a number of services to the State Government Departments/Organizations as a part of Digitization & Transformation in Government.
- Quickly develops custom mobile applications (Generic, Monitoring & AI-based) based on specific user requirements
- Empowers government entities to deliver innovative services and interact with citizens in a modern and efficient manner

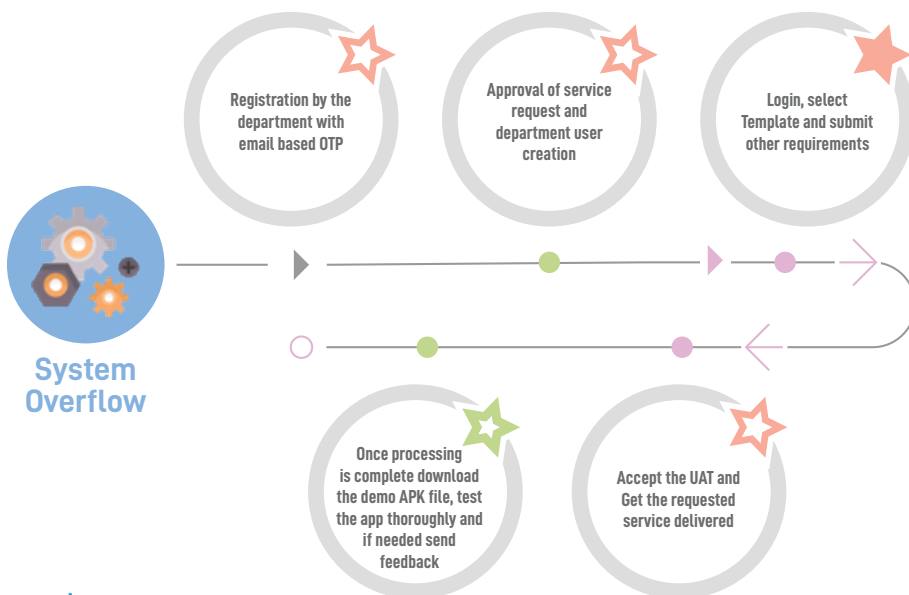
- Helps the government to verify certain cases by capturing geo location and image with accuracy
- Revolutionised the digital landscape for government entities by providing a comprehensive and user-centric platform

Way Forward

e-PrayuktiSewa Online Portal, offered by NIC Assam, is committed to continuous improvement. The portal remains dedicated to providing cutting-edge solutions and services. Future developments include expanding services, advanced analytics, enhanced security, seamless integration, and user feedback for refinement. As technology advances and requirements evolve, the portal will continue to evolve and adapt to meet the ever-changing needs of Assam's government departments and organizations.

Contact for more details

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▲ Fig 7.2