

**कार्यालय मुख्य अभियन्ता, एवं अति सचिव, सार्वजनिक निर्माण विभाग, राजस्थान, जयपुर**

क्रमांक:-PWD/IT/ebusiness/ D - 387

दिनांक:- 15.03.2022

मुख्य अभियन्ता

(भवन/एनएच/विद्युत/क्यूसी/पी.एम.जी.एस.वाई)

अति. मुख्य अभियन्ता,

सा.नि.वि., जोन.....(समस्त)

अधीक्षण अभियन्ता,

सा.नि.वि. वृत्त.....(समस्त)

अधिकाधी अभियन्ता,

सा.नि.वि. खण्ड.....(समस्त)

विषय :-CMO द्वारा विकसित ebusiness Portalके संबंध में।

प्रसंग :-सूचना प्रौद्योगिकी और संचार विभाग का पत्र क्रमांक F5(1392)DoIT/Tech/ 201/ML2808 /2021 दिनांक 02.07.2021 (प्रति संलग्न)

सन्दर्भ :-विभाग के पत्र क्रमांक pwd/IT/ebusiness/ 145 दिनांक 14.07.2021

महोदय,


उपरोक्त संदर्भित एवं विषयान्तर्गत पत्र के माध्यम से CMO द्वारा निर्देशित किया गया है कि राजस्थान सरकार द्वारा ebusiness.rajasthan.Gov.in पोर्टल की शरूआत की जा रही है। यह पोर्टल राज्य सरकार के विभाग एवं सेवा प्रदाता यथा विक्रेता/आपूर्ति कर्ता/ठेकेदार इत्यादि जो की राज्य सरकार के विभिन्न विभागों के साथ कार्य अथवा लेनदेन का कार्य करते है, के बीच किसी भी प्रकार के पत्राचार हेतु कार्य मे लिया जायेगा। CMO द्वारा जनकल्याण पोर्टल पर विभागीय प्रगति को देखते हुए B2G पोर्टल के लिए सार्वजनिक निर्माण विभाग को **Pilot** के रूप में चयनित किया गया है। माननीय मुख्यमंत्री महोदय द्वारा उक्त पोर्टल को संभवतया अप्रैल 2022 के प्रथम सप्ताह में लांच किया जा सकता है।

विभाग के सभी जिला कार्यालयों के अधीक्षण अभियन्ताओं को उक्त पोर्टल में मैप कर दिया गया है, इसके पश्चात सभी अधीक्षण अभियन्ताओं द्वारा अपने खण्ड के अधिकाधी अभियन्ताओं/सहायक अभियन्ताओं की मैपिंग की जानी है, सभी वेंडर्स (ठेकेदारों) को एसएसओ आई.डी के माध्यम से स्वयं की प्रोफाइल अपडेट कर रजिस्ट्रेशन करवाने हेतु पाबन्द करें, जिससे भविष्य में वेंडर्स के साथ Communication उक्त पोर्टल के माध्यम से ही किया जा सके। मैपिंग का प्रशिक्षण जिलेवार सभी अभियन्ताओं व वेंडर्स को 15 जुलाई 2021 से 30 जुलाई 2021 तक एवं 25.08.2021 से 29.09.2021 तक प्रशिक्षण सॉफ्ट वीसी (Webex) के माध्यम से दिया जा चुका है।

उक्त कार्य से संबंधित यदि किसी ने सॉफ्ट वीसी के माध्यम से प्रशिक्षण प्राप्त नहीं किया है तो ebusiness.rajasthan.Gov.in पोर्टल पर सप्ताह में दो बार सॉफ्ट वीसी के माध्यम से प्रशिक्षण दिया जा रहा है, अपनी सुविधा के अनुसार यह प्रशिक्षण प्राप्त किया जा सकता है।

सभी अधीक्षण अभियन्ता ebusiness.rajasthan.Gov.in पोर्टल पर अथवा संलग्न कार्यालय सूची में कार्यालय/उप कार्यालय की जॉच करें, यदि स्वयं के जिले में कोई कार्यालय/उप कार्यालय का नाम दर्ज नहीं हो तो उस कार्यालय/उप कार्यालय का नाम आई0टी0 सैल acp.pwd@rajasthan.gov.in पर mail करें, जिससे उक्त पोर्टल पर कार्यालय का नाम Create करवाया जा सकें।

ebusiness.rajasthan.Gov.in पोर्टल से सम्बन्धित जानकारी हेतु श्री प्रकाश चन्द भागनानी, प्रोग्रामर सा0नि0वि0 आई.टी.सैल,मोबाईल (9828146628)जयपुर से सम्पर्क किया जा सकता है।(सन्दर्भित पत्र की प्रति संलग्न है।)

  
14/3/2022  
(संजीव माथुर)

मुख्य अभियन्ता एवं अति. सचिव  
सार्वजनिक निर्माण विभाग, राजस्थान, जयपुर

क्रमांक:-PWD/IT/ebusiness/388-395

दिनांक:- 15.03.2022

प्रतिलिपि:- निम्नांकित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है:-

1. निजी सचिव, प्रमुख शासन सचिव, सार्वजनिक निर्माण विभाग, राजस्थान, जयपुर।
2. अति.मुख्य अभियन्ता, प्रशासन, बीओटी/प्लानिंग/यांत्रिक/पीपीपी/वर्ल्ड बैंक/सा10नि0वि
3. मुख्य वास्तुविद, सार्वजनिक निर्माण विभाग राजस्थान, जयपुर।
4. उद्यानविज्ञ, सा.नि.वि., जयपुर।
5. वित्तीय सलाहकार, सार्वजनिक निर्माण विभाग राजस्थान, जयपुर।
6. सिस्टम एनालिस्ट, सा.नि.वि., जयपुर को सा.नि.वि. वेबसाइट पर अपलोड करने हेतु।
7. अधीक्षण अभियन्ता, पथ/भवन-1,2/बीओटी/पीएमजीएसवाई/एनएच/वर्ल्डबैंक/यातायात/ब्रिज/एसएस एण्ड सी/आईटी एण्ड ई, सा.नि.वि., जयपुर।
8. अधिशाषी अभियन्ता (मुख्यालय) सा.नि.वि., जयपुर।

Mookesh  
14/3/2022

(मुकेश भाटी)

मुख्य अभियन्ता (गुण नियंत्रण)

सार्वजनिक निर्माण विभाग राजस्थान, जयपुर।

Ref. No. F5(1392)/DoIT/Tech/21/ML-2808/2021

Date: 2/10/2021

All District Collectors  
All Head of Departments

**Subject: Implementation of eBusiness Portal**

Business to Government Portal (*ebusiness.rajasthan.gov.in*) has been designed to act as one-stop public interface for the Service Providers (viz. vendors, suppliers, contractors etc.) engaged with the Government of Rajasthan. Business to Government Portal will act as a communication gateway between Government Departments and their Service Providers, thus increasing the transparency and accountability in the system.

This Portal is designed to implement in all the offices under the Departments/ Boards and Undertakings / Districts / Educational and Research Institutes / Municipalities and Local Bodies etc. across the State and will act as a single point of communication between the Government Offices and the Service Provider. The Portal will be used for official communication between Service provider and Government Offices.

Officers of DoIT&C across departments and districts are already appointed as Master Trainers for technical support and training to all concerned.

A training program for all the Officers and staff of DoIT&C and DDOs of all the Departments across districts is scheduled as follows:

S. No.	Training Participants	No. of Participants	No. of Batches
1.	Officers/Staff of DoIT&C	Approx. 6500	20
2.	DDOs of all Departments across Districts	Approx. 17000	52

Besides training, Departments viz. Rural Development Department, Public Works Department, Local Self Governance Department, Udaipur and Jodhpur District and RajCOMP Info Services Limited are selected for Pilot run of the Business to Government Portal.

(Niranjan Arya)

Chief Secretary

Encl.:

1. About Business to Government Portal
2. Training Calendar for Officers/Staff of DoIT&C
3. Training Calendar for DDOs of all Departments across Districts

**ABOUT B2G PORTAL**

In the current system, numbers of Service Providers (vendors/business partners/private companies/agencies) are working closely with the Government Departments on various subjects. While working together; lot of correspondence such as for EMD Return Request, Payment Invoice Submission, Complaint, Suggestions, General Issues Letters, pre bid queries etc. also takes place between Service Provider and the departments. As of now all the correspondence from both sides is done manually.

This offline process is time consuming. Also, the Service Providers are unable to ascertain the status of the proceedings in relation to the correspondence.

Business to Government Portal (*ebusiness.rajasthan.gov.in*) has been designed to act as one stop public interface for the Service Providers engaged with the Government of Rajasthan. Business to Government Portal will act as a communication gateway between Government Departments and their business partners thus increasing the transparency and accountability in the system.

**STAKEHOLDERS**

This Portal will be implemented in all the offices of Departments/ Boards and Undertakings / Districts / Educational and Research Institutes / Municipalities and Local Bodies etc. across the State and will act as a single point of communication between the Government Offices and the Service Providers. The Portal will be used for official communication between Service provider and Government Offices.

**MAIN FEATURES OF THE PORTAL**

<b>For Service Providers</b>	<b>For Departments /Offices</b>
<ul style="list-style-type: none"><li>• Registration of Vendor(s) along with banking details</li><li>• Define a project and creation of Work orders of related project</li><li>• Submission of any type of communication related to any project or in general</li><li>• Send Reminder for Communication</li><li>• Process and submit the reply of correspondence received from Govt. Offices</li><li>• Resubmission of communication with required information.</li><li>• Reopen the disposed communication</li></ul>	<ul style="list-style-type: none"><li>• Mark the communication to another user<ul style="list-style-type: none"><li>○ In same office</li><li>○ In different office</li><li>○ In different department</li></ul></li><li>• Workflow for communication processing<ul style="list-style-type: none"><li>○ Accept</li><li>○ Reject</li><li>○ Return Back</li><li>○ Internal Transfer</li><li>○ Dispose</li><li>○ Close</li></ul></li><li>• Reports &amp; Dashboard</li></ul>

**USER TYPES IN THE SYSTEM**

<b>Administrator</b>	<b>Department Level</b>	<b>Vendor Level</b>
<ul style="list-style-type: none"><li>• System Administrator</li><li>• Admin for user creation</li></ul>	<ul style="list-style-type: none"><li>• Department HOD (Head of Department)</li><li>• Department Reception/Office</li></ul>	<ul style="list-style-type: none"><li>• Vendor Admin</li><li>• Vendor Staff<ul style="list-style-type: none"><li>▪ Department wise</li></ul></li></ul>

**COMMUNICATION TYPES**

There are two types of communication in the ebusiness portal:

(1) Vendor Communication Initiated by Vendor	(2) Departmental Communication Initiated by Department
<ul style="list-style-type: none"> <li>• General Communication</li> <li>• Return/Refund Request Form</li> <li>• PSD/EMD Deposit Form</li> <li>• Pre Bid Queries</li> <li>• Invoice Submission</li> <li>• Delay in PSD deposit</li> <li>• Payment Reminder</li> <li>• Complaint / Suggestion</li> <li>• Documents Submission</li> <li>• Installation Report</li> <li>• Delay in Installation/Delivery</li> <li>• Site not ready</li> <li>• Penalty Waive off</li> <li>• Clarification</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor Intimation</li> <li>• Performance improvement</li> <li>• Delay in work completion</li> <li>• Issue Notice</li> <li>• Show Cause notice</li> <li>• Blacklist</li> <li>• Improper Goods</li> <li>• Improper services</li> <li>• Deviation from Work Order</li> <li>• Non Compliance of SLA</li> <li>• Return Goods</li> </ul>

*Number of communications can be created by the Administrator as per requirement.*

**WORKFLOW**

The above vendor communication will appear in the account of the concerned department HOD and office (reception). The Work flow of the communication disposal is as follows:

S. No.	Action Name	Description	Action taken by
1	Accept	Accept action allows accepting the communication and sending it to the concerned staff of the office for necessary action. The concerned vendor can be informed through the portal by taking action on this communication.	Office (reception)
2	Reject	This action rejects the communication.	Office (reception), Department Officer
3	Return	Return action allows the user to return the communication to the vendor user for some missing information.	Office (reception), Department Officer
4	Re-Submit	The communication returned by the department can be resubmitted in the portal.	Vendor user
5	Move to other Office	This action allows user to send the communication to another office within the department.	Office (reception)
6	Move to Internal Officer	This action allows user to send the communication to another officer of the same office.	Office (reception), Department Officer
7	Dispose	This action allows user to dispose the	Office (reception),

		visible to the Vendor.	
8	Reopen	In the Vendor is not satisfied with the disposal, the vendor can also reopen the communication and send it back to the department.	Vendor user
9	Close	By this action the communication is closed.	Office (reception), Department Officer

*All the above actions can also be taken by Department HOD*

## APPLICATION SETUP

To start the ebusiness application,

- 27875 offices have already been created in the system
- 457647 Government officers have been mapped in the system with their offices.  
*When login in the ebusiness portal, the users will have to update their profile.*
- The Vendors will have to register in the portal when the portal will be launched.

## IMPLEMENTATION PLAN

### (A) MASTER TRAINERS

DoIT&C has issued order no. F11(312)/DoIT/Project/16/ML-2496 dated 27/05/2021. Vide this order, DoIT&C officials posted on Districts & Departments were appointed as "Master Trainers" for the eBusiness portal for performing following tasks in the portal:

- **Office Creation:** Creation of offices under their Departments/Districts.
- **User Creation:** Creation of Users of their Departments/Districts respectively and their associated offices.
- **Trainings & Support:** Providing training/technical support to vendors/department /district officials on the portal respectively.

### (B) TRAINING CALENDER

- Training to the Departments
  - Training to the departmental officers will be given on regular basis through Zoom application
  - Two days training to the departmental officers (**Monday / Wednesday**)
- Training to the Vendors
  - Training to the vendors will also be given on regular basis through Zoom application
  - Two days training to the vendors (**Tuesday/Friday**)

The meeting id and the password will be displayed on the eBusiness Portal.

## PILOT RUN OF THE APPLICATION

eBusiness Portal is designed for all the offices of Rajasthan Government across districts. A pilot run of the application will be done in the following:

S. No.	Category	Names
1	Departments	<ul style="list-style-type: none"> <li>• Rural Development Department</li> <li>• Public Works Department</li> <li>• Local Self Governance</li> </ul>
2	District	<ul style="list-style-type: none"> <li>• Udaipur</li> <li>• Jodhpur</li> </ul>
3	Boards and Undertakings	<ul style="list-style-type: none"> <li>• RajCOMP Info Services Limited</li> </ul>